

MAKHADO MUNICIPALITY
QUOTE NO. MAK000010/2013-2014

QUOTATION: TELEPHONE ETTIQUE TRAINING SKILLS PROGRAMME

Makhado municipality is hereby inviting accredited service provider with certificate from relevant ETQA / SETA for **Telephone etiquette training skills programme**

Please note that the accreditation needs to be against the qualification/ Unit standards ID and NQF level listed below. The training will be conducted internally only (in house)

The Specification is as follows:

2 Days Training

NAME OF LEARNING PROGRAMME	UNIT STANDARD ID	NQF LEVEL	SKILLS PROGRAMME/ QUALIFICATION	NUMBER OF CURRENTLY EMPLOYED LEARNERS
Process incoming and outgoing telephone calls	14348	2	Skills Programme	12
Attend to customer enquiries in an office setting	14338	2	Skills Programme	12

Quotation should include travel, accommodation for the facilitator, material and facilitation and certificates

REQUIREMENTS

- **Original valid Tax Clearance Certificate**
- **A certified copy of Company Registration Certificate**
- **Certified copy/copies of company owner(s) ID Book(s)**
- **Copy of accreditation certificate against the qualification/Unit standards ID**
- **Comprehensive company profile**
- **Any other documents as per the type of services/ commodity**
- **BBBEE Certificate**

Quotations must be as follows:

1. be signed by an authorized person of the supplier
2. be on an original letter head of the company/enterprise
3. be valid for a period of sixty (60) days from the closing date
4. clearly indicate the price charged vat inclusive
5. be accompanied by an original valid SARS Tax Clearance Certificate.
6. be accompanied by fully completed MBD 6.1 and MBD 4 obtainable from the municipality or can be downloaded from municipal website www.makhado.gov.za.

Fully priced and signed quotations must be sealed in an envelope clearly marked quote number “**MAK000010/2013-2014**” & description “**TELEPHONE ETTIQUE TRAINING SKILLS PROGRAMME**” and be deposited in the tender box at the foyer of the Civic Centre at the physical address reflected below by no later than **12H00 of 06 SEPTEMBER 2013**

Quotations received will be assessed in accordance with the Municipal Supply Chain Management Regulations, 2005 read with Council’s Supply Chain Management Policy and 80/20 points scoring will be used. Preference points will be allocated according to BBEE rating.

Please Note:

1. No quotation by facsimile or by e-mail will be accepted.
2. Enquiries in this regard must be directed to **Mr Manebaneba T** only at telephone number **015 519 3124** during office hours.
3. Council reserves the right not to accept lowest or any quotation or to accept part of a quotation only.
4. Admin enquiries can be directed to **Ms TP Ntsieni or Ramabulana M** at **015 519 3129/3179**

Civic Centre
83 Krogh Street
LOUIS TRICHARDT
0920

**IP MUTSHINYALI
MUNICIPAL MANAGER**

**Notice no : 135/2013
File no : 8/3/2/1**