



ADVERT
SERVICE PROVIDER TO CONDUCT CUSTOMER CARE TRAINING
QUOTE NO: CORP-Q026/20/21

REQUEST FOR TENDER: DR NKOSAZANA DLAMINI ZUMA MUNICIPALITY

Dr Nkosazana Dlamini Zuma Municipality is requesting bid from suitably qualified and experienced Service Providers to Conduct Customer Care Training (**SAQA ID 10079**).

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

PRE-QUALIFICATION

- The Municipality will only accept bids from bidders who are EME or QSE with level 1 contributor B-BBEE level.

AVAILABILITY OF DOCUMENTS

Quotations documents will be available at the Creighton Office from the **15th February 2021** during office hours until **the 22nd February 2021 12h00pm**. The cost of the quotation document is **R160.00** which is non-refundable. An Electronic copy is available on our website (www.ndz.gov.za) for **FREE**.

DOCUMENTS TO BE SUBMITTED WITH THE QUOTATION:

- 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 1,4, 8 ,9
- Registration with CSD

CLOSING DATE:

Quotation 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 the **22nd February 2021 12:00pm**. 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: Quotation will remain valid for a period of 60 days from date of the closing of the Bid.

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

Procedure related enquires: Ms.L.M. Mhlamvu (039) 833 1038

Technical Enquiries: Mr S Radebe/ Mrs C Taylor(039) 833 1038



Mr. N.C. VEZI
Municipal Manager

ENTERED 15 FEB 2021

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