

# BIDS/PROPOSALS ARE INVITED FOR:



EXCELLENCE IN WATER CARE

<b>BID NUMBER</b>	<b>ERW202202/TNDR-002</b>
<b>BID DESCRIPTION</b>	<b>THE APPOINTMENT OF SERVICE PROVIDER TO CONDUCT A CUSTOMER SATISFACTION SURVEY ANNUALLY FOR A PERIOD OF THIRTY SIX (36) MONTHS</b>
<b>SPECIAL CONDITIONS</b>	<p>(SPECIFICATIONS AS APPROVED BY THE BID SPECIFICATION COMMITTEE IN TERMS OF PARAGRAPH 27 OF THE ERWAT SUPPLY CHAIN MANAGEMENT POLICY. This bid may be awarded to more than one bidder).</p> <p>Bids will be evaluated in terms of ERWAT' Supply Chain Management Policy, the MFMA SCM Regulations, the Preferential Procurement Policy Framework Act and its Regulations, 2017, the General Condition of Contract (GCC) and, if applicable, any other special conditions of contract.</p> <p>ERWAT reserves the right to accept any bid or part thereof and does not bind itself to accept the lowest or any bid and not to consider any bid not suitably endorsed or comprehensively completed.</p> <p>Bid proposals must be submitted in original and all the necessary information as requested must be included in the bid document. Bidders are required to submit all necessary compulsory documents with their Bid document. Failure to do so will lead in disqualification of the bid.</p> <p><b><i>Any Bidding document received after the closing time 12h00 will not be accepted.</i></b></p> <p><b><i>Any Bidding document not placed in the provided Tender Boxes will not be accepted.</i></b></p>
<b>CIDB REQUIREMENTS</b>	No CIDB grading required
<b>BID CLOSING DATE &amp; TIME</b>	<b>Wednesday, 14<sup>th</sup> December 2022 at 12h00</b>
<b>COMPULSORY SITE MEETING</b>	No Compulsory Briefing Session
<b>DOCUMENT FEE</b>	R250.00 for hard copies (NO CASH will be accepted. Card payments facilities will be available), alternatively Bid Document will be available to download for free on the ERWAT Website.
<b>DOCUMENT AVAILABILITY</b>	Bid Documents will be available for download on the ERWAT Website within 3 days of publishing, alternatively hard copies may be requested by email at <a href="mailto:Elize.Rudolph@erwat.co.za">Elize.Rudolph@erwat.co.za</a>
<b>CONTACT PERSON</b>	Ms Phumzile Mdlalose
<b>EMAIL</b>	<a href="mailto:Brenda.Matlala@erwat.co.za">Brenda.Matlala@erwat.co.za</a>
<b>SUBMIT BIDS TO</b>	Bids must be hand delivered to the <b>BID BOX 1</b> situated at the address: ERWAT Head Office, Hartebeestfontein Office Park, Bapsfontein Road, R25, Norkem Park. Bids must be in a <b>SEALED ENVELOPE, CLEARLY STATING THE BID NUMBER AND DESCRIPTION</b> on the cover. Electronic and faxed bids are not acceptable.

*ERWAT does not take responsibility for Tender Documents not placed in the correct Tender Boxes - **Kindly take note** if using a courier, the courier service should clearly be instructed to announce upon arriving to clearly state the delivering of Bid/Tender Documents.*