Bela-Bela Local Municipality

Chris Hani Drive, Bela-Bela, Limpopo. Private Bagx1609
Bela-Bela 04810
Tel: 014 736 8002 Fax: 014 736 8068
Website: www.belabela.gov.za

Budget and Treasury Office

REQUEST FOR QUOTATION: PROCUREMENT OF HELPDESK SYSTEM

ITEM	Quantity	Description
01	01	**IT management Specification**

Software Functions

1. Helpdesk
2. CMDB
3. Administration
4. Configuration

Brief Description

Helpdesk	CMDB	Project Management
Incident management	Native inventory	Kanban
Request management	Inventory (agentless)	GANTT
Problem management	Impact analysis	Tasks tracking
Change management	License management	Linked documents
SLA management	Software management	Linked assets
Recurrent tickets	Rack management	Impact analysis
Canned responses	Linked tickets	Knowledge Base
Ticket templates	Linked problems	Team management

Helpdesk

manage incidents/requests, create forms, define SLAs

- Tickets
- Problems
- Changes
- Statistics
- Forms
- Recurrent tickets

| | | **CMDB**

Manage hardware, software and data centers. Link Asset inventory to Helpdesk.

- Hardware
- Data centers
- Software
- Impact & relationship
- SIM cards
- Dashboards

Track expenses, contracts and suppliers, create new inventory objects, manage user database and make reports

- Administration
- Marketplace
- Tools
- Setup
- Project Management

Administration

Define entities, create profiles and restrict access to information.

define setup workflow for Helpdesk and Inventory.
- Access & restrictions
- Profiles
- Groups
- Entities
- Log history

Configuration

Manage SLAs and notifications.
- SLA
- Plugins
- Authentication |

The quotation must be delivered no later than 12h00 on the 19th of September 2022 to Records Office, 58 Chris Hani Drive; Bela Bela: Tel 014 736 8000.

The following conditions will apply:
- Price(s) quoted must be valid for at least thirty (30) days from date of offer
- The quotation will be evaluated in terms of the 80/20 preferences system as prescribed in the Preferential Procurement Policy Framework Act (No 5 of 2000)
- The successful bidder will be the one with high scoring points
- Bidders are required to complete MBD 4, 8 and 9 forms, obtainable from SCM office
- Copies of Company Registration

- Copy of CSD summary report
- Valid Tax clearance verification pin
- Certified Copy of B-BBEE certificate or sworn affidavit
- Last month (August 2022) Municipal rates and taxes account not in arrears for more than three months (account in arrears for more than 90 days will be disqualified, the statement should be in the name of the company or director)
- If the proof of account submitted is not in the name of the company or director, written affidavit indicating how the proof submitted relates to the said company or director.

Mr. TG RAMAGAGA
MUNICIPAL MANAGER