

Address of Registered Office:

Old Government Printers
No.5 Textile Road
Vulindlela Heights
Mthatha
5100

Postal Address:

P.O Box 1134
Mthatha, 5100



Tel : +27 (0) 47 531 0346

Fax: +27 (0)47 531 4121

E-Mail : info@ntinga.org.za

Website : www.ntinga.org.za

Request For Quotations.

Notification date: 11/07/2019

**ADVERTISEMENT-RFP NO: 13/07/2019
CUSTOMER CARE TRAINING**

Ntinga O.R. Tambo Development Agency SOC LTD requires registered, qualified and experienced SETA accredited service providers to submit detailed Proposals for the provision in-house Customer Care training at Unit Standard 10080 for 12 employees at NQF Level 6 for the period of 3 days.

The minimum specifications, scope of work and guidelines are detailed on the terms of references available for download at www.ntinga.org.za and will also be available on request from the Supply Chain Management Office A8.

Note: Quotation must include a detailed breakdown of all costs involved in the provision of the service.

Terms and conditions:

- Quotations will be evaluated according to the 80/20 point system in compliance with Preferential Procurement Policy Framework Act.
- The quotation should include company registration number, Central Supplier Database (CSD) report, tax reference number, valid tax clearance certificate, certified copy of ID document, vat registration no, quotation validity period, delivery period, signature and MDB 4 Document. **FAILURE TO SUPPLY ALL THE ABOVE REQUESTED INFORMATION WILL RENDER YOUR QUOTE INVALID / NON RESPONSIVE AND WILL RESULT IN AUTOMATIC DISQUALIFICATION.**
- Ntinga O.R. Tambo Development Agency Supply Chain Management Policy will apply available for download www.ntinga.org.za
- Ntinga O.R. Tambo Development Agency does not bind itself to accept the lowest price quotation or any other quotation and reserves the right to award the whole or part of the quotation.
- Original or certified copy of Broad Based Black Economic Empowerment Certification should be attached if not attached your quotation will score zero for preference points.
- **DELIVERY IS EXPECTED WITHIN 7 DAYS UPON THE SUPPLIER RECEIVING NTINGA OFFICIAL PURCHASE ORDER.**

Quotations clearly marked "RFP 13/07/2019 CUSTOMER CARE TRAINING" may be emailed to rfq@ntinga.org.za or may be deposited in a Bid Box located outside Ntinga Reception. Address: Old Government Printers, No.05 Textile Road, Southernwood, Mthatha 5099. Late quotations will not be considered. **Closing Date: Friday, 19 April 2019 at 12:00.** For enquiries please contact Ms. A Njemla at 047 531 0346 or by email: abongilen@ntinga.org.za

Approved by;

M. Mpatheni-Chief Financial Officer (Acting)

11/07/2019
Date

Ntinga O.R. Tambo Development Agency SOC Ltd: A Municipal Entity of the O.R. Tambo District Municipality (Reg. 2016/272582/30)
Directors: Mr. S.E. Mase (Chairperson); Prof. L.Y. Majova-Songca; Ms. U.N. Mkize; Mr. M.Msiwa; Dr. L.L. Ndabeni; Ms. N.S.N. Bam; Dr. N.T. Nduane;
Ms. N.D.A. Ngewu; Mr. M.M. Pupuna; Mr. L.Mbiko (Acting CEO)
Company Secretary: Ms. N. Mningiswa

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Specific Outcomes and Deliverables – Customer Care

SPECIFIC OUTCOME 1

Develop and implement an action plan to achieve desired service levels

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. Alternative solutions to address areas for improvement is identified.

ASSESSMENT CRITERION 2

2. Preferred solution is identified and selected.

ASSESSMENT CRITERION 3

3. An action plan is created and developed to achieve the desired solution.

SPECIFIC OUTCOME 2

Monitor progress and effectiveness of action plans implemented

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. Action plans are monitored for progress.

ASSESSMENT CRITERION 2

2. Actual results are measured against desired results and gaps identified.

ASSESSMENT CRITERION 3

3. Identified variances or discrepancies against plan are recorded and reasons for the discrepancy are found and analysed.

ASSESSMENT CRITERION 4

4. Suggestions for the improvement of customer service delivery processes are identified and communicated with the relevant stakeholders.

ASSESSMENT CRITERION 5

5. The thought is documented and complete, concise and in the required format.

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Company Secretary: Ms. N. Mningiswa

Signed by

Ms A. Njemla
SDF

Approved by



Mr S. Matu

Human Capital Manager