

MOSSEL BAY MUNICIPALITY

INVITATION TO SUBMIT FORMAL WRITTEN QUOTATIONS

CLOSING TIME: 12:00

CLOSING DATE: 18 AUGUST 2023

FWQ30/2023/2024: PROVISION OF CUSTOMER CARE/FRONTLINE CUSTOMER SERVICE TRAINING

Formal written quotations are hereby invited from qualified service providers for the provision of Customer Care/Frontline Customer Service Training to 25 officials of Mossel Bay Municipality.

Formal written quotations must be submitted on the original documents and remain valid for ninety (90) days after the closing date of the quote. Enquiries pertaining to the specifications can be addressed to Ms. Nompumelelo Jende at telephone (044) 606-5158 or e-mail at njende@mosselbay.gov.za. Enquiries pertaining to the completion of the documents can be addressed to Ms. L du Toit at telephone (044) 606-5199 or e-mail at ldutoit@mosselbay.gov.za.

A set of formal written quotation documents can be obtained at a non-refundable cost of R132.00 per set from Ms. L du Toit who may be contacted at telephone (044) 606-5199 or e-mail at ldutoit@mosselbay.gov.za OR it can be obtained on our website at www.mosselbay.gov.za free of charge. If you require a hard copy of the formal written quotation document, payments must be made at the cashiers at the **Mossel Bay Municipality's Main Building, 101 Marsh Street on the Lower Ground Floor (seaside) or EFT (Banking details and Reference Nr can be obtained from esnyders@mosselbay.gov.za)**, prior to collecting and proof of payment must be provided when collecting the formal written quotation document from the Supply Chain Management Offices, 101 Marsh Street, Mossel Bay.

Fully completed formal written quotation documents must be placed in a sealed envelope and placed in the **tender box at the Entrance of the Mossel Bay Town Hall, 101 Marsh Street, Mossel Bay by not later than 12h00 on Friday, 18 August 2023** or be posted to reach the **Tender Box, Mossel Bay Municipality, PO Box 25, Mossel Bay, 6500** before the specified closing date and time. The envelopes must be endorsed clearly with the number, title and closing date of the tender as above.

Responsive bids will be evaluated on the 80/20 Preference Points System. A maximum of 20 points (80/20 preference point system) will be allocated for specific goals. 50% of the 20 points will be allocated in terms of a bidder's B-BBEE scorecard and other 50% of the 20 points will be for a bidder's locality.

The tender box will be emptied just after 12h00 on the closing date as above, hereafter all bids will be opened in public. Late formal written quotations or formal written quotations submitted by e-mail or fax will under no circumstances be accepted.

The Municipality reserves the right to withdraw any invitation of a formal written quotation and/or to re-advertise or to reject any formal written quotation or to accept a part of it. The Municipality does not bind itself to accepting the lowest formal written quotation or award a contract to the bidder scoring the highest number of points.

It is expected of all Bidders who are not yet registered on the Central Supplier Database to register without delay on the prescribed form. The Municipality reserves the right not to award formal written quotations to Bidders who are not registered on this Database.

MR C PUREN
MUNICIPAL MANAGER