



# HARRY GWALA DISTRICT MUNICIPALITY

"Together We Deliver and Grow"

## OFFICE OF THE MUNICIPAL MANAGER

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### ADVERTISEMENT

#### REQUEST FOR FORMAL WRITTEN PRICE QUOTATION FOR CUSTOMER CARE TRAINING OF 10 EMPLOYEES

Proposals are hereby invited from reputable, suitable qualified, experienced and accredited service providers to provide customer care training for 10 employees for 3 days.

#### SPECIFICATION/SCOPE

The training must cover the following unit standard:

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

The service provider/s should provide the following:

- Training manual and material
- Training facilitation for three (3) days
- Assessment and moderation of learners
- Certificate of competency to learners

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

- Valid tax clearance certificate or SARS pin
- Central Supplier database registration
- SETA accreditation certificate with listing of required units standards
- Training methodology.
- 2 appointment letters/ orders and reference letters for each letter/order

**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 all Bids (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 on municipal database and central supplier database.

**CLOSING DATE**

The closing date for the bidders is on ~~16~~<sup>16</sup> September 2022 at 12h00. Bids must be enclosed in **SEALED ENVELOPES** and clearly labelled with the "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 Municipal, 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 .P.P Cele** on 039 834 8700 during working hours.



**MR GM.SINEKE**

**MUNICIPAL MANAGER**