



## **REQUEST FOR WRITTEN PRICE QUOTATIONS NATIONAL CERTIFICATE: GENERIC MANAGEMENT (CUSTOMER MANAGEMENT)**

Harry Gwala District Municipality hereby request written price quotation from reputable, suitable qualified and experienced Accredited training providers to provide sustainable training to 15 employees who will be trained in Generic Management: Customer Management (Learning Programme ID 60273) to the award of a National Certificate aligned to Unit Standards in the South African Qualifications Authority.

### **SPECIFICATION**

The Training Provider should provide the following services:

- The Training Venue
- The Refreshments for the Training Venue
- Training Material
- Training Facilitation
- Assessment of Learners
- Certification of Learners

Training should be aligned to the Unit Standard: 60273 Certificate: Generic Management: Customer Management

**Invalid or non-submission of the following documents will lead to immediate disqualification of the tender:**

- Valid tax clearance certificate or SARS pin
- Certified Copies of company or CC documents together with certified copies of members' IDs.
- SETA accreditation certificate
- Central Supplier database registration

The following conditions will apply:

- Prices quoted must be firm
- All quotations submitted shall be valid for 30 days after the tender closing date
- A signed MBD4 form must be submitted with a price written quotation (available on our website and reception)
- A certified or original valid B-BBEE status level verification certificate must be submitted to claim preference points.

- 80/20 Preference points system will be used in Evaluation
- Your company must be registered in municipal supplier database

### **CLOSING DATE**

The closing date for the bidders is **on 03 November 2016 at 12h00**. Quotations must be enclosed in **SEALED ENVELOPES** and clearly labelled with the project name "**National Certificate: Generic Management: Customer Management**" on the outside of the envelopes addressed to **The Municipal Manager**.

Bids must be deposited in the Bid Box at the reception area of Harry Gwala District Municipality, 40 Main Street, Ixopo, before the closing date and time. Telegraphic, telexed or faxed bids will not be considered and late bids will not be accepted.

Harry Gwala District Municipality does not bind itself to accept the lowest or any Bid and reserves the right to accept the whole or any part of the Bid.

### **BID ENQUIRIES**

All tender enquiries and all other matters shall be directed to **Mrs.NP Sikhosana** on 039 834 8700 during working hours

**Mrs A.N Dlamini**

**Municipal Manager**