



# HARRY GWALA DISTRICT MUNICIPALITY

"Together We Deliver and Grow"

## OFFICE OF THE MUNICIPAL MANAGER

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### ADVERTISEMENT

#### REQUEST FOR FORMAL WRITTEN PRICE QUOTATIONS

Harry Gwala District Municipality hereby requests quotations from suitable qualified, experienced and accredited service providers to provide customer care training for 5 Harry Gwala employees for 3 days.

#### **SPECIFICATION**

##### **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
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##### **The service provider/s should provide the following services:**

- Training manual and material
- Training facilitation for 3 days
- Assessment and moderation of learners
- Certification of competency to learners
- Reference for rendering similar services.
- Proof of accreditation from relevant SETA for the specific required unit standard
- Training venue and refreshments (morning tea and lunch )

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

- Central Supplier database registration (CSD)
- The following MBD forms must be submitted with all Bids (available on our website and reception). MBD4, MBD6.1, MBD8, MBD9
- Municipal utility bill for the property rates and services for the company not older than 90 days/valid lease agreement/affidavit when your company operates from home or rural area. Attach a municipal payment arrangement agreement with the municipality for rates and services that are in arrears for more than 90 days.

- All quotations submitted must have full name(s) of company, registration number, company letterhead.
- Orders and reference for rendering similar service
- Proof of accreditation from relevant SETA

**The following conditions will apply:**

- Valid tax clearance certificate or SARS pin
- 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.
- Your company must be registered on municipal database and central supplier database.
- 80/20 Preference points system will be used in Evaluation.

**Specific goals allocation**

Specific goals	Number of points 80/20	Verification
Reconstruction & Development Program goals (RDP) 20 points		
South African owned enterprise	20	Municipal utility bill: directors or co.   affidavit if company is not paying any municipal bills   CSD

**CLOSING DATE**

The closing date for the bidders is on ~~25~~<sup>25</sup> **November 2024 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 CELE** on 039 834 8700 during working hours.



**GM SINEKE**  
**Municipal Manager**