



## ADVERT CUSTOMER CARE SATISFACTION SURVEY

**BID NO: MM – 028/17/18**

### **REQUEST FOR BIDS**

Dr Nkosazana Dlamini- Zuma Municipality is requesting Bids from a suitably experienced Service Provider for the **Customer Care Satisfaction Survey**.

This bid will be evaluated in terms of Functionality and 80/20 Preferential Procurement Point system and the points will be allocated as follows: **80 – Price, 20 - BBEE**.

### **COMPULSORY BRIEFING**

**Bids documents will be available from the 15 August 2018 at Creighton office during office hours until the 24 August 2018 before 10h00am.** The cost of the quotation document is **R140.00** which is non-refundable.

### **DOCUMENTS TO BE SUBMITTED WITH THE BID:**

- Valid tax clearance certificate or Tax Compliance Status PIN
- A certified copy of the most recent municipal account in which the business is registered. District municipality (water) and Local municipality (rates, electricity and other). A letter of exemption can be obtained from the Municipality for incumbents who do not pay for services together with a letter of proof of residency.
- Certified copy of a certificate of Company Registration with the Registrar of Companies and CC's (CK).
- Certified copy of B-BBEE certificate / Certified Affidavit
- Certified copies of ID's.
- Form of offer
- MDB 4, 8 and 9
- Registration with CSD

**CLOSING DATE:**

Bid documents must be submitted in a sealed envelope clearly marked with the Tender 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 **27 August 2018 before 12h00.**

Late or faxed bids will not be accepted. Dr Nkosazana Dlamini-Zuma Municipality reserves the right not to make an appointment.

**Enquiries may be directed to the following persons during office hours (08:00 – 16:30)**

Procedure related enquires: Miss N.Holiwe (039) 833 1038

Technical Enquiries: Mrs N Vakalisa (039) 833 1038

  
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**N.C. VEZI**  
**Municipal Manager**

**ENTERED 13 AUG 2018**