



Tenders are hereby invited for the following:

**SERVICE PROVIDERS TO CONDUCT AN EMPLOYEE
SATISFACTION SURVEY WITHIN SENQU MUNICIPALITY
SEVEN DAY NOTICE**

NOTICE No: 105 /2017-2018

Senqu Local Municipality wishes to invite quotations from suitably qualified service providers to conduct an employee satisfaction survey for the 2017/18 financial year.

The closing date for submission of applications is at **12h00** on **12 June 2018** and applications must be placed in sealed envelopes and clearly marked “Employee Satisfaction Survey” – **Notice No: 105/2017/2018**” and delivered to the offices of the Municipality at 19 Murray Street, Lady Grey and placed in the tender box.

1. The Municipality requires services of suitably qualified service providers to conduct the above survey.
2. The proposals to be submitted to the Municipality must include the following:
 - 2.1 A profile of the bidder 's organisation
 - 2.2 The details of directors and certified copies of the IDs;
 - 2.3 The details of the practitioners who will conduct the survey, their qualifications, proof of professional registration (where applicable), experience (in years), *curricula vitae* and traceable references.

2.4 Bidders are requested to fully outline their methodology in their proposals.

2.5 The survey will be conducted on a yearly basis. Bidders are requested to a pricing schedule for 270 employees based on face to face interactions.

2.6 Details of the geographic location of the organisation and the office infrastructure supporting the organisation including lease agreement and / or title deed;

1.1 An original valid Tender Tax Clearance Certificate or the SARS PIN must be supplied with the tender or else the tender will not be considered;

1.2 Central Supplier Database registration number must be submitted for verification, all information submitted will be verified with the Central Data Base;

1.3 Certified copy of the applicant's Broad-Based Black Economic Empowerment Status Level Certificate, valid as at the date of submission; any misrepresentation in terms of the above constitutes a criminal offences as set out in the BBBEE Act.

1.4 Applicants who qualify as Exempted Micro Enterprises (EMEs) in terms of the Broad-Based Black Economic Empowerment Act, must submit a certified copy of its certificate issued by a registered auditor, or an accredited verification agency, with the copies of the active members.

1.5 Current Municipal Billing Clearance Certificate. No contract will be awarded to an applicant who is in arrears (or who fails to make suitable arrangements to settle the arrears) in respect of municipal rates and other charges due to the Municipality or the municipality in whose jurisdiction its offices are located, please submit a letter of good standing from your municipality as registered on CSD., OR your latest municipal account.

1.6

1.7 The service provider will be required to register in the Municipal database;

3 The following Municipal Bid Documents are compulsory documents and must be included in the tender document:

a) Advertisement (This document)

- Failure to complete all supplementary information and the RETURNABLE SCHEDULES including requested MBD Forms not completed in full and not signed will result in the tender being disqualified.** The municipality reserves the right to request minor documents from responsive bidders which will not have an impact on the final award of the tender.

- ## Functionality

<p>Organisational experience in conducting employee satisfaction surveys.</p> <p>In respect of the applicant's experience as a provider (proof of projects completed required)</p> <p>8 years' experience or higher in conducting surveys shall be awarded 40 points;</p>	<p>Maximum points for this category = 40 points</p> <p>40 points</p>	
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<p>less than 8 years' experience but more than 5 year 's experience in conducting surveys shall be awarded 30 points;</p> <p>less than 5 years' experience but more than 1 year 's experience in conducting surveys shall be awarded 20 points</p>	<p>30 points</p> <p>20 points</p>	
<p>Level of expertise of key personnel conducting the survey</p> <p>Two or more Practitioners with a postgraduate qualification in the relevant field and with at least 10 years demonstrable experience in the relevant field shall be awarded 40 points.</p> <p>Two or more Practitioners with an undergraduate degree in the relevant field and with at least 5 years demonstrable experience in the</p>	<p>Maximum points for this category = 40 points</p> <p>40 points</p> <p>30 points</p>	

relevant field shall be awarded 30 points. Practitioners with an undergraduate diploma in the relevant field and with at least 5 years demonstrable experience in the relevant field shall be awarded 20 points.	20 points	
Verifiable References	Maximum points for this category = 20 points	
At least 5 verifiable references	20 points	
At least 3 verifiable references	10 points	

- 5 Applicant's shall be awarded points for B-BBEE status level in accordance with the provisions of the Preferential Procurement Regulations, 2011 as amended:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6

7	4
8	2
Non-compliant contributor	0

6 Applicants must note that:

- a. No late applications will be considered;
- b. Failure to provide all required information will result in the application not being considered;
- c. The Municipality does not bind itself to accept any submitted proposal;
- d. It is a condition for the listing of the Applicant that the Applicant agrees and undertakes not to act against the Municipality;
- e. The Municipality reserves the right to extend the duration of the above service level agreement.

Please refer all enquiries relating to this invitation to Ms Zimasa Koyana at telephone number_051 603 1323/1300 or koyanaz@senqu.gov.za

M. M. Yawa
Municipal Manager
05/06/2018