



UMZIMVUBU
LOCAL MUNICIPALITY

Person dealing with this matter: Mr. Lwana

Date: 12 SEPTEMBER 2013

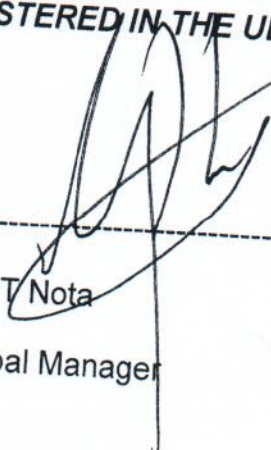
Request for Quotation

The Umzimvubu Local Municipality invites interested service providers to provide us with quotations **FOR CUSTOMER CARE TRAINING**.

Closing Date for submissions is 20/09/2013 @12:00

For any enquiries & specification, please contact Supply Chain Management Office @ tell: 039 255 8555.

NB: NO QUOTATION(S) WILL BE CONSIDERED FROM PERSON(S) IN THE SERVICE OF THE STATE. AND SUBMISSION ARE TO BE MADE AT SCM OFFICE, BBBEE VERIFICATION CERTIFICATE MUST BE ATTACHED AND A VALID TAX CLEARANCE CERTIFICATE. FURTHER MORE, NO QUOTATION(S) WILL BE CONSIDERED FROM COMPAN(Y)IES NOT REGISTERED IN THE ULM SUPPLIER DATABASE.



Mr. GPT Nota
Municipal Manager

13 Main Street, Mount Frere
Bag 9020, Mt Frere, 5090
039 255 0166 | F. 039 255 0167
www.umzimvubu.gov.za

UPHULISO KUMNTU WONKE



UMZIMVUBU
LOCAL MUNICIPALITY

MEMORANDUM

Person dealing with the matter: S. Dinga

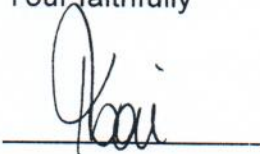
TO : Chief Financial Officer
FROM : Manager-Corporate Services
DATE : 10 September 2013
FILE NO. : 4/4/5
VOTE NO :
SUBJECT : REQUEST FOR SERVICES OF A TRAINING PROVIDER: CUSTOMER CARE TRAINING

The above mentioned matter bears reference.

Kindly solicit the services of a training provider for Customer Care as per the 2013/2014 Workplace Skills Plan.

The Terms of references are attached for ease of reference.

Your faithfully



MRS. N KUBONE

MANAGER: CORPORATE SERVICES

TERMS OF REFERENCE

TRAINING OF UMZIMVUBU MUNICIPALITY OFFICIALS ON CUSTOMER CARE TRAINING

PROGRAMME : CUSTOMER CARE TRAINING

1. Background

- 1.1 Umzimvubu Local Municipality is fully committed to the structured and systematic training and development of all its Employees and Councillors on an ongoing basis to enable them to perform their duties effectively and efficiently.
- 1.2 This will also be provided to enable them to acquire the skills, knowledge and related qualifications and to unlock their potential to meet its future human resources needs.
- 1.3 The Corporate Services Department: Human Resources Division has conducted the skills audit for all employees in preparation for the WSP of 2013/14 financial year. The training needs identified by the employees/Councillors are all entered in the approved 2013/14 Workplace Skills Plan which was also submitted to and also approved by LGSETA.

2. Target Group

- 2.1 Employees and Councillors who have requested the said training programme through filling the skills audit form.

3. Goals and Content of the Training

- 3.1 The course provides the philosophy, tools and understanding to create strong and lasting customer relationships with internal and external customers, and to successfully handle difficult situations and upset customers.
- 3.2 **The content should cover but not limited the following aspects of the fundamental project management:-**
 - Defining the different levels of customer service and the basic customer needs
 - Dealing with difficult situations and challenging customers
 - Understanding why service standards must improve within the company enthusiasm and positive thinking
 - Identifying the value of organizational procedures in handling complaints

- Knowing when to refer within the bounds of accountability
- Giving best and correct information to the customers
- Understanding everyone in the organization is responsible for excellent customer care
- Identifying the different types of customers in our environment
- Understanding why professionalism is the only way to go
- Harnessing the power of communication (verbal and non-verbal) with customers as well as body language
- Importance of applying Bato Pele Principles in an organization

4. Duration

- 4.1 This exercise has to be done and completed within a maximum number of not more than two days upon appointment.

5. Methodology

- 5.1 The course should be engaging and interactive.
- 5.2 Feedback and tips for improvement should be given to each of the participants.
- 5.3 This training programme should be delivered at the following National Qualification Framework (NQF) and Unit standard aligned
- 5.4 The service provider must ensure that the competency assessment is done to all participants submitted their POEs.
- 5.5 The total number eight (8) municipal employees will be trained on Customer care
- 5.6 All participants shall also be given training materials by the service provider.
- 5.8 A detailed close-out report for the work done should be submitted at least one week after completion of the training.

6. PROPOSAL/ SUBMISSION REQUIREMENTS

6.1 List of Contents

All proposals must cover the following aspects of importance:

6.1.1 A Detailed Company Profile

Including brief history, field of expertise, staff resources, a proven tracking record of conducting trainings, where the main office is based as well as any other offices and a list of recently completed projects.

6.1.2 Proposed Methodology

Service provider should come up with a sound and workable methods for the development of the above.

6.1.3 Accreditation

6.1.3.1 Each training provider must be accredited by the relevant Sector Education and Training Authority (SETA)

6.1.3.2 A copy of accreditation certificate, preferable a letter from the SETA specifying the areas of accreditation must be attached to the proposal.

6.1.4 Proposed Cost Structure

Detailed Breakdown of Proposed Fee Structure, and there should be a clearly stated whether its inclusive of VAT or not.

6.1.5 Expertise Required:

It is the responsibility of the appointed service provider to make a constant follow up on the submission of the certificates of the learners at least before six months.

6.1.6 Compulsory Terms and Conditions

A proposal will not be considered unless the service provider furnishes the ULM with the duly completed documents mentioned below and 6.1.3 above. In the event that a proposal is submitted by a consortium/joint venture, each party, consultant and or sub-contractor of such consortium/joint venture must complete each of the documents mentioned below:-

- a) Proof Ownership
- b) Declaration of Interests
- c) Tax Certificate

- 6.1.7 The consortium submitting the proposal must declare any conflict of interests that it may have.
- 6.1.8 The ULM reserve the rights, not to accept any proposals in part or in whole
- 6.1.9 The ULM reserves the rights to suggest partnerships or joint venture to be formed between bidders, or that the assignment must be awarded to an exclusive BEE firm.
- 6.1.10 The ULM reserve the rights to amend any conditions, validity period, etc. in the event of material changes to the procedures, all parties will be duly notified and be dealt with transparently and equitable.
- 6.1.11 Successful bidders will need to be prepared to commence work within 14 working days of being informed of the awarding of the tender.
- 6.1.12 Failure to comply with these conditions will result in the invalidation of the proposal and subsequent expulsion/termination from the process.
- 6.1.13 Successful bidder will be required to submit a detailed close-out report.
- 6.1.14 The guidelines contained in the Umzimvubu Local Municipality Supply Chain Management policy will apply.

6.2 Where to Submit:

- 6.2.1 All submissions must be clearly marked:

“TRAINING OF MUNICIPAL EMPLOYEES ON CUSTOMER CARE ”

and be addressed for the attention of **the Municipal Manager, Mr G.P.T. Nota.**

- 6.2.2 Submissions must be hand delivered to the Municipal Offices in Mount Frere at 813 Main Street, Mount Frere.
- 6.2.3 **Due date for the submission of proposal is 19th of September 2013 at 12H00. NO LATE SUBMISSIONS WILL BE CONSIDERED.**

7. INFORMATION AND QUERIES

7.1 TECHNICAL QUERIES

To the attention of Mr. S Dinga-Human Resources Development office
and Ms. A Ntongana –Supply Chain Management office

Phone : +2739 255 8563/8556

Fax : +2739 255 0167

Email: dinga.sizwe@umzimvubu.gov.za.

7.2 OTHER QUERIES

Any other queries related to the bid must be addressed to the attention of the Municipal Manager, Mr G.P.T. Nota.

813 Main Street
Private Bag X 9020

MOUNT FRERE

5090

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Fax : +2739 255 0167