169 Main Street
Private Bag 53
Umzimkhulu
3297

Email:info@umzimkhululm.gov.za
Tel: (039) 259 5000/5300
Fax: (039) 259 0427

OFFICE OF THE MUNICIPAL MANAGER

PROVINCE OF KWAZULU-NATAL
KZN 435

Date issued 19/11/2026
KZN435/26/27/010/MM/RM

RE-INVITATION TO TENDER
UMZIMKHULU LOCAL MUNICIPALITY

uMzimkhulu Municipality hereby invites reputable and experienced Service providers to respond on the projects below:

PROJECT NAME	BID NUMBER	BRIEFING DATE
PROVISION WHISTLEBLOWING HOTLINE SERVICES (36 MONTHS CONTRACT)	ULM-MM/COMM 003/26	26/11/2026@ 10:00

Tender documents will be available on the municipal website (www.umzimkhululm.gov.za) and will also be available from the cashier at **169 Main Street, uMzimkhulu, 3297 upon the non-refundable payment of R 150 per document or a bank guaranteed cheque made out to uMzimkhulu Municipality** during working hours between **09:30am** and **16:00pm** from the **24th of November 2026; cut-off time for buying documents is the 26th of November 2026, 15 minutes before the briefing time.**

Non-Compulsory briefing meeting is scheduled to take place at **uMzimkhulu Municipality Makhosini Building Boardroom,247 Mzimkhulu Mlonyana Street, uMzimkhulu 3297.**

Invalid or non-submission of the following documents will render the Tenderer disqualified; Specific Goals points will not be allocated if the required documents are not submitted / invalid.

- Tenderer must be registered on Central Suppliers Database (CSD) attach proof of Registration / provide CSD registration number.
- MBD 4,6.1, 8 & 9
- Certificate of Authority" to sign all documents in connection with this Tender and any contract or agreement which may arise therefrom, duly signed and dated, shall be provided by the Board of Directors of the firm and shall be attached and must be on a Company letter head example is provided on the document. Tender document must be signed by the authorized person.

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80/20 Preference Point System will be used on the following project and uMzimkhulu Local Municipal SCM policy. Functionality will be considered.

Second Phase of Evaluation
Criteria for functionality
Evaluation criteria threshold is 50% or 40 points

Criteria	Basis for points allocation	Max. Points	Verification Method
Relevant Experience Number of completed projects on Provision Whistleblowing Hotline Services	3 and above completed projects on Provision Whistleblowing Hotline Services = 30 points 2 completed projects on Provision Whistleblowing Hotline Services = 15 points 0-1 completed projects on Provision Whistleblowing Hotline Services = 0 points	30	Attach Referral letters for experience with contact references for verification.
Methodology and system functional Core Functionalities: • Demonstrated experience in providing whistleblowing hotline services. • Compliance with data protection and privacy regulations. • Robust security measures to protect whistleblower identities.	All aspects covered = 30 points All aspects covered with limited information= 15 points Aspects not covered = 0 points	30	Attach project plan with screen captures clearly indicating functionalities and project timeline.

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• Ability to generate detailed and customizable reports. • Availability of customer support services. • Transparent and competitive pricing structure.			
Expertise's: • Qualifications in Forensic and Investigation Auditing with three years' work experience of the Team leader	3 years' experience and above =20 points 2 years' experience =10 points 0-1 years' experience =0 points	20	Attach CV with certified certificates.
Total Points		80	

NB. It is compulsory for a bidder to score not less than 50% per segment in the above table. Even if the bidder has scored 50% of threshold but scores less than 50% on one or more of the segments above the bidder will be non-responsive.

The 80/20 scoring will apply:
80 Price
20 Specific goals

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Specific Goals

The specific goals allocated points in terms of this tender	**Number** of points allocated (80/20 system)	Verification document(s)
Specific goals 2: RDP Goals		
Companies that are 100% owned by south African citizen. 100% Points allocation =**10 points**	**Max. Points** **10**	CIPC registration Certificate (Companies and Intellectual Property Commission) Or Detailed CSD report verification on CSD portal by the Municipality) Or Certified Copy RSA Identity document of the director(s) (verification on CSD portal by the Municipality)
Companies that are 50% owned by South African citizen. 50% Points Allocation = **5 Points**		
Companies that are less than 50% owned by South African citizen. 25% Points Allocation = **2.5 Points**		
Promotion of business: - Located within KZN province.	**10 Points**	Preferred address on CSD report and certified copy of utility bill on property rates and services for the Enterprise / Company. Or Preferred address on CSD report and original letter for the Enterprise or Company from Induna / Chief/ ward Councillor.

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		(verification on CSD portal by the Municipality)
TOTAL / MAXIMUM POINTS	20	

180 days Price Validity

Contact Details

All Technical enquiries shall be directed to:

Attention : Mr. L. Mthobeni
Telephone : (039) 259 5073
Email Address : mthobeniL@umzimkhululm.gov.za

SCM Compliance enquiries shall be directed to:

Attention : Mr. S. Ndawonde
Telephone : (039) 259 5089
Email Address : ndawondes@umzimkhululm.gov.za

Closing date

Tender documents must be deposited in the tender box of uMzimkhulu Local Municipality, located at 169 Main Street, uMzimkhulu, 3297 reception area, not later than **12h: 00, 22nd of January 2027.** Telegraphic, telex, telephone, electronic, facsimile, and late tenders will not be accepted.

Tenders may only be submitted along with the tender documentation provided by the municipality.

The uMzimkhulu Municipality Council does not bind itself to accept the lowest bidder. uMzimkhulu Municipality Supply Chain Management policy will apply.

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DR. C. A. NGQOYIYA
MUNICIPAL MANAGER