SOUTH AFRICAN HERITAGE RESOURCES AGENCY

TERMS OF REFERENCE

THE SOUTH AFRICAN HERITAGE RESOURCES AGENCY INVITES SUITABLY QUALIFIED SERVICE PROVIDERS TO SUBMIT QUOTATIONS TO PROVIDE WORD FORMATTING AND TOOLS TRAINING

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TERMS OF REFERENCE

1 PURPOSE

1.1. The South African Heritage Resources Agency (SAHRA) hereby invites suitably qualified service providers to submit quotations for the provision of **Word Formatting and Tools** Training.

2 BACKGROUND

2.1. The South African Heritage Resources Agency (SAHRA) is an agency of the Department of Arts and Culture and is the national administrative body responsible for the management and protection of South Africa's cultural heritage resources.

3 SCOPE OF SERVICES

Word Formatting and Tools	
Target Audience	Skilled Employees
No. of participants	25 Employees
Level	NQF4- **Microsoft Official Course**
Duration	1 days with Online with Various practical activities
Topics to be covered	• Customizing formats using styles and themes • Work with different types of sections • Demonstrating an understanding of and use master and sub documents. • Collaborating on documents • Modify user information • Share a document • Work with comments • Review a document with track changes • Creating, editing and/or deleting references in a document. • Creating, editing and using electronic links in a document. • Using Macros Creating and automate tasks using macros • Simplifying and managing long documents Insert an index and table of contents • Using outline options • Working with Master and subdocuments • Securing a document • Set restrictions and add signatures • Creating and use forms.

	All attendees to be supplied with training manuals in electronic format.

4 REQUIREMENTS TO BE INCLUDED IN THE SUBMISSIONS

4.1. To guarantee an objective and fair evaluation process, all proposals submitted must be in accordance with format as described in the scope of work. Failure to provide all or any partof the requested information in the required format may result in a proposal being excludedfrom the evaluation process.

4.2. The full training Programme to be outlined in the quote.

5 COMPULSORY INFORMATION TO BE INCLUDED

5.1. The proposal must include a company/organisation profile, comprising a description of yourorganisation, its primary business activity, clients, experience, management, sub-contractorprofiles, etc, including at list three reference companies whom they offer the same servicesto.

5.2. Proof of current **SETA accreditation** as a training service provider.

6 TERMS AND CONDITIONS OF TENDERING

a) All costs and expenses incurred by the potential service providers relating to their project proposal will be borne by each respective service provider. SAHRA is not liable to pay suchcosts and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.

b) SAHRA reserves the right to request new or additional information regarding each bidder and any individual or other persons associated with its proposal

c) SAHRA may require responsive bidders to present and discuss their proposals in person.

d) SAHRA reserves the right not to make any appointment from the proposalssubmitted.

e) Bidders shall not issue any press release or other public announcement pertainingto details of their project proposal without the prior written approval of SAHRA.

f) Bidders are required to declare any conflict of interest they may have in the transaction for which the bid is submitted or any potential conflict of interest. It is important that

bidders declare their conflict of interest through completion of relevant attached forms.

g) SAHRA reserves the right not to consider further any bid where such a conflict of interest exists or where such potential conflict of interest may arise.

h) All project proposals shall become the property of SAHRA and shall not be returned.

i) The bid offers and proposals should be valid and open for acceptance by SAHRAfor a period of 120 days from the date of submission.

j) Bidders are advised that submission of a proposal gives rise to no contractual obligations on the part of SAHRA.

k) SAHRA reserves the right not to award the bid to the bidder that scores the highest points.

l) Disputes that may arise between SAHRA and a bidder must be settled by meansof mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.

j) In addition to adherence to the specific terms and conditions of proposals, providedin this document, the bidder shall be bound by the provisions of the General Conditions of Contract attached hereto, an original signed copy of which must be submitted together with all other bid documentation.

k) All returnable bid documents must be completed in full and submitted togetherwith the bidder's proposal. Should the returnable documents not be completed,the bid will not be considered any further.

l) The successful bidder will be subject to supplier clearance process as prescribed by the National Treasury. This process includes verification of supplier and its shareholders/directors/members' status on the list of defaulters and restricted suppliers.

m) The proposal must include a company profile/ organization profile, comprising a description of the organization of the bidder, its primary business activity, clients experience, management etc, including at least three references for companies,to whom the service provider has supplied the same service.

n) After the successful service provider has received the purchase order, they mustbe able to deliver in full compliance with South African approved standards and incompliance to the specifications provided.

7 RETURNABLE DOCUMENTS

a. SBD 1 Invitation to BID
b. Tax Compliant Status Pin
c. SBD 3 Pricing Schedule
d. SBD 4 Bidders Disclosure
e. SBD 6.1 Preference points claim form (valid BBBEE certificate must be submitted together with this completed document).
f. SBD 7.2 Contract Form (Rendering Services).
g. General Conditions of Contract.

NB: Failure to submit original completed returnable forms as mentioned above will automatically disqualify your quotation. Please ensure that you submit CSD Registration Report.

SAHRA reserves the right to revise any aspect of these timeframes at any stage, and to amend the process at any stage.

8 ANTICIPATED TIME SCHEDULE AND PROCESS

Request for Tenders Issued	Website	**18 November 2026**
Closing date & Opening of BIDs	SAHRA Head Office	**25 November 2026**

9 EVALUATION CRITERIA

a) All proposal offers received shall be evaluated based on the following phase outapproach:

- **Phase one**: Compliance to the terms of reference and conditions of the RFQ. Failure to meet any of the conditions of the RFQ will automatically disqualify your RFQon this phase.

- **Phase two:** The applicable preference point system for this RFQ is the 80/20 preferencepoint system. Preference points on specific goals as follows.

Preference Point System	Points
Price	**80**
Specific Goals	**20**
Black owned company	8
Women	4
Youth	5
Disability	3
Total points for Price and SPECIFIC GOALS	**100**

10 PRICE (VAT INCLUDED)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive ofVAT. The service provider with the lowest price shall score the maximum 80 points.

11 SUBMISSION OF TENDERS

Quotations must be submitted via email to tenderinfo@sahra.org.za for the attention of **SupplyChain Management: Quote No- RFQ SAHRA 34/2026**

SAHRA takes no responsibility for mailed tender documents. It is the onus of the service providerto ensure that the document reach the email on or before closing date and time.

12 CLOSING DATE AND TIME: 25 November 2026 at 11:00
NO LATE PROPOSALS WILL BE ACCEPTED

13 FOR INFORMATION, PLEASE CONTACT IN WRITING:

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