

**TENDERS / DITHENDARA
SUPPLIERS / LEWERANSIERS / PHAHLO (THEPA)**

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REQUEST FOR PROPOSALS

FREE STATE PROVINCIAL GOVERNMENT

PROVINCIAL HOTLINE / CALL CENTRE

RFP NO. 16/08/2011

The Department of the Premier would like to call proposals from Service Providers for the establishment of a provincial call centre for handling queries from members of the public through various channels of communication, routing queries, receiving responses and responding to public inquiries. The hotline and public liaison staff in the Premier's intervention unit will be backed by Public Liaison Officers to ensure that the response times are kept to the minimum. They will have the responsibility of following up the public enquires and complaints lodged, and ensure that all are attended to efficiently. The hotline and public liaison service aims to encourage an all-round improvement in citizen care and liaison and introduce a culture of putting the citizen first in all government departments as well as municipalities, as part of the President's directive to create an interactive, accessible and responsive government.

Terms of Reference

The Terms of Reference for this Request for Proposal will be available from **Friday, 24 August 2011**, from Room 341, Lebohang Building, cnr St Andrew & Markgraaff Streets, Bloemfontein, upon payment of a non-refundable fee of R100.00

Briefing / Clarification Session

A briefing / clarification session will taken place on **31 August 2011 at 09:00 at the 8th floor**, Olien Room, Lebohang Building, corner St Andrew & Markgraaff Street, Bloemfontein.

Closing Date for Submission

The closing date for submission of proposals is **23 September 2011 at 12:00**. No late submissions will be accepted.

Evaluation and Adjudication

All relevant legislation and regulations in respect of government procurement processes will apply to this Request for Proposal.

The attention of interested parties is drawn specifically to the; "National Treasury Instruction Note on Enhancing Compliance Monitoring and Improving Transparency and Accountability in Supply Chain Management" as issued by the Accountant General on 31 May 2011. Service providers and individuals who have defaulted on government contractors and have been listed as such by the relevant national and/or provincial treasury, may not participate in this Request for Proposal.

TENDERS / DITHENDARA

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FREE STATE TENDER BULLETIN

(Published every Friday)

All correspondence, advertisements, etc. must be addressed to the Officer in charge of the Free State Tenderbulletin, P.O. Box 517, Bloemfontein Tel.: No. 051 403 3139. Free Voucher copies of the Free State Tenderbulletin or cuttings of advertisements are NOT supplied.

Subscription Rates (payable in advance)

The subscription fee for the Free State Tender Bulletin (including all Extraordinary Free State Tenderbulletins) are as follows:

Subscription: (Over the Counter / E-Mail)

Price per copy	R 4.00
Half-yearly	R 100.55
Annually	R 201.10

Subscription (Post)

Price per copy	R 11.70
Half-yearly	R 292.00
Annually	R 584.05

Closing time for acceptance of copy

Stamps are not accepted

All advertisement must reach the Officer in Charge of the Free State Tender Bulletin **not later than 16:00, three working days** prior to the publication of the Bulletin. Advertisements received after that time will be held over for publication in the issue of the following week, or if desired by the advertiser, will be inserted in the current issue as a "Late Advertisement". In such case the advertisement must be delivered to the Officer in Charge **not later than 08:00 on the Tuesday** preceding the publication of the Bulletin and double rate will be charged for that advertisement.

A "Late Advertisement" will not be inserted as such without definite instructions from the advertiser.

Advertisement Rates

Notices required by Law to be inserted in the Tender-bulletin: R26.40 per centimetre or portion thereof, single column.

NUMBERING OF TENDER BULLETIN

You are hereby informed that the numbering of the Provincial Gazette /Tender Bulletin and notice numbers will from 2010 coincide with the relevant financial year. In other words, the chronological numbering starting from one will commence on or after 1 April of every year.

VRYSTAAT TENDERBULLETIN

(Verskyn elke Vrydag)

Alle korrespondensie, advertensies, ens. Moet aan die Beampte Belas met die Vrystaat Tender Bulletin, Posbus 517, Bloemfontein, geadresseer word. Gratis eksemplare van die Vrystaat Tender Bulletin óf uitknipsels van advertensies word NIE verskaf nie.

Intekengeld (vooruitbetaalbaar)

Die intekengeld vir die Vrystaat Tenderbulletin (insluitend alle Buitengewone Vrystaat Tender Bulletins) is soos volg:

Intekengeld: (Oor die Toonbank / E-Pos)

Prys per eksemplaar	R 4.00
Halfjaarliks	R 100.55
Jaarliks	R 201.10

Intekengeld: (Pos)

Prys per eksemplaar	R 11.70
Half-yearly	R 292.00
Jaarliks	R 584.05

Sluitingstyd vir die Aannee van Kopie

Seëls word nie aanvaar nie

Alle advertensies moet die Beampte Belas met die Vrystaat Tenderbulletin bereik **nie later nie as 16:00, drie werksdae** voordat die Bulletin uitgegee word. Advertensies wat na daardie tyd ontvang word, word oorgehou vir publikasie in die daigawe van die volgende week, of as die adverteerder dit verlang, sal dit in die Bulletin wat op die pers is as 'n "Laat Advertensie" geplaas word. In sulke gevalle moet die advertensie aan die Beampte oorhandig word **nie later nie as 08:00 op die Dinsdag** van die week voordat die Bulletin gepubliseer word en dubbeltarief sal dié advertensie gevra word.

'n "Laat Advertensie" sal nie sonder definitiewe instruksies van die Adverteerder as sodanig geplaas word nie.

Advertensietariewe

Kennisgewings wat volgens Wet in die Tenderbulletin geplaas moet word: R26.40 per sentimeter of deel daarvan, enkelkolom.

NOMMERING VAN TENDER BULLETIN

U word hiermee in kennis gestel dat die nommering van die Provinsiale Koerant / Tender Bulletin en kennisgewingnummers vanaf 2010 met die betrokke boekjaar sal ooreenstem. Met ander woorde, die kronologiese nommering beginnende met een, sal op of na 1 April van elke jaar begin.

**Free State
Province**



**Vrystaat
Provinsie**

TENDER BULLETIN TENDERBULLETIN

Special

NO. 32

19 AUGUST 2011 / 19 AUGUSTUS 2011

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