

**TENDER INVITATION**

**CLOSING TIME: 12:00**

**CLOSING DATE: 06 MARCH 2026**

**HES-CORP 12/2526: ACQUISITION OF SPECIALISED MICROSOFT SUPPORT SERVICES: SUPPORT RETAINER FOR A PERIOD OF THREE (3) YEARS**

Tenders are hereby invited for the **ACQUISITION OF SPECIALISED MICROSOFT SUPPORT SERVICES: SUPPORT RETAINER FOR A PERIOD OF THREE (3) YEARS.**

Tenders must be submitted on the original documents and remain valid, irrevocable and open for acceptance by the Municipality at any time for a period of 90 days after the closing date (refer to section 1.2.3 in the tender document). Enquiries about the specifications of the tender may be addressed to Mr. Jonathan Kleinhans at telephone (028) 713 8000 or by e-mail to [jonathan@hessequa.gov.za](mailto:jonathan@hessequa.gov.za). Enquiries about the completion of the document can be addressed to Ms Leanne Windvogel at telephone (028) 713 8087 or by e-mail to [leanne@hessequa.gov.za](mailto:leanne@hessequa.gov.za).

A set of tender documents can be obtained at a non-refundable price of R200.00 per set from Ms Leanne Windvogel whom may be contacted at telephone (028) 713 8087 or e-mail [leanne@hessequa.gov.za](mailto:leanne@hessequa.gov.za). Payments must be made by cash or bank deposit payable to the Hessequa Municipality. Bank account details are: Account Holder: Hessequa Municipality, Bank: First National Bank, Account number: 5357 1024 174, Branch: Riversdale, Branch code: 200313, reference number: **HES-CORP 12/2526** The tender document is also available in electronic format and may be e-mailed to interested service providers.

Tender documents are available during office hours on Monday to Thursday from 07:45 – 16:30, on Wednesday from 08:00 – 16:30 and Friday 07:45 – 15:30 at the Supply Chain Management Offices in Riversdale.

The fully completed original tender document, in each individually sealed envelope, must be deposited in the **tender box on the ground floor at the Hessequa Municipality – Absa Building, Corner of Dickson and Church Street, Riversdale by not later than 12:00 (GMT+2) on FRIDAY, 06 MARCH 2026.** The envelope must be endorsed clearly on the outside with the number, title and closing date of the tender as above.

The tender box will be emptied just after 12:00 on the closing date after which all bids will be opened in public. Late bids or bids submitted by e-mail or fax will under no circumstances be accepted.

Tenders word hiermee aangevra vir die **VERKRYGING VAN GESPECIALISEERDE MICROSOFT ONDERSTEUNINGSDIENSTE: ONDERSTEUNINGSBEHOUDER VIR 'N TYDPERK VAN DRIE (3) JAAR.**

Tenders moet ingedien word op die oorspronklike tender dokument en die aanbod moet geldig, onherroepbaar en oop bly vir aanvaaring deur die Munisipaliteit op enige stadiuim vir n tydperk van 90 dae na die sluitings datum (verwys na seksie 1.2.3 in die tender dokument). Navrae aangaande die spesifikasies kan gerig word aan Mnr. Jonathan Kleinhans by telefoon (028) 713 8000 of e-pos: [jonathan@hessequa.gov.za](mailto:jonathan@hessequa.gov.za). Navrae aangaande die voltooiing van die tender dokument kan gerig word aan Mej. Leanne Windvogel by telefoon (028) 713 8087 of e-pos: [leanne@hessequa.gov.za](mailto:leanne@hessequa.gov.za).

Tender dokumente is beskikbaar teen 'n nie-verhaalbare koste van R200.00 by Mej. Leanne Windvogel by (028) 713 8087 of per e-pos aan [leanne@hessequa.gov.za](mailto:leanne@hessequa.gov.za). Betalings kan gemaak word per bank oordrag of kontant betaalbaar in die bank rekening van Hessequa Munisipaliteit waarvan die besonderhede soos volg is: Rekeninghouer: Hessequa Munisipaliteit Bank: Eerste Nasionale Bank Rekening Nommer: 53571024174 Tak: Riversdale Takkode: 200313 Verwysingsnommer: **HES-CORP 12/2526**. Tender dokumente is beskikbaar in elektroniese formaat en kan aan voornemende diensverskaffers er e-pos gestuur word.

Tender dokumente is beskikbaar gedurende kantoorure op Maandae tot Donderdae vanaf 07:45 tot 16:30, op Woensdae vanaf 08:00 tot 16:30, en op Vrydae vanaf 07:45 tot 15:30.

Volledig voltooide tender dokumente moet in 'n verseëlde koevert in die tenderkas geplaas word op die **Grondvloer by die Munisipaliteit – Absa Gebou, Hoek van Dickson en Kerkstraat, RIVERSDAL**, teen nie later nie as **12:00 (GMT +2) op VRYDAG, 06 MAART 2026.** Die koevert moet duidelik gemerk word met die nommer, titel en sluitingsdatum van die tender soos hierbo.

Die tenderkas word net ná 12:00 op die sluitingsdatum leeggemaak, waarna alle tender dokumente in die openbaar oopgemaak sal word. Laat tenders of tenders wat per e-pos of faks ingedien word, sal onder geen omstandighede aanvaar word nie.

Questions regarding the tender may be sent to [leanne@hessequa.gov.za](mailto:leanne@hessequa.gov.za) until 10 days before closing time of tender. Answers will be formulated and distributed to each tenderer who purchased a tender document or who attended the compulsory clarification meeting (if applicable).

Tenders will be evaluated and adjudicated in terms of the Preferential Procurement Policy Framework Act (Act 5 of 2000), The Preferential Procurement Regulations, 2022 and the Hessequa Municipality's Supply Chain Management Policy, for which 80 points will be allocated in respect of price 10 points in respect of B-BBEE contribution and 10 points for Locality.

The Municipality reserves the right to withdraw any invitation for tenders and/or to re-advertise or to reject any tender or to accept a part of it. The Municipality does not bind itself to making an award or to accepting the lowest bid or award a contract to the bidder scoring the highest number of points.

**It is expected of all prospective service providers who are not yet registered on the CSD to register without delay. The Municipality reserves the right not to award tenders to prospective suppliers who are not registered on the CSD.**

**Important note: a valid original tax clearance certificate, B-BBEE certificate and certified copies of directors and owner's identities must be submitted with the documentation.**

**A.S.A DE KLERK  
MUNICIPAL MANAGER**

Navrae met betrekking tot die tender kan gestuur word na [leanne@hessequa.gov.za](mailto:leanne@hessequa.gov.za) tot 10 dae voor die sluitingsdatum van die tender. Antwoorde sal geformuleer en versprei word na elke tenderaar wat 'n tender document gekoop of verpligte uitklaringsvergadering (indien van toepassing) bygewoon het.

Tenders sal geëvalueer en beoordeel word ingevolge die Voorkeurverkrygingsbeleid Raamwerk Wet (Wet 5 van 2000), die Voorkeurverkrygingsbeleid, 2022 en die Hessequa Munisipaliteit se Voorkeurverkrygingsbeleid waarvoor 80 punte ten opsigte van prys, 10 punte toegeken word ten opsigte van die B-BSEB bydrae en 10 punte vir Plaaslike bydrae.

Die Munisipaliteit behou die reg voor om enige uitnodiging om tender terug te trek, of om 'n tender net gedeeltelik te aanvaar. Die Munisipaliteit is nie gebonde om 'n toekenning te maak of tot die aanvaarding van die laagste tender of toekenning aan die tenderaar wat die meeste punte behaal het nie.

**Dit sal van voornemende diens verskaffers wat nog nie op die CSD geregistreer is nie verwag word om sonder versuim op die voorgeskrewe vorm aansoek te doen vir registrasie. Die Munisipaliteit behou die reg voor om nie tenders te aanvaar van voornemende diensverskaffers wat nie op die CSD geregistreer is.**

**Belangrike kennisgewing: 'n Oorspronklike belasting uitklaringsertifikaat, B-BSEB sertifikaat en gesertifiseerde afskrifte van direkteure en eienaars se identiteitsdokumente moet ingesluit wees by die dokumentasie.**

**A.S.A DE KLERK  
MUNISIPALE BESTUURDER**