



ALFRED NZO

DISTRICT MUNICIPALITY

TERMS OF REFERENCE

**[CUSTOMER CARE STRATEGY]
2021/22 FINANCIAL YEAR**

Issued and Prepared by:
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TABLE OF CONTENTS

1. BACKGROUND AND OVERVIEW OF THE PROJECT.....	2
1.1 INTRODUCTION.....	2
1.2 OVERALL AND SPECIFIC OBJECTIVES OF THE PROJECT.....	2
1.2.1 Overall objective	4
1.2.2 Specific Objectives.....	Error! Bookmark not defined.
2. SCOPE & extent of work.....	4
3. PROJECT TIME FRAME	4
4. KEY OUTPUTS/PROJECT MILESTONES/DELIVERABLES	5
5. STAKEHOLDERS CONSULTATION.....	5
6. PROJECT MANAGEMENT	5
7. REPORTING MECHANISM.....	5
8. SUBMISSION OF BIDS	7
9. EVALUATION CRITERIA	7

1. BACKGROUND AND OVERVIEW OF THE PROJECT

1.1 INTRODUCTION

The Local government Municipal Systems Act, 32 of 2000 provides for Municipalities to establish sound relations between them and their customers (rate payers, an array of local government stakeholders and the general public) by creating mechanisms for maximum participation of customers in the affairs of the municipality. In its effort to realize this legislative ambit, ANDM deemed it necessary to develop a customer care strategy.

1.2 OVERALL AND SPECIFIC OBJECTIVES OF THE PROJECT

Due to the need for continuous service delivery improvement in ANDM, quest for service excellence by ANDM customers has become the primary area of focus. Therefore there is a need for the development of an implementable customer care strategy that will serve as a roadmap of the district municipality's continuous efforts to provide efficient ways of handling her valued customers.

The main objectives of the strategy

- To heighten and improve the customer (Community) experience of ANDM's customer service
- To identify and explore possible ways by which ANDM can increase maximum customer access to ANDM's Water services and all other development services rendered by ANDM as per its legislative and functional mandate .
- To marry ANDM's current performance against customer needs, expectations, and demand in response to continuous customer feedback
- To build the capacity of ANDM's populace for effective and efficient contribution towards provision of quality services by ANDM

- To give rise to an adequate capacity building plan that will give birth to a fully equipped ANDM team to deal with the needs of empowered ANDM community
- To strengthen and build on the partnership between ANDM and its populace to realize the District municipality's vision of sustainability ,good quality life and equitable access to basic services and socio-economic opportunities
- To develop a clear and well packaged plan to a customer –centric approach to ensure maximum stakeholder participation(Community stakeholders and Sector partners) to effective and efficient service delivery in an endeavor to put Batho Pele Principles in to practical application by all ANDM service departments and respective departmental staff
- To develop key themes that will provide purpose, direction and commitment to fostering a customer focused culture across Council.
- To build a culture of performance and improve the effectiveness and efficiency of ANDM'S programs, services, and systems
- To foster an ethic of working together for ANDM
- To foster a culture of service excellence and accountability by all ANDM service departments
- Increase access to ANDM's services, personnel and information
- Furthermore, two other important and related goals of the customer care strategy are as follows:
 - Develop and empower ANDM's most valuable asset (employees/ human capital).
 - Public Engagement - Promote robust public engagement that informs, involves, and empowers people and communities.

1.2.1 Overall objective

The development of a comprehensive ANDM customer care strategy that will provide direction to a seamless ANDM holistic customer service.

2. SCOPE & EXTENT OF WORK

Development of ANDM Customer Care Strategy:

The work will be broken down into the following activities:

- Interpret and understand existing ANDM's IDP, Customer care policy and Consumer Charter
- Alignment of the key specific customer care elements of the IDP , Customer care Policy and the Consumer charter
- Development a roadmap that will express a holistic ANDM customer service process and procedure
- Identify key stakeholders for contribution to the strategy development
- Conduct ANDM Stakeholder engagement process to ensure buy in and ownership of the strategy
- Development of a customer service manual to serve as a quick guide for all customer care unit frontline staff

3. PROJECT TIME FRAME

3.1. The project time frame will be 3 months from the date of appointment of the service provider.

4. PROJECT PROPOSAL

The project proposal must contain the following:

- Clear method and planning process to be followed
- Clear participation process or approach (Internal and external stakeholder's)

- Comprehensive company profile and contact person to be responsible for the project and further indicate the names of other professionals, if some consortium will be formed
- Clear time frame for completion of the project (final deadlines for phased products will be finalized with the successful bidder)
- Clear project budget aligned to the tasks or activities

5. KEY OUTPUTS/PROJECT MILESTONES/DELIVERABLES

- Project Inception report
- Stakeholder engagement report
- Customer Service Manual
- A comprehensive customer care strategy

6. STAKEHOLDERS CONSULTATION

The successful Professional Service Provider will have to be introduced to ANDM service departments and officials who will work together on this project.

7. PROJECT MANAGEMENT

ANDM officials within Community Development Services (CDS) will oversee project implementation and facilitate inter –governmental coordination. The ongoing progress reports from the service provider will have to be submitted to the Project Manager (Senior Customer Care Officer) where a process of verification will take place prior to the approval of invoices submitted by the service provider.

8. REPORTING MECHANISM

It is expected that regular progress reports will be submitted to the Senior Customer care Officer and further presented to the ANDM CDS Management on a fortnightly basis. The Project Manager/Senior Customer care Officer has the right to change the frequency of reporting as and when necessary.

9. REFERENCE MATERIALS

It is recommended that the following documents but not limited to, be used for reference purposes:

- Integrated Development Plans (IDPs) for both the district and local municipalities
- ANDM's Customer care policy
- ANDM's Consumer Charter
- ANDM's Revenue policy
- Billing and Payment Policy/By-law
- Municipal Systems Act 32, of 2000 and other relevant legislative prescripts
- ANDM's Indigent policy
- ANDM's Water Use Policy
- Customer Satisfaction Survey results of 2016/17
- ANDM's Communication Strategy
- ANDM District Development Plan
- Fleet Management policy
- Supply Chain Management policy

10. SUBMISSION OF BIDS

Quotations must be placed in a sealed envelope and clearly marked: "CUSTOMER CARE STRATEGY" and placed in the bid box in the Alfred Nzo District Municipality not later than 12H00 on the _____.

11. EVALUATION CRITERIA

Evaluation criteria of the bidders;

The bids will be evaluated in two stages, namely:

- Stage 1- Functionality
- Stage 2- Price and BBBEE Points

Only Bidders who score 70% or more on stage 1 would be evaluated further and therefore eligible for the award.

STAGE 1 OF EVALUATION – FUNCTIONALITY	100
• Previous Experience	50
• Capacity and Expertise	40
• Methodology	10
STAGE 2 OF EVALUATION – PRICE & PREFERENTIAL POINTS	100
BBBEE POINTS	20
Price	80

Previous Company Experience in	Scoring
Note: The scoring in this section is not cumulative	
Traceable record for successful development of a minimum of 3 or more strategy Projects for Public sector to the value of R50 000,00 per project.	50
Traceable record for successful development of a minimum of 2 strategy Projects for Public sector to the value of R50 000,00 per project.	40
Traceable record for successful development of a minimum 1 strategy Project for Public sector to the value of R50 000,00.	30

Total Scoring	50
<p>Note COMPULSORY attachments for verifying work done:</p> <p>1. The ANDM Assessment Bidder Form must be completed, stamped and signed by previous employer as means of verifying references for each project undertaken. If 3 Projects were done, 3 Assessment bidder forms must be completed.</p> <p>2. In ADDITION to the above, a traceable record will be evaluated on the basis of:</p> <p>-An appointment letter or purchase order for each project completed</p>	

Capacity and Expertise to Undertake the Project	Scoring
Note: The scoring in this section is preferably cumulative, unless justifiable to the Specification Committee	[40]
A Project Team with the following areas of expertise:	40
Team Leader must have a minimum NQF Level 06 Qualification in Social Science /Public Administration, accompanied with 5 or more years' of experience.	30
One or more of Personnel assigned to this project must have a minimum of 06 months Certificate in Project Management	10
Total scoring	40
Methodology	
List and explain in details 10 steps in formulating a comprehensive customer care strategy within the Public sector.	10
Total Scoring	[40+10] 50

For any queries regarding this tender, please contact Mrs N Qasha for project related queries; on (039) 254 5000 or;
Mr. V Cita for SCM related queries at telephone number 039-254-5134 during office hours.

Alfred Nzo district Municipality
Erf 1400 Ntsizwa Street
Mount Ayliff
4735

Yours in municipal administration,



Mrs. N Ngxenge
Senior Manager: CDS

Recommendation by Specification Chairperson:

Approved/Not Approved



Mr. L. Mdutyana

Comments by Chairperson:

Approved, - Customer Care Strategy.
