**ADVERTISEMENT**

**DATE:** 22/05/2019  
**RFQ NUMBER:** B703/2018/19  
**DESCRIPTION OF GOODS/SERVICES:** Microsoft Office 2016 training.

**RFQ DOCUMENTS ARE OBTAINABLE FROM:** Supply Chain Management Section, Clyde Street, Knysna. Or Knysna Municipality website: [www.knysna.gov.za](http://www.knysna.gov.za) (Information centre>SCM>RFQ)

**CLOSING DATE:** 24/05/2019  
**TIME:** 12:00

**SUBMISSIONS:** Sealed quotations clearly marked, “B703/2018/19”, can be submitted:
- By hand to: Supply Chain Management Section, Knysna Municipality, Clyde Street, Knysna
- By fax to: 086 650 1415
- By email to: vnobatana@knysna.gov.za

Contact person: Vuyolwethu Nobatana (Tel: 044 302 6595)  
Electronic bid documents must reach the Supply Chain Management Section before the closing time.

**COMPULSORY REQUIREMENTS:** A certified copy of the Bidders SETA accreditation Certificate must accompany the bid documents

**TECHNICAL ENQUIRIES:** Contact Person: Zukile Kala  
Email: zkala@knysna.gov.za  
Tel: 044 302 6462

**The following conditions will apply:**
- Price(s) quoted must be firm and must be inclusive of VAT when applicable.
- Tax Clearance Certificate or Sufficient Evidence that Tax matters are raised with SARS must be attached.
- Price must include all related expenses, i.e. transport, accommodation etc.
- Attached KMBD 4 document must be completed.
- Status of Municipal accounts must be submitted.
- Invoices must be submitted to icordier@knysnagov.za and will be paid within 30 days of delivering the service.
- Only an Official order and appointment letter will bind the Council.
Specification

Background
Knysna Municipality wishes to enter into a contract with a suitably accredited service provider for the presentation of Microsoft Office 2016 training.

Course objective
The objectives of the training is for learners to be competent in the following:

- General
  - US 117926 – Identify and explain ICT risks and recommend security solutions. Learners credited with this unit standard should be able to:
    - Explain and differentiate between Information Technology and Communication Technology.
    - Explain what is risk.
    - Describe information security problems and recommend simple solutions.
    - Describe computer viruses and virus attacks.
    - Describe the management of computer viruses using anti-virus software.

- Microsoft Word 2016
  - US 116938 – Use a Graphical User Interface (GUI) – based word processor to create and edit documents. Learners credited with this unit standard should be able to:
    - Demonstrate an understanding of the principles of word processing.
    - Create, open and save documents.
    - Produce a document from given text.
    - Format a document.
    - Edit a document.
    - Check spelling and grammar in a document.
    - Adjust the display characteristics.
  - US 117924 - Use a Graphical User Interface (GUI) – based word processor to format documents. Learners credited with this unit standard should be able to:
    - Work with multiple documents.
    - Format text.
    - Format paragraphs.
    - Format pages.
    - Format a document.
    - Templates are used and created.
  - US 116942 - Use a Graphical User Interface (GUI) – based processor to create merged documents & 119078 - Use a Graphical User Interface (GUI) – based processor to enhance a document through the use of tables and columns. Learners credited with these unit standards should be able to:
    - Describe the uses of merged documents.
    - Create a merged document.
    - Create and edit a table.
    - Format a table according to given requirements.
    - Create and edit columns in a document.
- Format columns in a document.

- Microsoft Excel 2016
  - US 116937 – Use a Graphical User Interface (GUI) – based spreadsheet application to create and edit spreadsheets. Learners credited with this unit standard should be able to:
    - Demonstrate an understanding of the principles of spreadsheets.
    - Create, open and save spreadsheets.
    - Produce a spreadsheet from a given specification.
    - Edit a spreadsheet.
    - Format a spreadsheet.
    - Check spelling in a spreadsheet.
    - Print a spreadsheet using features specific to spreadsheets.
  - US 116940 – Use a Graphical User Interface (GUI) – based spreadsheet application to solve a given problem & US 116943 – Using a GUI-based spreadsheet application, enhance the functionality and apply graph / charts to a spreadsheet. Learners credited with these unit standards should be able to:
    - Prepare and produce a spreadsheet to provide a solution to a given problem.
    - Adjust settings to customise the view and preferences of the spreadsheet application.
    - Work with multiple worksheets.
    - Apply formulae to worksheets to provide alternative solutions to a problem.
    - Apply simple built-in functions of the spreadsheet application to the given problem.
    - Apply formatting to a spreadsheet applicable to the given problem.
    - Use special effects to improve the presentation of the spreadsheet.
    - Evaluate a spreadsheet.
    - Create and edit a graph/chart.
    - Load data from an external data source to produce a given spreadsheet result.
    - Insert and edit objects in a spreadsheet.
  - US 258876 – Work with spreadsheets. Learners credited with this unit standard should be able to:
    - Importing and exporting text files.
    - Consolidating and linking data within spreadsheets.
    - Applying filters and use forms in a spreadsheet.
    - Creating and using macros.
    - Combining and comparing large sets of data in a spreadsheet.
  - US 258878 – Work with spreadsheets. Learners credited with this unit standard should be able to:
    - Setting up a spreadsheet.
    - Applying security.
    - Checking input data.
    - Checking formulas and totals.
• Checking output data.
• Auditing spreadsheets.
• Validating and sorting data in a spreadsheet.

• Microsoft PowerPoint 2016
  o US 116933 – Use a Graphical User Interface (GUI) – based presentation application to create and edit slide presentations. & US 117923 – Use a GUI-based presentation application, to prepare and produce a presentation according to a given brief. Learners credited with these unit standards should be able to:
    ▪ Demonstrate an understanding of the use of presentation applications.
    ▪ Create a new slide presentation.
    ▪ Produce a slide presentation from given text.
    ▪ Format a slide presentation.
    ▪ Edit a slide presentation.
    ▪ Check spelling and grammar in a slide presentation.
  o US 116930 – Use a Graphical User Interface (GUI) – based presentation to enhance presentation appearance. Learners credited with this unit standard should be able to:
    ▪ Create a graph in a presentation.
    ▪ Create an organisational chart in a presentation.
    ▪ Create a drawing in a presentation.
    ▪ Import images into a presentation.
    ▪ Images and objects are manipulated in presentation.
    ▪ Animation effects and transitions are applied or added to a presentation.
    ▪ Master Slides are customised within a presentation.
  o US 258880 – Utilise special features to enhance presentations. Learners credited with this unit standard should be able to:
    ▪ Creating and using templates in a GUI based presentation application.
    ▪ Manipulating graphics/images and drawn objects.
    ▪ Using charts/graphs to enhance presentations.
    ▪ Using sound and video to enhance presentations.
    ▪ Customising and controlling a slideshow.

• Microsoft Outlook 2016
  o US 116945 – Use electronic mail to send and receive messages. Learners credited with this unit standard should be able to:
    ▪ Understand the concepts and terms of electronic messaging.
    ▪ Create and send an E-mail message.
    ▪ Receive and respond to e-mails.
    ▪ Work with multiple E-mail messages.
    ▪ Adjust settings to customise the view and preferences of the E-mail application.
  o US 258897 – Apply electronic messaging and calendar application. Learners credited with this unit standard should be able to:
    ▪ Customising email settings.
    ▪ Applying security settings to messages.
Creating and using contacts.
Creating and using appointment/events.

- US 114948 – Manage electronic mail in a business environment. Learners credited with this unit standard should be able to:
  - Explaining etiquette, conventions and compliance issues relating to electronic communications.
  - Organising and setting parameters for a mailbox.
  - Using an electronic communication system to send and receive mail.
  - Managing the messages in an electronic mail facility on a workstation.

Target Audience
30 employees from across various municipal functions to be split into 2 groups of 15 employees.

Duration
It is envisaged that the training should be completed in 5 days (Monday – Friday) (i.e. 2.5 days per group of 15 employees)

Language
Training must be presented in English

Methodology
- Facilitation and Lectures
- Practical Focus on competency
  - The municipality will provide PC’s/laptop/training machines loaded with Microsoft Office 2016 for employees and a training room with a projector

SETA Certificate Accreditation
A certified copy of the Bidders SETA accreditation Certificate must accompany the bid documents if the requested certified copy does not accompany the bid documents of the bidder, the municipality reserves the right to reject the bid.

Certification
Competency Certification of delegates when competent

Pricing
- A unit rate per trainee should be provided.
- All prices should include all costs (i.e. training material, stationery, catering etc.)
- Prices must include VAT
- The supplier shall furnish the Municipality with an original detailed invoice.

Catering
- The price of catering must include the following
QUALITY SCORING CRITERIA

EVALUATION

Point’s allocation for functionality

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Points</th>
<th>Bidder’s score</th>
</tr>
</thead>
</table>
| Bidders experience in years in providing similar training to municipal officials and government departments – submit company profile to claim points | 1-5 years: 5 points
6 + years: 10 points                                                   |                |
| Bidders previous experience – submit contactable references of municipalities or government institution for whom similar training was rendered to | 2 references – 3
3 references – 5
4 + references - 10                                                  |                |
| Bidders experience and qualifications – submit CV’s of facilitators that will provide training | Facilitator has relevant qualification and experience in either local, provincial or national government – 10 points
Facilitator has relevant qualification but experience speaks to private sector – 5 points |                |
| TOTAL                                                                  | 30 points                                                            |                |
### PRICING SCHEDULE

<table>
<thead>
<tr>
<th>Description</th>
<th>No of delegates</th>
<th>Total cost excl vat</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Office 2016 training for 5 days</td>
<td>30</td>
<td></td>
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<tr>
<td>Subtotal</td>
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<td>VAT( if vat registered)</td>
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<td>TOTAL</td>
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<td><strong>Contact Details of Tenderer</strong></td>
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<tr>
<td>Knysna Municipality Supplier number</td>
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<tr>
<td>CSD Supplier number</td>
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<tr>
<td>CSD Unique Registration Reference Number</td>
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<tr>
<td>The name of the Tenderer:</td>
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<tr>
<td>The name of the contact person:</td>
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<tr>
<td>The address of the Tenderer:</td>
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<td>Telephone:</td>
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<td>Facsimile:</td>
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<td>E-mail:</td>
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<td>Address (physical):</td>
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<td>Address (postal):</td>
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<td>Signature:</td>
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<td>Date:</td>
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**MBD 4 DECLARATION OF INTEREST**

1. No bid will be accepted from persons in the service of the state¹.

2. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.

3. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Full Name of bidder or his or her representative:</td>
<td></td>
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</tr>
<tr>
<td>3.2 Identity Number:</td>
<td></td>
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<tr>
<td>3.3 Position occupied in the Company (director, trustee, shareholder²):</td>
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<td>3.4 Company Registration Number:</td>
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<td>3.5 Tax Reference Number:</td>
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<td>3.6 VAT Registration Number:</td>
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<tr>
<td>3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.</td>
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<td>3.8 Are you presently in the service of the state?</td>
<td>YES</td>
<td>NO</td>
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<td>3.8.1 If yes, furnish particulars:</td>
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<td>3.9 Have you been in the service of the state for the past twelve months?</td>
<td>YES</td>
<td>NO</td>
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<td>3.9.1 If yes, furnish particulars:</td>
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<td>3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved the evaluation and or adjudication of this bid?</td>
<td>YES</td>
<td>NO</td>
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<td>3.10.1 If yes, furnish particulars:</td>
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<tr>
<td>3.11 Are you, aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid</td>
<td>YES</td>
<td>NO</td>
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<td>3.11.1 If yes, furnish particulars:</td>
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<td>3.12 Are any of the company’s directors, trustees, managers, principle shareholders or stakeholders in service of the state?</td>
<td>YES</td>
<td>NO</td>
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<td>3.12.1 If yes, furnish particulars:</td>
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</tbody>
</table>
3.13 Are any spouse, child or parent of the company’s directors, trustees, managers, principle shareholders or stakeholders in service of the state?

| YES | NO |

3.13.1 If yes, furnish particulars:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

3.14 Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract?

| YES | NO |

3.14.1 If yes, furnish particulars:

________________________________________________________________________
________________________________________________________________________

¹MSCM Regulations: “in the service of the state” means to be –
(a) a member of –
   (i) any municipal council;
   (ii) any provincial legislature; or
   (iii) the national Assembly or the national Council of provinces;
(b) a member of the board of directors of any municipal entity;
(c) an official of any municipality or municipal entity;
(d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
(e) a member of the accounting authority of any national or provincial public entity; or
(f) An employee of Parliament or a provincial legislature.

² Shareholder” means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

4. Full details of directors / trustees/ members / shareholders:

<table>
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<tr>
<th>Full Name</th>
<th>Identity Number</th>
<th>State Employee Number</th>
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5. I, the undersigned (name) ____________________________, certify that the information furnished in paragraphs 3 and 4 above is correct.

I accept that the state may act against me should this declaration prove to be false.

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<thead>
<tr>
<th>Name of Bidder</th>
<th>Date</th>
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</table>
NAME OF THE BIDDER: __________________________________________________________

FURTHER DETAILS OF THE BIDDER’S; Director / Shareholder / Partners, etc:

<table>
<thead>
<tr>
<th>Director / Shareholder / partner</th>
<th>Physical address of the Business</th>
<th>Municipal Account number(s)</th>
<th>Physical residential address of the Director / shareholder / partner</th>
<th>Municipal Account number(s)</th>
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NB: Please attach certified copy (ies) of ID document(s)

I, ________________________________, (Full name in block letters) the undersigned, certify that the information furnished on this declaration form is correct and that I / we have no undisputed commitments for municipal services towards a municipality in respect of which payment is overdue for more than 90 days.

If the value of the transaction is expected to exceed R10 million (VAT included) I certify that the bidder has no undisputed commitments for municipal services towards a Municipality in respect of which payment is overdue for more than 30 days;

THUS DONE AND SIGNED for and on behalf of the Bidder, at ______________________________, on the ___________ ___________ day of ______________________________ 20_____ .

Number of sheets appended by the tenderer to this schedule (If nil, enter NIL)

SIGNATURE: ____________________________ NAME (PRINT): ____________________________

CAPACITY: ____________________________ NAME OF FIRM: ____________________________

For office use (comments):