



MNQUMA LOCAL MUNICIPALITY
SUPPLY CHAIN
MANAGEMENT UNIT

2025 -04- 15

Received By:

S. Ngaka
[Signature]

Signature

ADVERT FOR NOTICE BOARD

PROJECT DESCRIPTION

BID NO.	Description	Closing Date	Evaluation Criteria
SCM/MLM/94/24-25	TRAINING OF MUNICIPAL EMPLOYEES ON CUSTOMER CARE.	Date: 29/04/2025 Time: 12:00	80/20

All enquiries must be directed to the following email addresses:

Technical queries: Ms. L. Rwayi (Manager HR) at 047 050 1122: email: lrwayi@mnquma.gov.za

and SCM queries: Miss Y Vava . (Acting Manager SCM) at 072 698 6085/047 050 1156 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 02 Customer Care Training

Proof of Experience: Signed reference letters with appointment letters or purchase order must be attached.

NB: Key Staff Personnel (Must be working for the bidding company)

- Assessor & Moderator** – certified proof of registration with a relevant ETQA Education and Training Quality Assurance

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 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

Bidders must submit original certified (not older than 06 months) copies of the required registration. If the required certified copies of registration are not attached this will lead to disqualification (Copy of a certified copy will not be considered.)

- **Proposal:** Detailed project plan – covering all the scope of work. The bidder must describe the training strategy used to conduct the training (Clear communication strategy and output) and the turnaround times.

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 BIDs (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 partnership/ consortium/joint venture agreement must be registered on the Central Supplier Database

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

Tenders should be sealed, endorsed on the envelope with:

BID NO. SCM/MLM/94/24-25

PROJECT NAME: TRAINING OF MUNICIPAL EMPLOYEES ON CUSTOMER CARE.

On the back of the envelope with:

- Company name and address, contact person and contact details

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.
- 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.

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S Mahlasela
Municipal Manager