



# PRINCE ALBERT MUNICIPALITY

## Invitation to Quote

Quotation number: **RFQ 129 / 2026**  
Quotation description: **PROVISION OF CUSTOMER CARE TRAINING**  
Closing date & time: **16 OCTOBER 2026 @ 12H00**

Prince Albert Municipality hereby invites formal written quotations for the **PROVISION OF CUSTOMER CARE TRAINING**. Quotation documents are available at no charge from the Prince Albert Municipality Website at [www.pamun.gov.za](http://www.pamun.gov.za) (Website navigation is as follow: Notice Board, Tenders and Quotations).

Alternatively, a set of quotation documents can be obtained from Ms. Theolencia Biljohn (Finance Division, Thusong Centre, Prince Albert, 6930) during office hours (Monday-Thursday, 07h30 to 16h00) and Friday (07h30 to 15h30) at a non-refundable cost of R 150.00 (VAT Included), payable in cash at the cashiers at the Prince Albert Municipality's Finance Division or via EFT deposit in favour of the Prince Albert Municipality ABSA Bank, Account number 2640-5600-64 Reference: RFQ 129/2026 and company name.

Bids must remain valid for a period of ninety (90) days after the closing date of the bid. Enquiries can be directed as follow:

| TYPE OF ENQUIRY                             | CONTACT PERSON         | CONTACT NUMBER | EMAIL ADDRESS                                                    |
|---------------------------------------------|------------------------|----------------|------------------------------------------------------------------|
| Bidding procedures and quotation documents  | Ms. Theolencia Biljohn | 023 541 1668   | <a href="mailto:scm@pamun.gov.za">scm@pamun.gov.za</a>           |
| Technical / Specification related Enquiries | Ms. Arrelene Visagie   | 023 541 1036   | <a href="mailto:arrelene@pamun.gov.za">arrelene@pamun.gov.za</a> |

Bids must be submitted in an envelope. The quotation number and quotation title must appear on the outside of the envelope. Bidders that fail to adhere to this requirement, will be disqualified at the bid opening. **Late or unmarked bids will not be considered.**

Bids must be deposited in the tender box at the Finance Division (Thusong Centre, Adderley Street, Prince Albert, 6930).

The tender box will be open as follow:

Monday to Thursday: 07h30 and 16h00

Fridays: 07h30 and 15h30.

**Telegraphic, telephonic, telex, facsimile, e-mail and late bids will not be accepted.**

Bids will be opened in public immediately after the closing date at the Finance Division Boardroom (Finance Building, Thusong Centre). Bids will be evaluated according to the 80/20 preference points system. The bids are subject to the Council's Supply Chain Management Policy, the Municipal Preferential Procurement Policy, and the Preferential Procurement Regulations, 2022 (Government Gazette 47452, dated 04/11/2022). **Tenderers must be registered on the Central Supplier Database (CSD) if they wish to conduct business with the municipality.**

The preferential points system to be applied (80/20) in terms of the Preferential Procurement Policy are as follow:

|                                            |            |
|--------------------------------------------|------------|
| <b>PRICE</b>                               | 80         |
| <b>B-BBEE STATUS LEVEL OF CONTRIBUTION</b> | 10         |
| <b>LOCALITY</b>                            | 10         |
| <b>TOTAL POINTS</b>                        | <b>100</b> |

The Municipality reserves the right to withdraw any invitation to bid and/or re-advertise or to reject any bid or to accept a part of it. The Municipality does not bind itself to accept the lowest bid or to award a contract to the Bidder scoring the highest number of points.

**NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE AS DEFINED IN THE MUNICIPAL SUPPLY CHAIN MANAGEMENT REGULATIONS.**

**ADV. MATTHYS GILIOMEE**

Municipal Manager

07 October 2026