

**MAKHADO LOCAL MUNICIPALITY  
TENDER NO 9 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 **14 February 2017** at the 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 **Thursday, 16 February 2017 at 8:30** 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. 9 of 2017 : Cloud Call Center and Online Helpdesk for 24/7 Call Center*" must reach the undersigned by depositing it into the tender box at the foyer of the main entrance to the Civic Centre by not later than **12:00 on Friday, 10 March 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
- Certified copy of BBBEE Certificate (For Preferential Points)
- CSBD Summary Report
- Proof of membership with any acknowledged registered professional body in the field, e.g. ISACA or any other related body
- Proof of latest payment for municipal bill/accounts and rates/Lease agreement/ Letter from Tribal authority (not older than 3 months).

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 N.A Mathivha at (015) 519 3044.

Civic Centre  
83 Krogh Street  
MAKHADO  
Notice No. 18 of 2017  
File No. 8/3/2/1388

**MR M J KANWENDO  
ACTING MUNICIPAL MANAGER**