



UMZIMVUBU
LOCAL MUNICIPALITY

ADVERTING DATE: 09 APRIL 2018

UMZ/2017-18/WARD COMMITTEES

SERVICE PROVIDER TO PROVIDE TRAINING FOR WARD COMMITTEES

Bidders are hereby invited to submit proposals/Quotations to train ward committees.

MANDATORY DOCUMENTS TO BE SUBMITTED FAILURE TO DO SO WILL LEAD TO BE NON RESPONSIVE.

Umzimvubu Local Municipality Supply Chain Management will apply. A valid Original Tax Clearance Certificate or confirmation from SARS with a verification pin, certified copy of company Registration/Founding Statement/CIPC Documents. Certified BBBEE certificate and a combined BBBEE for a joint venture (non-elimination item). JV Agreement for Joint venture. 80/20 evaluation criteria. Prices quoted must be firm and must be inclusive of VAT for vat vendors. Certified ID Copies of Managing Directors/ Owners. CSD Registration and MBD forms 4, 8 and 9 are compulsory submission and Billing Clearance certificate or Statement of Municipal Accounts. Certified copies of Certificates must not be later than 90 days of closing date. **No couriered, faxed, e-mailed and late tenders will be accepted.** Umzimvubu Local Municipality reserves the right not to appoint and value for money will be the key determinant. All quotation must be deposited in the quotation box situated at **Umzimvubu Local Municipality Offices at SCM office 7813 Main Street, Mt Frere** not later than **12h00 noon on 18 April 2018**, where they will be opened in public. All tenders must be clearly marked "Name of the project or Reference number". All service providers must be registered on CSD and submit proof. The municipality will not make award to a person or persons working for the state.

Enquiries: All technical enquiries may be directed to Ms Z. Ndevu/ Mr Mbukushe (SCM Manager) 039 255 8556

Other enquiries regarding this Bid may be directed to the office of the Municipal Manager:

Attention: Mr G.P.T Nota

813 Main Street or P/Bag X9020

MT FRERE

5090

GPT NOTA (MUNICIPAL MANAGER)



UMZIMVUBU LOCAL MUNICIPALITY

WARD COMMITTEE TRAINING ON MINUTE TAKING AND REPORT WRITING

TERMS OF REFERENCE

TRAINING OF UMZIMVUBU WARD COMMITTEES ON MINUTE TAKING AND REPORT WRITING

1. Target Group

One hundred and thirty five (135) Ward Committees

2. Goal and Content of the workshop

The purpose of this training is to enable the Ward Committees to be proficient when reporting on the issues of service delivery.

2.1. The content should cover but not limited to the following aspects:-

2.1.1 MEETINGS: INTRODUCTION

Content Topic

- What is a meeting and what is the purpose of a meeting
- Types of meetings
- How to determine if a meeting is necessary
- Understanding meeting protocols and the elements of meetings
- Roles and responsibilities at meetings
- Meeting procedures

- Meeting pitfalls and how to overcome them (Unfocussed meeting, deviation from topic, inaccurate minutes, exceeding time limits, etc)
- Meeting logistics

2.1.2 THE AGENDA

Content Topics

- Compiling the agenda: do's and don'ts
- The advantages of a well-constructed agenda
- The importance of a logical sequence of the agenda items
- Identifying the sources of agenda matters
- Producing an agenda in the required format and time frame

2.1.3 MINUTE TAKING

Content Topics

- Resources required for minute taking
- The purpose and objectives of the minutes
- The characteristics of good minutes
- Different types of minutes
- Active listening: Be alert and stay focused, eliminating the barriers
- Note-taking techniques: Highlighting and identifying key points
- Accurate recording
- The importance of accurate and concise notes

2.1.4 REPORT WRITING

Content Topics

- Report writing skills – Sentences; tips on joining words and punctuation
- Report writing faults to avoid
- Writing good paragraphs
- Transitions and ordering the parts
- Report template
- Revising and editing a report
- Writing and improving the quality of reports.
- How to select, format, structure and layout reports: including headings, bullets and numbering.
- Meeting reporting deadlines.

2.1.5 CUSTOMER CARE

Content Topics

- The customer and service delivery
- What is a customer?
- What is good service?
- Strive for zero defects
- Communication skills as an aid to good customer care
- Excellent service delivery to ensure customer satisfaction
- Dealing with the customer

3. Methodology

- 3.1 The session should be engaging and interactive.
- 3.2 Feedback and tips for improvement should be given to each of the participants.
- 3.3 The service provider must ensure that the competency assessment is done to all participants.
- 3.4 All participants should be given training material.
- 3.5 A detailed close-out report for the work done should be submitted at least one week after completion of the work.

4. PROPOSAL SUBMISSION REQUIREMENTS

4.1 List of Contents

All proposals must cover the following aspects of importance:

4.1.1 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.

4.1.2 Proposed Methodology

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

4.10 Successful bidder will be required to submit a detailed close-out report.

4.11 The guidelines contained in the Umzimvubu Local Municipality Supply Chain Management policy will apply.

5. WHERE TO SUBMIT:

5.1 All submissions must be clearly marked:

“TRAINING WORKSHOP FOR WARD COMMITTEES ON MINUTE TAKING AND REPORT WRITING”

5.2 Submissions must be hand delivered to the Municipal Offices in Mount Frere at 813 Main Street, Mount Frere.

6. INFORMATION AND QUERIES

6.1 TECHNICAL QUERIES

To the attention of Ms. Z. Ndevu- Manager Public Participation
and Mr T Mbukushe –Supply Chain Manager

Phone : +2739 255 8577/8556

Fax : +2739 255 0167

Email: Ndevu.Zukiswa@umzimvubu.gov.za.

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
KwaBhaca
5090
Phone : +2739 255 8500
Fax : +2739 255 0167

APPROVED BY



MRS. N. ZEMBE
MANAGER: SP AND COMMUNICATIONS