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**ADDENDUM FOR SUPPLY, IMPLEMENT, CONFIGURE AND SUPPORT ICT SERVICE
MANAGEMENT /HELPDESK SYSTEM FOR A PERIOD OF 3 YEARS
BID NO: CORP-B040/23/24**

Date:12/12/2023

The addendum serves to clarify the specification and pricing schedule for the above project.
Please see attached corrected specification:

N.B The project closing date has been extended for the 15th January 2024@12h00.

RECOMMENDED BY:

**MISS N.HOLIWE
SCM MANAGER**

APPROVED BY:

**MR. N.C. VEZI
MUNICIPAL MANAGER**

I acknowledge receipt of this Addendum No.1

Name:.....

Signature:.....

Date:.....

Name of Tenderer (Company Name):.....

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SPECIFICATION

The Dr Nkosazana Dlamini Zuma Municipality hereby requests from suitably, qualified and experienced service providers to supply, implement, configure and support ict service management /helpdesk system for a period of 3 years. The successful bidder will be required to deliver as per the following specification:

Description	Quantity
<p>Dr NDZ LM currently seeks to appoint a Service Provider to supply, implement, configure and support ICT SERVICE MANAGEMENT / HELPDESK SYSTEM.</p> <p>The <u>ICT Service Management / Helpdesk System</u> – Respond to logged issues fast and efficiently and should have the following but not limited features below:</p> <ul style="list-style-type: none">• Ticketing management.• Be able to create, assign & transfer tickets.• Status – Open, pending, resolved, Closed, etc.• Priority Level 1-5• Analyse• Generate Reports of incidents or issues logged (Daily, Weekly, or monthly).• Email notification (assigned user).• Escalation. ...• Automation. ...• Dashboards. ...• Analytics• And other General Helpdesk Features.• 190 users <p><u>Installations, Support & Maintenance:</u> Complete installations, Full configurations, 100% support and full maintenance plan.</p> <p><u>Uptime & Response times :</u> Guaranteed resolution times and 100% uptime.</p> <p>30 minutes' turnaround time for responding to support requests.</p> <p><u>Skills transfer:</u> To train ICT Team -Internal Ad-hoc support.</p>	1

**MBD 3
PRICING SCHEDULE
SUPPLY, IMPLEMENT, CONFIGURE AND SUPPORT ICT SERVICE MANAGEMENT
/HELPDESK SYSTEM FOR A PERIOD OF 3 YEARS**

YEAR1

ITEM NO.	DESCRIPTION	QNTY	RATE YEAR 1	TOTAL AMOUNT
1	Supply, Implementation and Configuration of the system	1		
2	Licences: 10 Users (This depends on the nature of the system)	Rate per user 1		
3	Skills Transfer training	1		
4	Maintenance & Technical Support			
	Subtotal			
	Vat @15%			
	Total			

YEAR 2

ITEM NO.	DESCRIPTION	QNTY	RATE YEAR 2	TOTAL AMOUNT
1	Licences: 10 Users (This depends on the nature of the system)	1		
2	Maintenance & Technical Support	1		
	Subtotal			
	Vat @15%			
	Total			

YEAR 3

ITEM NO.	DESCRIPTION	QNTY	RATE YEAR 3	TOTAL AMOUNT
1	Licences: 10 Users (This depends on the nature of the system)	1		
2	Maintenance & Technical Support	1		
	Subtotal			
	Vat @15%			
	Total			

NB: Annual Increase will be based on the CPI

**MBD 3
PRICING SCHEDULE
SUPPLY, IMPLEMENT, CONFIGURE AND SUPPORT ICT SERVICE MANAGEMENT
/HELPDESK SYSTEM FOR A PERIOD OF 3 YEARS**

YEAR1

ITEM NO.	DESCRIPTION	QNTY	RATE YEAR 1	TOTAL AMOUNT
1	Supply, Implementation and Configuration of the system	1		
2	Licences: 10 Users (This depends on the nature of the system)	1		
3	Skills Transfer training	1		
4	Maintenance & Technical Support			
	Subtotal			
	Vat @15%			
	Total			

YEAR 2

ITEM NO.	DESCRIPTION	QNTY	RATE YEAR 2	TOTAL AMOUNT
1	Licences: 10 Users (This depends on the nature of the system)	1		
2	Maintenance & Technical Support	1		
	Subtotal			
	Vat @15%			
	Total			

YEAR 3

ITEM NO.	DESCRIPTION	QNTY	RATE YEAR 3	TOTAL AMOUNT
1	Licences: 10 Users (This depends on the nature of the system)	1		
2	Maintenance & Technical Support	1		
	Subtotal			
	Vat @15%			
	Total			

NB: Annual Increase will be based on the CPI