

**Tender Number: TENDER 2021/068**

**Tender Title: ICT OPERATIONS MAINTENANCE AND SUPPORT**

**T1.1 TENDER NOTICE AND INVITATION TO TENDER**

Umgeni Water is a state owned business enterprise and it operates within the South African legislative parameters of the Water Services Act 108 of 1997, Public Finance Management Act 1 of 1999 and Public Audit Act 25 of 2004.

Competent and experienced service providers are invited to tender for the following:

**ICT OPERATIONS AND SUPPORT FOR A FIVE (5) YEAR PERIOD**

In addition to the Eligibility Criteria specified in Clause F2.1 of the tender document, tenderers are required to fulfil the following:

Vendor Accreditation:

- (i) Microsoft Datacentre Partner
- (ii) Microsoft Messaging Partner
- (iii) Microsoft Collaboration and Content Partner
- (iv) HPE Services Delivery Partner
- (v) VMware Solution Provider
- (vi) Cisco Partner
- (vii) Trend Partner
- (viii) Mitel Partner

Tenderers are required to achieve at least 35% Contract Participation Goals (CPG) including a minimum 10% Black Women participation and another 10% for Local participation of the value of goods, services and works paid to one or more targeted enterprises to comply with Umgeni Water's BBBEE policy initiative.

Evaluation method:

The tender will firstly be evaluated on eligibility. If found to be eligible, it will be further evaluated in two stages i.e.

- Functionality shall be assessed. A minimum functionality score of **70 points** is required for the tender to be considered further.
- Price & Preference using the **80/20** Preference Point Scoring System in terms of PPPFA

The physical address for collection and submission of tender documents and the submission of tenders is:

**Umgeni Water, 310 Burger Street, Pietermaritzburg.**

Tender documents are available from the Supply Chain Management Office. Documents will be issued by email, upon request and submission of proof of payment to [samantha.maduray@umgeni.co.za](mailto:samantha.maduray@umgeni.co.za) **with the following details: name of company, name of contact person, contactable cell phone number and telephone number and valid e-mail address.** Documents will only be issued in electronic format, during working hours from 09h00 to 15h00 from **22 February 2021 to 5 March 2021.** No tender documents will be issued after the stipulated document sale or issuing period indicated above and no concessions will be made for tenderers who do not purchase tender documents during the said period.

**Tender documents shall only be sold during the said period and hours.**

A non-refundable tender fee of **R 200.00** payable by Electronic Fund Transfer is required before issuing the Tender Document. Proof of EFT payment is to be provided on collection. The said transfers may be made to:

BANK NAME; NEDBANK LIMITED  
ACCOUNT NAME: UMGENI WATER BOARD – MAIN ACCOUNT  
ACCOUNT NUMBER: 1196366594  
REFERENCE: TENDER NO. **2021/068** and Company Name.

**NOTE: 1 TENDER DOCUMENTS SHALL NOT BE ISSUED IF INCORRECTLY REFERENCED.  
2 TENDERER TO FORWARD NOTIFICATION OF PAYMENT BY E-MAIL TO SAMANTHA MADURAY AT [samantha.maduray@umgeni.co.za](mailto:samantha.maduray@umgeni.co.za)**

**NOTE: NO CASH PAYMENT WILL BE ACCEPTED WHEN ISSUING TENDER DOCUMENTS**

Queries relating to the issue of these documents shall be addressed to: Samantha Maduray, Tel No.: 033 341 1044 e-mail: [samantha.maduray@umgeni.co.za](mailto:samantha.maduray@umgeni.co.za)

Due to the national lockdown restrictions, there will be no compulsory clarification meeting for the tender. No tender documents will be issued after the stipulated collection period indicated above. Directly after the issuing period, a period of one (1) week will be allocated for tenderers to submit queries. Prospective tenderers will be issued with a document with an overview regarding the tendering procedures, scope of work and additional details. Tenderers must ensure that they forward contact details for their respective representatives to [samantha.maduray@umgeni.co.za](mailto:samantha.maduray@umgeni.co.za) for future communication relating to the tender.

The closing time for submission of tenders is **12h00 on 25 March 2021.**

Tenders are to be deposited in the tender box located outside the main entrance at **Umgeni Water, 310 Burger Street, Pietermaritzburg.**

Persons aggrieved by decisions or actions taken by Umgeni Water, may lodge an appeal within 7 days of the date of the intention to award advertisement appearing in the relevant print media.

The appeal (clearly stating reasons for appeal) and queries with regard to the decision of award are to be directed, in writing only to the Supply Chain Management Office,  
Attention: Supply Chain Management  
Email: [appeals@umgeni.co.za](mailto:appeals@umgeni.co.za)

Note that appeals not addressed to the abovementioned email will not be considered.

*Umgeni Water's standard conditions of tender are available on Umgeni Water's website [https://www.umgeni.co.za/pdf/cm009\\_standard\\_conditions\\_of\\_tender.pdf](https://www.umgeni.co.za/pdf/cm009_standard_conditions_of_tender.pdf)*

*For any other tender adverts, please visit this website.*

***Umgeni Water Reserves the Right to Award the Contract In Whole or In Part***