

Expression of Interest (EOI)

Personal Shoppers Training and Support Programme

EOI reference	EOI_Personal Shopper_01
Issue date	11 September 2026
Closing date and time	18 September 2026
Submission email	Township.economy@takealot.com
Enquiries	Township.economy@takealot.com

1. Invitation and programme overview

Takealot Group invites suitably qualified organisations to express interest in providing entrepreneurship-focused training and support to participants in its Personal Shoppers Programme.

Personal Shoppers are community-based micro-entrepreneurs who help customers access e-commerce by placing and managing orders, supporting payments and delivery queries, and building trusted local customer relationships. The programme intends to strengthen their commercial capability, income-generation potential and ability to operate sustainable micro-enterprises.

2. High-level service requirement

The appointed service provider or panel of providers may be required to:

- Design or refine practical, non-accredited entrepreneurship and sales training tailored to Personal Shoppers.
- Deliver accessible, mobile-first training through virtual, hybrid or in-person methods.
- Support participant onboarding, engagement, learner administration and ongoing coaching.
- Provide practical tools covering sales growth, customer service, digital marketing, cash-flow discipline and e-commerce fulfilment challenges.
- Track participation, progress and programme outcomes, and provide clear implementation reporting.

Scope note: Detailed delivery requirements, learner volumes, locations, timelines, evaluation criteria and commercial requirements are intentionally excluded from this EOI and will be set out in the RFP.

3. Who should express interest

Organisations should be able to demonstrate relevant capability in most of the following areas:

- Entrepreneurship, SMME, sales, customer-service or e-commerce training.
- Delivery to geographically dispersed, township, rural or underserved participants.
- Mobile-first, low-data, virtual or blended learning and learner support.
- Cohort administration, programme management, monitoring and outcome reporting.
- Transformation credentials, local delivery networks and an ability to scale delivery.

4. How to express interest

Submit a concise capability statement of no more than two pages, excluding an optional company profile, containing:

- Registered company name, registration number and primary contact details.
- A short organisational profile and summary of the services you can provide.
- Up to three relevant assignments, including client, scope, participant scale and outcomes achieved.
- Proposed delivery footprint and ability to support distributed participants.
- Current B-BBEE status and black ownership percentage, where applicable.
- Confirmation that your organisation is willing to sign Takealot Group's non-disclosure agreement (NDA).

At this stage: Do not submit a detailed technical proposal, implementation plan or pricing. These will be requested only through the formal RFP process.

5. NDA and RFP process

1. **Expression of interest:** Takealot Group will review submissions for relevance and apparent capability.
2. **Confidentiality:** Respondents invited to proceed will receive an NDA for signature.
3. **RFP access:** The detailed RFP and supporting information will be issued only after the NDA has been fully executed.
4. **Formal bid:** Only submissions made in response to the issued RFP will be evaluated as proposals.

6. Submission instructions

Email the EOI to township.economy@takealot.com by 18th September 2026 at 17:00 using the subject line: EOI - Personal Shoppers Training and Support Programme - [Company Name].

7. Important conditions

This EOI is a market-engagement and pre-qualification step; it is not an RFP, tender offer or commitment to appoint.

- Takealot Group may invite all, some or none of the respondents to the NDA and RFP stage and may amend, suspend or cancel the process.
- Respondents are responsible for all costs associated with preparing and submitting an EOI.
- Information submitted must be accurate, authorised and free of undisclosed conflicts of interest.
- Personal information will be handled in accordance with applicable data-protection requirements.