ADVERT
SERVICE PROVIDER TO CONDUCT TRAINING FOR CUSTOMER CARE
QUOTE NO: CORP-Q028/26/27

REQUEST FOR QUOTATIONS: MUNICIPALITY

Dr Nkosazana Dlamini Zuma Municipality is requesting quotes from suitably qualified and experienced service provider to conduct training for customer care.

This quote will be evaluated in terms of the 80/20 Preferential Procurement Point system and the points will be allocated as follows. **80 – Price, 20 –SPECIFIC GOALS.**

Specific Goals:

	POINTS	SUPPORTING DOCUMENTS
PRICE	80	
SPECIFIC GOALS	(20)	
Company operating within the Jurisdiction Dr NDZ LM	10	CIPC Document reflecting NDZ company physical Address
Company operating within the jurisdiction of Harry Gwala District Municipality	5	CIPC Document reflecting Harry Gwala District Municipality company physical Address
Company operating within the jurisdiction of KwaZulu-Natal Province	2	CIPC Document reflecting KwaZulu-Natal Province company physical Address
Company operating outside of KwaZulu Natal Province	0	CIPC Document reflecting outside of KwaZulu Natal Province company physical Address
Company 100% owned by black South African	2.5	Summary of CSD reflecting Race
Company 60% owned by black South African women	2.5	1.Summary of CSD reflecting 60% company owned by black (Women)

		Gender
Company 100% owned by black South African youth	2.5	1.Summary of CSD reflecting 100% company owned by black (youth) Gender
Company 60% owned by South African with disability	2.5	2.Summary of CSD reflecting 60% owned by a black South African with (Disability), a proof of medical certificate
Total points for Price and SPECIFIC GOALS	100	

DOCUMENTS AVAILABILITY

Quote documents will be available at the Creighton Office from **20 October 2026** during office hours until **28 October 2026.** The cost of the quotation document is **R174.00** which is non-refundable. An Electronic copy is available on our website (www.ndz.gov.za) for **FREE.**

DOCUMENTS TO BE SUBMITTED WITH THE BID:

- Valid tax clearance certificate or Tax Compliance Status PIN
- Submit proof that the bidders (Company) and its directors are not owing municipal services.
- Copy of a certificate of Company Registration with the Registrar of Companies and CC's (CK).
- Specific Goals supporting documents
- Certified copies of ID's.
- Form of offer
- MDB 1, 4, 6.1, 8 and 9 must be fully completed.
- Registration with CSD
- Accreditation by Unit Standard: 246740 Credit 3- Level 4

N.B: Digital Forms are obtained from our website : www.ndz.gov.za under **SCM section** must be fully completed.

CLOSING DATE:

Quote documents must be submitted in a sealed envelope clearly marked with the quotation number and closing date and dropped off in the tender box at the **Dr Nkosazana Dlamini Zuma Municipality Offices, Main street, Creighton** by no later than the, **28 October 2026 before 12h00.** Late or faxed quotations will not be accepted. Failure to comply with the above conditions will invalidate your offer.

The Dr Nkosazana Dlamini Zuma Municipality reserves the right not to make an appointment.

NB: Quote will remain valid for a period of 60 days from date of the closing of the Quote.

Enquiries may be directed to the following persons during office hours (08:00 – 16:30)
Procedure related enquires: Miss P Dlamini (039) 833 1038
Technical Enquiries: Miss X Khumalo (039) 833 1038

N.C. VEZI
Municipal Manager

ENTERED 20 OCT 2026