



REQUEST FOR QUOTES (RFQ)

DESCRIPTION OF GOODS/ SERVICE REQUIRED	Service Level Agreement and Contract Management Training	
SPECIFICATIONS/ DISCRIPTION:		
The training should focus on equipping individuals with the knowledge and practical skills required to effectively manage Service Level Agreements (SLAs) and contracts in accordance with the Public Finance Management Act (PFMA), thereby promoting smooth project execution and mitigating associated contractual and financial risks.		
ITEM/ SERVICE (Add or remove lines if the same services Supplier is requested)	QUANTITY	
Course Outline <ul style="list-style-type: none"> Definition of what contract management is. Contract types. Contract elements. Risks. Breach of Contract & remedies. Contract Termination. Defining ethics and ethical breaches. Contract management requests. How to formulate a contract. Compliance & wording. Risks of non-compliance (penalty clauses, breach). Assessing performance. Qualities of effective relationships & relationship pitfalls (ethics). Building trust & maintaining relationships. Amending contracts; replacing clauses; describing amendments; amendment status. Conducting audits and acting on results. Reviewing contracts. Confidentiality & Non-disclosure Agreements. Dealing with contract performance and non-performance. Arbitration & dispute resolution. Payment terms & their financial implications. Service Level Agreements (SLAs). 	6	
GENERAL/ COMMENTS:		