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REQUEST FOR QUOTATION

QUOTATION VALIDITY
60 DAYS

PAGE NO.	
CLOSING DATE AND TIME	
05-Feb-10	12:00
Date of Issue	
29 January 2020	
VALIDITY	
7 DAYS	

INITIATING DEPARTMENT	INITIATOR
Training	Vuyiswa Khuboni
QUOTATION REFERENCE	COLLECTIVE NO.
JW003SMS 2020 CUSTOMER SERVICE COURSE	
QUOTATION REQUESTED FROM	

QUOTATIONS WILL BE EVALUATED ON THE 80/20 POINT SCORING SYSTEM.80 POINTS WILL BE ALLOCATED TO PRICE AND THE REMAINING 20 POINTS WILL BE ALLOCATED FOR BBBEE AND PREFERENTIAL PROCUREMENT ALL SUPPLIERS RESPONDING TO QUOTATIONS SHOULD BE REGISTERED ON CENTRAL SUPPLIER DATABASE(CSD)

JW CONTACT PERSON: Mapule Setaka

TELEPHONE NUMBER: 011 688 1574 EMAIL: mapule.setaka@jwater.co.za

ITEM NO.	DESCRIPTION	BRAND NAME OFFERED	UOM	QTY REQUIRED	PRICE QUOTED EXCL. OF V.A.T.	DIS
	CUSTOMER SERVICE COURSE			100		
	Reputable Service Providers are requested to quote for a 2 Day In-House Customer Service Course in: Apply the Batho Pele principles to own work role and context; U/S 242860 on NQF 3 consisting of 4 Credits			(Course will be implemented in 5 groups of 20 each)		
	Course should cover the following objectives: • an understanding of service delivery and customer care techniques; • ensured commitment from public servants to give their customers quality services and find ways to continuously improve the standard of their services; and • compliance to the Batho Pele principles by putting people first.					
	To be considered, Service Providers must submit the following documents:					
	- Proof of Accreditation as a an SDP for US 242860 on NQF 3 consisting of 4 Credits (The U/S must be clearly marked on the proof of accreditation document)					
	- Assessor Proof of Registration with a relevant SETA for U/S 242860					
	- Course Outline					

NB: Tenderers are hereby requested to submit their proposals in a logic and clear format. The document should be indexed and sections, documents and specific information that is required must be clearly marked or indicated. Failure to comply may cause critical information to be missed during the evaluation process.

NB: Suppliers responding to RFQs should use their own company letter head and ensure that their email is visible on their quotation.

OFFICIAL STAMP	SUPPLIER DETAILS
	AUTHORISED BY:
	SIGNATURE:.....
	DATE:.....

- CONDITIONS**
1. QUOTATIONS RECEIVED AFTER CLOSE OF BUSINESS ON THE CLOSING DATE WILL NOT BE ACCEPTED.
 2. QUOTATIONS WITHOUT BRAND NAMES WHERE REQUIRED WILL NOT BE ACCEPTED
 3. PRICES QUOTED MUST BE AS PER THE UNIT INDICATED AND BE EXCLUDED OF VAT
 - 4 QUOTATIONS WITHOUT THE SUPPLIER'S AUTHORISED SIGNATURE WILL NOT BE ACCEPTED.
 - 5 ACCEPTANCE OF A QUOTATION WILL BE SUBJECT TO JOHANNESBURG WATER'S SUPPLY CHAIN POLICY