



UMZIMVUBU

— LOCAL MUNICIPALITY —

Person dealing with this matter: Mr. Lwana

Date: 05 MARCH 2014

Request for Quotation

The Umzimvubu Local Municipality invites interested service providers to provide us with quotations **TO CONDUCT TRAINING ON CREDIT CONTROL AND DEBT COLLECTION FOR ULM EMPLOYEES.**

PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT OF 2011 WILL APPLY AS FOLLOWS:

PRICE : 80

BBB-EE : 20

Closing Date for submissions is 13/03/2014 @12:00.

For any enquiries & specification, please contact Supply Chain Management Office @ tell: 039 255 8555.

NB: NO QUOTATION(S) WILL BE CONSIDERED FROM PERSON(S) IN THE SERVICE OF THE STATE. AND SUBMISSION ARE TO BE MADE AT SCM OFFICE, BBBEE VERIFICATION CERTIFICATE MUST BE ATTACHED AND A VALID TAX CLEARANCE CERTIFICATE. FURTHER MORE, NO QUOTATION(S) WILL BE CONSIDERED FROM COMPAN(Y)IES NOT REGISTERED IN THE ULM SUPPLIER DATABASE.

Mr. GPT Nota

Municipal Manager

813 Main Street, Mount Frere
P/Bag 9020, Mt Frere, 5090
T. 039 255 0166| F. 039 255 0167
www.umzimvubu.gov.za

UPHULISO KUMNTU WONKE

TERMS OF REFERENCE

TRAINING OF UMZIMVUBU MUNICIPALITY'S OFFICIALS ON CREDIT CONTROL AND DEBT COLLECTION

PROGRAMME: TRAINING OF MUNICIPAL OFFICIALS ON CREDIT CONTROL AND DEBT COLLECTION

1. Background

- 1.1 Umzimvubu Local Municipality is fully committed to the structured and systematic training and development of all its Employees and Councillors on an ongoing basis to enable them to perform their duties effectively and efficiently.
- 1.2 This will also be provided to enable them to acquire the skills, knowledge and related qualifications and to unlock their potential to meet its future human resources needs.
- 1.3 The Corporate Services Department: Human Resources Development section has conducted the skills audit for all employees in preparation for the 2013/14 financial year. The trainings identified by the employees/Councillors are all entered in the approved 2013/14 Workplace Skills Plan and which was also submitted to and approved by LGSETA.

2. Target Group

- 2.1 the service provider is required to train two (02) Municipal Officials

3. Goal and Content of the Training:

Gain a clear overview of how credit control & debt collection fits into business activities and the support systems required for effective credit control and cash Collection.

Understand the common goals shared with other departments and how these other departments can help in credit control & debt collection

Understanding on the key behaviors of an effective credit controller.

Gain or rediscover at least two significant techniques & practices to improve their Performance.

Commit to transfer the skills, know workplace to develop "best sustainable practice" in their work.

3.2 The content should cover but not limited to the following course contents:

Control & Debt Collection & Business Performance

- Goal of Credit Control & Debt Collection
- Organization Issues
- Policy & Direction Cooperation
- 3 Key Tasks for People in Credit Control & Debt Collection

Information & Control Systems

- A Checklist on your systems
- Documentation & Controls
- Right 1st time - Credit Checks
- Information Issues

Debt collection

- Non-collection of overdue accounts is a common problem
- Control systems and overall policies in simple clear field of credit control & debt collection

The Credit Controller

- Your Motivation
- Your Systematic 5 Step Approach
- Your Communication Skills
- How to use Questions
- The "Good Collector"

Dealing with Resistance and Excuses

- How to Deal with Resistance
- The Top Thirteen Excuses
- Collection Call Checklist

4. Duration

4.1 The course shall be conducted for a period of three (3) working days.

5. Methodology

5.1 The course should be engaging and interactive.

5.2 Feedback and tips for improvement should be given to each of the participants.

5.3 This training programme should be National Qualification Framework (NQF) aligned

5.4 The service provider must ensure that the competency assessment is done to all participants submitted their POEs.

- 5.5 Two (02) employees shall be trained on Credit Control and Debt Collection.
- 5.6 The participant shall also be given training material by the service provider.
- 5.8 A detailed close-out report for the work done should be submitted at least one week after completion of the training.

6. PROPOSAL/ SUBMISSION REQUIREMENTS

6.1 List of Contents

All proposals must cover the following aspects of importance:

6.1.1 A Detailed Company Profile

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

6.1.2 Proposed Methodology

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

6.1.3 Accreditation

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

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

6.1.4 Proposed Cost Structure

Detailed Breakdown of Proposed Fee Structure, and there should be a clearly stated whether its inclusive of VAT or not.

All the required professional team should be involved from the beginning.

6.1.5 Compulsory Terms and Conditions

A proposal will not be considered unless the service provider furnishes the ULM with the duly completed documents mentioned below and 6.1.3 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

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

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

6.1.8 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.

6.1.9 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.

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

6.1.11 Successful bidder will be required to submit a detailed close-out report after completion of the training programme.

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

6.2 Where to Submit:

6.2.1 All submissions must be clearly marked:

“TRAINING OF MUNICIPAL EMPLOYEES ON CREDIT CONTROL AND DEBT COLLECTION”

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

- 6.2.2 Submissions must be hand delivered to the Municipal Offices in Mount Frere at 813 Main Street, Mount Frere or be faxed to supply chain.
- 6.2.3 **Due date for the submission of proposals is 14 February 2014 at 12H00. NO LATE SUBMISSIONS WILL BE CONSIDERED.**

7. INFORMATION AND QUERIES

7.1 TECHNICAL QUERIES

To the attention of Mr. S Dinga-Human Resources Development office
and Ms. A Ntongana –Supply Chain Management office

Phone: +2739 255 8562/8556

Fax : +2739 255 0167

Email: dinga.sizwe@umzimvubu.gov.za.

7.2 OTHER QUERIES

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

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Private Bag X 9020

MOUNT FRERE

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