

**SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Stakeholder and Customer Management					
<b>TSC</b>	Contract Preparation, Evaluation, Negotiation and Tendering					
<b>TSC Description</b>	Manage contract creation, evaluation , negotiation, tendering to maximise operation and financial performance of an organisation					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>EVS-CFC-3004-1.1</b>	<b>EVS-CFC-4004-1.1</b>	<b>EVS-CFC-5004-1.1</b>	
			Collaborate with stakeholders to prepare contracts and tender documents	Review contract and tender documents to ensure alignment to business requirements and negotiated terms	Manage contract and confirm the service levels with the service provider / buyer	
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>Industry standards for service agreements</li> <li>Regulatory and organisational requirements for tenders</li> <li>Procedures and guidelines for contract and tender document formulation and amendments</li> <li>Components in tenders and quotations</li> <li>Tender requirements</li> <li>Components for computation of costs</li> <li>Organisational policies and guidelines relating to costing for service provided and preparing of quotations</li> </ul>	<ul style="list-style-type: none"> <li>Components in tenders and quotations</li> <li>Tender process management</li> <li>Tenders and quotations and requirements</li> <li>Types of contract risks</li> <li>Regulatory and organisational requirements for tenders</li> <li>Assessment of organisational capability to meet tender requirements</li> <li>Stakeholders and their roles on assessment of organisational capability</li> <li>Components for computation of costs and to meet tender requirements</li> <li>Factors vitiating a contract, contract termination and breach of contract</li> <li>Stakeholder assessment</li> </ul>	<ul style="list-style-type: none"> <li>Tender process management</li> <li>Regulatory and organisational requirements for tenders</li> <li>Factors vitiating a contract, contract termination and breach of contract</li> <li>Contract risk management</li> <li>Negotiation strategies and techniques</li> <li>Stakeholders management approach</li> <li>Pricing strategies</li> </ul>	
<b>Abilities</b>			<ul style="list-style-type: none"> <li>Interpret contractual and tender terms</li> <li>Identify the deliverables and expected standards of performance accurately for services from tender specifications</li> <li>Identify the resources required to deliver</li> </ul>	<ul style="list-style-type: none"> <li>Analyse and document contractual and tender terms</li> <li>Identify scope of work, resources and service deliverables accurately for tender specifications</li> <li>Assess organisational capability and determine</li> </ul>	<ul style="list-style-type: none"> <li>Oversee the management of contract creation, evaluation, negotiation and tendering</li> <li>Determine contract creation timelines and milestones</li> <li>Determine the needs of the organisation and</li> </ul>	

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			<p>cleaning services from tender specifications</p> <ul style="list-style-type: none"> <li>• Assessment of organisational capability to meet tender requirements</li> <li>• Specify relevant terms and conditions in quotation in accordance with organisational policies and guidelines</li> <li>• Consolidate costs and prepare quotation accurately using prescribed format and in accordance with instructions in tender specifications</li> <li>• Submit quotation to relevant personnel using prescribed mode of communication and in a timely manner</li> <li>• Collaborate with relevant stakeholders to ensure contract and tender formulation and amendments are compliant with regulatory and organisational requirements for tenders</li> </ul>	<p>if scope of work can be accomplished</p> <ul style="list-style-type: none"> <li>• Acquire relevant information or documents to guide in computation of costs</li> <li>• Compute costs required to cover the resources and time required to accomplish the scope of work based on tender specifications</li> <li>• Consolidate costs and prepare quotation accurately using prescribed format and in accordance with instructions in tender specifications</li> <li>• Collaborate and clarify with stakeholder to ensure contract and tender formulation and amendments are compliant with regulatory and organisational requirements for tenders</li> </ul>	<p>draft purchase specifications</p> <ul style="list-style-type: none"> <li>• Facilitate business negotiations with vendors to ensure business profitability</li> <li>• Evaluate tender development and submission</li> <li>• Formulate strategy to obtain optimum mix of reliability, costs and service from stakeholders</li> <li>• Review business contracts according to service level negotiated</li> </ul>	
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