

## REQUEST FOR QUOTATION

**Reference No:**

You are hereby requested to submit a quotation in respect of goods and services as per **Annexure A**, and/or attached Specification/Terms of Reference.

SUPPLIER DETAILS					
Name of supplier					
Contact person					
Fax number					
Contact number					
BUSINESS CLASSIFICATION					
<b>Turn over</b> (TICK appropriate box below)					
<b>Please note that this information is compulsory and must therefore be provided. If uncertain use the attached schedule for guidance</b>					
Exempted Micro-Enterprises (EMEs) R0.00 to R10m				Qualifying Small Enterprises (QSE)	Large Company
Small	Micro	Medium	Cooperative	>R10m <R50m	>R50 million
ENQUIRIES AND SUBMISSION DETAILS					
<b>Contact person</b>		Jane Kekana			
<b>e-mail address</b>		DSBDExternalRFQ@DSBD.GOV.ZA			
<b>Telephone number</b>		012 394 3560			
<b>Issue/Request date</b>		05 March 2026			
<b>Closing date and time</b>		13 March 2026 @ 11:00			
Terms and Conditions					
#	REQUIREMENTS	COMMENTS			
1	Quotations should be dated.				
2	Quotations should be valid for 30 days unless indicated otherwise.				
3	Does it comply with cost containment (Yes or No)				
3	All prices quoted must be VAT inclusive, if no indication is indicated prices will be evaluated as inclusive.				
4	Should you not be registered for VAT it should be clearly indicated on the quotation.				
5	Please indicate the delivery period and confirm whether the delivery period is firm.				
6	Please indicate whether the prices quoted are firm for the duration of the validity period of the quotation.				
7	Please indicate whether the quotation is strictly to specification and if not state deviations and reasons for deviating from the requested specifications.				
8	This quotation is subject to the <b>Department of Small Business Development's</b> general conditions of contract unless otherwise stated by the supplier.				
9	Quotations should be on the service provider's letter head.				
<b>10</b>	<b>Failure to submit quotation on the closing date and time with all supporting documents MAY invalidate your quotation</b>				

Please note: Quotations with an amount value of R2 000.00 and above but not exceeding R999 999.99 80/20 preference point system shall be applied where 80 points will be allocated towards price and 20 points allocated towards the suppliers contributing BEE level status, SMMEs, Spatial (rural/ Township/ City) and Youth.

ANNEXURE A

REQUIREMENTS LIST

Item No	No of units	Item description	Value per item
1		<p><b>The Department of Small Business Development</b> requires a service provider to administer a Client Satisfaction Survey to measure client satisfaction with the Department's products, services, and capabilities.</p> <p><b>Service provider will be responsible for the following:</b></p> <p><b>Survey Administration</b></p> <ul style="list-style-type: none"> <li>• Use the Department-approved <b>Client Satisfaction Survey questionnaire</b>.</li> <li>• Distribute the survey using <b>multiple data collection methods</b> as defined in the TID: <i>Questionnaires/Surveys, Focus Groups (if needed), and Programme Performance-based reports</i>.</li> <li>• Ensure the survey reaches a <b>representative sample</b> of Department clients across programmes, sectors, and enterprise types.</li> </ul> <p><b>3.2 Data Collection Requirements</b></p> <ul style="list-style-type: none"> <li>• Conduct the full fieldwork within <b>5 working days</b>.</li> <li>• Provide daily progress updates to the Department.</li> <li>• Ensure anonymity and confidentiality.</li> </ul> <p><b>3.3 Data Capturing and Quality Control</b></p> <ul style="list-style-type: none"> <li>• Capture all responses using the Department's Excel <b>TID Scoring Template</b>.</li> <li>• Validate all entries to ensure completeness and eliminate duplicates.</li> <li>• Flag incomplete/unusable responses.</li> </ul> <p><b>3.4 Data Analysis Aligned to TID</b></p> <p>The provider must analyse results using the TID-defined methodology:</p> <ul style="list-style-type: none"> <li>• <b>Calculate % client satisfaction</b> based on responses classified as "Satisfied" or "Very satisfied."</li> <li>• Produce: <ul style="list-style-type: none"> <li>○ Total responses</li> <li>○ Valid responses</li> <li>○ Number satisfied</li> <li>○ % Satisfied (TID computation)</li> </ul> </li> </ul>	

		<ul style="list-style-type: none"> <li>Ensure results meet TID indicator requirements: <i>Cumulative, quarterly reporting cycle, desired performance = 50% satisfied.</i></li> </ul> <p><b>3.5 Deliverables</b></p> <p>The service provider must deliver the following <b>within one week</b>:</p> <ol style="list-style-type: none"> <li><b>Inception briefing</b> (Day 1)</li> <li><b>Fieldwork completed</b> (Day 1–5)</li> <li><b>Completed data set</b> in the Department’s scoring template</li> <li><b>Analytical Report</b>, including: <ul style="list-style-type: none"> <li>Response demographics</li> <li>Satisfaction scores (Likert analysis)</li> <li>TID percentage satisfied</li> <li>Recommendations for improvement</li> </ul> </li> <li><b>Presentation of findings</b> to the Department</li> <li><b>Signed-off final documents</b> suitable for quarterly audit and verification</li> </ol>	
		TOTAL AMOUNT INCLUDING VAT (15%)	
	<b>Compulsory documents to be returned.</b>	<p><b>(a) Fully completed Standard Bidding Documents; SBD 4 and 6.1</b></p> <p><b>(b) Points for tender shall be awarded for Price and B-BBEE, SMMEs, Spatial (rural/ Township/ City) and Youth.</b></p> <p><b>To claim points following should be provided.</b></p> <ol style="list-style-type: none"> <li><b>For B-BBEE require a Certified copy of BEE Certificate/or Affidavit,</b></li> <li><b>A Confirmation of SMMEs, take note of the above table (business classification)</b></li> <li><b>For Spatial (Rural/ Township/ City) a Certified copy of your proof of residence 6 months</b></li> </ol>	

**SCHEDULE 1**

*The new National Small Enterprise Act thresholds for defining enterprise size classes by sector, using two proxies*

Column 1	Column 2	Column 3	Column 4
Sectors or sub-sectors in accordance with the Standard Industrial	<b>Size or class of enterprise</b>	<b>Total full-time equivalent of paid employees</b>	<b>Total annual turnover</b>
<b>Agriculture</b>	Medium	51 - 250	≤ 35,0 million

	Small	11- 50	≤ 17,0 million
	Micro	0 – 10	≤ 7,0 million
<b>Mining and Quarrying</b>	Medium	51 - 250	≤ 210,0 million
	Small	11- 50	≤ 50,0 million
	Micro	0 – 10	≤ 15,0 million
<b>Manufacturing</b>	Medium	51 - 250	≤ 170,0 million
	Small	11- 50	≤ 50,0 million
	Micro	0 – 10	≤ 10,0 million
<b>Electricity, Gas and Water</b>	Medium	51 - 250	≤ 180,0 million
	Small	11- 50	≤ 60,0 million
	Micro	0- 10	≤ 10,0 million
<b>Construction</b>	Medium	51 - 250	≤ 170,0 million
	Small	11- 50	≤ 75,0 million
	Micro	0- 10	≤ 10,0 million
<b>Retail, motor trade and repair services.</b>	Medium	51 - 250	≤ 80,0 million
	Small	11- 50	≤ 25,0 million
	Micro	0 – 10	≤ 7,5 million
<b>Wholesale</b>	Medium	51 - 250	≤ 220,0 million
	Small	11- 50	≤ 80,0 million
	Micro	0 – 10	≤ 20,0 million
<b>Catering, Accommodation and other Trade</b>	Medium	51 - 250	≤ 40,0 million
	Small	11- 50	≤ 15,0 million
	Micro	0 – 10	≤ 5,0 million
<b>Transport, Storage and Communications</b>	Medium	51 - 250	≤ 140,0 million
	Small	11- 50	≤ 45,0 million
	Micro	0 – 10	≤ 7,5 million
<b>Finance and Business Services</b>	Medium	51 - 250	≤ 85,0 million
	Small	11- 50	≤ 35,0 million
	Micro	0- 10	≤ 7,5 million
<b>Community, Social and Personal Services</b>	Medium	51 - 250	≤ 70,0 million
	Small	11- 50	≤ 22,0 million
	Micro	0 – 10	≤ 5,0 million