



MNQUMA LOCAL MUNICIPALITY
SUPPLY CHAIN
MANAGEMENT UNIT

2025 -07- 2 2

Received By: S. Dwaqa
Signature: [Signature]

ADVERT FOR NOTICE BOARD

PROJECT DESCRIPTION

BID NO.	Description	Closing Date	Evaluation Criteria
MNQ/SCM/34/25-26	Supply, Commissioning, Hosting, and Maintenance of Call Centre for a Period of Three Years	Date: 26/08/2025 Time: 12:00	80/20

All enquiries must be directed to the following email addresses:

Technical Enquiries: Mr. N Tshomela (Manager Assets, Fleets & Logistics) at 047 050 1236/071 193 3170 email: ntshomela@mnquma.gov.za and **SCM queries:** Miss. Y Vava (Acting Manager SCM) at 047 050 1156/072 698 6085 email: yvava@mnquma.gov.za

Evaluation Criteria: The evaluation will be conducted in two (02) stages, namely:

Stage 1: Administrative compliance

Bidders that do not meet the **Administrative compliance** (Compliance with mandatory and other bid requirements) will not be eligible for further evaluation and will be deemed as non-responsive.

Stage 2: Evaluation in terms of the 80/20 preference point systems prescribed in Preferential Procurement Regulations 2022

Price=80 points,

Specific goals =20 points

The specific goals allocated points in terms of this tender	Specific goals points allocated 20 points	Proof Required to score points
The promotion of South African owned enterprises	20	<ul style="list-style-type: none"> Fully completed and signed MBD 6.1 and Full Central Suppliers Data Base report (CSD) not older than one month

NB: No points will be claimed by the bidder if it fails to submit proof required to score points for specific goals

REQUIRED DOCUMENTS:

Potential bidders are urged to submit the following attachments when submitting their proposals, failure to do so will lead to disqualification.

- Company Experience:** Bidder has successfully completed 3 or more projects in the **Call Centre Setup**

Proof of experience: Signed reference letters with appointment letters must be attached for Call Centre Setup

NB: Key Staff personnel must be for the bidding company

- Project Manager:** Academic Qualification: National Diploma in Project Management and must have 5 years of

CONDITIONS OF ACCEPTANCE:

- The municipality is under no obligation to accept any proposal/tender and reserves the right to accept the whole or any part of the proposal/tender. No proposal/tenders will be considered from persons in the service of the state.
- The bidder or any of its directors/shareholders must not be listed on the Register of Tender Defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector;
- The bidder has not abused the Employer's Supply Chain Management System; or failed to perform on any previous contract and has been given a written notice to this effect.
- No late, incomplete, unsigned, faxed, couriered, and emailed tenders will be accepted.

experience in Call Centre Setup.

- **IT Technicians:** Academic Qualification: National Diploma in Information Technology/Systems Engineering/Telecommunication, or a relevant National Diploma, and must have 5 years of experience in Call Centre Setup.
- **Team Member:** Academic Qualification: Certificate in Call Centre Management or a relevant Certificate and must have 3 years of experience in Call Centre Setup.
Bidders submit detailed CVs with original certified (not older than 06 months) copies of the required professional qualifications. If the required certified copies of professional qualifications are not attached to the CVs will lead to disqualification (Copy of a certified copy will not be considered)
- **Proposal:** Detailed project plan – covering all the scope of work and clear communication strategy and the turnaround times, Maintenance and a detailed risk analysis.

Methodology proposal must be attached

- Full CSD Report (Not older than one Month)
- Only original tender documents will be accepted.
- Fully Completed Tender Forms i.e. Form of Offer, all returnable MBDs (MBD 1-9 (Part of the document). Return all returnable documents to the employer after completing them in their entirety by writing legibly in non-erasable ink
- In the case of partnerships/consortiums/ signed joint venture agreement must be submitted with the tender document.
- All parties/partners to the partnerships/ consortium/joint venture agreement must be registered on the Central Supplier Database
NB: If bidder submits fraudulent information the bidder will be blacklisted for five years

OBTAINING OF TENDER DOCUMENTS:

Tender documents for this project can be obtained at Mngquma Local Municipality website www.mngquma.gov.za and eTender portal <https://entender.gov.za/>

TENDER SUBMISSION AND OPENING

Tenders/Proposals must be submitted by hand at Bid Box, Corner King and Mthatha Street, Butterworth. 4960

- The tender offer submitted shall remain valid, irrevocable and open for written acceptance by the Mngquma Local Municipality for a period of 90 days from the closing date.
- The award of the tender maybe subjected to price negotiation with the preferred tenderers.
- The municipality reserves the right to extend the tender period by notice in the press and on the municipality's official website www.mngquma.gov.za

NB: Preferred bidders will be required to furnish the municipality:

- CK/ Company Registration, Certified ID copies not older than six (06) months
- Tax Compliance Status Pin
- Certificate issued by the municipality or any other municipality to which he may be indebted to the effect that he and, in the event of the bidder being a company, also any of its directors, is not indebted to the municipality or to any other municipality or municipal entity for rates, taxes and/or municipal service charges which are in arrear for a period of more than **three months** and that no dispute exists between such bidder and municipality or municipal entity concerned in respect of any such arrear amounts. Bidders who reside within the Mngquma Local Municipality (MLM) jurisdiction will be verified with MLM Revenue Section.

Tenders should be sealed, endorsed on the envelope with:

BID NO.: MNQ/SCM/34/25-26

**PROJECT NAME: SUPPLY, COMMISSIONING, HOSTING
AND MAINTENANCE OF CALL CENTRE FOR A PERIOD
OF THREE YEARS**

On the back of the envelope with:

- **Company name and address, contact person and contact details**

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S Mahlasela
Municipal Manager