



MSUNDUZI MUNICIPALITY

SPECIALISED QUOTATION No. Q21 OF 15/16

PROVISION OF TRAINING ON CUSTOMER CARE.

The Msunduzi Municipality hereby invites suitably experienced tenderers to submit quotations for the above works. The contract calls for an accredited training provider to train on Customer care.

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 **Wednesday, 22 July 2015**. A non-refundable tender fee in the amount **R 141.36** (Including VAT) per document shall be levied. Only cash or bank guaranteed cheques will be accepted.

Further information may be obtained from **Mr. T Matiwane** on Telephone No. **033 392 2667**.

Sealed quotation endorsed on the envelope "**SPECIALISED QUOTATION No. Q 21 OF 15/16**" 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 **Wednesday, 29 July 2015**, 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, 2011 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.

MR M. A. NKOSI: MUNICIPAL MANAGER