



BA-PHALABORWA MUNICIPALITY
MEMORANDUM
- BUDGET AND TREASURY _

To : Prospective service provider
From : SCM /stores
Date : 12/02/2024
Enquiries : Procurement Office
Telephone : 015 780 6361/62
Ref : REQ4685

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 No.3 Nyala Street, Phalaborwa not later than 20/02/2024 at 12H00

QUANTITY	Description	Price/unit (Inc. Vat)	Delivery Period
25	CUSTOMER CARE TRAINING FOR 2 DAYS		

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 Pin
- A service provider be registered with central supplier database (CSD)
- Completed MBD4 (Declaration of Interest) Form
- Evaluation criteria: 80/20 (Whereby 80 is for price and 20 is for Objective goals)
20 is further evaluated: 20 for 100% Black owned;
18 for +51% Black owned; and
14 for Less than 51% Black owned

NAME OF TRAINING: CUSTOMER CARE

1. Numbers of learners=25 learners
2. Duration of training=2 days
3. The service provider must be ACCREDITED with a unit standard ID 114974, apply the basic skills of customer care services.
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