



MBD1

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE THULAMELA MUNICIPALITY					
BID NUMBER:	10/2026/2027	CLOSING DATE:	23 SEPTEMBER 2026	CLOSING TIME:	11:00 AM
DESCRIPTION	IMPLEMENTATION OF A CITIZEN INTERACTION AND SERVICE REQUEST MANAGEMENT SOLUTION WITH THREE (3) YEARS SUPPORT				

THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (MBD7).

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX
SITUATED AT (STREET ADDRESS

OLD AGRIVEN BUILDING

THOHOYANDOU

0950

SUPPLIER INFORMATION

NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER		CODE		NUMBER	
CELLPHONE NUMBER					
FACSIMILE NUMBER		CODE		NUMBER	
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
TAX COMPLIANCE STATUS		TCS PIN:		OR	CSD No:
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]		☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT ☐ Yes ☐ No	

[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES, ANSWER PART B:3]
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TOTAL NUMBER OF ITEMS OFFERED

TOTAL BID PRICE

R

SIGNATURE OF BIDDER

DATE

CAPACITY UNDER WHICH THIS BID IS SIGNED

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:

TECHNICAL INFORMATION MAY BE DIRECTED TO:

DEPARTMENT	FINANCE	CONTACT PERSON	MR DAVHULA K
CONTACT PERSON	MUDZILI TP	TELEPHONE NUMBER	015 962 7718
TELEPHONE NUMBER	015 962 7629	FACSIMILE NUMBER	
FACSIMILE NUMBER	015 962 4020	E-MAIL ADDRESS	davhulak@thulamela.gov.za
E-MAIL ADDRESS	mudzilip@thulamela.gov.za		



MBD1

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:	
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.	
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED--(NOT TO BE RE-TYPED) OR ONLINE	
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.	
2. TAX COMPLIANCE REQUIREMENTS	
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.	
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.	
2.3 APPLICATION FOR THE TAX COMPLIANCE STATUS (TCS) CERTIFICATE OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA .	
2.4 FOREIGN SUPPLIERS MUST COMPLETE THE PRE-AWARD QUESTIONNAIRE IN PART B:3.	
2.5 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.	
2.6 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.	
2.7 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.	
3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS	
3.1. IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO
3.2. DOES THE ENTITY HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
3.3. DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
3.4. DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO
3.5. IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	☐ YES ☐ NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.	

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.
NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

DATE:



THULAMELA MUNICIPALITY

Civic Centre,
Old Agriven Building,
Private Bag X5066
Thohoyandou, 0950
Limpopo Province
Tel: (015) 962 7500
Fax: (015) 962 4020
(015) 962 5328

INVITATION TO BID

IMPLEMENTATION OF A CITIZEN INTERACTION AND SERVICE REQUEST MANAGEMENT SOLUTION WITH THREE (3) YEARS SUPPORT

Thulamela Municipality invites service providers for provision of the following service:

Bid Number	Project Description	Non-Refundable Bid Price	Contact Person	Evaluation Criteria
No.:10/ 2026 /2027	Implementation of a citizen interaction and service request management solution with three (3) years' support	R4.00 per page or can be downloaded from the Thulamela website (www.thulamela.gov.za) for free	Mr Davhula K. (015 962 7718) and/or Mr Mudzili T.P. (015 962 7629)	80/20 Preference points system and functionality

Tender documents are obtainable from Procurement Office, Office No. 02 at Thulamela Local Municipality Head Office, during the following times: 08:00 to 15:30 (Monday to Friday) at a non-refundable bid price of R4.00 per page from 21 August 2026 to 23 September 2026 or can alternatively be downloaded from the Thulamela website (www.thulamela.gov.za) for free. The tenderer(s) should also download SCM forms that are found in the Documents SCM-FORMS folder on the website and complete them as part of the Bid documents.

The service providers must submit the completed Bid documents (in black ink) and hand deliver or courier them to Thulamela Municipality. All completed Bid documents (hand delivered or couriered) must be dropped in the BID BOX before the closing date and time of the Bids' closure. The onus is on the service providers to ensure that the Bid documents are submitted on time, and late submissions will not be accepted.

Interested service providers will be expected to submit the Bid documents with the following compulsory requirements

- Tax Compliance Status Letter or Tax Compliance Pin Number.
- Company registration documents (e.g., CK).
- Proof of registration on CSD.
- Bidders must submit proof that municipal rates and taxes for both the company and its director(s) are not in arrears for more than three (3) months, and such proof must not be older than three (3) months from the closing date of advertisement. Where the business operates from leased premises, a valid lease agreement must be attached. Where a director does not own property or is renting, a valid lease agreement must also be provided. If the bidder resides or operates in an area where municipal services are not billed, an official signed and stamped letter from the relevant local municipality, not older than three (3) months from the date of advertisement, must be submitted confirming that the area is not subject to municipal billing and that the bidder is formally exempted from municipal service charges.
- List of similar projects completed in the last 5 years by the company with client's contact details, descriptions, and contract values (Attach signed appointment letters and/or purchase orders)

Bids will be assessed under the provisions of the following Acts and their Regulations: Municipal Finance Management Act (Act 56 of 2003); PPPFA, Supply Chain Management Policy of the municipality, in accordance with the specifications and in terms of the 80/20 preferential points system and functionality.

Functionality Score Table:

EVALUATION CRITERIA	POINTS ALLOCATED
Project personnel (Qualifications and Curriculum Vitae)	55%
Implementation methodology	25%
Relevant Implementation experience	10%
Solution demonstration document	10%
TOTAL	100%

Functionality will be scored out of 100%, and bidders scoring below 70% will be disqualified from further evaluation.

Specific Goals Categories (CSD will be used for verification)	Number of Points (80/20 system) 20 Points breakdown
1. 100% Black ownership	10
2. 100% Women ownership	5
3. Youth	3
4. Disability (Medical certificate will be used to verify the disability status of the bidder).	2

Sealed bid documents must be submitted in envelopes clearly indicating "BID NUMBER AND DESCRIPTION" on the outside and must reach the undersigned by depositing it into the official Bid Box at the front of the main entrance to Thohoyandou Civic Centre, Old Agriven Building, Thohoyandou, by no later than 11H00 on, 23 September 2026.

The Municipality is not bound to accept the lowest 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 the submission thereof.

Bids may only be submitted on the bid documentation provided by the municipality.

NB: Bids which are late, incomplete, unsigned, completed by pencil, sent by telegraph, facsimile, electronically (Fax), or E-mail and without the compulsory requirements will be disqualified.

SIGIDI KTM
MUNICIPAL MANAGER

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INVITATION TO BID

PROCUREMENT OF ACCESS CONTROL REVAMP AND EXTENSIONS WITH THREE (3) YEARS MAINTENANCE SUPPORT

Thulamela Municipality invites service providers for provision of the following service:

Bid Number	Project Description	Non-Refundable Bid Price	Contact Person	Evaluation Criteria
No.:11/ 2026 /2027	Procurement of access control revamp and extensions with three (3) years maintenance support	R4.00 per page or can be downloaded from the Thulamela website (www.thulamela.gov.za) for free	Mr Davhula K. (015 962 7718) and/or Mr Mudzili T.P. (015 962 7629)	80/20 Preference points system and functionality

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- List of similar projects completed in the last 5 years by the company with client's contact details, descriptions, and contract values (Attach signed appointment letters and/or purchase orders)

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Functionality Score Table:

EVALUATION CRITERIA	POINTS ALLOCATED
Appointment and reference letters for the installation of access control	40% MAX
Valid accreditation certificate from the vendor	20% MAX
Project manager with ISO 27001-2022 certificate	15%
Accredited installer, certified for vendor access control	10%
Valid Reseller letter with letterhead from the distributor	10%
Project implementation plan	5%
TOTAL	100%

Functionality will be scored out of 100%, and bidders scoring below 70% will be disqualified from further evaluation.

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THULAMELA MUNICIPALITY INVITATION TO BID

IMPLEMENTATION OF A CITIZEN INTERACTION AND SERVICE REQUEST MANAGEMENT SOLUTION WITH THREE (3) YEARS SUPPORT

Thulamela Municipality invites prospective service providers for the provision of the following service:

BID NUMBER	DESCRIPTION	NON-REFUNDABLE BID PRICE	CONTACT PERSON	EVALUATION CRITERIA
NO: 10/2026/2027	Implementation of a citizen interaction and service request management solution with three (3) years support	R4.00 per page or can be downloaded from Thulamela website (www.thulamela.gov.za) for free	Mr Davhula K. (015 962 7718) and/or Mr Mudzili T.P. (015 962 7629)	80/20 preference points system and functionality

Tender documents are obtainable from the Procurement Office, Office No. 02 at Thulamela Local Municipality Head Office, during the following times: 08:00 to 15:30 (Monday to Friday) at a **non-refundable bid price of R4.00 per page** as from **21 August 2026 to 23 September 2026** or can alternatively be downloaded from the Thulamela website (www.thulamela.gov.za) for free. The tenderer(s) should also download SCM forms that are found in the Documents SCM-FORMS folder on the website and complete as part of the Bid documents.

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Interested service providers will be expected to submit the Bid documents with the following compulsory requirements:

- ❖ Tax Compliance Status Letter or Tax Compliance Pin Number.
- ❖ Company registration documents (e.g., CK).
- ❖ Proof of registration on CSD.
- ❖ Bidders must submit proof that municipal rates and taxes for both the company and its director(s) are not in arrears for more than three (3) months, and such proof must not be older than three (3) months from the closing date of advertisement. Where the business operates from leased premises, a valid lease agreement must be attached. Where a director does not own property or is renting, a valid lease

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Bids will be assessed under the provisions of the following Acts and their Regulations: Municipal Finance Management Act (Act 56 of 2003); PPPFA, Supply Chain Management Policy of the municipality, in accordance with the specifications and in terms of the **80/20 preferential points system and functionality**.

Functionality Score Table:

EVALUATION CRITERIA	POINTS ALLOCATED
Project personnel (Qualifications and Curriculum Vitae)	55%
Implementation methodology	25%
Relevant Implementation experience	10%
Solution demonstration document	10%
TOTAL	100%

Functionality will be scored out of 100%, and bidders who score less than 70% will be disqualified for further evaluation.

Specific Goals Categories (CSD will be used for verification)	Number of Points (80/20 system) 20 Points breakdown
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SIGIDI K.T.M.
MUNICIPAL MANAGER


DATE

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1. INVITATION TO BID

Thulamela Local Municipality hereby invites suitably qualified and experienced service providers to submit proposals for the supply, implementation, configuration, training, and support of a Citizen Interaction & Service Request Management Solution.

The solution must provide a centralised platform for managing citizen service requests through digital communication channels, improving service delivery visibility, accountability, response times, and reporting.

2. PROJECT TITLE

IMPLEMENTATION OF A CITIZEN INTERACTION & SERVICE REQUEST MANAGEMENT SOLUTION.

3. PROJECT BACKGROUND

Thulamela Local Municipality is committed to improving service delivery, strengthening citizen engagement, and modernising municipal operations through the adoption of digital technologies. As part of its Digital Transformation Programme, the Municipality seeks to implement an integrated Citizen Interaction and Service Request Management Solution that will provide residents with convenient digital channels to report service delivery issues, submit requests, monitor progress, and receive real-time feedback.

Currently, citizen interactions are often managed through fragmented communication channels, resulting in limited visibility of requests, delayed response times, manual tracking processes, and challenges in measuring departmental performance. The Municipality requires a centralised platform that will improve accountability, transparency, responsiveness, and operational efficiency across all service delivery departments.

The proposed solution will establish a single source of truth for citizen requests and interactions by integrating **WhatsApp, Web Portal, and Mobile Application communication channels** with **workflow automation, case management, field service operations, performance monitoring, and management reporting capabilities**.

The solution will support the Municipality's vision of becoming a modern, citizen-centric local government institution capable of delivering efficient, accessible, and responsive municipal services.

4. STRATEGIC OBJECTIVES

The implementation of the Citizen Interaction & Service Request Management Solution aims to achieve the following strategic objectives:

4.1 Improve Citizen Accessibility

Provide citizens with convenient digital channels through WhatsApp, Web Portal and a mobile Application to engage with the Municipality and report service delivery issues all times.

4.2 Enhance Service Delivery Management

Enable the efficient capture, routing, assignment, monitoring, and resolution of service requests across municipal departments.

4.3 Increase Accountability and Transparency

Provide citizens and municipal management with visibility into service request status, progress, turnaround times, and outcomes.

4.4 Improve Operational Efficiency

Reduce manual processes through workflow automation, electronic case management, automated notifications, and digital record keeping.

4.5 Strengthen Performance Monitoring

Provide real-time dashboards, reporting tools, and analytics to support management decision-making and performance oversight.

4.6 Improve Response and Resolution Times

Support service level monitoring and escalation processes to ensure requests are addressed within defined service standards.

4.7 Support Field Service Operations

Enable field personnel to receive assignments electronically, update job progress, capture evidence of work completed, and provide real-time feedback to the central system.

4.8 Support Digital Transformation

Contribute to the Municipality's broader Digital Transformation and Smart Municipality initiatives through the implementation of modern citizen engagement technologies.

4.9 Improve Data-Driven Decision Making

Provide management with accurate and reliable information on service delivery trends, citizen concerns, departmental workloads, and service performance indicators.

4.10 Promote Good Governance

Support improved record management, auditability, transparency, and compliance with applicable legislation, not limited to the following:

- Local Government: Municipal Systems Act (Act 32 of 2000)
- Municipal Finance Management Act (MFMA)
- Protection of Personal Information Act (POPIA)
- Promotion of Access to Information Act (PAIA)

5. SCOPE OF WORK

The successful bidder shall provide a web-based citizen engagement platform that enables citizens to log, track, and receive updates on service requests through:

5.1 Mandatory Communication Channels

- WhatsApp Business Integration
- Citizen Self-Service Web Portal
- Mobile Application (IOS, Android, etc.)

5.2 Functional Requirements

5.2.1 Citizen Service Request Management

The system must allow citizens to:

- Log service requests via WhatsApp.
- Log service requests via a web portal.
- Log service requests via a Mobile Application.
- Attach supporting documents and images.
- Capture location/address information.
- Receive a unique reference number.
- Track request progress online.
- Receive status notifications and updates.

Examples of service requests include:

- Water leaks
- Electricity faults
- Refuse removal complaints
- Road defects and potholes
- Streetlight faults
- Sewer blockages
- Illegal dumping
- Traffic Related
- Law Enforcement
- General municipal enquiries

5.2.2 Workflow Management

The solution must provide:

- Automated case creation.
- Case assignment to responsible departments.
- Escalation workflows.
- Service request prioritisation.
- Status management.
- SLA monitoring and tracking.
- Audit trail of all actions performed.

5.2.3 Service Dispatch & Field Operations

The system must support:

- Assignment of service requests to field personnel.
- Mobile access for field workers.
- GPS location viewing.
- Job status updates.
- Completion reporting.
- Upload of completion photographs.

5.2.4 3.4 Notifications & Communication

The system must provide automated notifications through:

- WhatsApp
- Email
- Application (OS, Android, etc.)

Notifications should include:

- Request received
- Request assigned
- Request in progress
- Request completed
- Request escalated

5.2.5 Management Dashboard

The solution must include dashboards displaying:

- Open requests
- Requests by department
- Requests by ward/area
- SLA performance
- Escalated cases
- Completed cases
- Response and resolution times

5.2.6 3.6 Reporting & Analytics

The system must generate reports including:

- Service request statistics
- Department performance reports
- SLA compliance reports
- Citizen interaction reports
- Monthly and annual management reports

Reports must be exportable to:

- PDF
- Excel

5.2.7 Technical Requirements

The proposed solution must:

- Be web-based and cloud-ready.
- Support role-based user access.
- Support secure authentication.
- Maintain a centralised database.
- Provide data backup and recovery mechanisms.
- Be POPIA compliant.
- Support integration through APIs.
- Be accessible through standard web browsers, e.g. Brave, Chrome, Edge, Safari, etc.

5.2.8 Training & Knowledge Transfer

The successful bidder shall provide:

- Administrator training.
- Supervisor training.
- End-user training.
- User manuals.
- System administration documentation.

5.2.9 Support & Maintenance

The bidder shall provide:

- Helpdesk support.
- Corrective maintenance.
- Software updates.
- System monitoring.
- Technical support for a minimum period of twelve (12) months after implementation.

6. PROJECT DELIVERABLES

The successful bidder shall deliver:

1. Configured Citizen Interaction Solution.
2. WhatsApp Integration.
3. Citizen Web Portal.
4. Mobile Application.
5. Workflow & Case Management Module.
6. Field Worker Mobile Functionality.
7. Dashboards and Reporting Module.
8. User Training.
9. Technical Documentation.
10. Support and Maintenance Services

7. CONTRACT PERIOD

The contract period for the implementation and support of the Citizen Interactive Solution module 36 (Thirty-Six) Months.

8. PRICING SCHEDULE

Bidders must provide detailed, itemised pricing for all components. All pricing must be in South African Rand (ZAR). Prices will increase annually in line with the Consumer Price Index.

Description	Per Units	Unit Price Excl. VAT	Total Price Excl. VAT
Solution –“IF” Development Process Phase			
Solution Implementation and Configuration			
Licences (Annual)			
Omnichannel Communication Integration (Email, SMS, WhatsApp, App)			
User Training and Change Management Programme			
Annual Support and Maintenance from Year2			
Other Operational Costs – (specify in narrative)			

9. EVALUATION CRITERIA

Functionality will be scored out of 100%, and bidders scoring below 70% will not be considered for further evaluation.

Evaluation Criterion (Relevant degree is 3years IT, BCom, & related)	Total Points Allocated
Project Personnel (Qualifications and Curriculum Vitae)	55
SABSA Certificate; 10 or more years of enterprise implementation lead and governance, experience on comparable projects, with relevant Degree.	20
CISSP Certification; 0 to 5 years of Cybersecurity experience.	15
Project Manager, Project Management Certificate (PMP/Prince 2); 4 to 7 years of enterprise implementation experience, with relevant Degree.	10
Implementation and Training Lead, demonstrated municipal or public sector facilitation and transformation experience & IT degree or equivalent; 0 to 5 years in comparable roles with relevant degree	5
Support and Technical Implementation Team experience, & IT degree or equivalent; 2 or more years of relevant technical experience	5
Implementation Methodology	25
Structured implementation methodology with milestones and quality gates	5
Demonstrated understanding of the municipal operating environment	5
Governance and compliance approach, including POPIA and MFMA alignment	5
Change management strategy and structured training programme	5
Support and sustainability model for the post-implementation period	5
Relevant Implementation Experience	10
Two or more formal reference letters on official Letterhead from similar projects confirming comparable implementations – [5 each]	10
Solution Demonstration Document	10
Comprehensive and professionally presented demonstration document covering all prescribed modules in line with Paragraph 5	10
Partially presented demonstration document with significant gaps	5
TOTAL	100

Thulamela Local Municipality reserves the right to accept or reject any bid, in whole or in part, without providing reasons, in accordance with applicable procurement legislation.

10. Reference

The following is a statement of similar work carried out by the company/ies in the last five (5) years:

Employer, Contact person and telephone number	Description of contract	Value of work inclusive of VAT (Rand) if applicable	Date Completed