



# TENDER

| <b>CONTRACT NO. &amp; DESCRIPTION OF CONTRACT</b>  | <b>COMPULSORY BRIEFING SESSION VENUE</b>   |
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| <p align="center"><b>CE:470</b></p> <p>SUPPLY, INSTALLATION, MANAGEMENT AND MAINTENANCE OF A FULLY INTEGRATED VOICE RESPONSE (IVR), CRM AND QUERY MANAGEMENT SOLUTION FOR BCMM FOR A PERIOD OF THREE YEARS</p> | <p><b>Tuesday, 08th November 2022 @ 10am</b></p> <p><b>1ST FLOOR BOARDROOM, 45 COMMERCIAL ROAD REVENUE MANAGEMENT DEPARTMENT ARCADIA EAST LONDON</b></p> |
| <p>CIDB GRADING</p>  | <p>N/A</p>   |
| <p><b>Evaluation Criteria: 80/20 Price = 80 BBEE Points = 20</b><br/>Submit a B-BBEE Certificate (to claim preferential points)</p>  |  |
| <p><b>All Technical Enquiries:</b> Mr Garnet Laings Email: icttenders@buffalocity.gov.za<br/><b>All Procedural Enquiries:</b> RutaniaL@buffalocity.gov.za</p>  |  |

**REQUIRED DOCUMENTS**

Potential bidders are urged to submit the following attachments when submitting Bid Documents, failure to do so will lead to disqualification.

- Company Profile
- Certified Municipal Debt Clearance Certificate/Business Premises Lease Agreement
- Certified Joint Venture Applicable
- Original/Certified BBEE Certificate
- CSD Supplier Number

***N.B. AS PER THE NATIONAL TREASURY REGULATIONS, PROSPECTIVE BIDDERS MUST BE REGISTERED ON THE CENTRAL SUPPLIER DATABASE PRIOR SUBMITTING THEIR BID PROPOSAL.***

Bidders are notified that payments of tenders be made at respective BCMM paypoints before collection of documents at SCM and also, prior payments bidders are to collect tender stubby at SCM for payment purposes.

**OBTAINING OF TENDER DOCUMENTS:**

Tender documents for each tender may be obtained from the Reception, Supply Chain Management Unit, 80 Phillip Frame Road, Chiselhurst (P.O. Box 626), and East London on payment of **R1500.00**

**SUBMISSION OF TENDERS:**

Tenders must be submitted before **12:00, 29th November 2022**

Tenders may be submitted by hand. Faxed, e-mailed, unsigned or

incomplete tenders will not be accepted.

**By hand: One original document** sealed tenders endorsed on the envelope with the Bidder's name and address and the contract number must be deposited in the Formal Tender Box, Supply Chain Management Unit, 80 Phillip Frame Road, Chiselhurst, East London.

**OPENING OF TENDERS**

**Tenders will be opened in public at 14:00; on the 29th November 2022, at Supply Chain Management Unit, no. 80 Phillip Frame Road, Chiselhurst.**

Standard tender conditions will apply. Council reserves the right not to accept the only or lowest or any tender at all, or to accept the whole or part of any tender. The invitation and award of bidders is subject to the Council's Procurement Policy on tenders. The Council gives preference to previously disadvantaged contractors as set out in the procurement formula in the tender documents. Suppliers can only claim preferential points against a recognised B-BBEE status level of contribution. Canvassing of councillors or municipal officials shall disqualify a tender.

The Council reserves the right to extend the tender period by a notice in the press. All contracts will be subjected to risk Assessment, including presentation or interviews with Service Providers. **(5278)**