



Email: Channel.ManTender@capetown.gov.za

16 September 2026

NOTICE TO TENDERERS – NO.5

TENDER NUMBER : 021S/2026/27

BOX NUMBER : 193

CLOSING DATE : 15th October 2026

DESCRIPTION : SUPPLY, IMPLEMENTATION, MAINTENANCE AND SUPPORT OF A UNIFIED CHANNEL MANAGEMENT (CONTACT CENTRE) SOLUTION WITH INTEGRATED TELEPHONY FOR THE CITY OF CAPE TOWN EMERGENCY AND NON-EMERGENCY CONTACT CENTRES

1. TENDER RELATED QUESTIONS AND RESPONSES

- Annexure A attached to this notice is a summary of all tender-related questions received from 8 - 11 September 2026.

2. REPLACEMENT PAGES

- Annexure B - Replacement pages for pages 142 - 145 of the tender document is attached to this Tender Notice. Please include these replacement pages in your tender submission.
- Changes were made to the items 2, 12, 13, 17, 21, 23 and 24 of the technical requirements included in **Returnable Schedule F.13B - Evidence to Technical Requirements 2.2.1.1.5** to align with the specifications included in C.5 Specifications.

On behalf of the Director SCM

ACKNOWLEDGEMENT OF RECEIPT FOR AND ON BEHALF OF THE TENDERER IN RESPECT OF TENDER NO. 324S/2024/25

At on this Day of2025.

Signature:

Name of Signatory:
(In ink and capitals)

Tenderer:
(Name of firm in ink and capitals)