



## KING SABATA DALINDYEBO LOCAL MUNICIPALITY

### REQUEST FOR QUOTATION

**PROJECT NAME: PROCUREMENT OF HOTLINE MANAGEMENT SERVICES (RE-ADVERT).**

**RFQ NO.: 7-010/2023/24**

**DATE ADVERTISED: TUESDAY, 26 SEPTEMBER 2023**

Request for Quotation (RFQ) are hereby invited for the **PROCUREMENT OF HOTLINE MANAGEMENT SERVICES (RE-ADVERT)**. The minimum specifications are detailed in the RFQ document.

RFQ documents will be available on request from office number 134, first floor, Munitata building and on our municipal website @ [www.ksd.gov.za](http://www.ksd.gov.za) at no cost to the service provider/supplier. The documents will be available **TUESDAY, 26 SEPTEMBER 2023**

Enquiries should be addressed to Mr P. Madliki 071 647 2821 and SCM enquiries should be addressed to Ms N. Pilani 047 501 4373

Completed RFQ documents are to be placed in a sealed envelope endorsed "**PROCUREMENT OF HOTLINE MANAGEMENT SERVICES (RE-ADVERT)**" RFQ No. **7-010/2023/24 – KSD LOCAL MUNICIPALITY**" must be deposited in the Bid Box, at the offices of the KSD Municipality, Corner Owen & Sutherland Str, Mthatha, 5099, not later than **12h00, TUESDAY, 03 OCTOBER 2023** at which time the bids will be opened in public.

**PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT (PPPFA) POINTS WILL BE AWARDED AS FOLLOWS:**

SPECIFIC GOAL	POINTS (80/20)
Women	10
Disabled	10

#### **SUPPLIERS/SERVICE PROVIDERS SHALL TAKE NOTE OF THE FOLLOWING BID CONDITIONS:**

- Failure to complete tender forms e.g. MBD 1, MBD 3, MBD 4, MBD 6, MBD 8 and MBD 9 will result in a tender deemed non-responsive
- Failure to submit or complete supplementary information will result in the tender being null, void and non-responsive.
- All bidders from KSD jurisdiction **must** submit latest municipal statement not older than three months showing that they do not owe the municipality, non KSD bidders must attach proofs not older than three months from their respective municipalities
- The Council reserves the right to disqualify any service provider whose members and or shareholders owe the municipal rates & taxes.
- The KSD Municipality does not bind itself to accept the lowest or any bid and reserves the right to accept the whole or part of the bid or to withdraw the bid.
- All certified copies submitted with a tender document must not be older than six months, failure to do so will result tender deemed non-responsive.
- All alterations in prices/quotes must be signed for and failure to sign will result in tender deemed non-responsive
- Use of tipex is prohibited and the bidder will be deemed non-responsive
- Alterations made on financial offer must be signed for, failure to do so will lead to disqualification
- Bids submitted will hold good for a period of 30 days.
- Failure to be registered on Central Supplier Database registration will result in a tender being disqualified.
- Bids which are late, incomplete, unsigned, or submitted by fax, mail or electronically including copy of a tender document, will not be accepted.
- Points will be evaluated based on Preferential Procurement Policy Framework ACT 2022 (PPPFA).

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**E JIHOLO**  
**CHIEF FINANCIAL OFFICER**  
Tel: (047) 501 4246



**SPECIFICATION OF PROCUREMENT OF HOTLINE MANAGEMENT SERVICES (RE-ADVERT)**

**NB: KSDLM IS TARGETING THE SPECIFIC GOALS STATED BELOW  
POINTS WILL BE AWARDED TO A BIDDER UPON SUBMITTING PROOF OF  
ATTAINMENT**

SPECIFIC GOAL	POINTS (80/20)
Women	10
Disabled	10

NO	DESCRIPTION	QTY	PRICE/UNIT	AMOUNT
1				
2				
3				
4				
5				
			<b>SUBTOTAL</b>	
			<b>VAT</b>	
			<b>GRANDTOTAL</b>	

**1. SCOPE OF WORK**

To provide Fraud, Corruption and Ethics hotline services for the KSDLM which will be active and managed for 24 hours, 365 days a year, to enable employees, contractors, suppliers and other interested parties or members of the public to report irregular, unlawful and corrupt related activities;

**The service provider should provide the following range of communication channels that are readily accessible and secure:**

- i) E-mail reporting facility / Internet based reporting facility.
- ii) Attach our already existing hotline number **0800 360 634** and email [fraud@ksd.gov.za](mailto:fraud@ksd.gov.za)
- iii) Live answering of free telephone calls, 24 hours a day, 365 days a year;
- iv) Fax facility;
- v) Mail facility; and
- vi) SMS