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ADDENDUM FOR PROVISION FOR TELEPHONE MANAGEMENT SYSTEM (PBX) FOR A PERIOD OF 3 YEARS
BID NO: CORP-B017/25/26

Date: 29/04/2026

This addendum serves to add the outstanding information in the document:

- On the specification page and pricing schedule cables were not included.
- On the pricing schedule the table to quote for upcoming years was not included.

NB: See attached corrected information.

DESCRIPTION	BID NO	CLOSING DATE
PROVISION FOR TELEPHONE MANAGEMENT SYSTEM (PBX) FOR A PERIOD OF 3 YEARS	CORP-B017/25/26	13 May 2026 @2026

RECOMMENDED BY:

MISS N.HOLIWE
SCM MANAGER

APPROVED BY:

MR. M.C YEZI
MUNICIPAL MANAGER

I acknowledge receipt of this Addendum No.1

Name:.....

Signature:.....

Date:.....

SPECIFICATION

The Dr Nkosazana Dlamini Zuma Municipality hereby requests from suitably qualified and experienced service providers to bid for the Provision for Telephones Management System (PBX) for Dr NDZ for a Period of 3 years. The successful bidder will be required to deliver as per the following specification:

SCOPE OF WORK NDZ TELEPHONE MANAGEMENT SOLUTION

PURPOSE

Provision of an IP based telephone system for the period of 36 months as per specification contained in this document.

PROJECT

Improve compliance and security
Keep our existing business telephone numbers

DETAILED CLOUD BASED TELEPHONE INFRASTRUCTURE

The primary objective of this solution is to be centralized VOIP telephone system (hosted by the supplier). Service providers are required to visit the municipal offices to familiarize themselves with the municipal buildings and the network infrastructure. Municipality wants to monitor incoming and outgoing calls for the remote sites regardless of their physical location.

Service providers are required to assess the existing telephone and data network infrastructure and advise the municipality with their requirement to ensure the proper functionality of the VOIP telephone system.

REQUIREMENTS

The solution must cater for the following features:

- Pin Codes for all users
- Speed Dial facilities to Cell phones/Call diverting
- User Extension Facilities
- Direct inwards Dialing Extension (DID)
- Direct Inwards System Access (DISA)
- Hardware and software for telephone management system for all inbound and outbound communication.
- Facility to restrict extensions to internal, local, provincial, national or international calls
- Geographical number portability

- Scalability
- Support up to 150 users: Plus 10% growth (based on the remainder of the original contract)
- Call Records
- Redundancy of the Telephone Infrastructure
- Call features must include (call park, call forwarding, call transfer, DND, ring/hunt group, paging, intercom, queueing)
- The solution must include IP phones with switchboard system
- The router must have QOS (Quality of Service) for VOIP
- Provide fully managed POE switches with VLAN capabilities
- Dedicated backup power and surge protection must be provided with the solution
- Service Providers must provide a plan on how they will ensure uptime on the system
- Service providers must submit a detailed technical specification sheet of the PBX, phones and switched that will be deployed.
- Service provider must submit a detailed solution diagram with their proposal
- The Existing Municipal Telephone number must remain the same
- The service provider will be invited to do a system demonstration
- **Switchboard must have the following features:**
 - Operator: To manage and view the call activity, to shows the presence/status of other users: available, busy, not answering and forwarded, transfer and retrieve calls.
 - Busy Lamps: To indicate a busy status of other extensions
 - Call Forwarding: Can be set to 'always', 'when unavailable', 'busy' or 'when unanswered'
 - Call Back: To return a call from authenticated incoming Caller IDs.

ANY DEVIATION FROM THE ABOVE SPECIFICATION WILL LEAD TO AUTOMATIC DISQUALIFICATION OF THE PROSPECTIVE TENDER

It is essential that **training** be provided to nominated officials to enable the system to be fully managed and reviewed by the municipality.

OPERATIONS

- Ease of operation
- Unanswered calls to extensions to return to operator
- Storage of regularly used numbers
- Headset – Wireless
- Music on Hold (Default)
- After hours' message facilities.

EQUIPMENT

1) CREIGHTON – NDZ MAIN OFFICE

- 74 Handsets and 12 mobile (2 x switchboards) DSS/BLF
- UPS (4 hours)
- 16 port POE Switch x 6 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

2) CREIGHTON TRAFFIC

- 3 handsets
- UPS (3hours)
- 8 port POE Switch x2 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

3) CREIGHTON POUND /FIRE

- 1 handset
- UPS (3hours)
- 8 port POE Switch x1 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

4) NKWEZELA LIBRARY

- 3 handsets
- UPS (3hours)
- 8 Port POE Switch x1 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

5) BULWER LIBRARY

- 3 handsets
- UPS (3hours)
- 8 port POE Switch x1 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

6) BULWER SERVICE CENTER

- 3 handsets
- UPS (3hours)
- 16 Port POE Switch x1 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

7) NDZ HIMEVILLE MAIN OFFICE

- 19 handsets (1 x switchboard) DSS/BLF
- UPS (3hours)
- 16 Port POE Switch x4 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

8) UNDERBERG LIBRARY

- 3 handsets
- UPS (3hours)
- 8 port POE Switch x1 with cabling CAT 6e (cots per metre)

- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

9) UNDERBERG TOURISM

- 2 handsets
- UPS (3hours)
- 8 port POE Switch x1 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

10) CREIGHTON LIBRARY

- 3 handsets
- UPS (3hours)
- 8 port POE Switch x1 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

11) HIMEVILLE POUND

- 1 handset
- UPS (3hours)
- 8 port POE Switch x1 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

12) FIRE AND DISASTER EMERGENCY CENTRE

- 5 handsets and 1 mobile (1 x switchboard) DSS/BLF
- UPS (8hours)
- 16 Port POE Switch x 1 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

13) CREIGHTON REGISTRY OFFICE

- 3 Mobile
- UPS (3hours)
- 8 port POE Switch x1 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

14) FIRE STATION WARD 1

- 2 handsets
- UPS (3hours)

- 8 port POE Switch x1 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

15) FIRE STATION WARD 12

- 2 handsets
- UPS (3hours)
- 8 port POE Switch x1 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

16) UNDERBERG FIRE STATION

- 1 handset
- UPS (3hours)
- 8 port POE Switch x1 with cabling CAT 6e (cots per metre)
- Service provides are required to supply, install and maintain **internet solution** to ensure the proper functionality of the telephone system.

The PBX system must support full Mobile Extension functionality, enabling users to make and receive internal extension calls on mobile devices as if they were using a desk phone.

a) Integration with Mobile Devices

- Support both Android and iOS smartphones.
- Allow direct extension dialing from mobile devices using the organisation's numbering plan.
- Enable simultaneous ringing on desk phone and mobile device for inbound calls to a user's extension.

b) Connectivity Options

- Support VoIP over:
 - Wi-Fi
 - Mobile data (3G/4G/5G)
 - VPN connection

c) Unified Caller ID

- Outbound calls from mobile extensions must display the organisation's landline number or assigned extension ID.

d) Security & Authentication

- Require user authentication via secure credentials.

e) Management & Configuration

- Allow remote provisioning and configuration of mobile extensions via the PBX admin portal.
- Support:
 - Call forwarding
 - Call transfer
 - Voicemail

- Conference calling from mobile extensions

f) Compatibility

- Mobile extension feature must work with:

- Softphone applications
- PBX vendor's dedicated mobile app

EXPECTED OUTCOME

1. A Service Level Agreement shall be signed with the appointed service provider
2. Effective implementation of the Telephone System.

EXPERTISE REQUIRED

The scope requires a service provider to drive this project, in conjunction with necessary stakeholders.

KEY COMPETENCY

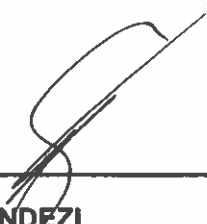
1. A sound approach and Methodology towards delivering the Solution
2. Availability, accessibility and dedication of expertise
3. Technical ability to interpret the requirements in the terms of reference

PROJECT MANAGEMENT

The service provider will work very closely with Dr Nkosazana Dlamini Zuma Municipality's IT Department who has commissioned this bid

PROJECT TIME FRAME

The stipulated timeframe for this project is 36 Months (3 Years).



MR J SONDEZI

SENIOR MANAGER:CORPORATE SERVICES



MR NC VEZI

MUNICIPAL MANAGER

PROVISION FOR TELEPHONE MANAGEMENT SYSTEM (PBX) FOR A PERIOD OF 3 YEARS

MBD 3-PRICING SCHEDULE

ITEM	DESCRIPTION	QTY	RATE Year 1	AMOUNT
1	CREIGHTON MAIN BUILDING:			
	Handsets	74		
	Mobile	12		
	Switchboards DSS/BLF	2		
	UPS (4 hours)	1		
	16 port POE Switch with cabling CAT 6e (cots per metre)	6		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		
	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access (App)	1		
2	CREIGHTON TRAFFIC:			
	Handsets	3		
	UPS (4 hours)	1		
	8 port POE Switch with cabling CAT 6e (cots per metre)	2		
	Line rental	1		
	Voice Calls	1		

	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		
	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access	1		

3	CREIGHTON POUND/FIRE:			
	Handsets	1		
	UPS (4 hours)	1		
	8 port POE Switch with cabling CAT 6e (cots per metre)	1		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		
	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access	1		
4	NKWEZELA LIBRARY:			
	Handsets	3		
	UPS (4 hours)	1		

	8 port POE Switch with cabling CAT 6e (cots per metre)	1		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		
	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access	1		

5	BULWER LIBRARY:			
	Handsets	3		
	UPS (4 hours)	1		
	8 port POE Switch with cabling CAT 6e (cots per metre)	1		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		
	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access	1		
6	BULWER SERVICE CENTRE:			
	Handsets	5		
	UPS (4 hours)	1		

	16 Port POE Switch with cabling CAT 6e (cots per metre)	1		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		
	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access	1		

7	NDZ HIMEVILLE MAIN OFFICE:			
	Handsets	19		
	Switchboard DSS/BLF	1		
	UPS (4 hours)	1		
	16 Port POE Switch with cabling CAT 6e (cots per metre)	4		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		
	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access	1		
8	UNDERBERG LIBRARY:	3		

	Handsets			
	UPS (4 hours)	1		
	8 port POE Switch with cabling CAT 6e (cots per metre)	1		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		
	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access	1		

9	UNDERBERG TOURISM:			
	Handsets	1		
	UPS (4 hours)	1		
	8 port POE Switch with cabling CAT 6e (cots per metre)	1		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		
	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access	1		

10	CREIGHTON LIBRARY:			
	Handsets	3		
	UPS (4 hours)	1		
	8 port POE Switch with cabling CAT 6e (cots per metre)	1		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		
	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access	1		

11	HIMEVILLE POUND:			
	Handsets	1		
	UPS (4 hours)	1		
	8 port POE Switch with cabling CAT 6e (cots per metre)	1		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		

	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access	1		
12	UNDERBERG FIRE SERVICES:			
	Handsets	1		
	UPS (4 hours)	1		
	8 port POE Switch with cabling CAT 6e (cots per metre)	1		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		
	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extention	1		
	Direct inward system access	1		
13	CREIGHTON REGISTRY OFFICE:			
	Handsets	3		
	UPS (4 hours)	1		
	8 port POE Switch with cabling CAT 6e (cots per metre)	1		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		

	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access	1		
14	FIRE SATELITE STATIONS WARD 12:			
	Handsets	1		
	UPS (4 hours)	1		
	8 port POE Switch with cabling CAT 6e (cots per metre)	1		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		
	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access	1		
15	FIRE AND DISASTER EMERGENCY CENTRE			
	Handsets	5		
	Mobile	1		
	Switchboard) DSS/BLF	1		
	UPS (4 hours)	1		
	8 port POE Switch with cabling CAT 6e (cots per metre)	1		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		

	Voice VPN	1		
	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access	1		
16	FIRE SATELITE STATIONS WARD 1:			
	Handsets	1		
	UPS (4 hours)	1		
	8 port POE Switch with cabling CAT 6e (cots per metre)	1		
	Line rental	1		
	Voice Calls	1		
	Failover LTE 1GB	1		
	Business Call SME LTE	1		
	Voice VPN	1		
	Call out Fee per Hour (including Travelling)	1		
	Direct inwards Dialling extension	1		
	Direct inward system access	1		
	Sub total			
	Vat@15%			
	Total			

NB: Please indicate below percentage increase for upcoming 2 years, and it must not exceed CPI

	Year 2	Year 3
Percent		