



## INVITATION TO BID

**RFQ NO.400/2017-18**

### REQUEST FOR SOURCING TRAINING PROVIDER FOR CUSTOMER CARE

Prospective bidders are hereby invited to submit quotations for request for Sourcing Training Provider for Customer Care.

Bid documents are available free of charge from Office number 117 Municipal Offices (Main Building), C/O Stateway and Ryk Street, Civic Centre, Welkom. The advert will be placed on the website and Notice Board for Seven Days (7 Days). Bid documents accompanied by quotations in sealed envelopes quoting the RFQ number, RFQ description and addressed to the Municipal Manager, Matjhabeng Local Municipality, P.O Box 708, Welkom 9460 must be deposited in the Quotation Box, placed at the entrance of Municipality Offices (Main Building) Corner of Ryk Street and Stateway, Civic Centre, Welkom or send by mail to the afore-mentioned address. Quotations will be opened after the closing date.

**Advert Date** Friday, 03 August 2017

**Closing Date and Time:** Friday, 10 August 2017 at 12H00

**Enquiries may be directed to:** Mpho Ndlazulwana at Tel: (057) 391 3803

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

1. The relevant MBD Form e.g.: SBD4 Declaration of Interest **must** be completed and submitted with Quotation.
2. Bidders **must** submit a tax compliance verification pin on a SARS letterhead.
3. Bidders are to familiarise themselves fully with the Specifications and other portions of the bid document.
4. Bidders must attach Quotation with a letter head of the company when submitting bids.
5. Bidders are requested to complete the specification form in full.
6. Supply Chain Management Policy objectives of Matjhabeng Local Municipality will be applied.
7. No faxed copies or e-mails or late bids will be considered.
8. Only signed original bids will be accepted.
9. **Bidders must submit their latest Municipal account with the address corresponding to the company's address on CPIC registration document or a Lease Agreement.**
10. **Bidders who claimed to be or registered as Indigents on their Municipal Accounts will not be considered for appointment or reward.**
11. **Bidders must also submit CK 1 or 2 or any form of registration with CPIC,(compulsory)**
12. Bids will be evaluated in terms of the Preferential Procurement Policy Framework Act 80/20
13. The lowest or any bid will not necessarily be accepted and the Municipality reserves the right to accept any bid wholly or partially.
14. Bidders must be registered on the Central Supplier Database and must submit their registration summary report.
15. Bidders are required to, together with their bids; submit original and valid **B-BBEE** Status Level Verification Certificates or Certified copies thereof to substantiate their **B-BBEE** rating claims with SANAS Logo, for **Exempted Micro Enterprise** must submit a Certificate issued by registered auditors or accounting officers with practice number
16. **Service Providers are requested to submit reference letters of previous similar work done.**

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Acting Chief Financial Officer