



Email: Channel.ManTender@capetown.gov.za

01 September 2026

NOTICE TO TENDERERS – NO.2

TENDER NUMBER : 021S/2026/27

BOX NUMBER : 193

CLOSING DATE : Extended from 16 September 2026 to 15 October 2026

CLOSING TIME : 10:00

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

PURPOSE OF NOTICE:

- Extension of closing date;
- Replacement of page 25 of the advertised tender document;
- Replacement of pages 124 to 129 of the advertised tender document

Tenderers are hereby notified that, in accordance with Clause 197 of the City's Supply Chain Management Policy, the closing date for Tender 021S/2026/27 has been extended from **16 September 2026** to **15 October 2026**. All tender submissions must therefore be submitted by the revised closing date and time as stipulated in this Tender Notice.

A replacement page for page 1 of the tender document is attached to this Tender Notice.

In addition

Also, for Tenderers to note the replacement pages **25** and **124 to 129** of the advertised tender document: Schedule F.4: Preference Points Claim Form in Terms of the Preferential Procurement Regulations 2022

Specific Goal 3 has been amended such that it is now based on Total Expenditure. It is no longer based on Total Profit as contained in the earlier version.

Extract page 25

3	Skills Development OR Employee Share Scheme	3
	Skills Development > 5% of total expenditure = 3 points > 3% up to 5% of total expenditure = 2 points >= 1% up to 3% of total expenditure = 1 points < 1% of total expenditure = 0 points OR Employee Share Scheme > 15% employee ownership = 3 points > 10% up to 15% employee <u>ownership</u> = 2 point >= 5% up to 10% employee <u>ownership</u> = 1 point < 5% employee <u>ownership</u> = 0 point	

Extract page R124R

SG3.1 Skills Development	(v) Total Skills Development Expenditure	
	(vi) Total expenditure	

Replacement pages **R25** and **R124R to R129** of the tender document is attached to this Tender Notice.

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)