



CITY OF UMHLATHUZE

TENDER 8/2/1/UMH1679-25/26: APPOINTMENT OF THE SERVICE PROVIDER FOR THE MAINTENANCE OF CISCO NETWORK DEVICES FOR A PERIOD OF THREE YEARS.

And

TENDER 8/2/1/UMH1678-25/26: APPOINTMENT OF THE SERVICE PROVIDER FOR THE SUPPORT, MAINTENANCE AND UPGRADE OF THE EXISTING IP TELEPHONE SYSTEM INCLUDING CALL CENTRE MODULE

FOR THE PERIOD OF 36 MONTHS

Tenderers are hereby invited from suitably qualified suppliers for the following:

Bid Number	Bid Descriptions	Non-Refundable Tender Fee	Preferential point system	Opening Date for Bid Document Collection	Compulsory Briefing Session Date, Time and Venue	Bid Closing Date and time
8/2/1/UMH1679-25/26	APPOINTMENT OF THE SERVICE PROVIDER FOR THE SUPPORT, MAINTENANCE AND UPGRADE OF THE EXISTING IP TELEPHONE SYSTEM INCLUDING CALL CENTRE MODULE FOR THE PERIOD OF 36 MONTHS OF THREE YEARS	R 603.00	Price=80 Equity=20	01/09/2025	Date 09/09/2025, Time: 12h00 at Richards Bay Civic Centre, 2nd Floor C 222	25/09/2025 12h00
8/2/1/UMH1678-25/26	APPOINTMENT OF THE SERVICE PROVIDER FOR THE SUPPORT, MAINTENANCE AND UPGRADE OF THE EXISTING IP TELEPHONE SYSTEM INCLUDING CALL CENTRE MODULE FOR THE PERIOD OF 36 MONTHS OF THREE YEARS	R 603.00	Price=80 Equity=20	1/09/2025	Date 09/09/2025, Time: 12h00 at Richards Bay Civic Centre, 2nd Floor C 222	25/09/2025 12h00

TENDER 8/2/1/UMH1679-25/26
Note: Mandatory requirements for tenders:
Prequalification Criteria:

- The service provider must be an Authorized Cisco partner.
- The service provide must have Manage Engine Platinum Partner Certificate
- The service provide must have Sophos Platinum Partner Certificate

TENDER 8/2/1/UMH1678-25/26
Note: Mandatory requirements for tenders:
Prequalification Criteria:

- The service provider must be a Cisco Channel Partner.
- The key personnel (Engineer) must be certified on Cisco Certified Specialist - Collaboration Call Control & Mobility Implementation
- The key personnel (Engineer) must be certified on Cisco Certified Specialist - Collaboration Core.
- The key personnel (Engineer) must be certified on Cisco Black Belt Webex Collaboration Suite Deployment Stage 1 and Cisco Black Belt Webex Contact Centre Deployment Stage 1.
- The service provider must be APEX BI Co-Branded Partner.

- Regulation 44 of the Supply Chain Management Regulations** states that the Municipality may not make any award to a person who is in the service of the state (government), and if that person is not a natural person, of which any Director, Manager, Principal, Shareholder or Stakeholder is a person in the service of the state; or who is an advisor or consultant contracted with the municipality or municipal entity.
- All bids are subject to the terms and conditions contained herein and in the bid, documentation as stipulated by various legislations governing public procurement including City of uMhlathuze's policies
- uMhlathuze Municipality does not bind itself to accept the lowest or any tender and reserves the right to accept any tender in whole or in part.
- Site visit and clarification meeting, bidders must arrive on or before time stated in the tender advert for the meeting, late comers will not be allowed into the meeting, and their bid documents will not be considered for evaluation.
- uMhlathuze Municipality does not bind itself to accept the lowest or any tender and reserves the right to accept any tender in whole or in part.
- Site visit and clarification meeting, bidders must arrive on or before time stated in the tender advert for the meeting, late comers will not be allowed into the meeting, and their bid documents will not be considered for evaluation.

Submission of bids

- Sealed bids, clearly endorsed: “TENDER NO: 8/2/1/UMH1678-25/26”:** must be placed in the Bid box at the Stores and Procurement, Alton, Richards Bay **before 12:00 noon on 25 SEPTEMBER 2025.**
- The Tenderers **details and return address** must be indicated on the back of the sealed envelope in which the Tender is deposited, this is required for the purposes of returning tenders in cases where it may be require.
- Only tender documents purchased from the municipality will be considered for evaluation.
- The intention to award or cancellation notice will be published on the Municipal website.

Special Instructions

- Tender documents will not be issued on the day of compulsory briefing session and after.

Tender Documents will be available at the Customer Service Desk, Civic Centre, 5 Mark Strasse, Richards Bay, Telephone (035) 907 5996 as from **01 SEPTEMBER 2025 at 12h00 up to the day before the briefing meeting. Please note that in order to obtain a Tender Document payment of the non-refundable deposit can be made at: Rates Hall-Civic, Richards Bay or payment may also be made directly into Council’s bank account: FNB Richards Bay Account number 63039446843.**

Reference: “Tender No:, Name of Company:”

No documents will be handed out unless the tenderer or his representative produces a receipt for the deposit. Only EFT or cash will be accepted as payment method and EFT will be made in favour of uMhlathuze Municipality. It should be noted that the Rates Hall closes at 15:00 on weekdays for receipt of payments.

Should use be made of a Courier Company to collect tender documents on behalf of your company, proof of payment and arrangement for the collection of the tender documents must be emailed to ShabalalaNT@umhlathuze.gov.za, Lungi.Mbatha@umhlathuze.gov.za and Faith.Mkhwanazi@umhlathuze.gov.za.

Council will not accept responsibility for the late delivery of Tenders by courier services or any other means that are not placed in the tender box on or before the date and time of closing of the tender.

Enquiries can be directed to **Mr Lunga Mthembu**, email address MthembuL@umhlathuze.gov.za and Mr **Njabulo Mthethwa** email address MthethwaN@umhlathuze.gov.za.

It is the requirement of this tender that the successful bidder must implement a successful Corporate Social Investment (CSI).

Tenderers who have not been contacted within 120 days after the closing date of this tender must accept that their tender was unsuccessful.