

169 Main Street  
Private Bag 53  
Umzimkhulu  
3297



Email: [info@umzimkhululm.gov.za](mailto:info@umzimkhululm.gov.za)  
Tel: (039) 259 5000/5300  
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## OFFICE OF THE MUNICIPAL MANAGER

PROVINCE OF KWAZULU-NATAL  
KZN 435

Date issued 29/01/2026  
KZN435/25/26/008/MM/COMM

### INVITATION TO TENDER UMZIMKHULU LOCAL MUNICIPALITY

uMzimkhulu Municipality hereby invites reputable and experienced Service providers to respond on the projects below:

| PROJECT NAME   | PROPOSAL NUMBER    | BRIEFING DATE     |
|--|--------------------|-------------------|
| PROVISION WHISTLEBLOWING<br>HOTLINE SERVICES (36 MONTHS<br>CONTRACT) | ULM-MM/COMM 003/26 | 06/02/2026@ 10:00 |

Tender documents will be available on the municipal website ([www.umzimkhululm.gov.za](http://www.umzimkhululm.gov.za)) and will also be available from the cashier at **169 Main Street, uMzimkhulu, 3297** upon the **non-refundable payment of R 250 per document or a bank guaranteed cheque made out to uMzimkhulu Municipality** during working hours between **09:30am and 16:00pm** from the **03<sup>rd</sup> of February 2026**; cut-off time for buying documents is the **06<sup>th</sup> of February 2026, 15 minutes before the briefing time.**

Non-Compulsory briefing meeting is scheduled to take place at **uMzimkhulu Municipality Makhosini Building Boardroom, 247 Mzimkhulu Mlonyana Street, uMzimkhulu 3297.**

**Invalid or non-submission of the following documents will render the Tenderer disqualified; Specific Goals points will not be allocated if the required documents are not submitted / invalid.**

- Registered on Central Suppliers Database (CSD) attach proof of Registration.
- MBD 4, 8, 6.1 & 9
- Municipal rates and services certificate / billing for the directors, owners, shareholders of the company **and for the company** to confirm that Municipal rates are not in arrears for more than 90 days or.
- Attach valid lease agreement if the company is leasing the office space.
- Attach a valid lease agreement if the director is leasing accommodation.
- Attach affidavit if the account is under your parents, siblings, grandparents, and you are not paying any Municipal rates.

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- Copy of a marriage certificate if Municipal account in under your spouse.
- Certificate of Authority” to sign all documents in connection with this Tender and any contract or agreement which may arise therefrom, duly signed and dated, shall be provided by the Board of Directors of the firm and shall be attached and must be on a Company letter head example is provided on the document. Tender document must be signed by the authorized person.

**80/20 Preference Point System will be used on the following project and uMzimkhulu Local Municipal SCM policy. Functionality will be considered.**

### Second Phase of Evaluation

#### Evaluation criteria

#### Functionality

**Minimum threshold 40 points or 50%**

| Criteria  | Basis for points allocation  | Max. Points      | Verification Method   |
|---|--|------------------|---|
| Relevant Experience<br>Number of completed projects on Provision Whistleblowing Hotline Services  | 3 and above completed projects on Provision Whistleblowing Hotline Services = <b>30 Points</b>               | <b>30 Points</b> | Attach Referral letters for experience with contact references for verification.                  |
|   | 2 completed projects on Provision Whistleblowing Hotline Services = <b>15 Points</b>                         |                  |   |
| Methodology and system functional<br>Core Functionalities: <ul style="list-style-type: none"> <li>• Demonstrated experience in providing whistleblowing hotline services.</li> <li>• Compliance with data protection</li> </ul> | All aspects covered = <b>30 Points</b><br><br>All aspects covered with limited information= <b>15 Points</b> | <b>30 Points</b> | Attach project plan with screen captures clearly indicating functionalities and project timeline. |

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|   |  |                  |  |
|---|--|------------------|--|
| <ul style="list-style-type: none"> <li>and privacy regulations.</li> <li>• Robust security measures to protect whistleblower identities.</li> <li>• Ability to generate detailed and customizable reports.</li> <li>• Availability of customer support services.</li> <li>• Transparent and competitive pricing structure.</li> </ul> |  |                  |  |
| Expertise's:<br><ul style="list-style-type: none"> <li>• Qualifications in Forensic and Investigation Auditing with three years' work experience of the Team leader</li> </ul>  | 3 years' experience and above = <b>20 Points</b><br><br>2 years' experience = <b>10 Points</b> | <b>20 Points</b> | Attach CV with certified certificates. |
| Total Points  |  |                  | 80                                     |

**NB. It is compulsory for a bidder to score not less than 50% per segment in the above table. Even if the bidder has scored the 50% of threshold but scores less than 50% on one or more of the segments above the bidder will be non-responsive.**

The 80/20 scoring will apply:  
80 Price  
20 Specific goals

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### SPECIFIC GOALS

| The specific goals allocated points in terms of this tender  | Number of points allocated (80/20 system) | Verification document(s)  |
|--|---|---|
| <b>Specific goals 2: RDP Goals : Promotion of SA Owned enterprises</b>                                 |   |   |
| Companies that are 100% owned by south African citizen.<br><b>100% Points allocation =10 points</b>    | <b>Max Points<br/>10</b>                  | CIPC registration Certificate (Companies and Intellectual Property Commission)<br>Or<br>Detailed CSD report verification on CSD portal by the Municipality)<br>Or<br>Certified Copy RSA Identity document of the director(s) (verification on CSD portal by the Municipality)   |
| Companies that are 50% owned by South African citizen.<br><b>50% Points Allocation = 5 Points</b>      |   |   |
| Companies that are less than 50% owned by South African citizen.<br><b>25% Allocation = 2.5 Points</b> |   |   |
| <b>Promotion of enterprises located within KZN Province</b>  | <b>10 Points</b>                          | Preferred address on CSD report and certified copy of utility bill on property rates and services for the Enterprise or Company.<br>Or<br>Preferred address on CSD report and original letter for the Enterprise or Company from Induna / Chief/ ward Councillor.<br><br>(verification on CSD portal by the Municipality) |
| <b>TOTAL / MAXIMUM POINTS</b>  | <b>20</b>                                 |   |

180 days Price Validity

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### Contact Details

All Technical enquiries shall be directed to:

Attention : Mr. L. Mthobeni  
Telephone : (039) 259 5073  
Email Address : [mthobeniL@umzimkhululm.gov.za](mailto:mthobeniL@umzimkhululm.gov.za)

SCM Compliance enquiries shall be directed to:

Attention : Mr. S. Ndawonde  
Telephone : (039) 259 5089  
Email Address : [ndawondes@umzimkhululm.gov.za](mailto:ndawondes@umzimkhululm.gov.za)

### Closing date

Bid documents in sealed envelopes clearly indicating the **Bid number and Bid Name**, must be deposited in the tender box of uMzimkhulu Local Municipality, located at 169 Main Street, uMzimkhulu, 3297 reception area, not later than **12h: 00, 20<sup>th</sup> of February 2026** Telegraphic, telex, telephone, electronic, facsimile, and late tenders will not be accepted.

Tenders may only be submitted on the tender documentation provided by the municipality.

The uMzimkhulu Municipality Council does not bind itself to accept the lowest bidder. uMzimkhulu Municipality Supply Chain Management policy will apply.

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**DR. C. A. NGQOYIYA**  
MUNICIPAL MANAGER