



UMZIMVUBU

— LOCAL MUNICIPALITY —

ADVERTING DATE: 21 APRIL 2017

UMZ/2016-17/CS/CUSTOMER CARE/004

SERVICE PROVIDER TO CONDUCT TRAINING ON CUSTOMER CARE FOR 27 WARD CLERKS AS PER SPECIFICATION.

Bidders are hereby invited to submit proposals/Quotations to conduct training on Customer care for 27 ward clerks as per specification. Specifications are available at SCM office for free.

MANDATORY DOCUMENTS TO BE SUBMITTED FAILURE TO DO SO WILL LEAD TO BE NON RESPONSIVE.

Umzimvubu Local Municipality Supply Chain Management will apply. A valid Original Tax Clearance Certificate or confirmation from SARS with a verification pin, certified copy of company Registration/Founding Statement/CIPC Documents. Certified BBBEE certificate and a combined BBBEE for a joint venture (non-elimination item). JV Agreement for Joint venture. 80/20 evaluation criteria. Prices quoted must be firm and must be inclusive of VAT for vat vendors. Certified ID Copies of Managing Directors/ Owners. CSD Registration and MBD forms 4, 8 and 9 are compulsory submission and Billing Clearance certificate or Statement of Municipal Accounts. Certified copies of Certificates must not be later than 90 days of closing date. **No couriered, faxed, e-mailed and late tenders will be accepted.** Umzimvubu Local Municipality reserves the right not to appoint and value for money will be the key determinant. All quotation must be deposited in the quotation box situated at **Umzimvubu Local Municipality Offices at SCM office 813 Main Street, Mt Frere** not later than **12h00 noon on 04 May 2017**, where they will be opened in public. All tenders must be clearly marked "Name of the project or Reference number". All service providers must be registered on CSD and submit proof.

The municipality will not make award any award to a person or persons working for the state.

Enquiries: All technical enquiries may be directed to Mrs Kubone 039 255 8509 / Mr Mbukushe (SCM Manager) 039 255 8555

Other enquiries regarding this Bid may be directed to the office of the Municipal Manager:

Attention: Mr G.P.T Nota

813 Main Street or P/Bag X9020

MT FRERE

5090

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GPT NOTA (MUNICIPAL MANAGER)



UMZIMVUBU
— LOCAL MUNICIPALITY —

UMZIMVUBU LOCAL MUNICIPALITY

2016 - 2017 FY

CUSTOMER CARE TRAINING FOR WARD CLERKS



TERMS OF REFERENCE

TRAINING OF UMZIMVUBU MUNICIPAL WARD CLERKS ON CUSTOMER CARE

PROGRAMME: CUSTOMER CARE

1. BACKGROUND

This programme is useful to develop knowledge, skills and competencies in the application and rendering of customer service in the organisation.

Umzimvubu Local Municipality expect their ward clerks to be able to liaise with customers in different contact situations, such as face-to-face, telephone and written contacts.

This training intervention's aim is for our ward clerks to be able to manage customer service division, by evaluating service activities, developing a service plan and motivating and empowering service personnel.

2. TARGET GROUP

There are twenty seven (27) Ward Clerks to be trained.

3. GOALS AND CONTENT OF THE TRAINING:

Each Ward Clerk will be able to successfully manage the customer service function in their wards.

3.1 The content should cover but not limited the following aspects:-

3.1.1 ESTABLISHING A CUSTOMER FOCUS

Content Topics

- Why Customer Service Matters
- Who Are Your Customers?

3.1.2 DETERMINING CUSTOMER EXPECTATIONS

Content Topics

- How Are Customer Expectations of Service Shaped?
- The Six Dimensions of Quality Customer Service
- Moments of Truth

3.1.3 COMMUNICATING WITH CUSTOMERS

Content Topics

- Dialogue vs. Discussion
- Opening the Dialogue
- Listen to the Customer
- Diagnose and Problem Solve
- Use Careful Language When Communicating with Customers
- Closing the Dialogue
- Delivering Service via Technology

3.1.4 DEALING WITH CHALLENGING CUSTOMERS

Content Topics

- Recovering from Service Breakdowns
- Behaviours that Anger Customers
- Responding to Difficult Customers
- Managing Your Emotions in Difficult Customer Situations
- The Biology Behind Customer Service: Mirror Neurons
- Does Customer Service Work Align with Your Personal Goals and Values?

3.1.5 EVALUATING CUSTOMER SERVICE

Content Topics

- Gathering Customer Feedback
- Communicating Customer Feedback
- Conveying Up Customer Feedback

4. DURATION

This training has to be done and completed within a maximum number of three (03) working days.

5. METHODOLOGY

- 5.1 The course should be engaging and interactive.
- 5.2 The use of constructive feedback and tips for improvement should be given to the participants.
- 5.3 This training programme should be delivered at a specified National Qualification Framework (NQF) and Unit standard aligned- 246740
- 5.4 The service provider must ensure that the competency assessment is done to the participants and there is submission of POEs.
- 5.5 The participants shall be given training materials by the service provider.
- 5.6 To provide an Assessment Plan and assessment process during and after the training
- 5.7 A detailed close-out report for the work done should be submitted one (1) week after completion of the training.
- 5.8 Competency certificates for participants be submitted to the HRD Officer within four (4) months after completion of training.
- 5.9. The training will be conducted in the municipal premises and arrangements related logistics shall be done within the municipality

6. LEARNING OUTCOMES

After this training the expected learning outcomes are that the participants will able to:

1. Understand clients, identify their needs and create positive first impressions.
2. Listen actively whilst understanding what relevant questions they should ask.

3. Build rapport with clients and use body language and voice techniques effectively.
4. Implement the necessary steps of the service process.
5. Understand the importance of customer service to your organization's success.
6. Analyse who your customers are, how they perceive you and what you need to do to achieve excellent service.
7. Understand the benefits and opportunities derived from exceeding customer expectations.
8. Understand the dangers of poor customer service.
9. Handle complaints and difficult customers in positive and effective manner.
10. Learn skills and techniques to deal positively with misunderstandings, complaints and miscommunication.
11. Understand different customer behavior's and match your service delivery with their expectations.
12. Evaluate and report on customer service.

7. PROPOSAL/ SUBMISSION REQUIREMENTS

7.1 List of Contents

All proposals must cover the following aspects of importance:

7.1.1 A Detailed Company Profile

Including brief history, field of expertise, staff resources, a proven tracking record of conducting trainings, where the main office is based as well as any other offices and a list of recently completed projects.

7.1.2 Proposed Methodology

Service provider should come up with a sound and workable methods for the development of the above.

7.1.3 Accreditation

7.1.3.1 Training provider must be accredited by the relevant Sector Education and Training Authority (SETA)

7.1.3.2 A copy of accreditation certificate, specifically a letter from the SETA specifying the areas of accreditation must be attached to the proposal.

7.1.3.3 Training provider must provide proof of previous training similar to the one stated in these terms of reference and references

7.1.4 Proposed Cost Structure

Detailed Breakdown of Proposed Fee Structure should be clearly stated and whether it's inclusive of VAT or not.

7.2 Expertise Required:

It is the responsibility of the appointed service provider to make a constant follow up on the submission of the certificates of the learners at least four months after completion of training.

7.3 Compulsory Terms and Conditions

A proposal will not be considered unless the service provider furnishes the ULM with the duly completed documents mentioned from 7.1.1 to 7.1.4 above. In the event that a proposal is submitted by a consortium/joint venture, each party, consultant and or sub-contractor of such consortium/joint venture must complete each of the documents mentioned below:-

- a) Proof Ownership
- b) Declaration of Interests
- c) Tax Certificate

7.4 The consortium submitting the proposal must declare any conflict of interests that it may have.

7.5 The ULM reserve the rights, not to accept any proposals in part or in whole

7.6 The ULM reserves the rights to suggest partnerships or joint venture to be formed between bidders, or that the assignment must be awarded to an exclusive BEE firm.

7.7 The ULM reserve the rights to amend any conditions, validity period, etc. in the event of material changes to the procedures, all parties will be duly notified and be dealt with transparently and equitable.

7.8 Successful bidders will need to be prepared to commence work within 14 working days of being informed of the awarding of the tender.

7.9 Failure to comply with these conditions will result in the invalidation of the proposal and subsequent expulsion/termination from the process.

7.10 Successful bidder will be required to submit a detailed close-out report.

7.11 The guidelines contained in the Umzimvubu Local Municipality Supply Chain Management policy will apply.

8. WHERE TO SUBMIT:

8.1 All submissions must be clearly marked:

"TRAINING OF MUNICIPAL WARD CLERKS ON CUSTOMER CARE "

And be addressed for the attention of the **Municipal Manager, Mr G.P.T. Nota.**

- 8.2 Submissions must be hand delivered to the Supply Chain Management Municipal Offices in Mount Frere (KwaBhaca) at 813 Main Street, Mount Frere.
- 8.3 **Due date for the submission of proposal** at 12H00. **NO LATE SUBMISSIONS WILL BE CONSIDERED**

9. INFORMATION AND ENQUIRIES

9.1 TECHNICAL ENQUIRIES

To the attention of Miss A Monakali -Human Resources Development office and Mr T Mbukushe –Supply Chain Management office

Phone : +2739 255 8563/8556

Fax : +2739 255 0167

Email : Monakali.Amanda@umzimvubu.gov.za.

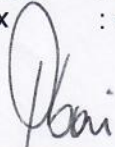
9.2 OTHER ENQUERIES

Any other queries related to the bid must be addressed to the attention of the Municipal Manager, Mr G.P.T. Nota.

813 Main Street
Private Bag X 9020
MOUNT FRERE
5090

Phone : +2739 255 8563

Fax : +2739 255 0167



MRS N KUBONE
MANAGER: CORPORATE SEVIRCES