



MSUNDUZI MUNICIPALITY

QUOTATION NOTICE

SPECIALISED QUOTATION No. Q 12/427 OF 18/19

APPOINTMENT OF SERVICE PROVIDER: SUPPLY VOICE LOGGER SYSTEM, CALL QUEUEING SYSTEM, TELEPHONIC CUSTOMER SATISFACTION SURVEYS

The Msunduzi Municipality hereby invites suitably experienced tenderers to submit quotations for the above works.

Quotation documents shall be available from the Supply Chain Management Unit Offices, 5th Floor, A. S. Chetty Centre, 333 Church Street, Pietermaritzburg, from **12h00** on **Thursday, 11 April 2019**. A non-refundable tender fee in the amount **R 171.35** (Including VAT) per document shall be levied. Only cash or bank guaranteed cheques will be accepted. A copy of the Tender Deposit Receipt must be attached to the tender document (if purchased at the Municipality). Tender documents can be downloaded and printed at the tenderer's cost from the National Treasury e-Tender Publication Portal on www.etenders.gov.za

For any technical related enquiries, please contact Nqobile Madonda (Call Centre) on direct Telephone No. 033 392 2445 or e-mail address nqobile.madonda@msunduzi.gov.za. For any procurement related enquiries, please contact Vuyani Msimang (Supply Chain Management Unit) on direct Telephone No. 033 – 392 2807 or e-mail address vuyani.msimang@msunduzi.gov.za.

Sealed quotation endorsed on the envelope **“SPECIALISED QUOTATION No. Q12/427 OF 18/19”** must be placed in the Tender Box located in the Foyer, Ground Floor, City Hall, 169 Chief Albert Luthuli Street, Pietermaritzburg, not later than **12h00**, on **Thursday, 18 April 2019**, when it will be publicly opened. Only quotations placed in the Tender Box shall be accepted.

The Validity period shall hold firm for ninety (90) days commencing from closing date of the quotation.

Tender Adjudication & Evaluation Criteria will be implemented in line with the Msunduzi Municipality's approved Supply Chain and Preferential Procurement Policies on the **80/20-point** system. Adjudication criteria will be as per the tender document, the allocation of points will be in line with **B-BBEE** as prescribed in terms of the Preferential Procurement Regulations, 2017 pertaining to the **Preferential Procurement Policy Framework Act**, Act No. 5 of 2000.

The Msunduzi Municipality does not bind itself to accept the lowest or any quotation and reserves the right to accept the whole or any part of a quotation. Each Service Provider will be informed of the quotation result. The Msunduzi Municipality expects businesses within the Pietermaritzburg and Midlands Region to support its contract and BEE/SMME initiatives.

MRS N. NGCOBO: ACTING MUNICIPAL MANAGER

