



## RICHTERSVELD MUNICIPALITY

BID NO: W-B: ERD&WS/NC061/02/2025/2028

SUPPLY, DELIVERY, INSTALLATION, TRAINING & MAINTENANCE OF A WEB-BASED ELECTRONIC RECORDS, DOCUMENTS AND WORKFLOW SYSTEM, INCLUDING A COMMITTEE MANAGEMENT MODULE FOR A THREE (3) YEAR PERIOD/36 MONTHS

### Tender Notice and Invitation to Tender

RICHTERSVELD MUNICIPALITY invites tenders for Tender No. W-B: ERD&WS/NC061/02/2025/2028 BID NO: WEB-BASED ELECTRONIC RECORDS, DOCUMENTS AND WORKFLOW SYSTEM

The contract comprises of the following:

- Standardized and uniform Electronic Records Documents and Workflow System as prescribed by the Provincial Archive & National Archive including correspondence management, records management and file plan management.
- A standardized and uniform system to address the management of item creation/generation for various Council Committee Meetings (Portfolio committee, Mayoral committee, Council, etc.).
- A standardized and uniform system to address resolution management for each Council Committee Meetings and to address committee management to allow the user to maintain information regarding the different committees created in the organization.
- Provision of training for newly implemented functions and features when required, sufficient training for reference documentation, one-on-one training when required and interactive sessions (via Zoom, MS Teams).
- *Complaint Management System (Software) for handling, resolving, and analyzing customer complaints through various channels, system must maintain & track detailed records of every complaint & ensuring compliance*
- *Geographic Information System (GIS software) which can store, manage, analyze, edit, output, and visualize geographical and spatial data of Richtersveld Municipality; system must include integration of Building Plan Management, Land-&-Infrastructure Management.*
- *Online Booking & Reservation Management System for online customer reservation or booking portal, live calendar and management of venue/room availability/other bookable function rooms; system must be able to integrate with municipality's financial system.*

A non-refundable tender deposit of R 660.70 per document is payable through EFT into the bank account of Richtersveld Municipality: First National Bank, Cheque Account, Account No: 53471831653, Branch Code: 200806. Tender documents will be available from Monday, 17 February 2025 and can be obtained from e-tender portal or collected from Richtersveld Municipality SCM office or via email upon request from [serah@richtersveld.gov.za](mailto:serah@richtersveld.gov.za) or [fabiola@richtersveld.gov.za](mailto:fabiola@richtersveld.gov.za). Proof of payment to be presented upon collection of the tender document. NB.: Payment for downloaded tenders from E-Tenders is also required. The closing time for receipt of tenders is Friday, 14 March 2025 at 12H00. Bid documents must be deposited in the tender box situated at the Richtersveld Municipal Offices, 169 Main Road, and Port Nolloth. Late bid submissions will be not considered. Queries relating to issues arising from this document may be addressed to Mr. Heinrich Cloete or Mr. Peter Willemse via email: [heinrich@richtersveld.gov.za](mailto:heinrich@richtersveld.gov.za) or [peterw@richtersveld.gov.za](mailto:peterw@richtersveld.gov.za).

Bids will be evaluated in accordance with the applicable Preferential Point Scoring System as set out in the Councils Supply Chain Management Policy. The following forms: MBD 2, MBD 4, MBD 6.1, MBD 6.2, MBD 7, MBD 8 and MBD 9 must be completed and submitted with the bid. The Municipality reserves the right not to award the tender to the only or the lowest Tenderer. Tenders may only be submitted on the tender documentation that has been issued.

*The following tender conditions will be applicable:*

- a) Faxed, e-mailed or late Proposals will not be accepted.
- b) The tender will be evaluated on 80/20 system Where 80 points for price and a maximum of 20 points for specific goals. To claim for specific goals prospective bidders MUST submit proof of the required

documents.

c) No tender offer will be considered from the following tenderers: Persons who were convicted for fraud or corruption during the past five years. Who willfully neglected, reneged on or failed to comply with a government contract during the past five years.

d) Tenderers must submit a valid Tax Clearance Certificate or SARS PIN.

e) Tenderers must be registered on the CENTRAL SUPPLIER DATABASE.

MR J.G. CLOETE - MUNICIPAL MANAGER

DATE: 12 February 2025



# MUNISIPALITEIT RICHTERSVELD MUNICIPALITY

## ERRATUM

THIS ERRATUM REFERS TO THE ADVERTISEMENT OF THE TENDER

**SUPPLY , DELIVERY , INSTALLATION , TRAINING & MAINTENANCE OF WEB-BASED ELECTRONIC RECORDS , DOCUMENTS AND WORKFLOW SYSTEM, INCLUDING A COMMITTEE MANAGEMENT MODULE FOR A THREE (3) YEAR PERIOD /36 MONTHS**

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**THIS APPEARS IN THE LOCAL NEWSPAPER  
THE MUNICIPAL WEBSITE OF RICHTERSVELD MUNICIPALITY AND  
E-TENDER PORTAL ON THE 14<sup>TH</sup> OF FEBRUARY 2025**

### THE CONTRACT COMPRISES OF THE FOLLOWING

- Standardized and uniform Electronic Records Documents and Workflow System as prescribed by the Provincial Archive & National Archive including correspondence management, records management and file plan management.
- A standardized and uniform system to address the management of item creation/generation for various Council Committee Meetings (Portfolio committee, Mayoral committee, Council, etc.).
- A standardized and uniform system to address resolution management for each Council Committee Meetings and to address committee management to allow the user to maintain information regarding the different committees created in the organization.
- Provision of training for newly implemented functions and features when required, sufficient training for reference documentation, one-on-one training when required and interactive sessions (via Zoom, MS Teams).
- Complaint Management System (Software) for handling, resolving, and analyzing customer complaints through various channels, system must maintain & track detailed records of every complaint & ensuring compliance
- Geographic Information System (GIS software) which can store, manage, analyze, edit, output, and visualize geographical and spatial data of Richtersveld Municipality; system must include integration of Building Plan Management, Land-&-Infrastructure Management.
- Online Booking & Reservation Management System for online customer reservation or booking portal, live calendar and management of venue/room availability/other bookable function rooms; system must be able to integrate with municipality's financial system.

**Closing Date : 14 March 2025**

**Banking details  
Standard Bank  
Business Current Account  
Account Number 082 374953  
Branch code 050506  
Springbok**

*P.P. Cloete*

**JG CLOETE  
MUNICIPAL MANAGER  
14 FEBRUARY 2025**