



SENQU LOCAL MUNICIPALITY

INVITES YOU TO SUBMIT AN OFFER FOR THE FOLLOWING TENDER:

TENDER NUMBER:	143_2023-2024T	
TENDER TITLE	Development of a Customer Care Plan	
CLOSING DATE	26 th March 2024	
CLOSING TIME	12h00 PM	
ADDRESS OF MUNICIPALITY	Senqu Municipality, 19 Murray Street, Lady Grey	
TECHNICAL ENQUIRIES	Mrs U Nako: nakou@senqu.gov.za 051 603 1300	
SCM ENQUIRIES	Mr N Ngwenya: ngwenyan@senqu.gov.za 051 603 1349	
TENDER VALIDITY PERIOD	120 days	
PREFERENTIAL POINTS: 80/20		POINTS
	PRICE	80
	SPECIFIC GOALS	20
	Points for historically disadvantaged persons by unfair discrimination based on race, gender, or disability	10
	Points for Locality (domiciled in the Senqu Local Municipality)	10
	Points for Locality (domiciled in the Joe Gqabi District Municipality)	05
	Points for Locality (domiciled in the Eastern Cape District Municipality)	02
	Points for Locality (domiciled outside the Eastern Cape)	00
	Total points for Price and Specific Goals must not exceed	100

Tenders may only be submitted on the bid documentation provided by the municipality. The completed original tender document and all supporting documentation shall be placed in a single sealed envelope clearly marked with the name and address of the tenderer, the tender number and title, and the closing date indicated on the envelope and deposited in the tender box at the address, and by the date and time stated above. No faxed or e-mailed documents will be accepted. The Senqu Municipality does not bind itself to accept the lowest tender or any other tender and reserves the right to accept the whole or part of the tender. Tenders will be opened in public as soon as practical after the closing time.

Tender documents will be available on Senqu Municipality website, Tenders tab, Active Tenders 2024 tab:
<http://www.senqu.gov.za>

Tender enquiries can be made to the parties as stated above.

19 Murray Street | Lady Grey | 9755 | 051 603 1301 | info@senqu.gov.za

Tenders must be compliant with all bid requirements stated in the tender document. Bidders are specifically referred to the requirements of the Preferential Procurement Regulations, 2022, including but not limited to price and preference criteria **as stated in the tender document.** If applicable, only locally produced, or manufactured goods meeting the stipulated minimum threshold for local production and content, will be considered. Tenderers' attention is drawn to the registration requirements in the tender documents in respect of registration on the municipal supplier database, Central Suppliers' Database, Construction Industry Development Board (if applicable), etc.

T. MAWONGA

MUNICIPAL MANAGER

Date: 23rd February 2024