



Ref: Ofentse Matsose (SCM – Demand Management)

Tel: (011) 951-2177/2541/2014/16

REQUEST FOR FORMAL WRITTEN PRICE QUOTATIONS
Procurement from R30 000.00 up to a transaction value of R 200 000.00 (including Vat)
(For publication on Mogale City Website and Notice Boards)

Kindly furnish Mogale City Local Municipality with a written quotation on the goods listed hereunder:

RFQ: CORP (HR) 13/2016

QUOTATIONS ARE HEREBY INVITED FOR THE APPOINTMENT OF A QUALIFIED, EXPERIENCED AND ACCREDITED TRAINING SERVICE PROVIDER TO CONDUCT TRAINING ON THE APPLICATION OF PRINCIPLES OF CUSTOMER CARE IN THE CLIENT INTERACTIONS AND PROCESSING INCOMING AND OUTGOING TELEPHONE CALLS IN THE WORK PLACE FOR TWENTY (20) EMPLOYEES

Advertising date: Friday 4 March 2016

Closing date and time: Monday 14 March 2016 @ 14:00

The quotation must be submitted on the official quotation document (including all the required annexures) and must be delivered by hand before the official closing date and time to:

The SCM Unit of MCLM
Civic Centre
Corner Market & Commissioner Streets, Krugersdorp
Upper Level West Wing
Tender Box 1

The following conditions will apply:

- Quotation documents can be downloaded from the website www.mogalecity.gov.za or collected from the Supply Chain Management Unit, Finance Dept, Civic Centre, Krugersdorp.
- The lowest or any quotations will not necessarily be accepted and MCLM reserves the right to accept the quotation in total or only in part.
- To participate in MCLM's quotation procurement of goods and services, suppliers are requested to register on the MCLM supplier database. Forms available from SCM Unit or website.
- **According to the amended Codes of Good Practice, an Exempted Micro Enterprise (EME) is only required to obtain a sworn affidavit or a certificate issued by Companies Intellectual Property Commission (CIPC) confirming their annual turnover of R10 million or less and level of Black ownership to claim BEE points**
- No late quotations delivered after the official closing date and time will be accepted.
- Price(s) quoted must be valid for at least sixty (60) days from date of your offer.
- Price(s) quoted must be firm and must be inclusive of VAT.
- A firm delivery period must be indicated.
- A valid, original tax clearance certificate must be attached.
- This quotation will be evaluated in terms of the 80/20 preference point system as prescribed in the Preferential Procurement Policy Framework Act (No 5 of 2000) and for this purpose the following forms need to be completed and submitted:
 - **MBD 4: Declaration of interest.**
 - **MBD 6.1: B-BBEE Status Level of Contribution.**
 - **MBD 8: Declaration of bidders past supply chain management practices.**

- **MBD 9: Certificate of independent bid determination.**

If the MBD forms are not completed & submitted, your quotation will be rejected.

- No quotation will be considered from persons in service of the state (MDB 4)

**MOGALE CITY LOCAL MUNICIPALITY
REQUEST FOR FORMAL WRITTEN PRICE QUOTATION**

Mogale City Local Municipality requests a quotation on the goods listed hereunder on the Request for Quotation Forms. Please furnish all the information as requested and return the quotation on the date stipulated. Late and incomplete submissions will invalidate the quotation submitted.

RFQ NUMBER:	RFQ: CORP (HR) /2016 Quotations are hereby invited for the appointment of training service provider to conduct training on customer services and telephone etiquette for twenty (20) call centre agents/employees of Mogale City Local Municipality.								
ADVERTISING DATE:	Friday 4 March 2016								
DEPARTMENT:	Corporate Support Services – Human Capital Management Division								
DESCRIPTION OF SERVICES	<p style="text-align: center;"><u>TERMS OF REFERENCE</u></p> <p><u>1. BACKGROUND</u></p> <p>Mogale City Local Municipality established a need to train and develop employees on the application of the principle of customer care in client interactions and processing incoming and outgoing telephone calls course in their work place to ensure that employees are able to demonstrate understanding of how to deal with customers appropriately, appropriate language to be used and how to formulate appropriate response to requests, complains and queries.</p> <p><u>2. SCOPE OF WORK</u></p> <p>1. The successful training service provider will be expected to conduct training to approximately twenty (20) employees of Mogale City Local Municipality (where they would be required to apply their acquired skill and knowledge after the training)</p> <p>2. Apply the principles of customer care in client interactions and process incoming and outgoing telephone calls</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 45%;">Course Name</th> <th style="width: 20%;">Unit Standard</th> <th style="width: 15%;">Duration</th> <th style="width: 20%;">Learners</th> </tr> </thead> <tbody> <tr> <td>Apply the principles of customer care in client interactions and process incoming and outgoing telephone calls</td> <td style="text-align: center;">252170 & 14348</td> <td style="text-align: center;">5 days</td> <td style="text-align: center;">20 Learners</td> </tr> </tbody> </table> <p>3. The training service provider would be expected to deliver training on all the specific outcomes and assessment as per the registered unit standard.</p>	Course Name	Unit Standard	Duration	Learners	Apply the principles of customer care in client interactions and process incoming and outgoing telephone calls	252170 & 14348	5 days	20 Learners
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Apply the principles of customer care in client interactions and process incoming and outgoing telephone calls	252170 & 14348	5 days	20 Learners						

3. EXPECTED DELIVERABLES

- 3.1. Comply with the accreditation requirements (**attach accreditation certificate and learning programme approval letter**)
- 3.2. Record, monitor and retain details of training provided to learners.
- 3.3. Support, Co-ordinate and monitor portfolio compilation for every learner.
- 3.4. Assist learners where required.
- 3.5. Documentation and recording project progress
- 3.6. The programme is expected to be delivered in the context of the work situation, since the large part of this course relies on practical experience.
- 3.7. The duration of the course must cover all the minimum credits.
- 3.8. Supply of training material and training equipment.

4. TIME FRAME

The training is intended to commence as soon as the service provider is appointed.

5. MINIMUM REQUIREMENTS OF THE TRAINING SERVICE PROVIDER

The successful training service provider is expected to have the following verifiable / demonstrable experience and expertise:

- Accreditation with relevant Seta and learning programme approval certificate (Attached both certificates)
- Thorough knowledge and expertise in the facilitation of application of the basic skills of customer service training.
- Knowledge of Local Government environment.

6. TECHNICAL REQUIREMENTS OF THE PROPOSAL

The proposal must:

- Demonstrate the understanding of the scope of the work
- Demonstrate experience / track record in undertaking similar assignments. Add at least three current contactable clients.
- Include the proposed methodology or approach envisaged in addressing the requirements in the Scope of Work
- Training would be conducted in-house
- Include an abridged company profile with:

- References
- Provider Track Record
- CV's of Members, Facilitators, Assessors and Moderators
- Accreditation Certificates & Confirmation letter of approval from the relevant ETQA.

7. PRICING SCHEDULE

The price quoted must be inclusive of:

- Facilitation
- Course per learner
- Course fee per group of 20 employees
- Assessment and Certification. (Register learners with SAQA after completion)
- Submission of Portfolio of Evidence.
- Learner support.
- Price must be based on current LGSETA discretionary grant funding model.
- Supply of training material and training equipment.

EVALUATION CRITERIA:

CRITERIA FOR EVALUATING TECHNICAL PROPOSALS

- The below mentioned criteria regarding Functionality is required for responsiveness and therefore eligibility for the next stage of evaluation. This is done to determine the ability of each bidder to successfully execute the contract according to specifications.
- Non-compliant bidders will be rejected after this phase and not continue to price scoring.
- These criteria shall only determine whether a tender will further be evaluated and will not influence the points scored on Price.
- If any total minimum score for any criteria is zero rated, the tenderer will be rejected, even if the required 14 out of 25 points are achieved

NO.	DESCRIPTION	WEIGHTS	MINIMUM SCORE
1	<ul style="list-style-type: none"> • Qualifications, experience and expertise of the service provider in relation to the requirements set out within these terms of reference. 	10	

	2-3 years = 4 points 4-5 years = 5 points 6years and above = 10 points		
	• Training institution / training provider to provide relevant proof of accreditation with Council for Higher Education or relevant Sector Education and Training Authority	5	
2.	• The potential service provider's track record of similar or relevant work 2-3 clients =5 points 4 clients and above = 10 points	10	
	TOTAL	25	14

- The purpose of the comparison is to ensure a meaningful evaluation; bidders are requested to furnish detailed information of substantiation of compliance to the evaluation criteria. The service provider should at least score the minimum of 14 points out of the 25 points in order to be considered to the next evaluation phase.
- All information and particulars necessary to properly evaluate the tender must be furnished on submission. Incomplete particulars and documents required substantiating or insufficient documentary proof thereof will be construed to mean that the service provider is forfeiting the evaluation points in that regard.

The RFQ will be evaluated on the basis of the 80/20 point system as stipulated in the Preferential Procurement Policy Framework Act, 80 points will be for Price and 20 points are for Broad Based Black Economic Empowerment (BBBEE) for attaining the BBBEE status level of contribution in accordance with the table below:

- 80 points for Price
- 20 points for BBBEE level of contribution

BBBEE Status level of contributor	Number of points(80/20 system)
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2

POINTS SCORING

		Non –complaint contributor	0	
OTHER DOCUMENTS REQUIRED:	<ul style="list-style-type: none"> • Original, valid tax clearance certificate • Company registration documents • Copies of ID’s of shareholders • Completed MBD 4, MBD 6.1, MBD 8, and MBD 9 • Copy of latest municipal account • Schedule (fixed prices including Vat) 			
CLOSING DATE AND TIME:	Monday 14 March 2016 at 14h00			
SUBMISSION OF QUOTES	Tender box 1 Reception desk of SCM Unit Civic Centre Krugersdorp			
ENQUIRIES	Stanley Maleka at (011) 951 – 2468 /083 764 0258 or (951 2539) or 078 2707166 stanley.maleka@mogalecity.gov.za ; ramasedi.senna@mogalecity.gov.za ; gwen.baloyi@mogalecity.gov.za			

Conditions:

- All prices quoted must be **inclusive of VAT**.
- Price(s) quoted must be valid for at least sixty (60) days from date of your offer
- All prices submitted must be fixed prices for the period of the quotation.
- If the price schedule is not signed the quotation will not be considered.
- No tipp-ex or correction fluid to be used on the quotation documentation- will lead to instant disqualification.
- Quotations completed in pencil will be regarded as invalid.

Name of Bidder:

Tel No/ Cell No:

Contact Person

Fax Number

Residential Address

Postal Address

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E-mail address:

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Signature

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Date