



REQUEST FOR QUOTATIONS

1.RFQ Name: Procurement of Service Desk Management system

RFQ Number: KHC/RFQ/14/2026

Technical enquiries: Ms. L. Malusi
Contact details: 047 401 6400/6443
Email address lmalusi@khc.edu.za

SCM Enquiries: Ms. N. Maseme
Contact details 047 401 6400/6437
Email address: nmaseme@khc.edu.za

Date of issue: 26 May 2026

Closing date: 03 June 2026

<hr/> <p>Company name</p>

Quotations are hereby requested from service providers to provide quotation for the following:

Item	Full specification	Quantity
1.	<p>Service Desk Management System</p> <p>Please see attached specification for full details</p>	1

Service Providers must take note of the following:

COMPLIANCE DOCUMENTS TO BE SUBMITTED WHEN SUBMITTING THE QUOTATIONS:

- Original SARS Valid Tax Clearance Certificate or tax pin
- Certified copy of Business Registration Document (CIPC) (**certified stamp should not be older than 6 months**)
- Proof of valid Shareholder Certificate/ Valid proof of ownership of other type of entities
- Proof of registration with Central Supplier Database as per Treasury Regulations
- Completed SUPPLIER declaration forms i.e. SBD 4 (Obtainable from the College Website)

OTHER REQUIREMENTS

- Company profile with proof of relevant experience and contactable references.
- Fully Completed and signed Preference Points Claim SBD 6.1 Preferential points claim form in terms of Preferential Procurement Regulations 2022 and submission of applicable documents outlined on Specific goals document. (**Obtainable from the College website**)
- Certified ID copies of owners/shareholders. The certification should not be older than 6 months.

Evaluation criteria

Criteria	Points Available
Bid Price	80
Specification Goals	20
Total	100

The evaluation criteria will use 80/20 Principles, where the points are formed by Price and the Specific Goals, Price is 80 points, and the Specific goals is 20 points. NB: SBD 6.1 must be used in order to claim points. Additional information i.e., id copies of directors (not older than 6 months certification) medical certificate

Table : Specific Goals

Specific Goals are broken down as follows

POPIA Act Disclaimer

- By providing a quote or bid and/or related documentation to the King Hintsa TVET College, the bidder/quoter consents to the processing of it's Personal Information, as

Specific goal category	Allocation of Points 20
<p>Black Ownership: <i>Enterprise Owned by Black Persons i.e., Africans, Coloured, Indians, and Others as defined by the Constitution of South Africa</i></p> <ul style="list-style-type: none"> ▪ 100% Black owned enterprises 	10
<p>Woman Ownership</p> <ul style="list-style-type: none"> ▪ 100% Woman ownership 	4
<p>Youth ownership</p> <ul style="list-style-type: none"> ▪ 100% Owned by youth 	4
<p>Disability</p> <ul style="list-style-type: none"> ▪ 100% Owned by person with disability 	2
Total	20

defined in the Protection of Personal Information Act 4 of 2013 and any other applicable data protection legislation, for the purposes of the procurement purpose, including but not limited to the evaluation, adjudication and appointment of a successful bidder/quoter. The submitted information may also be utilised for any audit and/or legislative reporting purposes.

- Where applicable, the bidder/quoter warrants that it has obtained the necessary consent to process any personal information of its employees and/or any third parties whose personal information is provided for the bid /quotation. In addition, the bidder/quoter consents that King Hintsa TVET College to
 - - verify any personal information with the National Treasury CSD website, including verification of references.
 - - verify any other regulatory/ industry or any accredited/certification bodies.
 - At any stage should the bidder/quoter wish to withdraw its consent as detailed hereabove, it must do so in writing and address such notification to the SCM Manager.

2.Specification

Feature	Description	Senso Cloud Component/Tool
Ticket Management	Centralized logging, tracking, and resolution of ICT incidents and service re quests.	Senso Service Desk
Multi-Channel Submission	Tickets submitted via web portal, email-to-ticket, or client toolbar.	Senso Web Portal, Email Integration, Senso Client Toolbar
Remote Support	Technicians can access and troubleshoot user devices remotely .	Senso Remote Control
Workflow Automation	Automatic ticket routing, notifications, and escalations based on rules.	Senso Automation Rules
SLA Tracking	Monitor response and resolution times; alerts for SLA breaches.	Senso SLA Management
Communication Tools	Messaging and notifications between ICT staff and end-users.	Senso Service Desk Messaging

3. Submissions

Enquiries and submissions of quotes should be submitted to:

Email: nmaseme@khc.edu.za

Tel no. 047 401 6400/6437

Closing Date: 03 June 2026

Time: 12:00 pm

PLEASE NOTE THAT NO LATE SUBMISSION WILL BE ACCEPTED