

**YOU ARE HEREBY INVITED TO BID FOR DRAKENSTEIN MUNICIPALITY CENTRALISED CUSTOMER CARE
COMMUNICATION PORTAL FOR BULK SMS DATABASE SOLUTION**

TENDER NUMBER: COMMAR 1/2025
DESCRIPTION : Drakenstein Municipality Centralised Customer Care Communication Portal for Bulk SMS Database Solution
CLOSING DATE : 15 January 2026
CLOSING TIME : 10:00
Bids will be opened in the Civic Centre, Berg River Boulevard, Paarl in public at 10:15.

INFORMATION : **Obtain documentation:**
Lochnerr@drakenstein.gov.za

Enquiries regarding tender documentation:
Bradley Fortuin
Tel: 021 807 4888
E-mail: Bradley@drakenstein.gov.za

Office hours for collection:
08:30 – 15:00 as from 27 November 2025. A non-refundable fee of R450.00 is payable to Drakenstein Municipality for collection of documents. **No fee will be charged when the tender documents is requested electronically.**

A compulsory clarification meeting will be held on 4 December 2025 at 11:00 at the Communication and Marketing boardroom 4th floor, Drakenstein Municipality which must be attended in person or virtually. Bidders that fail to attend the compulsory clarification meeting will be disqualified. A representative may only represent one tenderer at this meeting. Bidders that arrive after the starting time of the compulsory clarification meeting as indicated, will be disqualified

Bids may only be submitted on the bid documentation provided by the municipality and must remain valid for a minimum of 120 days after bid closing.

Telegraphic, telephonic, telex, facsimile, e-mailed or late tenders will not be accepted. The lowest, only or any bid shall not necessarily be accepted and the Council reserves the right to accept any part of the bid.

TENDERS TO BE DEPOSITED IN: The tender box 1 in the foyer of the Civic Centre, Drakenstein Municipality, Berg River Boulevard, PAARL, 7620. The tender box 1 is open from Mondays until Thursdays from 08:00 until 16:45 and on Fridays from 08:00 until 15:30. This excludes weekends and public holidays.

NOTE: This tender will be evaluated in terms of the Preferential Procurement Regulations, 2022 (Government Gazette No. 47452) and Drakenstein Municipality's Supply Chain Management Policy and its Preferential Procurement Policy. Please take note of the responsiveness criteria as stipulated in the tender document.

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PROCUREMENT PREFERENCE POINT SYSTEM: 80/20

The successful bidder will be required to fill in and sign a written contract form.

The following conditions to bid exist (failure to comply may result in your bid being disqualified):

1. This bid is subject to the general conditions of contract (GCC) and special conditions for bidding.
2. Relevant specifications.

3. Bidders must be registered on Drakenstein Municipality's supplier database if they wish to conduct business with the municipality.
4. The tax status requirements as per MBD 1 (Part B) must be complied with. No contract will be awarded to any bidder that is not deemed tax compliant at the date of award.
5. Bids submitted must be in a sealed envelope clearly marked with the bid number, placed in the tender box 1 before closing time. Failure will result in the bid being invalid.
6. Functionality is applicable to this bid. Bidders are required to attain a minimum score of 70% for functionality in order to be further evaluated in terms of the preference points system.

Paarl Post; Cape Times

DR JOHAN LEIBBRANDT
CITY MANAGER

**U WORD HIERMEE UITGENOOI OM TE TENDER VIR DRAKENSTEIN MUNISIPALITEIT GESENTRALISEERDE
KLIËNTEDIENSKOMMUNIKASIEPORTAAL VIR GROOTMAAT SMS-DATABASISOPLOSSING**

TENDER NOMMER : COMMAR 1/2025
BESKRYWING : Drakenstein Munisipaliteit Gesentraliseerde Kliëntedienskommunikasieportaal vir Grootmaat SMS-databasisoplossing
SLUITINGSDATUM : 15 Januarie 2026
SLUITINGSTYD : 10:00
Tenders sal in die openbaar geopen word in die Burgersentrum, Bergrivier Boulevard, Paarl om 10:15

INLIGTING : **Dokumentasie verkrygbaar:**
Lochnerr@Drakenstein.gov.za

Navrae in verband met die tender:

Bradley Fortuin
Tel: 021 807488
E-pos adres: Bradley@drakenstein.gov.za

Kantoorure vir afhaal van tenderdokumente

08:30 – 15:00 vanaf 27 November 2025 teen 'n nie- terugbetaalbare fooi van R450.00 betaalbaar aan Drakenstein Munisipaliteit. **Geen fooi is van toepassing indien tender dokumente elektronies versoek word nie.**

'n Verpligte terreinvergadering sal plaasvind op 4 Desember 2025 om 11:00 by die Kommunikasie en Bemarkings kantoor 4de vloer, Drakenstein Munisipaliteit wat in persoon of virtueel bygewoon moet word. Tenderaars wat nie die verpligte terreinvergadering bywoon nie, sal gediskwalifiseer word. 'n Verteenwoordiger mag slegs een tenderaar by hierdie vergadering verteenwoordig. Tenderaars wat laat opdaag vir die verpligte terreinvergadering, sal onmiddelik gediskwalifiseer word. [verwyder hierdie paragraaf indien terreinvergaderings nie van toepassing is op die tender nie]

Tenders mag slegs ingedien word op die tender dokumentasie soos voorsien word deur die munisipaliteit en moet geldig bly vir 'n minimum periode van 120 dae na tendersluiting.

Telegrafiese, telefoniese, telex, faksimilee, laat tenders of tenders per e-pos sal nie aanvaar word nie. Die Raad behou die reg voor om nie noodwendig die laagste, enigste of enige tender te aanvaar nie asook enige gedeelte van enige tender.

Tenders moet geplaas word in die tenderbus 1 in die voorportaal van die Burgersentrum, Drakenstein Munisipaliteit, Bergrivier Boulevard, PAARL, 7620. Die tenderbus 1 is oop vanaf Maandae tot Donderdae tussen 08:00 en 16:45 en op Vrydae vanaf 08:00 tot 15:30. Naweke en publieke vakansiedae is uitgesluit.

NOTA: Hierdie tender sal ge-evalueer word in terme van die Voorkeur Verkrygingsregulasies van 2022 (Staatskoerant No. 47452) en Drakenstein Munisipaliteit se Voorsieningskanaal Bestuursbeleid en sy Voorkeur Verkrygings Beleid. Neem kennis van die antwoordende kriteria soos vervat in die tender dokument.

VOORKEUR VERKRYGINGS PUNTESTELSEL: 80/20

Daar sal van die suksesvolle tenderaar verwag word om 'n geskrewe kontrakdokument in te vul en te onderteken.

Die volgende tendervoorwaardes geld (nalating om hieraan te voldoen mag lei tot diskwalifikasie van die tender):

1. Die tender is onderhewig aan die Algemene Kontrakvoorwaardes en spesiale voorwaardes.
2. Relevante spesifikasies.
3. Tenderaars moet geregistreer wees op Drakenstein Munisipaliteit se verskaffers databasis indien hulle besigheid wil doen met die munisipaliteit
4. Die belasting status vereistes soos per MBD 1 (Deel B) moet nagekom word. Geen kontrak sal toegeken word aan 'n tenderaar wie nie voldoen aan belasting vereistes op datum van toekenning nie.
5. Die tender moet ingedien word in 'n verseëelde koevert en duidelik gemerk met die tender nommer daarop en geplaas word in die tenderbus 1 voor die sluitingstyd. Indien daar nie aan hierdie vereistes voldoen word nie sal die tender as ongeldig beskou word.
6. Funksionaliteit is van toepassing op hierdie tender. Tenderaars moet 'n minimum van 70% behaal vir funksionaliteit om sodoende verder ge-evalueer te word in terme van die voorkeur verkrygings puntestelsel.

Die Burger

DR JOHAN LEIBBRANDT
STADSBESTUURDER