

**INXUBA YETHEMBA  
UMASIPALA WASEKHAYA / PLAASLIKE MUNISIPALITEIT /  
LOCAL MUNICIPALITY**

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*"A coherent developmental municipality putting people first and providing a better life for all its citizens"*

**REQUEST FOR QUOTATION**

<b>TO:</b>	<b>ALL PROSPECTIVE SERVICE PROVIDERS</b>
<b>PROJECT NAME :</b>	<b>PROVISION FOR COMMUNITY SATISFACTION SURVEY</b>
<b>REQUESTER :</b>	<b>INXUBA YETHEMBA MUNICIPALITY</b>
<b>QUOTATION NO.</b>	<b>IYM01/12/2023Q</b>
<b>NOTICE NO.</b>	<b>218/2023</b>
<b>ADVERT DATE :</b>	<b>11<sup>TH</sup> OF DECEMBER 2023</b>
<b>CLOSING DATE :</b>	<b>19<sup>TH</sup> OF DECEMBER 2023</b>

**SPECIFICATION**

**SPECIFICATION AND PRICING SCHEDULE:** Provision for community satisfaction survey for the 9 wards under Inxuba Yethemba Local Municipality. The task of the research is to track public perceptions of the citizens in relation to service quality, as well as to assist in identifying any real or perceived gaps in the delivery of customer service to the citizenry.

<b>No.</b>	<b>Description of Goods or Service</b>	<b>Quantity</b>	<b>Unit Price</b>	<b>Total Price</b>
1	<p>Conduct a community satisfaction survey within the Inxuba Yethemba Local Municipality.</p> <p>➤ 9 wards ( 100 households within a ward )</p>	900		
	<ul style="list-style-type: none"> <li>▪ The task of the research is to track public perceptions of the citizens in relation to service quality, as well to assist in identifying any real or perceived gaps in the delivery of customer service to the citizenry.</li> <li>▪ It also serves the objective of</li> </ul>			

	<p>assessing the performance of the Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery.</p> <ul style="list-style-type: none"> <li>▪ The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to the municipality.</li> <li>▪ The survey builds and illuminates on the sustained commitment by the municipality to:- <ul style="list-style-type: none"> <li>✓ Continued high level service delivery performance.</li> <li>✓ Continued identification of future challenges and priorities.</li> <li>✓ Identification of service delivery priority areas at ward level.</li> <li>✓ Provision of customer inputs into decision making.</li> <li>✓ Tracking changes in service satisfaction levels amongst the citizenry</li> <li>✓ Deepening public participation.</li> </ul> </li> </ul> <p>The Community Satisfaction Survey therefore seeks to evaluate the current levels of services provided by the Municipality to the citizens.</p> <p>It also helps the Municipality understand the future needs of residents and businesses in order to inform the Development Planning agenda. The research outcomes help with the prioritization of areas for urgent action.</p>				
	Vat @ 15%				
	<b>TOTAL</b>				

**Evaluation criteria**

The quotes will be evaluated using the 80/20 preferential point system.

- 20 points will be allocated as follows:

**Locality: 50%**

Locality	Number of Points 80/20
Enterprise within Inxuba Yethemba Local Municipality	10
Enterprise within Chris Hani District Municipality	8
Enterprise within Eastern Cape	5
Enterprise within South Africa	2
Enterprise from outside of South Africa	0

- Municipal Account must be submitted for points to be allocated.

**BBBEE: 50%**

- 10 points will be allocated to 100% Black owned firms
- BBBEE certificate/ sworn affidavits must be submitted for points to be allocated.

Payment for Services

Payment will be issued with 30 days after goods have delivered.

All relevant information must accompany all quotations submitted. No late or incomplete quotation will be accepted for consideration.

The municipality reserves the right not to accept the lowest or any quotation and no reason for the acceptance or rejection of a quotation will be furnished.

**General**

- The Inxuba Yethemba Municipality Supply Chain Management policy shall apply
- All prices will be evaluated inclusive of VAT, except where a non-VAT vendor has submitted a responsive bid. In this case, all bids prices will be evaluated exclusive of VAT.
- Certified copies of identity documents of directors.
- Quotations must be signed or annexed with a company stamp.
- Bidders to supply municipal utility bill or lease agreement reflecting status of accounts.
- Bidders to include the following municipal declarations with the quotations: MBD 4 and MBD 9.
- Quotations to be valid for 60 days from the closing date.
- IYM reserves the right to award the quotation in full or part thereof.
- CSD report must be submitted
- SARS Pin or Tax compliance certificate

**Note: Failure to attach the B-BBEE Status Level Certificate will result in the bidder losing the preference points.**

Formal written price quotations should be submitted in a sealed envelope, clearly marked "QUOTATION NO: IYM01/12/2023Q (**PROVISION FOR COMMUNITY SATISFACTION SURVEY**)" which must be placed in the bid box, located at the Registry Office in the IYM offices No. 1 JA Calata Street, Cradock, 5880, **before 12 pm on the closing date 19<sup>th</sup> of December 2023. No email submissions will be allowed.**

For inquiries regarding the Request for Quotation, please contact the Project Manager, Ms. S Mgadu

0488015046 or email [cfo@iym.gov.za](mailto:cfo@iym.gov.za)

**All suppliers are required to register on the Central Supplier Database (CSD), as well as submit a Declaration of Interest form (available from the Supply Chain Office). Information on the CSD is available on the CSD website: [www.csd.gov.za](http://www.csd.gov.za).**

Should you have SCM-related inquiries please contact the **Supply Chain Management Unit;**

- Tandelwetu Petelo (048) 801 5159 or email [tpetelo@iym.gov.za](mailto:tpetelo@iym.gov.za)

**CLOSING DATE: 19<sup>TH</sup> OF DECEMBER 2023 AT 12H00**