

**THE MSUNDUZI MUNICIPALITY  
FINANCE BUSINESS UNIT  
SUPPLY CHAIN MANAGEMENT SUB-UNIT**

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Ref: 52/SCM-6/20-21

21 September 2020

**CONTRACT No. SCM 6 OF 20/21**

**APPOINTMENT OF A SERVICE PROVIDER TO RENDER WHISTLE BLOWING HOTLINE  
SERVICES AT THE MSUNDUZI MUNICIPALITY AND ITS ENTITIES**

**FOR ATTENTION: ALL POTENTIAL TENDERERS AND OTHER INTERESTED PARTIES**

**RESPONSE TO ENQUIRIES RAISED BY POTENTIAL TENDERERS**

The aspects listed below were raised by potential tenderers in response to the Tender Notice outlining the above contract as publically advertised on 24 August 2020:

1. We are situated in Gauteng and I see in the tender document you specifically state that the Service Provider should have an operational office in KwaZulu-Natal.

My question: If we submit a tender and we do not have an operational office in KZN, then we will not be even considered? We can run the call centre from anywhere. The costs to submit tenders by courier is very expensive. Please let me know if I should provide you with a proposal or not.

***MSUNDUZI MUNICIPALITY'S RESPONSE***

***"Service Providers to have an office in the Province of KwaZulu-Natal that is functional", forms part of the Mandatory Requirements of the tender and cannot be changed as the City Manager has approved the specification.***

**Please note that the window period for any further enquiries is now closed.**

Yours faithfully

**HEAD: SUPPLY CHAIN MANAGEMENT**