



**BEAUFORT-WES MUNISIPALITEIT
KENNISGEWING NO. 76/2010
SCM 06/2011**



**UITNODIGING OM VOORSTELLE: AANSTELLING VIR SPESIALIS
KONSULTANT VIR KWALITEIT VAN KLANTESORG**

Tenders word hiermee ingewag van Spesialis Konsultante om die volgende aksies namens Beaufort-Wes Munisipaliteit te onderneem om die kwaliteit van klantesorg by die Munisipaliteit te verbeter:

- (1) alle bestaande kliëntedienspunte van die Munisipaliteit te evalueer en 'n gepaste kliëntediensmodel aan te beveel; en
- (2) 'n kliëntediensbeleid (*charter*) te fasiliteer en vir die Munisipaliteit op te stel.
- (3) om alle aanwysingstekens en bemarkingstekens van kliëntediens/punte te voorsien en aan te bring (bv. kantoorure, naam van direktoraat, ens.)

Besonderhede van die omvang van die projek word uiteengesit in die voorgeskrewe tenderdokumente wat deur tenderaars voltooi *moet* word. Hierdie tenderdokumente kan gedurende gewone kantoorure op weksdae verkry word vanaf **Maandag, 23 Augustus 2010**, by die Kantoor van die Hoof: Voorsieningskanaalbestuur (Me. S.A Pothberg). 'n Tenderdeposito van R228 (Twee honderd Agt-entwintig rand) word vereis van tenderaars. Die tenderdeposito moet inbetaal word in die rekening van Beaufort-Wes Munisipaliteit by ABSA Bank, Takkode: 33 41 08, Rekeningnommer 405 053 8936. Die verwysingsnommer vir bevestiging van betaling is: 10/10000/100/020110 en die tenderdokument sal beskikbaar gestel word met bewys van betaling.

Behoorlik voltooide tenders en alle tersaaklike dokumente moet in 'n verseëelde koevert gemerk "**SCM 06/2011 KLIËNTEDIENS**", tesame met die naam en adres van die tenderaar in die tenderbus by die **Munisipale Kantore, Donkinstraat 112, Beaufort-Wes** geplaas word teen nie later nie as **14:00 op Vrydag, 10 September 2010**, waarna tenders ontvang op dieselfde dag by die munisipale kantore oopgemaak en openbaar gemaak sal word. Laat tenders of tenders wat per telegraaf, telefoon, teleks, telefaks of e-pos ingedien word, sal nie aanvaar word nie.

Die Raad is nie verplig om die laagste, 'n gedeelte of enige gedeeltes van 'n tender of enige tender te aanvaar nie.

Tenders sal geëvalueer word aan die hand van die Raad se Voorkeurverkrygingsbeleid (VVB) en die evalueringskriteria soos vervat in die tenderdokumentasie. Voornemende tenderaars moet hulle deeglik vergewis van die tendervoorwaardes, spesiale tendervoorwaardes en die evalueringskriteria. Die kontrak sal op die 90/10 voorkeur puntstelsel beoordeel word. Die VVB lê gedurende gewone kantoorure by die munisipale kantore ter insae.

Beaufort-Wes Munisipaliteit onderskryf en ondersteun die Regering se Swart Ekonomiese Bemagtigingsprogram ten volle en is daartoe verbind om die ongelykhede van die verlede reg te stel. Ten einde in aanmerking te kom vir die voordele wat die VVB aan voornemende tenderaars bied, moet die voorkeurverkrygingskedule volledig ingevul word. **By gebrek aan 'n volledig ingevulde skedule sal geen voordeel toegestaan word nie.** Indien enige onduidelikheid rondom die invul van die skedule bestaan, of indien 'n tenderaar meer inligting verlang, kan die tenderaar vooraf in verbinding tree met Me S.A Pothberg by 023-414 8100.

MUNISIPALE KANTOOR
Donkinstraat 112, Privaatsak 582
BEAUFORT-WES
6970

MUNISIPALE BESTUURDER
J BOOYSEN

[6/1/1/1]



**BEAUFORT WEST MUNICIPALITY
NOTICE NO. 76/2010
SCM 06/2011**



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

Tenders 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.)

Particulars of the scope of the project are explained in the prescribed tender documents that *must* be completed by tenderers. These tender documents can be obtained from the office of the Head: Supply Chain Management (Mrs S.A Pothberg) on weekdays during ordinary office hours from **Monday, 23 August 2010**. A non-refundable fee of R228 (Two Hundred and Twenty Eight Rand), is payable for a set of 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.

Duly completed tenders and all relevant documentation in a sealed envelope marked **"SCM 06/2011 CLIENT SERVICES"**, together with the name and address of the tenderer must be placed in the tender box at the **Municipal Offices, 112 Donkin Street, Beaufort West** before **14:00** on **FRIDAY, 10 SEPTEMBER 2010** upon which the tenders will be opened and made public at the municipal offices. Late tenders or tenders submitted by telegraph, telephone, telex, facsimile, and e-mail will not be accepted.

Council is not bound to accept the lowest, any part or all parts of a tender or any tender.

Tenders will be evaluated in terms of the Council's Preferential Procurement Policy (PPP) and the evaluation criteria as contained in the tender documentation. Prospective tenderers must familiarise themselves thoroughly with the conditions of tender, the special conditions of tender and the evaluation criteria. The contract will be evaluated in terms of the 90/10 preference point system. The PPP is available for inspection at the municipal offices during ordinary office hours.

Beaufort West Municipality endorse and supports the Government's Black Economic Empowerment Programme and is committed to rectify the inequalities of the past. For tenderers to qualify for the advantages of the policy, the preferential procurement schedule must be completed thoroughly. **No benefits shall be awarded if the schedule is not completed thoroughly.** Tenderers who require more information about the tender or clarity regarding the completion of the schedule, can contact Mrs S.A Pothberg in advance at 023-4148100.

MUNICIPAL OFFICE
112 Donkin Street, Private Bag 582
BEAUFORT WEST
6970

MUNICIPAL MANAGER
J. BOOYSEN

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