



P O BOX 20, HERMANUS, 7200

QUOTATION NO.SC 719/2009

CLIENT SERVICE TECHNIQUES TO IMPROVE SERVICE DELIVERY AND TELEPHONE ETIQUETTE

Quotations are hereby invited for: QUOTATION NO. SC 719/2009

Documents, in English, are obtainable at the offices of Overstrand Municipality at Hermanus Administration – Karin van der Merwe, Tel. 028 – 313 8113 between 08:00 and 15:30 upon payment of a non refundable quotation participation fee of R100.00 (hundred rand). Bank guaranteed cheques to be made payable to "Overstrand Municipality" .

Alternatively the documents can be downloaded free of charge from the municipality's website: www.overstrand.gov.za.

Sealed quotations, with "QUOTATION NO. SC719/2009: CLIENT SERVICE TECHNIQUES TO IMPROVE SERVICE DELIVERY AND TELEPHONE ETIQUETTE" clearly endorsed on the envelope, must be deposited in Tender Box No 5 at the offices of the Overstrand Municipality, Magnolia Avenue, Hermanus.

The closing date and time is on 18 September 2009 at 12h00. Quotations will be opened in public as soon as possible thereafter in the Committee Room, Hermanus Administration.

Quotations must be valid for sixty (60) days after the closing date

The Overstrand Municipality does not bind itself to accept the lowest or any quotation submitted. Quotations are subject to the Standard Conditions of Quotation, the Preferential Procurement Regulations of 2001 and the Supply Chain Management Policy of the Overstrand Municipality.

Please contact Karin van der Merwe at 028 – 313 8113 for any information needed.

HUMAN RESOURCES MANAGER : LUCINDA BUCCHIANERI
DIRECTORATE: MANAGEMENT SERVICES
HERMANUS ADMINISTRATION



Posbus 20, Hermanus, 7200

KWOTASIE NR. SC 719/2009

KLIËNTEDIENS TEGNIEKE EN TELEFOONETIKET OM DIENSLEWERING TE VERBETER

Kwotasies word hiermee ingewag vir KWOTASIE NR. SC 719/2009

Dokumente, in Engels, is verkrygbaar by die kantore van Munisipaliteit Overstrand te Hermanus Administrasie, Tel. 028 – 313 8113 tussen 08:00 en 15:30 na betaling van 'n nie terugbetaalbare kwotasie deelname fooi van R100,00 (een honderd rand), Bank gewaarborgde tjeks moet uitgemaak word aan "Overstrand Munisipaliteit".

Dokumente is ook gratis beskikbaar op die munisipaliteit se web-werf: www.overstrand.gov.za.

Kwotasie, voltooi in elke opsig en duidelik gemerk : "KWOTASIE NR. SC 719/2009: KLIËNTEDIENS TEGNIEKE EN TELEFOONETIKET OM DIENSLEWERING TE VERBETER" en in 'n verseëlde koevert moet in die tenderbus nr 5 by die kantore van die Munisipaliteit Overstrand, Magnoliaaan, Hermanus, geplaas word.

Die datum en sluitingstyd van die kwotasie is 18 September 2009 om 12h00. Kwotasies sal direk na die sluitingstyd in die openbaar oopgemaak word in die Komiteekamer, Hermanus Administrasie.

Kwotasies moet geldig wees vir sestig (60) dae na sluitingsdatum.

Die Munisipaliteit Overstrand is nie verplig om die laagste of enige kwotasie wat ingedien word te aanvaar nie. Kwotasies is onderworpe aan die Standaard Kwotasievoorwaardes, Voorkeurverkrygingsregulasies van 2001 en die Voorkeurverkrygingsbeleid van Overstrand Munisipaliteit.

Vir navrae kan Karin van der Merwe by 028 – 313 8113 gekontak word.

MENSLIKE HULPBRONNE BESTUURDER : LUCINDA BUCCHIANERI
DIREKTORAAT: BESTUURSDIENSTE
HERMANUS ADMINISTRASIE



ISINIKI-XABISO/UQIKELELO-XABISO NO.SC 719/2009

UBUCHULE BENKONZO ZOKUNCEDA UKUPHUCULA UKUNHANJISWA KWENKONZO NOKUKWAZI UKUBANENDLELA EKUMGANGATHO OPHUCUKILEYO WOKUPHENDULA IFONI

Kucelwa ISINIKI-XABISO/ UQIKELELO-XABISO: ESINGUNOMBOLO SC 719/ 2009

Amaxwebhu, abhalwe ngesiNgesi, ayafumaneka kwii-ofisi zikaMasipala we-Overstrand kulawulo lase Hermanus, Karin van der Merwe, ifowuni 028-.313 8113 phakathi kweye-08:00 neye-15:30 usakuhlawula umrhumo wokuthatha inxaxheba kwiziniki-maxabiso ongabuyiswayo okanye ongama-R100.00 (amashumi asixhenxe eerandi). litsheki mazenziwe zihlawuleke ku "Masipala we-Overstrand".

Okanye amaxwebhu angakhutshelwa esuka kwi-webhusayithi yethu: www.overstrand.gov.za.

Iziniki-maxabiso/uqikelelo-xabiso ezitywinwe kwabhalwa, "ISINIKI-XABISO/UQIKELELO-XABISO NOSC719/2009: "UBUCHULE BENKONZO ZOKUNCEDA UKUPHUCULA UKUNHANJISWA KWENKONZO NOKUKWAZI UKUBANENDLELA EKUMGANGATHO OPHUCUKILEYO WOKUPHENDULA IFONI

" ibhalwe ngokucacileyo kwimvulophu, mayifakwe kwi Bhokisi yeZiniki-maxabiso No 5 kwii-ofisi zikaMasipala wase-Overstrand, Magnolia Avenue, Hermanus phambi kweye-12h00 ngomhla we 18 Septemba 2009 isiniki-xabiso emva koko ziya kuvulwa ngokukhawuleza.

Iziniki-maxabiso mazibesemthethweni kangangentsuku ezingamashumi amathathu emva komhla wokuvala.

UMasipala we-Overstrand akazibopheleli ekwamkeleni ixabiso elilelona liphantsi okanye nasiphi nikizelwe isiniki-xabiso. Iziniki-maxabiso ziphantsi koMgangatho woLawulo lweZiniki-maxabiso, uMmiselo oKhethekileyo wokuFumana ka-2001 neNkqubo yoLawulo lweTyathanga loKubonelela kaMasipala we-Overstrand.

Nceda nxibelelana no Karin van der Merwe kule nombolo ilandelayo 028 – 313 8113 ngazo naziphi iinkcukacha ezingacacanga ozifunayo.

UMPHATHI ZABASEBENZI: LUCINDA BUCCHIANERI
UMLAWULI: INKONZO ZABAPHATHI
ULAWULO LWE-HERMANUS