



Terms of Reference

**Appointment of a service provider to provide Effective Communication
Skills Training for Agrément South Africa.**

RFP Number	ASA 26/08/2022
Date of issue	26 September 2022
Bid Closing date	04 October 2022 at 12:00 noon
Submissions	Mmosha@agrement.co.za

1. Introduction

Agrément South Africa extends a call for the submission of quotations from suitably qualified service providers to provide Effective Communication Skills Training.

2. Background

Agrément South Africa was established in 1969 and has been operating within the CSIR under the auspices of its Built Environment Unit. In December 2015, Agrément South Africa was recognized an independent agency to bring an impartial judgement to the evaluation of innovative construction products and systems in the interest of the consumer and the construction industry at large.

The Agrément South Africa Act was accented to by the Honorable President of the Republic of South Africa as Act No 11 of 2015 from 1 April 2017. Agrément South Africa being established as a Schedule 3A entity from 1 April 2017, were previously it was transferred to CSIR being a Schedule 3B entity with a staff compliment of 37 employees. The entity operates under a delegation of authority from the Minister of Public Works.

The main objectives are:

- To provide assurance of fitness-for-purpose of non-standard construction related products and systems to specifiers and users.
- To support and promote the process of integrated socio-economic development in the Republic as it relates to the construction industry.
- To support and promote the introduction and use of certified non-standardized construction related products or systems in the local or international market.
- To support policy makers in minimizing the risk associated with the use of non-standard construction related product or system; and
- To be an impartial and internationally acknowledged South African center for assessment and confirmation of fitness-for-purpose of non-standard construction related products or systems

3. Scope of work and Deliverables.

Effective Communication Skills Training

Service Provider to provide effective Communication Skills Training :

- Improving listening skills, including empathetic listening and perspective-taking
- Learning to manage difficult relationships or problem-oriented personalities
- Learning to stop reacting emotionally, and instead respond rationally
- Getting clear on what you need and how to effectively communicate to get your needs met
- Gaining insight into how other parties might be feeling and what they might need

Benefits of the training:

- More efficiency in achieving relational goals
- Turn potential conflicts into opportunities for deeper understanding
- Resolve problems before they begin, grow, and/or fester
- Deeper, more fulfilling relationships
- Better relationships lead to happier lives

4. Pre-qualification criteria (failure to follow below criterion will result in disqualification)

- a) Potential service providers must ensure that they are registered on the National Treasury Central Supplier Database (CSD).
- b) All Supply Chain Management compliant (required) documents Must be submitted. These include SBD 4, 6.1, 8 & 9 and General Conditions of Contract.
- c) Price/quotation (Amount must include all taxes) and **training cost per individual must be outlined.**

5. Enquiries

Technical enquiries

Human Resource

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General enquiries

Supply Chain Management:

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