

THE MSUNDUZI MUNICIPALITY

TENDER NOTICE

CONTRACT NO. SCM 2 OF 2019/2020

CALL FOR PROPOSALS TO SUPPLY A CALL CENTRE & DEBT COLLECTION

MANAGEMENT SOLUTION

Tenders are hereby invited from suitably qualified and experienced Service Providers to supply a call centre and debt collection management solution.

Only tenderers with B-BBEE status level 1 and 2 will be considered .

Tender documents will be available to tenderers from **14h30 on Monday, 29th July 2019.**

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.

Printed copies of the tender documents shall also be available from the Supply Chain Management Unit Offices, 5th Floor, A S Chetty Centre, 333 Church Street, Pietermaritzburg, at a non-refundable tender deposit fee of **R 217.35 (including VAT)** for each document drawn. Only cash, bank guaranteed cheques or EFT payments will be accepted. **A copy of the Tender Deposit Receipt must be attached to the tender document (if purchased at the Municipality).**

For any technical related enquiries, contact **Mr. M Hoskins.**(Revenue Department) on Telephone No. 033 392 2405 or e-mail address: marlon.hoskins@msunduzi.gov.za.

For any procurement related enquiries, contact **Mrs. Mellissa Nero** (Supply Chain Management Unit) on direct Telephone No. 033 392 3018 or e-mail address : mellissa.nero@msunduzi.gov.za

A compulsory Tender Briefing Meeting will be held on **Tuesday, 13th August 2019**, in the **Supply Chain Management Boardroom , 5th floor, 333 Church Street, Pietermaritzburg**, commencing promptly at **10h00**. ***Tenderers arriving at the meeting after the stipulated starting time above will be disqualified. Further, all Tenderers attending the meeting must be in possession of a complete tender document failing which the Tenderer shall be disqualified. Tenderers producing only the Tender Briefing Certificate at the meeting will not be considered.*** Only one representative per Company or Consortium will be allowed to attend the above meeting. No person will be allowed to represent more than one Company at the meeting.

Tenders contained in sealed envelopes and marked with **"SCM 2 of 2019/2020"** and the **Contract Description** must be placed in the Tender Box located in the Foyer, Ground Floor, City Hall, 169 Chief Albert Luthuli Street (formerly Commercial Road), Pietermaritzburg, 3201, not later than **12 h 00 on Thursday, 29th August 2019**, when they will be publicly opened. Only tenders placed in the Tender Box shall be accepted.

Tender Validity Period: Four (4) months commencing from the closing date of tender.

Tender Adjudication/Evaluation Criteria: The tender shall be evaluated on a Two Stage Evaluation System – Stage One: Functionality and Stage Two: 80/20 Preference Point System in accordance with the Preferential Procurement Regulations 2017, issued in terms of section 5 of

the Preferential Procurement Policy Framework Act, Act No. 5 of 2000. The Functionality for Stage One shall be evaluated on the following criteria:

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No.	Evaluation Criteria	Maximum
1	Company Track Record – (50 points)	
1(a)	Experience in SAP Implementation and Support in the Public Sector with specific reference to SAP IS-U. Written 5 references are required specifying the period and the work undertaken during the period. Five or More = 25, Two to Three = 15, one = 5 and none = 0.	<i>25 Points</i>
1(b)	Experience in SAP ISU integration. Three or more examples = 25; one to two = 15 points.	<i>25 points</i>
2	Technical Requirements – (50 points)	
2(a)	Implementation Approach and Methodology Good = 25, Fair = 15 and poor = 5.	<i>25 Points</i>
2(b)	Resource Plan (show at least the following capacity Development, integration and ISU) (ISU and PI certified = 25, one resource certified in ISU/PI = 5,	<i>25 Points</i>
Total Functionality Points		100 Points
Threshold to Qualify for Stage Two		80% (80 Points)

The Msunduzi Municipality does not bind itself to accept the lowest or any tender and reserves the right to accept the whole or any part of a tender.

Each tenderer will be informed of the tender result. The Msunduzi Municipality expects businesses within the Pietermaritzburg and Midlands Region to support its contract and BEE/SMME initiatives.

MS.NELSIWE NGCOBO (ACTING CITY MANAGER)