

REQUEST FOR QUOTATIONS – CUSTOMER CARE TRAINING

Kindly see the attached request for quote (RFQ). Quotations should be forwarded to quotations@bccollege.co.za.

TENDERERS MUST NOTE THAT WHEREVER THIS DOCUMENT REFERS TO ANY PARTICULAR TRADE MARK, NAME, PATENT, DESIGN, TYPE, SPECIFIC ORIGIN OR PRODUCER, SUCH REFERENCE SHALL BE DEEMED TO BE ACCOMPANIED BY THE WORDS 'OR EQUIVALENT.

Kindly submit the following **REQUIRED** documents when responding to the RFQ

- Signed quotation (quotations not signed will be eliminated)
- Latest declaration forms (SBD 4, 8 and 9), see attached on college website
- Certified BBBEE certificate (0 points will be awarded for BBBEE certificates that are not certified)
- Tax Clearance Certificate
- CSD full report
- Company Registration
- Bank Confirmation Letter (not older than 3 months)
- Quotations must be detailed as per specification
- **Quotations must be submitted in the PDF format ONLY**
- All quotations submitted via email addresses other than the one listed above will not be considered.

Closing Date 05 September 2023 at 11h00 Pm. No late or hand delivered documents will be accepted. ONLY EMAILED DOCUMENTS WILL BE ACCEPTED

043 704 9238 / 043 704 9241



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



BUFFALO CITY TVET COLLEGE

Enquiries:

Miss L. Jongidiza (043-704 9207/0833691965)

Miss B. Madliki (043-704 9267)

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brendam@bccollege.co.za

Date:

29 August 2023

Expected Delivery Date:

18 September 2023

RE: QUOTATION REQUEST

Kindly provide us with the quotation for 15 staff members that are interested to attend Customer Care short course at your institution

No	Item	Item Description	Quantity
	Training for 15 Staff Members	<ul style="list-style-type: none"> Customer Care Course Duration 1 day Venue- In House 	15

- Quotations must be dated, signed and stamped.
- Quotations must be accompanied by the following documents:
 - Signed quotation with banking details,
 - Certified BBBEE Certificate,
 - SBD forms,
 - Valid Tax Clearance Certificate and

A valid letter of accreditation with the relevant SETA for the training course offered.

Signed by: 
Skills Development Facilitator: L. Jongidiza

Signed by: 
AD: Human Resource Administration: N Mhlola-Miza

Signed by: 
DP: Corporate Services: Z Chola

Signed by:  29/08/2023
Acting AD SCM: Z Jikwana

ADMIN CENTRE

Cnr Lukin Road & King Street
Private Bag 9016
East London, 5200
Tel: (043) 704 9352
Fax: (043) 743 4254
Email: ceo@bccollege.co.za

COLLEGE CAMPUSES

SCHOOL OF BUSINESS:

EAST LONDON CAMPUS
Lukin Road, East London
Private Bag 9016
East London, 5200
Tel: (043) 722 5453
Fax: (043) 743 0116
Email: elcadmin@bccollege.co.za

SCHOOL OF ENGINEERING

JOHN KNOX BOKWE CAMPUS
Mfaza Street, Nu1, Mdantsane
Private Bag X24
Mdantsane, 5219
Tel: (043) 761 1792
Fax: (043) 761 4803
Email: jkbadmin@bccollege.co.za

SCHOOL OF OCCUPATIONAL

TRAINING
ST MARKS CAMPUS
St Marks Road, 5200
East London
Private Bag 9016
East London, 5200
Tel: (043) 743 6554
Fax: (043) 743 9650
Email: training@bccollege.co.za

KING STREET SITE

17 King Street
East London
Tel: (043) 7224949
Fax: (043) 742 3351
Email:
mpuffet@bccollege.co.za

www.bccollege.co.za

Relevant Vocational Education for a Changing World

CUSTOMER SERVICES WORKSHOP

COURSE OUTLINE

Identify the four phases of effective customer services

The initial meeting

Transfer of trust

The service experience

Customer evaluation