



Communications Unit
7th Floor, Rennie House
41 Margaret Mncadi Avenue
Durban
4000
www.durban.gov.za
031 311 4827

Request for Quotations

Date: 07 January 2016

ENQUIRY NUMBER: 2015-16 / 053

SOCIAL MEDIA TRAINING

The eThekweni Municipality's Communication Unit invites eligible and accredited service providers to submit written proposals for training of call centre staff members on social media. The main objective of this training is to provide participants with a good understanding of Social Media (opportunities/challenges/risks/strategies/etc).

CONTENT CONSIDERATIONS

- Writing for social media
- Dealing with enquiries on social media
- Handling complains on social media
- Social media etiquette
- Dealing with two-way conversations

NUMBER OF PARTICIPANTS

Maximum of 20 participants

VENUE

To be provided by the Municipality.

PRICING MODEL

Rate per participant

DURATION

One day



REQUIREMENTS / CRITERIA

1. Proven track record in social media,
2. A profile of the company indicating relevant experience,
3. The service provider must submit a brief CV of the proposed trainer/s,
4. SETA accredited service providers.

The submission must include the following:

1. Valid Tax Clearance certificate,
2. BBBEE certificate,
3. Declaration of Municipal Fees,
4. Declaration of Interest (MBD 4),
5. Certificate of Independent Bid (MBD 9)

Sealed quotations, addressed to the Administration Section and marked **“ENQUIRY NUMBER: 2015-16 / 053 “SOCIAL MEDIA TRAINING”** must be placed in the quotation box located in the Reception Area, **7th** Floor, Rennies House, 41 Margaret Mncadi Avenue Durban, (and not any other municipal department) not later than 16h00 on Friday 15 January 2016.

Enquiries:

Mandla Nsele – (Tel: 031 311 4801)
Email: mandla.nsele@durban.gov.za

Zanele Njapha – (Tel: 031 311 4828)
Email: zanele.njapha@durban.gov.za

