



**ETHEKWINI MUNICIPAL ACADEMY**  
**Shell House – 11th Floor**  
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**REQUEST FOR QUOTATION**  
**(CONTRACT NUMBER: EMA STRAT 04)**

**SERVICE PROVIDER TO RENDER CUSTOMER MANAGEMENT WORKSHOP FOR A PERIOD OF ONE DAY**

**PROPOSED NUMBER OF PARTICIPANTS: 35 delegates**

**(RFQ Closes: 21 October 2015)**

**1. BACKGROUND**

Customer Management is crucial for any organization that works with customers or clients. Not only does each interaction between employee and customer affects customers' well-being, but employees with effective customer service skills will feel a greater sense of engagement and commitment to their job. These skills make positive impression in the minds of current and future customers. The eThekweni Municipal Academy (EMA), previously Skills Development Unit, is seeking to appoint a service provider to render a one day workshop that provides advanced customer service tips that will improve our organization based on the following content areas or competencies: attitude, awareness, customer experience, communication, influence, interpersonal skills, stress management, adaptability, results oriented, customer acquisition, professionalism, accountability and creative thinking.

**2. OBJECTIVES OF THE WORKSHOP**

The ultimate objectives of the workshop are as follows:

- a) Refreshing the team's customer management skills,
- b) Focus attention on internal customer service issues,
- c) Determining ways to resolve them, and setting standards for future adoption.
- d) Learn about what are customer service skills, building customer loyalty, creating effective first impressions, and managing customer expectations, especially in relation to our training and development sessions.





### 3. SCOPE OF WORK

The service provider will be expected to undertake at least the following tasks in the completion of this assignment:

- Provide theoretical and practical basic training on customer service.
- Undertake a team self-evaluation and review of customer concerns and/or issues.
- Set the scene for developing a vision and standards for future customer service.
- Advise on client feedback tools and their application to team operations.
- Undertake team motivation and propose framework to improve accountability.

Bidders are required to specify their approach and detailed components of their workshop facilitation in relation to the above mentioned dimensions.

### 4. MILESTONE AND OUTPUTS

The following key milestones and outputs are defined for this assignment:

- a) Agreement with the Project Manager on an inception report comprising of a detailed project plan with clear delivery timeframes within one (1) week of confirmation of appointment.
- b) In addition to the above, Agreement with the Project Manager on the detailed Course Outline/Programme and Methodology (as well as type of material to be used) in the workshop.

### 5. EXPERTISE REQUIRED

The service provider should display relevant experience, expertise or capabilities with respect to the following:

- a) Familiarity and/or strategic experience with local government, some knowledge of other similar organization, and appreciation for key challenges and issues facing municipalities
- b) Expertise in Customer Management techniques and methodologies (and specific understanding and experience with strategic customer management)
- c) A good track record of training and facilitation.
- d) Ability to work to strict timeframes and specified outputs
- e) Capacity to deliver the assignment as required

### 6. RESOURCES AND COSTING

An undisclosed amount that will include VAT will be allocated to this assignment. As part of the submission, bidders should provide a project programme including a cost breakdown per activity. Bidders should note that the workshop will be conducted in Durban, at a venue that will be confirmed at a later stage by the Project Manager. Please note the Municipality does not pay for travel and accommodation of service providers.

### 7. COMMENCEMENT OF WORK

Work on this assignment is to commence upon signature on letter of appointment or official order and is expected to run over one day, as indicated above.





## 8. EVALUATION CRITERIA

The award of this assignment will be based on value for money in terms of our SCM Policy, and in addition will be assessed on the basis of:

- a) Fee structure
- b) Clarity and quality of the project proposal, scope and plan
- c) Qualification and track record of service provider
- d) Inclusivity of the team

## 9. SUBMISSION OF QUOTATION

Bidders are requested to prepare and submit concise quotations reflecting: approach and methods proposed; project team and role; project plan; and budget. Copies of corporate profiles and CVs to support this evaluation should also be provided. Budgets should be presented as an all-inclusive quote for the assignment outlined above. Prices should include VAT. eThekweni Municipality reserves the right not to award this assignment.

Sealed documents individually marked with the abovementioned RFQ and Service Description, must be submitted at 221 Anton Lembede Road, 11<sup>TH</sup> Floor Reception **not later than 11h00 on Wednesday, 21 October 2015 (closing date and time as per eThekweni Municipality's clock)**. All service providers are encouraged to make submission before the closing time. No tenders will be accepted after the closing date and time. No tender per facsimile or e-mailed will be accepted.

All enquiries relating to this should be directed to eThekweni Municipal Academy (EMA) at the following email: [nelisiwe.xhakaza@durban.gov.za](mailto:nelisiwe.xhakaza@durban.gov.za) or telephone: Mabongi Xhakaza, at (031) 322 9080 or 079 0396 864.

eThekweni Municipality is not obliged to appoint the cheapest tenderer and reserves the right not to accept any submission and to re-advertise if it so wishes. Service providers will be adjudicated according to the Supply Chain Management Policy using the point system mentioned above, based on the Preferential Procurement Policy Framework Act, Act 5 of 2005, Preferential Procurement regulations 2011, MFMA, Act 56 of 2003, as well as the Broad Based Black Economic Employment Act, Act 53 of 2003.

