



HARRY GWALA DISTRICT MUNICIPALITY

"Together We Deliver and Grow"

OFFICE OF THE MUNICIPAL MANAGER

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WRITTEN PRICE QUOTATIONS / PROPOSALS CUSTOMER CARE TRAINING

REQUEST FOR FORMAL WRITTEN PRICE QUOTATIONS / PROPOSALS FOR THE FACILITATION OF CUSTOMER CARE TRAINING FOR HARRY GWALA DISTRICT MUNICIPAL EMPLOYEES

Proposals are hereby invited from reputable, suitable qualified, experienced and accredited Service Providers to provide training for **five (5)** Harry Gwala District Municipal employees on Customer Care leading to the award of a Competency Certificate aligned to South African Qualifications Authority Unit Standards.

SPECIFICATION

The Service Provider should provide the following services:

- Refreshments, morning tea and lunch for the duration of training.
- The duration of the programme must not exceed three (3) days.
- Training manual and training material.
- The appointed training provider will be required to submit training manuals prior to training taking place.
- Facilitation of the programme.
- Assessment and moderation of learners.
- Certification of learners.

Training should be aligned to the following Unit Standards:

- **US 242829:** Monitor the level of service to a range of customers.
- **US 10053:** Manage customer requirements and needs and implement action plans.
- **US 10054:** Identify and manage areas of customer service impact.

The following conditions will apply:

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

HW

- Valid tax clearance certificate or SARS pin.
- SETA accreditation certificate with listing of required unit standards.
- Central Supplier Database registration.
- Training methodology.
- Service providers must attach at least two (2) appointment letters/orders of a similar training.

The following conditions will apply:

- Prices quoted must be firm and must be inclusive of VAT (if applicable).
- 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 valid original or a certified copy of a B-BBEE status level verification certificate or an original affidavit must be submitted to claim preference points.
- 80/20 preference points system will be used in evaluation.
- Your company must be registered on the municipal database and Central Supplier Database.

CLOSING DATE

The closing date for the bidders is on 14 September 2021 at 12H00. Quotations must be enclosed in **SEALED ENVELOPES** and clearly labelled with the project name "**Customer Care Training**" 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 in writing to **Mrs P.P. Cele** on (039) 834 8756 during working hours.

MRS A.N. DLAMINI
MUNICIPAL MANAGER

