

NTABANKULU LOCAL MUNICIPALITY

Erf no 85 Main Street

Ntabankulu, 5130

P.O. Box 234

Ntabankulu, 5130

Tel: 039 258 0056

Fax: 039 258 0173

E-mail: mdudio@ntabankulu.gov.za**REQUEST FOR QUOTATION (RFQ):PROVISION OF CUSTOMER CARE SERVICE SYSTEM.**

NTABANKULU LOCAL MUNICIPALITY is calling upon service providers to bid for the

ADVERT:PROVISION OF CUSTOMER CARE SERVICE SYSTEM.

Please furnish all information as requested and return your quotation on the date stipulated.
Late and incomplete submissions will invalidate the quotation submitted.

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ADVERTISEMENT DATE	19 MARCH 2025
RFQ NUMBER	NLM/CS/PCCSS/2024/2025
DESCRIPTION OF GOODS/SERVICE	SUPPLY, DELIVERY AND INSTALLATION OF CONTAINER
CLOSING DATE AND TIME:	27 MARCH 2025 AT 12H00
ENQUIRIES	076 464 7161 komanisiz@ntabankulu.gov.za – Ms. Z. Komanisi Technical Enquiries or 082 786 0772 /mdudio@ntabankulu.gov.za O. Mdudi-SCM Related,

Quotations above R30 000 will be evaluated on the basis of the 80:20 point system as stipulated in the Preferential Procurement Policy Framework Act (Act number 5 of 2000) & the Ntabankulu Local Municipality's Supply Chain Management Policies and Procedure.

List of Compulsory Returnable Documents that form part of the this Bid/Quote document:

1.	Invitation to Bid	MBD 1
2.	SARS Tax Pin number Certificate to be attached	MBD 2
3.	Pricing Schedule – Firm Prices (Purchases)	MBD 3.1
4.	MBD 4: Declaration of Interest	MBD 4
5.	Preference Points Claim form in Terms of the Preferential Procurement Regulations 2022	MBD 6.1
6.	Declaration of Bidders Past Supply Chain Management Practice	MBD 8
7.	Certificate of Independent Bid Determination	MBD 9
8.	Proof for claiming Points for Specific goals: <ul style="list-style-type: none"> • Full Centralized Supplier Database (CSD) Report clearly showing ownership of the company. • Proof of Disability and/or Military Veteran 	
9.	Original Certified ID Copy/s of all company directors	
10.	Rates Clearance for both company and director or proof stating that the company and director do not own property within urban area (affidavit or lease agreement)	
11.	Centralized Supplier Database (CSD) Report clearly showing ownership of the company.	
12.	Signed Quotation valid for 90 Days (validity must be indicated on the quotation or MBD 3.1)	

NB: No quotations will be considered from persons in the service of the state.

PLEASE NOTE THAT NOT SUBMITTING THE COMPULSORY DOCUMENTS MAY LEAD TO DISQUALIFICATION ON COMPULSORY REQUIREMENTS.

Specification:

Specification is attached

CONDITIONS

1. All goods or services purchased will be subject to Ntabankulu Local Municipality SCM Policy and Procedures. A copy of said conditions is available from the SCMU office.
2. All purchases will be made through an official order form. Therefore no goods must be delivered or services rendered before an official order has been forwarded to and accepted by the successful bidder.
3. To participate in the Ntabankulu Local Municipality Quotation process for the procurement of goods and/or services, vendors are advised to be accredited and registered on the Ntabankulu Local Municipality Supplier Database.
4. All prices quoted must be inclusive of Value Added Tax (VAT). Suppliers who are not registered for VAT will be treated as Non VAT Vendors.
5. Prices quoted must include delivery charges and goods must be delivered to the address indicated on the quotation page.
6. All prices submitted must be firm. "Firm" prices are deemed to be fixed prices.
7. Quantities are given in good faith and without commitment to the Ntabankulu Local Municipality. The Municipality reserves the right to increase or reduce the quantity to be in line with the set threshold for quotations prescribed in the SCM Policy.
8. Submission of a Quotation can be dropped in a box clearly marked "PROVISION OF CUSTOMER CARE SERVICE SYSTEM" at the reception at Ntabankulu Local Municipality, in Ntabankulu ERF 85, Main Street.
9. THE NTABANKULU LOCAL MUNICIPALITY DOES NOT TAKE RESPONSIBILITY FOR ANY QUOTATIONS DEPOSITED IN THE WRONG BOX.

Requested by




O. Mdudi
SCM Manager

Recommended by



M. Mhijili
CFO

Approved by



I. Sikhulu-Nqwena
Municipal Manager

1 PROJECT BACKGROUND:

NTABANKULU LOCAL MUNICIPALITY is calling upon experienced, competent and qualified service providers to provide an efficient and fully functional customer care system that meets the criteria for 3 users with full access to the system for a period of 24 months.

The municipality is looking for a well experienced bidder who can demonstrate the expertise of the required customer care system.

2 BACKGROUND AND AIM OF THE PROJECT:

Ntabankulu Local Municipality is committed to ensuring that the human rights principles set out in South African constitution of 1996, the eight Batho Pele principles that aim to transform public service delivery as well as "getting it right the first time" are experienced whenever customer access our municipal services.

The aim of this project is to find a suitably qualified service provider to provide a customer care service system that meets the organization needs to service Ntabankulu communities to log their complaints and complements. The Service Provider is expected to provide a fully functional customer care service system ensure effective service delivery to the community.

3 SCOPE OF WORK

- 3.1 The solution must support both incident management (ticketing) and conversational support
- 3.2 The solution must automate self-service across different channels
 - Must minimize wait times, increase incident resolution through automated multi-channel self-service platform
 - Must work on multiple channels so customers can find answers whenever and wherever they are.
 - Must provide ticket or conversation deflection through AI and Automation to free up agents time so that the team can focus on what matters most
 - Must include a user-friendly customizable Customer Support Portal with the following features:
 - Automated self-service with a scalable knowledge base and widgets to help customers find answers faster
 - Allow customers to log tickets if they don't find answers
 - Provide conversational support to customers through a WhatsApp ServiceBot
 - Allow customers to view all their tickets and reply to them
- 3.3 The solution must support increased agent productivity through:
 - Empowering agents to personalize service on the fly
 - Enabling agents to view all customer interactions across multiple channels in one place.
 - Providing a 360 degree view of the customer

- Providing an always-on Co-pilot assistant that can suggest responses, recommend actions, and summarize events.
- 3.4 The solution must enable seamless collaboration across teams:
 - Reach out to colleagues to swiftly resolve customer issues.
 - Assign tickets to stakeholders outside the organisation
 - Track accountability
 - Provide advanced ticketing that keeps all the information in one place, so it's easy to stay on top of progress
 - Allow managers to watch specific tickets
 - 3.5 The solution must allow for customer satisfaction rating for each ticket closed and provide customer satisfaction insights.
 - 3.6 The solution must empower administrators with tools to streamline operations and boost efficiency with AI-powered workflow automations.
 - 3.7 The solution must be quick to customize and implement and also assist the organisation to realize value and impact quickly.
 - 3.8 The solution must allow for integration with Microsoft products and existing internal systems.
 - 3.9 The solution must allow for integration with social media.
 - 3.10 The solution must provide customisable dashboards provide insights such as ticket volume by month or location, resolution rate, customer satisfaction, and many more.

4 SYSTEM REQUIREMENTS

- 4.1 1 Customer Care System
- 4.2 3 User License X 24 months
- 4.3 Customer Support Portal for Ticket Logging
- 4.4 Customer Care System Training
- 4.5 Customer Support 24/7

5 KEY COMPETENCIES

- 5.1 A detail project execution plan outlining the implementation processes, approach, resources tools and allocation, timelines (realistic with key milestones) and deliverables
- 5.2 Weekly, Monthly, Quarterly and Annual Reporting of statuses and activities related to Customer Care System
- 5.3 The information remains the property of the municipality and will be migrated to the site provided by the municipality at the end of the contract
- 5.4 Project Close-out report and handing over report at the end of the contract

6 PROJECT MANAGEMENT

- 6.1 The Service Provider/s will work very closely with the Ntabankulu Local Municipality.

7 PROJECT TIMEFRAME

Signing of two (2) year Service Level Agreement for provision of a customer care service system

8. FUNCTIONALITY 100

Regarding functionality the following criteria will be applicable and the maximum points.

No.	FUNCTIONALITY	POINTS ALLOCATION
1	Proof of system ownership or partnership agreement with system owners	30
2	Proven experience of providing Customer Service System for government institutions. (attach certified copies of signed reference letters by accounting officers) 1 reference letter – 10 2 reference letters – 15 3 reference letters - 25	25
3	A solution proposal detailing the work to be implemented against these terms of reference. The proposal should respond to all items listed in section 3 of the terms of reference Solution Proposal addresses all the requirements 100% - 20 Solution Proposal addresses most of the requirements 90-99% - 15 Solution Proposal addresses some of the requirements 80-89% - 10 Solution Proposal addresses below 80% of the requirements - 0 Milestone based project implementation plan indicating delivery period – 5	25
	Project Manager experience. Attach CV - The CV must clearly indicate project management experience in proving system solutions implementation and respective clients with contactable references. More than 5 years - 20 3 - 5 years - 15 1 - 2 years - 10 Less than 1 - 0	20
	Total	100