

MAKHADO LOCAL MUNICIPALITY

TENDER NO. 56 OF 2017

SUPPLY, DELIVERY AND COMMISSIONING OF A CLOUD CALL CENTER AND ONLINE HELPDESK (TICKETING APPLICATION) FOR 3 USERS (2 AGENTS & 1 ADMINISTRATOR)

Expertise in the field of Information Communication Technology (ICT) call logging systems, are invited to tender for the **supply, delivery, installation and commissioning of a cloud call center and online helpdesk (ticketing application) for 3 Users (2 Agents & 1 Administrator) at the municipal 24/7 call centre** for improvement of customer care.

Bidders are requested to bid as per specification attached to the bid documents that will be obtainable on **11 July 2017** at Room No B045, Ground Floor, Civic Center, 83 Krogh Street, upon payment of a non-refundable amount of **R500.00**.

A **compulsory briefing session** will be held on **Friday, 14 July 2017** at **09H00** at Council Chamber, Ground Floor, Civic Center, 83 Krogh Street, Makhado.

Completed bid documents signed by a duly authorized person, sealed in an envelope clearly marked *“Tender No. 56 of 2017: Supply, Delivery and Commissioning Of A Cloud Call Center And Online Helpdesk (Ticketing Application) For 3 Users (2 Agents & 1 Administrator)”* must reach the undersigned by depositing it into the tender box at the foyer of the main entrance to the Civic Centre by no later than **12:00 on Friday, 28 July 2017** when all tenders received will be opened in public in the Executive Committee Chamber, First Floor, Civic Centre, No. 83 Krogh Street, Makhado.

The Municipality is not bound to accept the lowest or any bid and reserves the right to accept any part of a bid. Bids must remain valid for a period of ninety (90) days after closing date of submission thereof. Submitted tenders will be evaluated on **80/20** score points and functionality.

Bids which are late, incomplete, unsigned or submitted in pencil or by telegraph or facsimile or electronically by e-mail, or not having the following documents attached for evaluation or not complying with the tender specifications, will not be evaluated and will be disqualified:

- Valid Tax clearance certificate issued with pin
- A copy of Company Registration Certificate
- Certified copy/copies of company owner(s) ID Book(s) not older than 3 months
- BBBEE Certificate (For Preferential Points) not older than 3 months
- CSD Summary Report
- Proof of latest payment for municipal bill/accounts and rates / Lease Agreement / Letter from Tribal Authority.

All technical enquiries can be directed to the Director Corporate Services, Mr N C Kharidzha at tel no 015 519 3209, while procurement enquiries can be directed to Mr. Mathivha N.A at (015) 519 3044.

Civic Centre
83 Krogh Street
MAKHADO
Notice No. 155 of 2017
File No. 8/3/2/1497

MR M J KANWENDO
ACTING MUNICIPAL MANAGER