



NKANDLA MUNICIPALITY

Postal Address:
Private Bag x 161
NKANDLA
3855

Physical Address:
Marée Road
Lot 292
NKANDLA

☎ 035-833 2000
Fax: 035-833 0920
Web www.nkandla.org.za

Ref: Customer Care Training

Enq: SCM

INVITATION FOR QUOTATIONS

Nkandla Local Municipality seeks to appoint a suitably qualified, reputable service provider and accredited service provider for the Customer Care training as follows:

Item	Description	Quantity
1	Training includes the following learning outcome; Introduction to customer care, evaluation your customer service skills, product knowledge and accepting responsibility, time and telephone skills, communicating professionally with customer and dealing with unhappy customer. (NQF Level 2 with 15 credits)	07
2	Training material include pen, witting pad and resource booklet	07
Venue and refreshment will be provided by municipality		

SUPPORTING DOCUMENTS AND CONDITIONS

- Valid Tax Clearance Certificate & SARS Pin Issue Certificate, Company Founding Documents, Proof of registration on the NT CSD and B-BBEE Certificate must be submitted with a quotation.
- MBD4, 7.2 & MBD8 must be submitted. (available from municipal website www.nkandla.org.za)
- Accreditation certificate and Qualifications of the facilitator must be submitted with the quote, failure to submit will render your bid being disqualified.
- The successful service provider will be required to register on the municipal database; Database Forms are available on request.
- The Nkandla Local Municipality Supply Chain Management Policy will apply.
- The Council reserves the right to negotiate further conditions and requirements with the successful bidder. And reserve the right not to appoint.
- Quotations that are late, incomplete, unsigned or stamped, will not be accepted or considered. The municipality will accept no responsibility for the late delivery of quotations by courier services or any other forms of mailing.
- The Nkandla Local Municipality does not bind itself to accept the lowest or any bid and reserves the right to accept the whole or part of the bid.
- Bids shall remain valid for 60 . 90 days from the closing date (**26 APRIL 2018**).
- All prices should be inclusive of Value Added Tax (VAT).

CUSTOMER CARE TRAINING

All Completed quotations and supporting documents must be submitted in a sealed envelope clearly marked with their quotation names as above and must be *and deposited in the municipal tender box situated at the reception area of the Nkandla Municipality, Lot 292, Maree Road, Nkandla 3855 by Thursday the 26th of April 2018 at 12h00.*

EVALUATION CRITERIA

Nkandla Local Municipality subscribes to the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000) read with The Revised Preferential Procurement Regulations . Gazette No. 27636, 30 May 2005. The 80/20 preference point system shall be applicable during the evaluation.

- Preferential Points System (80/20);** 80 for Price and 20 for B-BBEE contribution status level allocated as follows:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

BID ENQUIRIES

Enquiries should be directed to the Skills Development Officer, Ms Thobeka Sosibo on (035) 833 2018 during office hours.

Mr. LS Jili
MUNICIPAL MANAGER
18/04/2018