

The Road Fund Administration (RFA) is a statutory organisation, established under Act 18 of 1999 to manage the Namibian Road User Charging System (RUCS) with a view to secure funding required to achieve a safe and efficient road sector in Namibia.

REQUEST FOR PROPOSALS

FOR CUSTOMER SERVICE AND PRODUCT KNOWLEDGE TRAINING FOR FRONT LINE STAFF

Procurement Reference No: SC/RP/RFA–15/2022

The Road Fund Administration (RFA) invites suitably qualified, competent, and experienced Training Service Providers to submit bid for the provision of Training Services for the above bid.

Scope of Work

The Road Fund Administration (RFA)'s primary objective in issuing this invitation is to enter into agreement with a successful bidder who will achieve the following:

- 1) Develop, and Print customer service and product knowledge training course material tailored to the RFA Services (in line with the RFA objectives, mandate, vision, mission, and core values).
- 2) Conduct customer service and product knowledge training to the RFA front line staff (across the country - at three towns which are centrally located to accommodate the RFA clusters i.e., Southern, Central and Northern Clusters).
- 3) Conduct **pre and post training** knowledge assessment in order to demonstrate improvement on the customer service and product knowledge gained through training, reports to be submitted.
- 4) Issue attendance certificates to the participating front-line staff.

Specifications are outlined in the RFP bid document, which can be obtained from the **RFA Procurement Management Unit** by sending an email containing the potential bidders: a) full name of the business entity, b) name of contact person, and c) contact details to procurement@rfanam.com.na

All bidding documents submitted must comply with the stipulations of the Public Procurement Act, 2015 (Act 15 of 2015). Information pertaining to the submission and evaluation of the proposals is contained in the RFP document.

Please take note that proposals will not be considered unless delivered **before the closing date and time indicated below**. It is the responsibility of the potential Bidder to ensure that proposals are placed in the bid box at the RFA before the closing date and time. All technical and financial proposals become the property of the RFA.

BID CLOSING DATE & TIME:

Thursday, 13th October 2022 - 11:00 am

DELIVERY ADDRESS:

Bid Box, Ground Floor, Road Fund Administration Head Office, 21 Feld Street, Windhoek,

ENQUIRIES:

Tel: +264 (61) 433 3049/82

EMAIL:

procurement@rfanam.com.na