

169 Main Street
Private Bag 53
Umzimkhulu
3297



Email: 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 15/10/2026.
KZN435/26/27/006/CORP

INVITATION TO TENDER UMZIMKHULU LOCAL MUNICIPALITY

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

PROJECT NAME	BID NUMBER	BRIEFING DATE
PROVISION OF ICT SUPPORT SERVICES (36 MONTHS CONTRACT)	ULM-CORP 004/27	22/10/2026@ 10:00

Tender documents will be available on the municipal website (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 300 per document or a bank guaranteed cheque made out to uMzimkhulu Municipality** during working hours between 09:30am and 16:00pm from the 20th of October 2026; cut-off time for buying documents is the 22nd of October 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.

- Tenderer must be registered on Central Suppliers Database (CSD) attach proof of Registration / provide CSD registration number.
- MBD 4,6.1, 8 & 9
- 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, functionality will be considered and uMzimkhulu Local Municipal SCM policy will apply.

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Second Phase of Evaluation

Criteria for Functionality

Minimum threshold is 77 % or 85 points

Key aspect of criterion	Basis for points allocation	Max. Points	Verification Method
Company experience: Relevant experience in provision of ICT support Services	3 completed projects in ICT support Services = 30 .	30	Attach traceable reference letters and appointment letters
	2 completed project In ICT support Services = 15		
	0-1 completed projects In ICT support Services = 0		
Expertise: The Provider must maintain access to the specialist resources below. A specialist may fulfil a maximum of two compatible roles where the bidder demonstrates the required qualifications, certification and experience for each role.			
1. Network Engineer	• NQF 6 or higher in Information and Technology • And additional certificates in CCNP, Cisco/Meraki or equivalent; • at least 5 years relevant experience = 5 points	60	Attach CV and certified copies of NQF 6 and certifications in: CCNP, Cisco/Meraki or equivalent
2. Server and Infrastructure Engineer	• NQF 6 or higher in Information and Technology; • and additional certificates in MCSA, MCSE or Vendor, or storage		Attach CV and certified copies of NQF 6 and MCSA or MCSE, Vendor or storage certifications or equivalent

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	at least 5 years relevant experience = 5 points		
3. Cybersecurity Specialist	- NQF 7 or higher in Information and Technology qualification - and additional certificates in cybersecurity - at least 5 years relevant experience = 5 Points		Attach CV and certified copies of NQF 7 and certifications on CISSP, or CISM, or CRISC, or CEH, OSCP or equivalent
4. Microsoft 365 and Cloud Specialist	- NQF 6 or higher in Information and Technology - and Microsoft based certification e.g. (Microsoft 365, Entra ID, Intune, copilot and Azure); - at least 5 years relevant experience = 5 Points		Attach CV and certified copies of NQF 6 and certifications on Microsoft role-based certification or equivalent
5. ICT Governance and Compliance Specialist	- NQF 7 or higher in Information and Technology qualification, - and Audit or Governance certification; - At least 5 years relevant experience = 5 Points		Attach CV and certified copies of NQF 7 and certifications in CISA, CISM, CGEIT, COBIT, ISO 27001 or equivalent
6. ICT Project Manager	NQF 6 or higher in project management or certification in project management e.g. (PMP,		Attach CV and certified copies of NQF 6 or certifications PMP, PRINCE2

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	Prince2); at least 5 years managing ICT projects = 5 points		Practitioner, Agile/Scrum or equivalent
7. Systems / Solutions Architect	- NQF 7 or higher in Information and Technology qualification - and IT Architect certification e.g. (TOGAF, Microsoft/AWS solution architect); - at least 7 years architecture and design experience = 5 points		Attach CV and certified copies of NQF 7 and certifications TOGAF, Microsoft/Azure/AWS Solutions Architect or equivalent
8. Database Specialist	- NQF 6 or higher in Information and Technology qualification; and additional certificates database administration (e.g. SQL, Oracle) - at least 5 years database administration and optimization = 5 Points		Attach CV and certified copies of NQF 6 and certifications in Microsoft SQL or cloud database certification or equivalent
9. Disaster Recovery and Business Continuity Specialist	- NQF 6 or higher in Information and Technology qualification; - and additional certificate in business continuity (e.g. CBCI or vendor certificates)		Attach CV and certified copies of NQF 6 and certifications in CBCI, Veeam or equivalent

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	at least 5 years in backup, recovery and continuity = 5 Points		
10. Unified Communications and Collaboration Specialist	- NQF 6 or higher in Information and Technology qualification or vendor certificates - at least 5 years in collaboration and voice platforms= 5 Points		Attach CV and certified copies of NQF 6 or certifications in Microsoft Teams, voice or equivalent certification
11. Enterprise Application Specialist	- NQF 6 or higher in Information and Technology qualification or vendor certificates - at least 5 years in enterprise systems, integration or application support = 5 points		Attach CV and certified copies of NQF 6 in IT or certifications Relevant application, integration or vendor certifications
12. Business Analysis	- NQF 6 or higher in Information Technology: - At least 5 years in business analysis = 5 points		Attach CV and certified copies of NQF 6 or higher in IT: Business Analysis or Business applications or equivalent
Methodology: The proposed methodology must address scope	All aspects covered = 20 points	20	Detailed technical methodology submitted

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of work (1. Infrastructure and data centre services, 2. Network services, 3. Cybersecurity services, 4. Microsoft Modern Workplace and cloud services, 5. ICT governance, risk and compliance, 6. Architecture and technical advisory services, 7. Database and enterprise application services, 8. Disaster recovery and business continuity, 9. ICT project, quality assurance and procurement support, 10. Unified communications and collaboration	All aspects covered with limited information= 10 points		by bidder.
	Not all aspects covered = 0 points		
TOTAL POINTS		110	

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 77 % or 85 points of threshold but scores less than 50% on the segments above the bidder will be non-responsive

NB: Bidders must score full 100% in Expertise segments.

The 80/20 scoring will apply.

80 Price

20 Specific goal

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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)
Specific goals 2: RDP Goals		
Companies that are 100% owned by south African citizen. 100% Points allocation =20 points	20 Points	CIPC registration Certificate (Companies and Intellectual Property Commission) Or Detailed CSD report verification on CSD portal by the Municipality) Or 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. 50% Points Allocation = 10 Points		
Companies that are less than 50% owned by South African citizen. 25% Points Allocation = 5 Points		
TOTAL POINTS	20	

180 days Price Validity

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Contact Details

All Technical enquiries shall be directed to:

Attention : Mr. G. Mngqundaniso
Telephone : (039) 259 5018
Email Address : mngqundanisog@umzimkhululm.gov.za

SCM Compliance enquiries shall be directed to:

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

Closing date

Tender documents 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, 06th of November 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