

ADVERT FOR BID NOTICE

MNQUMA LOCAL MUNICIPALITY
 SUPPLY CHAIN
 MANAGEMENT UNIT

2024 -11- 14

Received By: S. Araka
 Signature: (Signature)

Mnquma Local Municipality hereby invites bids from all prospective accredited and qualifying service provider for

BID NO.	Description	Evaluation Criteria	Closing Date & Time
SCM/MLM/28/24 -25	Training of Municipal Employees on Customer Care	80/20	Date:25/11/2024 Time: 12:00

Technical queries: Ms. F .S Booi (Skills Development Facilitator) at 047 050 1129: email: fsbooi@mnquma.gov.za

and SCM queries: Miss Y Vava . (Acting Manager SCM) at 072 698 6085 email: yvava@mnquma.gov.za

Evaluation Criteria: The evaluation will be conducted in two 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	Proof Required to score points
The promotion of South African owned enterprise	20	Full 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)

- Facilitator:** Academic Qualification Diploma/Degree in Communication Management/Business Management with 3 years of relevant experience in Training Customer care .

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 is 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;

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

Bidders must 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 . 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 the original tender document will be accepted.
- Fully Completed Tender Forms i.e. Form of Offer, all returnable MBDs (MBD1-9) –Part of the tender 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/ joint venture agreement, signed agreement must be submitted with the tender document, and
- 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 are downloadable at the municipal website: www.mnquma.gov.za and on eTender portal: <https://etenders.treasury.gov.za/>

TENDER SUBMISSION AND OPENING

Tenders/Proposals must be submitted by hand at Bid Box,

- 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
- The tender offer submitted shall remain valid, irrevocable and open for written acceptance by the Mnquma Local Municipality for a period of 90 days from the closing date.
- The award of the tender may be 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.mnquma.gov.za

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

- 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 any other municipality or municipal entity for rates, taxes and/or municipal service charges which are in arrear for a period 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 Mnquma Local Municipality (MLM) jurisdiction will be verified with MLM Revenue Section.

Corner King and Mthatha Street, Butterworth. 4960

Bids may only be submitted on the bid document provided by the municipality.

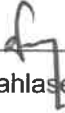
Tenders should be sealed, endorsed on the envelope with:

BID NO.:SCM/MLM/28/24-25

**PROJECT NAME:TRAINING OF MUNICIPAL
EMPLOYEES ON CUSTOMER CARE**

Back of the envelope with:

Company Name, address, Contact person and Contact details.


S. Mahlasela

MUNICIPAL MANAGE