



cooperative
governance

Department
Cooperative Governance
REPUBLIC OF SOUTH AFRICA



MUNICIPAL INFRASTRUCTURE SUPPORT AGENT

Letaba House, Riverside Office Park, 1303 Heuwel Avenue, Centurion, 0046
Private Bag X105, Centurion, 0046 Tel: 012-848-5300

REQUEST FOR QUOTATION

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE MINUTES TAKING TRAINING FOR A PERIOD OF 3 DAYS

1. Introduction / Background

The Municipal Infrastructure Support Agent (MISA) requires the services of an experienced and accredited service provider to deliver Minutes Taking for MISA officials. The training must be accredited.

The purpose of this training is to ensure that participants are adequately prepared for the minutes taking.

2. Scope of Work

The appointed service provider will be required to:

1. Deliver accredited preparatory training for the following modules:

What is a meeting and what is the purpose of a meeting, Types of meetings, How to determine if a meeting is necessary, Who must attend, Understanding meeting protocols and the elements of meetings, Roles and responsibilities at meetings, Meeting procedures, Meeting pitfalls and how to overcome them (Unfocused meeting, deviation from topic, inaccurate minutes, exceeding time limits, Meeting logistics.

Compiling the agenda: do's and don'ts, the advantages of a well-constructed agenda, the importance of a logical sequence of the agenda items, Identifying the sources of agenda matters, Producing an agenda in the required format and time frame.

Resources required for minute taking, the purpose and objectives of the minutes, the characteristics of good minutes, different types of minutes, active listening: Be alert and stay focused, eliminating the barriers, Note-taking techniques: Highlighting and identifying key points, Accurate recording, the importance of accurate and concise notes, Processing decisions, Compiling the minutes, Distribution of the minutes and supporting documents, the distribution list, Methods

M.L

of distributing minutes, The reasons for distributing minutes promptly and the recording of follow-up actions

2. Ensure the training is accredited and Issue certificate of attendance upon completion.
3. Provide the training within the Gauteng Province, including:
 - o Training venue and facilities
 - o Catering for participants
 - o Training aids, manuals, and course materials

3

MANDATORY REQUIREMENTS

NB: None compliance to the below mentioned requirements will lead to the disqualification of the service provider/s:

3.1. Experience of the Service provider:

- *Only service provider/s who have provided **MINUTES TAKING TRAINING** before will be accepted.*
- *Service Providers must be accredited*
- *(Attach proof of accreditation in the form of a valid certificate or letter from the accreditation institution for the training).*
- *Service providers must provide at a minimum of 3 signed reference letters, from contactable references, on the client's letterhead confirming that they have successfully provided the required training (as indicated above) in the last 3 years.*
- *The letters should clearly state which training services were rendered by the service provider and when the training services were provided.*

3.2. Experience of the Facilitator:

- *The facilitator must be accredited to conduct the required **MINUTES TAKING TRAINING** (Attach proof of accreditation in the form of a certificate or letter from the accreditation institution.*
- *The facilitator must provide an abridged CV detailing proof that the facilitator has conducted the required training in the last 3 years.*
- *The CV must clearly indicate the contact details of the organization/s that the facilitator has conducted the required training for and the dates on which the training was provided.*
- *The facilitator must have conducted at least 3 relevant training projects in the last 3 years*

MISA may at its discretion verify details contained in the letters.

RATIONALE OF THE EXPERINCED SERVICE PROVIDER AND THE FACILITATOR

MISA intends to ensure that the appointed Service Provider and the facilitator have the sufficient experience to render the required training to the best practise.

M.L

4	<p>Deliverables</p> <p>The appointed Service Provider will be expected to provide MINUTES TAKING TRAINING together with:</p> <ol style="list-style-type: none">1. Comprehensive Textbooks / Manuals / reference resources as sufficient.2. Certificate of Attendance on completion3. Post-course support for at least 1 year for each candidate. <p>The appointed service provider must provide the following:</p> <ol style="list-style-type: none">1. Accredited preparatory training as specified above.2. Comprehensive manuals, textbooks, and reference resources for participants.3. Accredited facilitators.4. Certificate of Attendance for each participant.5. Post-course support for at least 12 months (via email, phone, or mentoring support).
5	<p>Pricing Schedule</p> <p>See Annexure A:</p> <p>Quotation must be on the letterhead of the company.</p>

ANNEXURE A: PRICING SCHEDULE

Service Description	Quantity	Price Excl VAT
<ul style="list-style-type: none"> MINUTES TAKING TRAINING 	24	R.....
Venue		R.....
Catering		R.....
Sub-Total		R.....
Vat		R.....
Total Price (Inclusive of other costs)		R.....

~~Attachment~~

01/12/2025