



higher education
& training
Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



**BUFFALO CITY
TVET COLLEGE**

REQUEST FOR QUOTATIONS – CUSTOMER CARE SHORT COURSE

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

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

Closing Date 02 AUGUST 2024 at 11h00 am. No late or hand delivered documents will be accepted. ONLY EMAILED DOCUMENTS WILL BE ACCEPTED

043 704 9238 / 043 704 9241



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**BUFFALO CITY
TVET COLLEGE**

Enquiries:

Miss L. Jongidiza (043-704 9268)

Miss B. Madliki (043-704 9267)

ljongidiza@bccollege.co.za

brendam@bccollege.co.za

Date:

22 July 2024

Expected Delivery Date:

RE: QUOTATION REQUEST

Kindly provide us with the quotation for 50 staff members that are interested to attend Customer Care short course at your institution

No	Item	Item Description	Quantity
	Training for 50 Staff Members	<ul style="list-style-type: none">Customer Care Short CourseDuration 2 daysNQF 4Standard Unit 242829Venue- In House	50

- 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. Mhlole-Miza

Signed by: 
DP: Corporate Services: Z Chola

Signed by: 
SCM Manager: B Timothy

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
Mfana 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



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Outline for Customer Care Short Course

- Understand the vital importance of the customer to any organization
- See the value in having excellent service for both internal and excellent customers
- Identify the factors that can prevent an organization from maximizing customer value
- Understand how to critically look at the customer service levels and to establish if the organization is truly customer driven.
- Identify different customer types and interact appropriately with them