



public works
& infrastructure

Department:
Public Works and Infrastructure
REPUBLIC OF SOUTH AFRICA



EXPANDED PUBLIC WORKS PROGRAMME

TERMS OF REFERENCE:

TRAINING OF THE EXPANDED PUBLIC WORKS PROGRAMME (EPWP) PARTICIPANTS ON THE W&RSETA SKILLS PROGRAMME FROM THE QUALIFICATION – NATIONAL CERTIFICATE: WHOLESALE AND RETAIL OPERATIONS, ID: 63409, REGISTERED SKILLS PROGRAMME: CALL OR CONTACT CENTRE AGENT IN EASTERN CAPE PROVINCE – CHRIS HANI DISTRICT MUNICIPALITY

TABLE OF CONTENTS

1. ABBREVIATIONS/ACRONYMS.....	3
2. INTRODUCTION.....	4
3. BACKGROUND.....	4
4. DEFINITION OF CONCEPTS.....	4
5. SCOPE OF WORK	6
5.1. Pre - training deliverables:	6
5.2. Training deliverables:	7
5.3. Reporting and communication.....	8
6. EVALUATION CRITERIA OF QUOTATIONS/BIDS	8
6.1. Administrative responsiveness criteria	9
6.2. Substantive responsiveness criteria.....	9
6.3. Price and preference.....	9
7. CONDITIONS OF SERVICE (AFTER APPOINTMENT):	9
8. PRICING AND PAYMENT STRUCTURE.....	10
8.1. Submission of quotations.....	10
8.2. Payments structure:.....	11
9. COMMUNICATION AND RECORDS.....	13



1. ABBREVIATIONS/ACRONYMS

CGO	Central Government Offices
DHET	Department of Higher Education and Training
DPWI	Department of Public Works and Infrastructure
EME	Exempted Micro Enterprises
ETD	Education Training and Development
ETQA	Education and Training Quality Assurance
EPWP	Expanded Public Works Programme
NQF	National Qualification Framework
NSF	National Skills Fund
PFMA	Public Finance Management Act
POE	Portfolio Of Evidence
POPIA	Protection Of Personal Information Act
PPE	Personal Protective Equipment
QCTO	Quality Council for Trade and Occupation
QSE	Qualifying Small Enterprises
SAQA	South African Qualifications Authority
SETA	Sector Education and Training Authority
SLA	Service Level Agreement
SMMEs	Small, Medium and Micro Enterprise
VAT	Value Added Tax



2. INTRODUCTION

These terms of reference are aimed at:

Inviting the relevantly accredited training provider(s) for implementation of the **W&RSETA Skills Programme training – National Certificate: Wholesale & Retail Operations, SAQA ID: 63409: NQF Level 2, Registered Skills Programme: Call or Contact Center Agent Eastern Cape Province – 1 Project at 1 Site (30 Learners).**

Defining the scope of work and the expected deliverables of the relevant training providers to ensure submission of compliant quotations towards appointment of the successful bidder.

3. BACKGROUND

The Department of Public Works and Infrastructure (DPWI) secured funding from the National Skills Fund (NSF), to support the EPWP training initiatives across all Provinces. The main objectives of training in EPWP are to equip the participants with skills and knowledge which will enable them to effectively implement their EPWP projects and to enhance their active participation in the labour market and SMMEs development at exit level. Training is implemented in line with all applicable prescripts.

4. DEFINITION OF CONCEPTS

For the purposes of these terms of reference the following definitions shall apply:

“Assessment”: refers to all applicable assessment processes, not limited to the formative continuous assessment by the Training Provider during the training and experience component of the skills programme as well as the summative or final assessment at the end of training as per the relevant ETQA prescripts.

“Assessor”: refers to an education and training personnel who is registered by the relevant ETQA body to measure the achievement of specified National Qualification Framework standards or qualifications.

“Certification”: refers to the issuance of the certificate of competency and or attendance by the relevant ETQA or provider upon successful completion and attainment of a qualification related to a skills programme.

“Classroom training”: refers to all instructional training at a venue acquired for theoretical/ knowledge and practical component of training as per the relevant ETQA prescripts.



“Day”: means calendar day, excluding Saturdays, Sundays and South African public holidays. Consent from all the relevant parties must be obtained for training within the excluded days.

“Department”: means the National Department of Public Works and Infrastructure.

“EPWP”: means Expanded Public Works Programme a national government initiative aimed at drawing a significant number of unemployed people into productive work.

“EPWP participant”: refers to any person or an organization which is participating in an EPWP project and reported as such, in line with the EPWP reporting requirements.

“Facilitator”: refers to a relevant qualified education and training personnel who offers learning process and training related activities as per the relevant ETQA prescripts.

“Funds”: refers to the project funding from NSF, as secured by DPWI.

“Learner”: means EPWP participant recruited by EPWP to participate in the skills programme in line with the set regulations.

“Moderator”: refers to a registered education and training personnel who ensures that the process of assessment for the outcomes described in the NQF standards and qualification is fair, reliable and valid as per the relevant ETQA prescripts.

“Quality assurance”: refers to monitoring process by ETQA to ensure compliance of training to set standards at all levels.

“Service”: means the services to be provided by the Training Provider for the project in accordance with the training deliverables.

“Service Provider”: means the successful bidder appointed to undertake this project. Training Provider shall have a corresponding meaning.

“Training Provider”: refers to a natural or juristic person appointed by DPWI accredited by an ETQA to provide accredited training to the representatives of learners.

“Workplace Training”: means where necessary, all training, guidance, support and mentorship services conducted during the workplace experiential component of the skills programme, conducted on the site where the structured workplace experience is being offered, by the Mentors, as per the relevant ETQA requirements where applicable.



5. SCOPE OF WORK

The appointed Training Provider will be expected to deliver the Skills Programme training listed in the table below in line with SETA/QCTO/ETQA prescripts:

Qualification title and ID title as registered by SAQA	Title: National Certificate: Wholesale and Retail Operations, SAQA ID: 63409: Registered Skills Programme: Call or Contact Center Agent			
Skills programme ID (if registered by ETQA)	27/SP-422206/Cal2/00295			
LEGACY UNIT STANDARD TITLE	SAQA ID	NQF LEVEL	CREDITS	DURATION
Handle help desk queries	254594	2	12	15
Input data received onto appropriate computer packages within a contact centre	10349	2	12	15

Training will be offered to **30 EPWP Participants in Eastern Cape Province – 1 Project at 1 Site.**

The appointed Training Provider will be required to perform the following services in line with the relevant SETA/QCTO/ETQA prescripts.

5.1.Pre - training deliverables:

Make itself available, together with all required personnel, systems and resources, for due diligence and capacity verification processes conducted by the Department at any stage during the implementation of the project.

Attend a compulsory logistics meeting coordinated by the Department after signature of this Agreement, as a prerequisite for commencement of implementation.

Verify with SAQA/SETA/QCTO, prior to commencement of training, the accreditation and validity of the learning programme and ensure full compliance with all applicable requirements for implementation.

Ensure that suitably qualified staff, infrastructure, consumables, protective clothing and equipment required for the achievement of theoretical, practical and workplace outcomes are in place in accordance with applicable SETA/QCTO prescripts, at the Training Provider's cost unless otherwise agreed in writing.



Secure an accessible and suitable SETA or ETQA-compliant training venue for theoretical and practical training, which complies with applicable classroom ratios and is located within a twenty (20) kilometers radius of the project site, unless otherwise approved in writing by the Department.

Provide suitably qualified workplace coordinators and support personnel to guide learners during workplace learning in accordance with ETQA prescripts.

The Training Provider shall not charge for workplace facilities made available through EPWP projects, but only for workplace learning coordination.

Where the Training Provider utilises Government or project facilities, equipment or consumables that are provided free of charge or at subsidized cost, no claim in respect thereof shall be submitted to the Department.

5.2. Training deliverables:

The contracted training provider must:

Ensure that all required resources remain available throughout the training duration to maintain compliance with applicable prescripts.

Conduct a pre-diagnostic assessment prior to commencement of training to assess learners' existing knowledge and skills and submit the results to the Department and SETA/QCTO, where required.

Implement training in a language reasonably understood by learners, where practicable, and report learner dropouts or withdrawals in accordance with SETA/QCTO and EPWP prescripts.

Register and upload learner details on the relevant ETQA database in compliance with SETA/QCTO requirements.

Ensure that all learner registration documentation is properly completed, signed and submitted in accordance with SETA/QCTO requirements.

Provide theoretical, knowledge and practical training in accordance with this Agreement and applicable ETQA prescripts.

Provide workplace learning and coordination in accordance with applicable prescripts to support learner progression towards completion of the programme.

Assess, re-assess where necessary, moderate and upload learner achievements in accordance with SETA/QCTO requirements to enable certification of competent learners.

Provide reasonable remedial support to learners who are not yet competent, in accordance with SETA/QCTO prescripts.

Continuously monitor, evaluate and mentor learners with the objective of maximizing completion rates, subject to learner attendance and performance.

Submit progress and milestone reports in accordance with SETA or ETQA requirements, which shall support payment tranches contemplated in this Agreement.

Facilitate ETQA quality assurance and verification processes and acknowledge that the Department and SETA/QCTO may conduct announced or unannounced monitoring visits.

Liaise with SETA/QCTO and the relevant ETQA to ensure timeous certification of successful learners upon completion of the programme.

5.3. Reporting and communication

The contracted training provider should:

Provide comprehensive reports and all other relevant documents, as per the agreed timelines, to the EPWP Project Manager. It should be noted that any relevant official from EPWP, maybe involved in the project in collaboration with the EPWP regional office.

Communicate any training related matters or challenges to the DPWI EPWP Regional Training Manager allocated to the project, and elevate such matters, if unresolved, to the Regional Programme Manager, then to Head Office level, if necessary or unless otherwise deemed fit.

In line with the POPI Act, keep and protect any learner's data and information as confidential and not divulge any such data and or information to the third party without the prior written consent of the department.

Any dispute will be handled in terms of the applicable DPWI prescripts which will be outlined and signed during signing of the service level agreement with the successful bidder.

6. EVALUATION CRITERIA OF QUOTATIONS/BIDS

To appoint an appropriate and efficient training provider who will ensure successful delivery and completion of this project, the training provider should meet the following critical criteria:



6.1. Administrative responsiveness criteria

The providers to attach and submit all required documents as outlined in the bid document (refer to the PA-03: Notice and Invitation for quotation).

6.2. Substantive responsiveness criteria

- The training provider submit a valid accreditation by SETA for: **National Certificate: Wholesale and Retail Operations for the registered skills programme: Call or Contact Center Agent** including the unit standards provided at table under point 4 above.
- Submission of pricing structure (Annexure A), as it is a responsive criterion.

6.3. Price and preference

All quotations received will be evaluated for price and preference in line with the PFMA, other procurement prescripts, and the departmental procedures.

Providers should submit quotations in line with their applicable VAT status using the pricing structures attached (Annexure A).

All quotations to be submitted in the prescribed pricing structure attached using the market rates. Quotations will be evaluated on price in line with the applicable market

Providers should submit quotations using the pricing structures attached (Annexure A).

7. CONDITIONS OF SERVICE (AFTER APPOINTMENT):

The appointed Training Provider will be required to:

Sign the SLA with DPWI for a duration of **03 (three) months** for the successful completion of the training i.e. **two (02) months** for training and completion the skills programme and **one (01) month** buffer period for, amongst others, administrative work with the SETAs or DPWI before and after training. Any work implemented after the contract duration without prior approval by DPWI, will not be paid for.

A compulsory logistics meeting with the appointed training provider and all stakeholders will be coordinate by DPWI before training commences. This is to clarify, agree, and finalize all implementation issues.



The project implementation plan with the schedule indicating clear timelines, and deliverables must be agreed upon and approved by DPWI within four (04) weeks after signing the service level agreement (before the commencement of the training).

No advance payment will be made for the execution of this project. All payments will be made based on satisfactory services rendered, as stipulated in paragraph 8 below.

Providers to prioritise classroom venue which is closer to EPWP project sites to ensure access as participants will not be receiving stipends for transport and meals during training.

Where necessary, EPWP official may assist the training provider with Government facilities for theoretical training duration.

The EPWP project sites, will, if deemed necessary and suitable by SETA/QCTO, be used for workplace learning.

The appointed training providers will sign the contract and other delivery agreements and Annexures.

8. PRICING AND PAYMENT STRUCTURE

8.1. Submission of quotations

The quotations should be submitted by providers as follows:

Quotations documents to be signed by the company representative nominated. Bidder to submit the signed bid pricing structure (Annexure A) as per the provided template.

Training providers should familiarise themselves with the explanatory notes per item of the pricing structure to ensure that the bids are accurately compiled and submitted.

Training providers should submit quotes using the pricing structure template attached (Annexure A).

Quotes must be submitted as per the set supply chain management timelines, any quotes received after the deadline will not be considered by DPWI.



8.2. Payments structure:

All payments are performance-based.

No advance payment shall be made to the Training Provider. Payments shall be made only for services satisfactorily rendered, verified and approved by the Department, and subject to the availability of funds.

The Training Provider shall not be entitled to payment where learners fail to attend training, except where such non-attendance is directly attributable to a failure by the Department to fulfil its obligations under this Agreement.

The Training Provider shall submit original (including electronic) invoices reflecting the amount claimed for the relevant payment tranche, together with a detailed report evidencing the scope of work performed for the applicable period.

All claims for payment shall be submitted in the prescribed format and accompanied by the required supporting documentation as communicated by EPWP during the contracting process.

Claims shall be submitted in accordance with the payment tranches set out below, unless otherwise agreed with all parties.

First invoice: A claim for the first tranche shall be payable upon securing a compliant classroom, theory/ knowledge/ practical (and where applicable, workplace learning), compliant training related PPE supplied to each learner as prescribed by ETQA/SETA/QCTO as well as learner allowance paid out and shall be supported by:

- Proof of SETA/QCTO compliant training venue.
- The DPWI approved implementation plan.
- Proof of learners' registration in accordance with SETA/QCTO requirements.
- Certified copies of the learners' South African identity documents.
- Signed EPWP monitoring report.
- Training provider's report for satisfactory training completed (theory/ knowledge/ practical/ workplace learning).
- Daily attendance register.
- EFT proof of payment for learner allowance paid during training.
- Register for proof of compliant PPE issued to each learner (Training related PPE as outlined in the due diligence report and the pricing structure).
- Individual learners' diagnostic assessment report (where applicable).

No payment will be made for overhead items and venue which have been offered for free to the provider by any government institution or department or project.



Any payable overhead and venue must be supported by the verification report from the Regional EPWP Manager confirming such delivery as satisfactory and duly payable to the provider.

Second invoice: A claim for the second tranche shall be payable upon successful and satisfactory completion of the workplace training (and where applicable, theory/ knowledge/ practical) as well as learner allowance paid out and shall be supported by:

- Signed EPWP monitoring report.
- Training provider's report for satisfactory workplace training completed (and where applicable, theory/ knowledge/ practical).
- Daily attendance register.
- EFT proof of payment for learner allowance paid during training.

Third invoice: A claim for the third tranche shall be payable upon successful and satisfactory completion of summative assessment and internal moderation report by the provider as prescribed by ETQA/SETA/QCTO as well as learner allowance paid out and shall be supported by:

- Summative assessment and re-assessment reports (where applicable).
- Internal moderation report.
- Certificate of attendance.
- Training provider close-out report endorsed by EPWP.

Fourth invoice: A claim for the fourth tranche is payable upon successful and satisfactory completion, certification of the programme subject to ETQA/SETA/QCTO confirmation and shall be supported by:

- Valid proof of certification/ statement of results or award of credits.

NB! All invoices shall be submitted in accordance with the agreed tranches unless otherwise approved in writing by the Department. Any outstanding claims must be submitted within **six (6) months** after completion of training, failing which such claims may be forfeited.

All consumables should remain with the project or learners upon completion of training, whilst equipment should be provided on a lease-basis as per the duration and the applicable activities of the course.

Invoices for weekly allowances: Paid out the learners' should be submitted after each weekly pay out unless agreed otherwise and accompanied by proof of electronic payment to each learner for each day attended, as per 8.3 below.



Invoice for equipment and consumables: Payable per learner as per the approved quotation upon supply of adequate, relevant, and compliant consumables including protective clothing and equipment during theory/ knowledge/ practical/ workplace training as per the relevant SETA or ETQA prescripts. The PPE register signed by each learner upon receipt of such should be attached to the invoice for overheads, PPE, equipment, etc.

8.3. Payment of training providers for learners' allowances paid

The learner allowance is payable by the appointed provider to the learners, from the NSF grant approved by DHET. This allowance is, to assist learners with their daily meals and transport to attend the training.

The daily rate is **R 132.96 (One Hundred and Thirty-Two Rands and Ninety-Six Cents only)**, in line with the minimum daily wage as per the Ministerial Determination for EPWP projects.

In case the rate will may changes based on the review of the wage incentives, the provider should pay the revised learner allowance rate and claim from the DPWI in line with the changed rates. Any deviation from the rate discrepancy shall remain the responsibility of the training provider.

No advance payment will be made to the training provider for the learner stipend. The training provider may claim weekly or otherwise for the paid-out stipend.

The learner allowance will be paid by the appointed provider at the end of each training week unless otherwise agreed by the parties and will be claimed from DPWI upon receipt of proof of such payment and all supporting documents i.e. daily attendance register signed by learners, an originally certified copy of the thirteen (13)-digit bar-coded identity documents and proof of the providers electronic pay-out of the allowance.

An additional 7.5% of the overall learners' allowances paid out to learners during training will be payable to the provider for administering the allowances on behalf of the Department.

9. COMMUNICATION AND RECORDS

Written project progress reports shall be submitted by the training provider to DPWI as per the signed contract.

EPWP Training officials will monitor, and report progress made by both learners and the training provider.



The contracted provider should ensure active participation and quality assurance by the relevant ETQA throughout the training.

A consolidated final closeout report shall be submitted by the training provider at the end of the project.

All records related to training should be kept in a lockable safe for a period of five years in line with the NSF prescripts.

A handwritten signature in black ink, appearing to be a stylized 'd' or 'f'.

Province	Director Name	Local Municipality	District Municipality	Main Town	DEPT/ACTIVITY	Skills Programme Registration Status	Skills Programme Registration Number if already registered	Skills Programme Registration Number if already registered	Skills Programme Registration Number if already registered	Qualification Title where Skills Programme is awarded if not registered	NOF Level	Unit Standard	Unit Standard Title	Grading	Duration/Total
Eastern Cape	Infrastructure Sector	ECODI Mqijima	Chris Hani	Queenstown	W&RCEJA	Registered	4275P-422D06/CA2/00295	Call or Contact Center Agent	National Certificate: Wholesale and Retail Operations	2	254594	Handle help desk queries		12	15
Eastern Cape	Infrastructure Sector	ECODI Mqijima	Chris Hani	Queenstown	W&RCEJA	Registered	27/SP-422D06/CA2/00295	Call or Contact Center Agent	National Certificate: Wholesale and Retail Operations	2	10349	Input data received onto appropriate computer packages within a contact centre		12	15
															30

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