



BA-PHALABORWA MUNICIPALITY
MEMORANDUM
- BUDGET AND TREASURY –

TO : *Prospective Service Provider*
FROM : *SCM /STORES*
DATE : *06/10/2021*
ENQUIRIES : *STORES*
TELEPHONE : *015 780 6362/61*
REF : *138221*

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 **14/10/2021 12H00**

QUANTITY	Description	PRICE/UNIT (Inc. VAT)	DELIVERY PERIOD
20	TRAINING OF 20 LEARNERS IN CUSTOMER CARE 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 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*

1. NAME OF PROGRAM: CUSTOMER CARE

- (a) Number of learners 20 learners
- (b) Duration of training =2 days
- (c) The Service Provider must be ACCREDITED on one of the following unit standards:
114974 Apply the basic skills of customer service
119676; Apply the skills of customer care in a specific work environment
- (d) Proof of accreditation on the unit standard/s to be attached
- (e) Conduct assessment of learners at the end of the training
- (f) Certification of competent learners at the end of the assessment
- (g) Registration of learners on the National Learners Record Database