

**THE MSUNDUZI MUNICIPALITY**

**TENDER NOTICE**

**CONTRACT No. SCM 39 OF 25/26**

**SUPPLY, INSTALLATION AND MAINTENANCE OF A CLOUD-HOSTED PRIVATE  
AUTOMATED BRANCH EXCHANGE (PABX) TELEPHONY SERVICES FOR MSUNDUZI  
MUNICIPALITY**

The Msunduzi Municipality hereby invites tenders from suitably qualified and experienced Tenderers to propose a suitable, cost-effective solution for the Supply, Installation and Maintenance of a Cloud-Hosted Private Automated Branch Exchange (PABX) Telephony Services for the Msunduzi Municipality for a Period of thirty (36) Months.

Tender documents will be made available to tenderers from **12h00 on 28 January 2026**. Tender documents can be downloaded and printed at the Tenderer's cost from the National Treasury e-Tender Publication Portal on [www.etenders.gov.za](http://www.etenders.gov.za).

Printed copies of the tender documents shall also be available from the Supply Chain Management Unit Offices, 5<sup>th</sup> Floor, A S Chetty Centre, 333 Church Street, Pietermaritzburg, 3201, as from the abovementioned date and time, at a non-refundable tender deposit fee of **R1 327.86 (including VAT)** for each document drawn. Only cash or EFT payments will be accepted.

For any technical related enquiries regarding the Specifications, Tenderers must contact Sibusiso Ndlela (ICT Business Unit) on either Tel. No. 033-392 229 3 or e-mail: [sibusiso.ndlela@msunduzi.gov.za](mailto:sibusiso.ndlela@msunduzi.gov.za).

For any procurement related enquiries, Tenderers must contact Vinesh Govender (Supply Chain Management Sub-Unit) on Telephone No. 033 – 392 2027 or e-mail address [vinesh.govender@msunduzi.gov.za](mailto:vinesh.govender@msunduzi.gov.za).

A **compulsory Tender Briefing Meeting** will be held at **10h00 on Thursday, 12 February 2026**, in Auditorium No. 1, 1<sup>st</sup> Floor, Bessie Head Library, 260 Church Street, Pietermaritzburg, 3201. An official will chair the meeting and answer queries raised by prospective Tenderers. Any amendment to the tender documentation arising from such answers will be circulated in terms of the meeting's attendance register.

Tenders must be submitted both in hard copy and on a CD/USB Flash Drive contained in sealed envelopes and marked with "**Contract No. SCM 39 of 25/26**" and the **Contract Description**, must be placed in the Tender Box located at the Msunduzi Municipality's Central Stores, 2 Abattoir Road (off Kershaw Street), Pietermaritzburg, 3201 (co-ordinates - 29.6126297;30.3610014), not later than **12h00 on Wednesday, 04 March 2026**, when they will be publicly opened. Only tenders placed in the Tender Box shall be accepted.

**Tender Validity Period:** Four (4) months commencing from the closing date of tender.

**Tender Evaluation & Adjudication Criteria:** The tender shall be evaluated on a Two Stage Evaluation System, Stage One Functionality and Stage Two 80/20 Preference Point System. Adjudication criteria will be as per the tender document, the allocation of points will be in line with specific goals as prescribed in terms of the Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, Act No. 5 of 2000, including Chapter 4 of the Public Procurement Act No. 28 of 2024.

The Functionality for Stage One shall be evaluated on the following criteria:

No.	Criteria	Max Points Awarded
1	Project Methodology	20
2	Project Plan	20
3	Company Experience	20
<b>Total Points Awarded</b>		<b>60</b>
<b>Minimum Threshold</b>		<b>50 Points</b>

The allocation of Preference Points will be according to the following Specific Goals:

Specific goals	Description	Max Points Awarded
BOE	≥ 51% Black Owned Enterprise or 51% management Control by South African Black People.	8
WOE	≥ 51% Woman Owned Enterprise and Controlled by one or more woman or 51% Management control by one or more woman.	8
Locality	Business Situated Within the Msunduzi Municipality's Area of Jurisdiction	4
<b>Total Preference Points</b>		<b>20</b>

The Msunduzi Municipality does not bind itself to accept the lowest or any tender and reserves the right to accept the whole or any part of a tender. Each tenderer will be informed of the tender result.

The Msunduzi Municipality expects businesses within the Pietermaritzburg and Midlands Region to support its contract and BEE/SMME initiatives.

**MRS. N M NGCOBO (ACTING CITY MANAGER)**