



# UMZIMVUBU

LOCAL MUNICIPALITY

ADVERT DATE: 20 October 2016

## SERVICE PROVIDER TO CONDUCT TRAINING FOR OFFICE ADMINI.

Bidders are hereby invited to submit quotation for office administration training, Terms of Reference will be available on the website and scm office for free.

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

Umzimvubu Local Municipality with 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 Document. Certified BBBEE certificate and a combined BBBEE 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/ C MBD forms 4, 8 and 9 are compulsory submission and Billing Clearance certificate or Statement of Municipal Accounts. **No couriered, faxed, e-mailed and late tenders will be accepted after closing date.** Umzimvubu Local Municipality reserves the right not to appoint and value for money will be the key determinant. All tenders must be deposited in the tender box situated at **Umzimvubu Local Municipality Offices at 813 Main Street Mt Frere** not later than **12h00 noon on 31<sup>st</sup> October 2016**, All tenders must be clearly marked "Name of project and Reference number indicated above.

No Service provider will be considered if a person(s) working for the service of the State

### Enquiries:

All technical enquiries may be directed to Ms.A. Monakali 039 255 8569 SCM Mr T Mbukushu 0392558555

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  
Tel: (039) 255 8500  
Fax: (039) 255 01673

  
GPT/NOTA  
MUNICIPAL MANAGER





**UMZIMVUBU**  
— LOCAL MUNICIPALITY —

**UMZIMVUBU LOCAL MUNICIPALITY**

**OFFICE ADMINISTRATION TRAINING**

**2016 - 2017 FY**





## **TERMS OF REFERENCE**

### **TRAINING OF UMZIMVUBU MUNICIPAL EMPLOYEES ON OFFICE ADMINISTRATION**

#### **PROGRAMME: OFFICE ADMINISTRATION COURSE**

##### **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 is part of the Workplace Skills Plan for the 2016 / 2017 financial year and the aim is to produce employees 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 Six (06) Municipal Employees who have requested the said training and are from the following departments:

Citizen & community services (4)

Infrastructure & Planning (1)

Corporate Services (1)

##### **3. GOALS AND CONTENT OF THE TRAINING:**

Each employee 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 Gantt 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
- 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:

- 6.1 Understand the importance of effective administration skills within an organization
- 6.2 Enhance communication and interpersonal skills
- 6.3 Manage time efficiently and be able to think proactively
- 6.4 Describe the essentials of an effective office system;
- 6.5 Segregate important tasks and prioritise them;
- 6.6 Improve skills in record keeping, organizing meetings;
- 6.7 Understand the principles of internal and external communication
- 6.8 Develop the skills needed to be a professional secretary
- 6.9 Set up and manage effective filing systems
- 6.10 Understand office equipment and the supportive role it plays in modern office Environments

## **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.

**7.1.4 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 EMPLOYEES ON OFFICE ADMINISTRATION COURSE"**

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 is 24 October 2016 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](mailto: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 SERVICES**