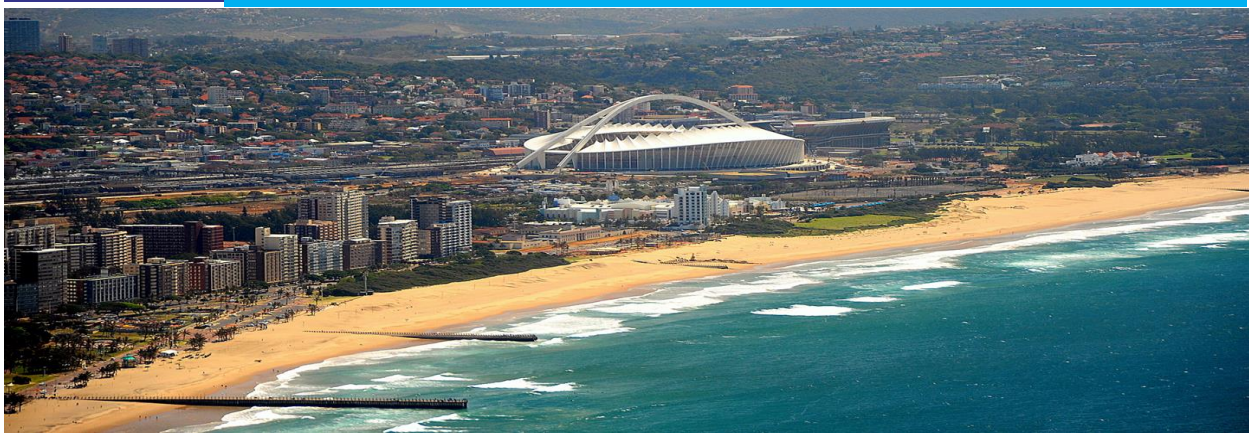
By 2030 the SCM Unit envisages to be the centre of excellence in the provision of efficient and effective services in a fair, equitable, transparent, cost-effective and competitive manner.



eThekwini Municipality
Supply Chain Management Unit
Frequently Asked Questions

Customer/Supplier Guidance and FAQ

1.Question: I was awarded by parks to cut trees but when arrived on site was told that the company was not on the database, who can assist me?

Answer: Compliance
166 Archie Gumede Place
6th floor City Engineers Building

2.Question: Which channels does one follow in order to get assistance when it comes to finance for a small business?

Answer: There are agencies that help small businesses with financing such as (SEFA) Small Enterprise Financing Agency.
Kindly access them at http://www.sefa.org.za/ or contact their head office at 0860 00 73 32

3.Question: Does being a member of any political party earn you any points as a company in the bidding process?

Answer No

4.Question: Can a Pty (LTD) register on Supplier Portal ?

Answer: Yes

5.Question: How long does it take the Municipality to pay suppliers after the service has been rendered?

Answer Immediately after delivering the goods, it can take up to 14 to 30 working days, provided that all required documents have been submitted.

6.Question: How is it possible that someone who did not attend a site meeting be awarded a tender?

Answer Site meetings are for the purpose of clarifying the requirements for the tender and attendance is compulsory, anyone who bids but did not attend site meeting will not be awarded.

Customer/Supplier Guidance and FAQ

7.Question: How long does it take to register on Supplier Portal ?

Answer It takes 3 to 7 working days.

Email eprocurement@durban.gov.za

Contact details 031 322 7014

8.Question: Can Supply Chain assist with correcting banking details on Central Supplier Database?

Answer Yes, the option has been made available on the CSD website www.csd.gov.za after which they will automatically be updated on the vendor portal

9.Question: Does Supply Chain Management assist the public with helping them price for tenders?

Answer No, as a bidder it is your task to give us a quotation for the procurement of goods you want to supply.

10.Question: If I am not on the data base will I be able to tender?

Answer No you have to be registered on the municipal data-base, this is a compulsory requirement

www.ethekwinisupplierportal.durban.gov.za

11.Question: If I get awarded but do not have funds to tender, who can I approach? What role does SCM play in this regard?

Answer: If you are awarded but do not have funds , Supply Chain can assist in granting you a cession which you will issue to your manufacturer stating that you have been awarded and payment will be made to the manufacturer first and the remainder will be transferred to you

12.Question: If your spouse works for the Municipality can you get a tender?

Answer Yes, as long as you won't be the one who'll be processing specifically his or her bidding request

Customer/Supplier Guidance and FAQ

13.Question: What do you do if while working as a service provider for the Municipality, you get employed by the council, what procedure can you follow in ensuring that you comply with rules of the council?

Answer You will have to resign as a member of the company as public servants are not permitted to do any business with the state

14.Question: When the centralised supplier database bank account page always gives an error message, what can I do?

Answer For any enquires relating to centralised supplier database you can send an email to database@kzntreasury.gov.za or **033 8974 535**

15.Question: If you were registered on the data base before, is it compulsory to register on the Supplier Portal?

Answer: To be on the safe side, you can check if you are still updated on the Supplier Portal

16.Question: Can you modify your commodity choice once you registered on Supplier portal?

Answer Yes that option is provided. But can only be changed annually on Suppler Portal

17.Question: Can you be paid if you are subcontracting and if you are not on the municipal data base?

Answer Yes , however it is up to the main contractor to pay you as your contract is between you and the main contractor and not the Municipality

18.Question: What is the difference between Centralised supplier database and eThekwini Supplier Portal?

Answer: Central Supplier Database is for National Spheres of Government and Supplier Portal is for eThekwini Municipality

Customer/Supplier Guidance and FAQ

19.Question: Why does it take eThekwini Municipality time to pay invoices or service providers?

Answer Payment after the goods have been delivered can take up to 30 days depending on whether you requested to be paid within 14 or 30 working on your online profile

20.Question: How does supply chain management unit assist Females to get tenders within municipality?

Answer We have no specified criteria for Females as our system is not bias to gender and age

21. Question: Why does this new system (SSS) discriminate against suppliers who technologically challenged?

Answer: SCM has a dedicated team of staff who will help walk you through the steps as a valued supplier

22. Question: Why do we have to manually register on SSS?

Answer: We need to verify that you are the rightful company director, which is why we require a copy of your ID and MAAA Numder every time you are due for a password rest.

23. How long does it take to register on SSS?

Answer: It has a turnaround time of 48 Hours

24. If you are on Supplier Portal, is it necessary to register on SSS?

Answer: Yes it is , all Tenders under 750 000 are posted on SSS and it takes 7 days for them to close.

25. Why does SSS block you if you didn't use it for 3 days ?

Answer: It is the way the system was programmed

26. Why must you have data If you need to connect on SSS

Answer

You need data if you connect to the internet.

27. What happens if the system chooses the same Supplier every time.

Answer

The system will not do that as it is designed to rotate the suppliers