



# THEMBELIHLE

Incorporating the towns of Strydenburg and  
Hopetown  
Northern Cape Province, Republic of South Africa

LOCAL MUNICIPALITY  
PLAASLIKE MUNISIPALITEIT  
U-MASIPALA WASEKUHALENI

✉ Private bag X3 HOPETOWN 8750  
Church Street HOPETOWN 8750  
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Fax (053) 2030490  
[www.thembelihlemunicipality.gov.za](http://www.thembelihlemunicipality.gov.za)

## Quotation 01/2015: Request for IT services

Closing date: 15 September 2014

Thembelihle Local Municipality is requesting quotations from Service Providers who have proven experience in Information Technology related queries.

Quotation must satisfy the following requirements:

1. 09h00 – 16h00 onsite maintenance in Hopetown or alternatively in Strydenburg or split up at both on a once a month basis (i.e. service must be provided one day per calendar month).
2. Fee include: Labour and Travelling to both sites
3. The following will be audited, fixed and maintained:
  - a. Virus infections
  - b. Malware & Spyware infections
  - c. Network connectivity issues
  - d. Printer connectivity issues
  - e. Compatibility issues within scope of legalised software
  - f. Performance of computer hardware
  - g. Labour to replace hardware and or hardware components
  - h. General computer enquiries regards emailing etc.
  - i. Weekly backup structure to external HDD supplied by Thembelihle
  - j. Internet availability
  - k. 24 hour callout readiness (separate billing agreement for callout & fee p/km travelling and p/h labour)
  - l. Best practice advice on hardware standards as well as software industry standards.
  - m. Better pricing structure for licences such as anti-virus due to OEM.

4. Once a computer is certified as having “a clean bill of health”, it must be under a “full software guarantee” whereby the Service Provider undertakes to guarantee the ongoing software “wealth” of such PC.

A one year agreement will be signed between Thembelihle Municipality and the successful service provider. Service providers are requested to attach a proposed agreement to the quotation together with a schedule reflecting their practical experience in this field of work. Please include the names and contact details of at least 3 customers that can be contacted for reference purposes.

Enquiries can be made to Mr. G Butterworth or Mr. E Mouton, telephone number 053 2030 005/8.

Quotations can be sent to the Chief Financial Officer, Mr. Gerhard Butterworth via email to:

[abatrust5@hotmail.com](mailto:abatrust5@hotmail.com)

[moutonelrie@gmail.com](mailto:moutonelrie@gmail.com)

or can be hand delivered at the offices of:

**Thembelihle Local Municipality.**

**Church Street**

**Hopetown**

**8750**

**NB: All Service Providers need to be registered on the Municipality`s database. Database registration forms can be obtained from the Municipality`s website at [www.thembelihlemunicipality.gov.za](http://www.thembelihlemunicipality.gov.za) or can be sent via email on request.**