



REQUEST FOR THE QUOTATION FOR DEVELOPMENT OF SERVICE STANDARDS.

The municipality is looking for the capable service provider to develop municipal service standards that is complying with the municipal legislations and in line with batho pele principles .The standards should cover the following sections of the municipality:

- Corporate services(including municipal managers office and mayor s office)
- Community services
- Budget and treasury(Including Supply chain management)
- Infrastructure
- Planing (Including Local Economic Development)

The service provider should also develop a service delivery charter in a form of booklets X 10.It should be noted that the drafts have to be forwarded to the municipality before finalized where training of the development of service standards should be provided to directors and Batho Pele Committee.

Then we are requesting quotations for the above project. The quotations should be accompanied by proposals or company profile, company certificate; tax clearance and BEE certificate Experience of the service provider, Proof of Banking details, proof of municipal services for the company and for the directors not older than 3 months. Joint venture agreements (if any). Bidders are requested to attach their B-BBEE status level certificate. The certificate must be issued by SANAS accredited agencies. The Municipality has the right to check the validity of the certificate. The above mentioned documents should be sealed in the envelope and be deposited in the municipal tender box. The closing date is 03 February Friday 2012.

No fax or email will be accepted.

The municipality shall adjudicate and award tenders in accordance with the Preferential Procurement Policy Framework Act. 5/2000 on 100 points for Functionality and on 80/20 points system where 80 points are for the price and 20 points for B-BBEE according to the said legislation. Functionality will be evaluated as follows:

Quality Criteria	Sub-Criteria	Weighting
Approach paper which responds to the proposed scope of work/project design and outlines proposed approach / methodology and work plan complete with time frames	Technical approach and methodology	15
Organization and staffing	Organization and staffing	15
Experience of the key staff (assigned personnel) in relation to the scope of work	Project Leader	15
	General qualifications	10
	Adequacy for the assignment	10
	Experience in the region	10
PSP's experience with respect to specific aspects of the project / comparable projects	PSP's experience with respect to specific aspects of the project /	25
Maximum possible score for quality (M_s)		100 points

The values that will be used when scoring each criterion will be as follows:1=poor, 2=average, 3=good, 4=very good and 5= e xcellent

For enquiries contact: 013 265 8600 or 013 265 1975
Supply Chain Management unit: Mr: M.A Malekana

Mr : R.E. Phetla
