

# MATJHABENG

**MUNICIPALITY  
UMASIPALA**



**MUNISIPALITEIT  
MMASEPALA**

## **REQUEST FOR PROPOSAL**

**RFP NO: 01/02/2013**

### **REQUEST FOR PROPOSALS: ESTABLISHMENT OF A ONE-STOP CALL CENTRE**

Prospective Bidders are hereby invited to submit their proposals for the establishment of a one-stop call centre in Matjhabeng Municipality.

Bid documents in sealed envelopes quoting the RFP No, RFP Description and addressed to the Municipal Manager, Matjhabeng Local Municipality, P.O. Box 708, Welkom 9460 must be deposited in the Tender Box placed at the entrance of Municipal Offices, Main Building, Corner Ryk Street and State Way, Civic Centre, Welkom.

#### **EVALUATION AND SCORING METHODOLOGY:**

Verification of completeness of all required documentation.

- Verification of compliance-that is, all essential RFP Requirements are met.
- Detailed evaluation of technical ability.
- **Evaluation criteria:**
  - Security screening: Compliance
  - Bank rating: compliance
  - Functionality: 40 Points
  - BBBEE:10
  - Price: 90

#### **Functionality points: 40 Points**

- **Experience: 30 points**
  - 1-4 years experience: 2 points
  - 5-9 years experience: 5 points
  - 10-19 years experience: 20 points
  - 20 years and above experience: 30 points

#### **Bank Rating (Financial Resources)**

<b>Bank Rating</b>	<b>Score</b>
<b>A</b>	<b>10</b>
<b>B</b>	<b>9</b>
<b>C</b>	<b>8</b>
<b>D</b>	<b>7</b>
<b>E</b>	<b>2</b>
<b>F,G,H</b>	<b>0</b>

**The minimum qualifying score is 25 points**

**Tenders that have achieved the minimum qualification score for functionality will be evaluated further for price and preference points.**

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Closing Date and Time: **Thursday 08 August 2013 at 12h:00**

Compulsory Briefing Session: **Friday 26 July 2013 at 09h:00, T.S DU PLESSIS HALL WELKOM.**

Enquiries may be directed to: Mr. Victor Bengu at **057-391 3327** or E-mail to: [Victor.Bengu@matjhabeng.co.za](mailto:Victor.Bengu@matjhabeng.co.za)

**Bidders should take note of the following:**

1. Failure to complete all supplementary/requested information will result in the bid being deemed null and void.
2. Bidders are required to submit **B-BBEE** Verification Certificate with **SANAS Logo**, for **Exempted Micro Enterprise (EME)** must submit certificate issued by registered auditors, accounting officers with practice number or accredited verification agency in order to claim preferential points.
3. Supply Chain Management Policy objectives of Matjhabeng Local Municipality will be applied.
4. Bidders must submit a valid and original **Tax Clearance Certificate**.
5. Bidders must submit **company registration certificate**.
6. No faxed copies or e-mails or late bids will be considered.
7. Bids will be evaluated in terms of the Preferential Procurement Policy Framework Act 90/10.
8. The lowest or any bid will not necessarily be accepted and the Municipality reserves the right to accept any bid wholly or partially.
9. Bidders must Submit Municipal Service Account/Lease Agreement.

**Mr. German Ramathebane**  
**Municipal Manager**

**Notice No: 64/2013**