



BA-PHALABORWA MUNICIPALITY
MEMORANDUM
- BUDGET AND TREASURY –

TO : *Prospective Service Provider*
FROM : **SCM /STORES**
DATE : 11/11/2020
ENQUIRIES : **STORES**
TELEPHONE : 015 780 6362/61
REF : 136785

Kindly furnish this office with a written quotation for supply of goods/ services as detailed below. The quotation must be submitted on the letterhead of your Business and Brought to our offices 3 Nyala Street, Phalaborwa not later than **19/11/2020 12H00**

QUANTITY	Description	PRICE/UNIT (Inc. VAT)	DELIVERY PERIOD
30	Requisition in respect of 30 learners for customer care training		

Please number your quotes (Your Ref no)

The following conditions will apply:

- *Price (s) quoted must be valid for at least thirty (30) days from date of your offer.*
- *The municipality retains the prerogative to reject any quotes it deems to be excessive
A firm delivery period must be indicated.*
- *Tax Clearance Certificate*
- *A service provider be registered with central supplier database (CSD)*
- *Registered with CIPRO (CK 1 or 2 document)*
- *BBBEE Certificate certified by a SANAS accredited institution.*
- *Completed MBD4 (Declaration of Interest) Form*
- *COMPLETE MBD6.2*

NAME OF TRAINING: CUSTOMER CARE

1. Number of learners= 30 learners
2. Duration of training= 2 days
3. **The Service Provider must be ACCREDITED with a unit standard ID: 119676** apply the basic skills of customer care in a specific work environment.
4. Proof of accreditation on the unit standard to be attached
5. Conduct assessment of learners at the end of the training
6. Certification of competent learners at the end of the assessment
7. Registration of learners on the National Learners Registration Database