

CQ 2752-11

TRAINING: FRONTLINE CUSTOMER SERVICE

In Terms of Regulation 18 of the Municipal Supply Chain Management Policy, The KwaDukuza Municipality invites Closed Quotes for the above.

The physical address for payment of the documents is: Municipal Finance Directorate, General Justice Mpanza Building, 104 Mahatma Gandhi Street, KwaDukuza. Documents are sold at R22.00 (vat inclusive). (Cash or bank guaranteed cheques only). **For queries relating to the issuing of these documents: Contact Melishia- 032 437 5129 – Technical Queries – Goodenough – 032 437 5152.**

Closed Quotes shall be stapled and placed in sealed envelopes, endorsed “**CQ 2752-11 – TRAINING: CUSTOMER SERVICE**” and must be placed in the Closed Quote Box at the SCM Unit, No.2 Industria Crescent, KwaDukuza, not later than 12h00 on **29 November 2019** where all quotes will be opened in public. Late, electronic or faxed Quotes will not be accepted.

Bids will be evaluated and adjudicated according to the following criteria:

- 80/20 preference points system will apply in terms of the Preferential Procurement Regulations, 2017 (B-BBEE Status Level Of Contribution – an original or certified copy of the certificate is required)
- Council's Supply Chain Management Policy, CIDB and other Applicable Legislation.
- Service Providers Shall be registered on the National Treasury's Central Supplier Database
- Prices tendered must be firm and inclusive of VAT
- The validity of the Tax Clearance Certificate issued by the South African Revenue Services certifying that the taxes of the bidder are in order will be verified against the information recorded on the Central Supplier Database (CSD).
- Service providers to complete in full all MBD's.
- Service providers to ensure compliance with MBD 6.2 – local content (Not Applicable)
- A copy of the most recent municipal account / utility bill in which the business is registered. District municipality (water) and Local municipality (rates, electricity and other) or if the bidder is a tenant then a letter or certificate from the landlord indicating that the levies are not in arrears OR a letter from the Ward Councillor or an Affidavit stating that the ward in which the business operates is Exempt from paying Rates, Electricity and Water. **Failure to submit this will lead to your bid being deemed as non-responsive**
- Compliance with Regulation 27(2) of the Supply Chain Regulations.
- **Be SETA accredited and SAQA registered**
- **U/S required: 10052 – refer spec document**
- **First preference will be given to service providers from the KZN province.**
- **Compliance with all other bid requirements.**

All prospective Bidders will be screened in accordance with the National Treasury's Defaulters Data Base. Council does not bind itself to accept the lowest quote or any quote and reserves the right to accept any part or the whole of any quote and preference will be given to Affirmable Business Enterprises. No bids will be considered from persons in the services of any organ of state.