



BEAUFORT WEST MUNICIPALITY



NOTICE NO. 85/2010 SCM 06/2011

REQUEST FOR PROPOSALS: APPOINTMENT OF SPECIALIST CONSULTANT ON CLIENT CARE SERVICE

Proposals are hereby invited from specialist consultants to conduct the following actions on behalf of the Beaufort West Municipality in order to improve the quality of customer care:

- (1) evaluate all existing municipal client service points and propose an appropriate client service model; and
- (2) facilitate and compile a client service charter for the municipality.
- (3) to provide all possible signs and marketing signs at all offices etc. (office hours, the name of directorate, etc.)

A non-refundable tender deposit of R228.00 payable in cash or by bank guaranteed cheque made out in favour of the Beaufort West Municipality is required on collection of the tender documents. The fee must be deposited into the account of the Beaufort West Municipality at ABSA Bank, Branch Code: 33 41 08, Account Number: 405 053 8936. The reference number for confirmation of payment is: 10/10000/100/020110 and Bid Documents will be made available upon provision of proof of payment.

The physical address for collection of tender documents is:

Supply Chain Management : Municipal Stores, Loch Road, Beaufort West, 6970

Documents may be collected during working hours 07:30 – 13:00 and 13:45 – 16:15 from **11 October 2010**. Queries relating to the issue of these documents may be addressed to Mrs. S.A Pothberg, 023 414 8100, Fax no. 023 414 3509, e-mail Senel@beaufortwestmun.co.za .

A **Compulsory Clarification meeting** with representatives of the Employer will take place at the office of the Municipal Manager: Committee room on **18 October 2010** starting at **11:00** hrs.

Bids in sealed envelopes endorsed "**SCM 06/2011: CLIENT SERVICES**" must be mailed to: **PRIVATE BAG 582, BEAUFORT WEST, 6970** or be deposited in the **TENDER BOX at the Office of the MUNICIPAL MANAGER: CORPORATE SERVICES, at the Sanlam Building, 112 DONKIN STREET, BEAUFORT WEST**, to reach the undersigned by not later than **14:00 on FRIDAY 29 OCTOBER 2010**, on which date bids received, will be opened in public in the Committee Room of the BEAUFORT WEST MUNICIPALITY.

Telegraphic, telephonic, telex, facsimile and late tenders will not be accepted.

Bids may only be submitted on the bid documentation that is issued.

112 Donkin Street
BEAUFORT WEST
6970
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MUNICIPAL MANAGER