

# INFORMAL TENDER ADVERT

## NELSON MANDELA BAY MUNICIPALITY

BUDGET AND TREASURY DIRECTORATE  
PURCHASING AND STORES DIVISION

Tender Number: CSQ10266086

Buyer: September, Mr RR [00024558]

Closing Date: 2026-10-23

Closing Time: 11:00 A.M

Telephone : 041 506 7630

REFER ALL ENQUIRIES TO THE BUYER

| ITEM | QUANTITY | UNIT | KEY WORD              | DESCRIPTION                                                                                                          | REQUISITION |
|------|----------|------|-----------------------|----------------------------------------------------------------------------------------------------------------------|-------------|
| 1    | 1.00     | LOT  | PAPERTRAIL<br>SUPPORT | PaperTrail Support and Maintenance as per Specification, available at SCM:Acquisitions, Harrower Road, Gqeberha(PE). | AA188571/1  |

Minimum requirement documents may be requested from shortlisted bidders after the tender closing date. Bidders will be required to submit such documentation within three (3) working days of the request, or within an alternative timeframe agreed to in writing with the relevant Project Manager, failing of which the bid will be deemed non-responsive and excluded from further evaluation.

For further information please contact  
Zuko@0415061708

### THE FOLLOWING CONDITIONS APPLY TO THIS INFORMAL TENDER

- BEFORE COMPLETING THIS FORM, SERVICE PROVIDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF SPECIFIC GOALS, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATION OF 2022 THE 80/20 SYSTEM APPLIES TO THIS TENDER.
- Acceptance of this tender submission is subject to the General Conditions of Tender and Conditions of Purchase
- Acceptance of this tender is subject to successful registration on the Nelson Mandela Bay Supplier Database.
- For further information to register, please call Compliance Section @ 041 506 3274
- Failure to comply with these conditions may invalidate your tender submission.
- All tender prices should be valid for a minimum period of thirty (30) days from date of tender.
- ALL TENDER RESPONSES SHOULD BE COMPLETED ONLINE AND NO FAX SUBMISSION WILL BE ACCEPTED BY SUPPLY CHAIN UNIT.



## Corporate Services

✉ 116, Port Elizabeth 6000  
☎ (041) 506-1708  
fax: (041) 585-8713

Your Reference:

**AA188571**

DEALS WITH THIS MATTER: **Z.Mahlanyana**

Quantity &  
Description

**PaperTrail  
Support and  
Maintenance**

Our Reference:

Date: **18-08--2026**

Telephone: **(041) 506-1708**

Facsimile: **(041) 585- 8713**

E-Mail: **zmahlany@mandelametro.gov.za**

**FOR ATTENTION: SCM  
SPECIFICATION**

### **PaperTrail Support and Maintenance**

#### **1. Purpose**

The municipality's Terms of Reference are to solicit a service provider to provide support services on the existing PaperTrail system.

#### **2. Background**

Currently, NMBM uses the PaperTrail as a records management system.

#### **3. Technical Requirements**

CASS requests NMBM to appoint one service provider to support and maintain the PaperTrail system. The supplier must adhere to the following technical requirements:

- The service provider must provide 3 signed reference letters from different companies detailing the type of support (PaperTrail) on the company letterhead.
- Must have at least 5+ years' experience working with PaperTrail.
- Must be well-versed in the database design of PaperTrail.
- Must be well-versed in Records Management
- Must be well versed in support of the scan to print and OCR in PaperTrail
- Software development and data analytics experience is required.
- Must have experience in configuring and resolving PaperTrail issues.
- Above documents can be requested from shortlisted Service Providers failure to provide such documents within 72 hours will be deemed nonresponsive.

#### **4. Scope of Work (Support and Maintenance)**

The support service shall include but not limited to:

- Upgrade and update the system to the latest available version.
- Troubleshoot the PaperTrail connectors.
- Provide PaperTrail technical support.
- Provide backend database support.
- Provide custom reporting and exports.
- Assist with updates and upgrades when needed.
- Ensure that the system has optimum functionality.
- Assist the NMBM team with data cleansing when required
- Provide tools to migrate data from PaperTrail to MS SharePoint Online when required
- Provide technical and user training when required
- Fault resolution
- Configure changes and service catalogue changes
- Installation and configuration of hardware and software

#### **5. Duration**

- From the date of appointment until 30<sup>th</sup> June 2027

#### **6. Item Billing**

- 7. It can only reach up to the Threshold of R750K, or when a Formal Tender is put in place during or before this process or until 30 June 2027 (WHICHEVER OCCURS FIRST)**

**Billing must be on an hourly rate.**

#### **Requirements**

Documents can be requested from shortlisted service providers failure to provide such documents within 72 hours will be deemed nonresponsive.

#### **NOTES**

- Firm prices are to be given and must be inclusive of all charges, e.g. railage, sales duty, importation, delivery at the premises of the Corporate Administration Business Unit, Metropolitan Information Systems, 1<sup>st</sup> Floor, Lilian Diederick Building, 191 Govan Mbeki Avenue, Port Elizabeth;
- The Council reserves the right to accept all or any part of this tender;
- In the event of any clause in the General Conditions of Purchase and Conditions of Tender differing with or appearing contrary to these specifications, these specifications shall take precedence;
- Tenderers must secure prices with dealers on confirmation of receipt of Council's official order. **No** price adjustments will be accepted there after;
- Equity Preference HDI / Female Status form must be completed by Tenderers;

#### **DELIVERY**

A firm delivery date must be specified. Council reserves the right to cancel an order should the Tenderer not deliver on the specified delivery date.

#### **TECHNICAL ENQUIRIES:**

**Technical enquiries relating to this may be referred to Mrs. Z.Mzolisa 041 506 3376**