



UMZIMVUBU

LOCAL MUNICIPALITY

ADVERTING DATE: 24 APRIL 2017

UMZ/2016-17/CS/OFFICE ADMIN/007

SERVICE PROVIDER TO CONDUCT TRAINING ON OFFICE ADMINISTRATION FOR 27 WARD CLERKS AS PER SPECIFICATION.

Bidders are hereby invited to submit proposals/Quotations to conduct training on Office Administration 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 27 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 05 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/Monakali 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

GPT/NOTA (MUNICIPAL MANAGER)



UMZIMVUBU
— LOCAL MUNICIPALITY —

UMZIMVUBU LOCAL MUNICIPALITY

2016 - 2017 FY

**OFFICE ADMINISTRATION TRAINING FOR WARD
CLERKS**



TERMS OF REFERENCE

TRAINING OF UMZIMVUBU MUNICIPAL WARD CLERKS ON OFFICE ADMINISTRATION

PROGRAMME: OFFICE ADMINISTRATION

1. BACKGROUND

Office administration is a set of day-to-day activities that are related to financial planning, record keeping & billing, personnel, physical distribution and logistics, within an organization.

This training intervention's aim is to produce ward clerks with professional administrative and communication skills who are a marketable product and more than capable of performing administrative office duties.

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 provide independent and competent management support, which enables them to plan and execute tasks creatively, professionally and efficiently.

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

3.1.1 *TAKING CONTROL OF WORKING ENVIRONMENT*

Content Topics

- External and internal customer service
- The secret to working smarter rather than harder
- Using high leverage activities to achieve more in less time
- Controlling, prioritising and organising your work
- Making a long term plan to create the best office in the organisation
- Streamlining your office systems
- Getting your paperwork under control
- Making your office user-friendly and efficient

3.1.2 ESSENTIAL ADMINISTRATIVE SKILLS

Content Topics

- Harnessing the power of the mind – through Mind Mapping Techniques
- Managing larger projects to meet deadlines
- Planning skills – using a Gann chart to chart work progress
- Problem solving techniques
- Becoming more proactive
- Decision-making tools
- Managing meetings effectively

- Keeping minutes of a meetings
- Working with more than one manager

3.1.3 DEVELOPING AS A PROFESSIONAL

Content Topics

- Listening skills – seeking to understand before being understood
- Creating a professional image
- Leadership skills
- Knowing and accepting yourself as a leader
- Making things happen from anywhere in the organization
- How to make presentations with confidence and power
- Learn the essentials of planning a presentation

3.1.4 VITAL COMMUNICATION SKILLS

Content Topics

- How to create an effective working relationship with any kind of manager
- Common communication mistakes
- Different styles of communication
- Communicating with confidence
- Learning to be more assertive
- Win-win conflict resolution
- The most effective way to say no
- Understanding and using body language
- Understanding gender differences in communication
- Overcome biases and discomfort associated with exercising power
- Understanding different personality types and how to deal with them

4. DURATION

This training has to be done and completed within a maximum number of five (05) 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- 23618
- 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.

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 equitably.

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 OFFICE ADMINISTRATION"

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 03-01-2017 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

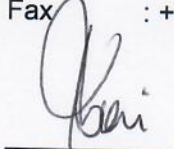
Any other queries related to the bid must be addressed to the attention of the Municipal Manager, Mr G.P.T. Nota.

813 Main Street
Private Bag X 9020
MOUNT FRERE

5090

Phone : +2739 255 8563

Fax : +2739 255 0167



MRS N KUBONE

MANAGER: CORPORATE SEVIRCES