

Name of the researcher: Michelle Rufaro Maziwisa

Name of the municipality: Ugu District Municipality

Province: KwaZulu Natal

National Treasury classification: C2<sup>1</sup>

Population size: 689 051<sup>2</sup>

Budget: 1 069 767 089<sup>3</sup>

1. Does the municipality have a functional website? Does the website have a dedicated page for procurement information, which can be accessed without registration?

- Yes, the municipality has a functional website with a dedicated page for procurement information, and this information can be accessed without registration.
- Yes, the municipality has a functional website but the website has no procurement information or the municipality has a functional website with a dedicated page for procurement information, but registration is required to access this information.
- No, the municipality does not have a functional website.

Answer: A

Source: <http://ugu.gov.za/Pages/Tenders/Current.aspx> (accessed 29 October 2020)

Comments: The municipality has a dedicated procurement page with tabs for 'awarded tenders', 'current' and 'notices'.

Title	Ref/Quotation No.	Closing Date	Venue for Closing
+ APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR THE SUPPLY AND DELIVERY OF DISINFECTANTS, WATER CONDITIONING CHEMICALS AND SPECIALISED HANDLING EQUIPMENT FOR WATER AND WASTEWATER TREATMENT WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	UGU-07-1545-2020	November 20th 2020, 12:00 am	27 BAZLEY STREET
+ SUPPLY & DELIVERY OF PUMP	REQ12878	November 4th 2020, 12:00 am	27 BAZLEY STREET
+ REPAIRS TO GENERATOR 300KVA	REQ13095	November 4th 2020, 12:00 am	27 BAZLEY STREET

2. Does the municipality publish tender notices?

<sup>1</sup> Water services authority.

<sup>2</sup> <https://municipalmoney.gov.za/profiles/district-DC21-ugu/>

<sup>3</sup> <https://municipaldata.treasury.gov.za/table/incexp/?year=2019&municipalities=DC21&amountType=AUDA>

- a. Yes, the municipality publishes tender notices and the list of tender notices seems complete.
- b. Yes, the municipality publishes tender notices but the list of tender notices has obvious gaps or the list seems incomplete.
- c. No, there are no tender notices on the municipality's website.

**Answer: B**

**Source:** <http://ugu.gov.za/Pages/Tenders/Current.aspx> (accessed 29 October 2020)

**Comments:** The list seems incomplete, the municipality seems to remove tender notices after a certain date and does not show any for the period under review. The list has tender notices closing 30 October 2020 to 20 November 2020. The list below is what I saw when I searched for tender notices.

Title	Ref/Customs No.	Closing Date	Value
APPOINTMENT OF A RANGE OF SERVICE PROVIDERS FOR THE SUPPLY AND DELIVERY OF DESINFECTANTS, WASTE COLLECTION AND WASTEWATER TREATMENT WORKS FOR A PERIOD OF THIRTY (30) MONTHS	UGU-07-1948-2020	November 2020	27 BALELEY STREET
SUPPLY & DELIVERY OF PUMP	REG12878	November 2020	27 BALELEY STREET
REPAIRS TO GENERATOR 8000VA	REG13006	November 2020	27 BALELEY STREET
SUPPLY & DELIVERY OF ELECTRICAL CABLES FOR SUPERNOVA/ANNEKINDERS	REG13008	November 2020	27 BALELEY STREET
PROVISION OF FLOOD LIGHTS FOR ISLAMHOLD WTM	REG13007	November 2020	27 BALELEY STREET
SUPPLY AND DELIVERY OF STATIC STEEL STANDS AND GALVANISED	REG13108	November 2020	27 BALELEY STREET
SUPPLY & FIT TYRES TO MUNICIPAL VEHICLES (AREA SOUTH)	REG12788	November 2020	27 BALELEY STREET
SUPPLY & FIT TYRES TO MUNICIPAL VEHICLES (AREA NORTH)	REG12789	November 2020	27 BALELEY STREET
ABRATOR GEARBOX AND PADDLE REPAIRS	REG12879	November 2020	27 BALELEY STREET
PUMP REPAIRS	REG12885	November 2020	27 BALELEY STREET
SUPPLY AND DELIVERY OF COSSING PUMPS	REG13009	November 2020	27 BALELEY STREET
3RD KWIKTOR REPAIRS	REG13005	November 2020	27 BALELEY STREET
PUMP REPAIRS	REG13004	November 2020	27 BALELEY STREET
SUPPLY AND DELIVERY OF PUMPS	REG13008	November 2020	27 BALELEY STREET
SUPPLY AND INSTALLATION OF JOIC TANKS WITH MASONRY STANDS	REG13103	November 2020	27 BALELEY STREET
SUPPLY AND DELIVERY OF SEALS AND BEARINGS FOR ST HELVENS BOCK	REG13053	October 2020	27 BALELEY STREET

**3. Does the municipality publish tender specifications for tender notices on its website, can they be downloaded free of charge?**

- a. Yes, the municipality publishes tender specifications on its website, which are downloadable free of charge.
- b. Yes, the municipality publishes tender specifications, which are downloadable free of charge but only for some tender notices or the municipality publishes tender specifications but it imposes a cost to access the specifications.
- c. No, the municipality does not publish tender specifications.

**Answer: C**

**Source:**

**Main page:** <http://ugu.gov.za/Pages/Tenders/Notices.aspx>

**Example 1:** <http://ugu.gov.za/Lists/Tenders/Attachments/2191/UGU-07-1545-2020.pdf>

**Example 2:** <http://ugu.gov.za/Lists/Tenders/Attachments/2121/UGU-05-1554-2020.pdf> ;

**eTender Portal example:** <https://etenders.treasury.gov.za/sites/default/files/tenders/UGU-07-1545-2020.pdf>

**Comments:** I did not find tender specifications on the municipal website. I only found tender notices, and these were limited to current tenders, not past tenders (ie. no tenders for the period under review are available). The tender notices refer to the eTender Portal for tender documents, or interested persons can obtain them at the municipal office for a fee of R200. The specifications are generally available on the eTender Portal. However, the eTender Portal gets updated regularly, such that once tenders are closed, they are removed from the 'tender adverts' tab and moved to the 'closed tenders' tab. The closed tenders contain a mix of all municipalities, which is difficult to search, and it only provides a list with no specifications. It is therefore difficult to verify if the tenders advertised by the municipality during the period under review had specifications or not.

The screenshot shows the Ugu District Municipality eTender Portal. The left sidebar contains navigation links: NEWSROOM, DEPARTMENTS, TENDERS (highlighted), AWARDED, CURRENT, NOTICES, MUNICIPAL BLOG, DOWNLOADS, FAQ, JOBS, and CONTACT US. The main content area displays a table of tenders:

Title	Ref/Quotation No.	Closing Date	Venue for Closing
+ APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR THE SUPPLY AND DELIVERY OF DISINFECTANTS, WATER CONDITIONING CHEMICALS AND SPECIALISED HANDLING EQUIPMENT FOR WATER AND WASTEWATER TREATMENT WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	UGU-07-1545-2020	November 20th 2020, 12:00 am	27 BAZLEY STREET
- SUPPLY & DELIVERY OF PUMP	REQ12878	November 4th 2020, 12:00 am	27 BAZLEY STREET
<b>Description</b> Service providers are hereby invited to quote for the supply & delivery of Ebara pump & motor complete for Malangen B CDA1 5.50 T IE3 4KW,380V,2900RPM			
+ REPAIRS TO GENERATOR 300KVA	REQ13095	November 4th 2020, 12:00 am	27 BAZLEY STREET
+ SUPPLY & DELIVERY OF ELETRICAL CABLES FOR ESPERANZA/MALANGEN/CEDARS	REQ13096	November 4th 2020, 12:00 am	27 BAZLEY STREET
+ PROVISION OF FLOOD LIGHTS FOR VULAMEHLO WTW	REQ13097	November 4th 2020, 12:00 am	27 BAZLEY STREET
+ SUPPLY AND DELIVERY OF STATIC STEEL STANDS AND GALVANISED	REQ13105	November 3rd 2020, 12:00 am	27 BAZLEY STREET
+ SUPPLY & FIT TYRES TO MUNICIPAL VEHICLES (AREA SOUTH)	REQ12788	November 2nd 2020, 12:00 am	27 BAZLEY STREET

The screenshot shows the tender specification document for UGU-07-1545-2020.pdf. The document is titled "27 | Page" and "OCTOBER 2020". The main heading is "SPECIFICATION".

**1. SCOPE OF WORKS**

The Tender covers the performance evaluation, supply and delivery of disinfectants, water conditioning chemicals and specialized handling equipment to Ugu District Municipality's water and wastewater treatment works over the period of 3 years (36 months).

Suppliers are allowed to tender for either all sections in the Pricing Schedule or sections of applicable service.

The quantities on the Pricing Schedule shown below are based on estimated quantities for the purpose of evaluation of price and are not final estimated quantities. Tenderer(s) will be appointed on rates only.

**2. TERMS OF AWARD**

Ugu District Municipality reserves the right to appoint one or more bidders for this contract.

**3. COMPULSORY PRE-TENDER PROCESS**

4. Does the municipality publish the name of companies or individuals who win tenders on its website? Does it do so on time (i.e. within five working days after the award)?
- Yes, the municipality publishes information about who wins tenders within five working days.
  - Yes, the municipality publishes information about who wins tenders but after five working days or the list of names of companies or individuals who won the tender has obvious gaps or seems incomplete.
  - No, the municipality does not publish information about who wins tenders.

**Answer: B**

**Source:** <http://ugu.gov.za/Pages/Tenders/Awarded.aspx> (accessed 30 October 2020)

Tender Opening Registers <http://ugu.gov.za/Documents/Tender%20Opening%20Registers/UGU-05-1557-2020%20dated%2023-10-2020.pdf> (accessed 30 October 2020)

**Comments:** The municipality provides a list of who wins tenders, but the list appears to be incomplete, because it does not have any 'next' pages.

The screenshot shows the 'Awarded Tenders' page on the Ugu District Municipality website. The page features a navigation menu on the left with options like HOME, ABOUT US, NEWSROOM, DEPARTMENTS, TENDERS, AWARDED, CURRENT, NOTICES, and MUNICIPAL BLOG. The main content area displays a table of awarded tenders with columns for No., Contract No., Bid/Quotation No., Appointed Bidder, Description of Goods/Services/Projects, and Contract Value. The table lists several tenders, including those for maintenance work and minor new works for a period of thirty-six (36) months.

No.	Contract No.	Bid/Quotation No.	Appointed Bidder	Description of Goods/Services/Projects	Contract Value
2154	UGU-05-1522-2019	UGU-05-1522-2019	Appileh Nandle Trading	PANEL OF SERVICE PROVIDERS FOR MAINTENANCE WORK AND MINOR NEW WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
2153	UGU-05-1522-2019	UGU-05-1522-2019	Amandla Amhlophe	PANEL OF SERVICE PROVIDERS FOR MAINTENANCE WORK AND MINOR NEW WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
2152	UGU-05-1522-2019	UGU-05-1522-2019	Bhangabhanga Engineering Services	PANEL OF SERVICE PROVIDERS FOR MAINTENANCE WORK AND MINOR NEW WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
2151	UGU-05-1522-2019	UGU-05-1522-2019	Dynamo Duck Trading and Projectst	PANEL OF SERVICE PROVIDERS FOR MAINTENANCE WORK AND MINOR NEW WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
	UGU-05-	UGU-05-	LAVISTO D	PANEL OF SERVICE PROVIDERS FOR	

5. Do tender specifications remain accessible on the website after the contract has been awarded for the duration of the contract?
- Yes, the tender specifications remain accessible on the website after the contract has been awarded for the duration of the contract.
  - Yes, the tender specifications remain accessible on the website after the contract has been awarded but not for the entire duration of the contract or not all tender specification information remains accessible on the website for the entire duration of the relevant contracts.
  - No, the tender specifications are removed after the award of the contract or the municipality does not publish tender specifications. The attachment is also removed.

**Answer: C**

**Source:**

Municipal Website : <http://ugu.gov.za/Pages/Tenders/Awarded.aspx> (accessed 30 October 2020)  
eTender Portal (Awarded Tenders) : <https://etenders.treasury.gov.za/content/awarded-tenders> (accessed 04 November 2020)

**Comments:** I did not see any specifications on the municipal website and the eTender Portal for tenders after the contract has been awarded.

- However, as noted in the response to question 3 above, tenders on the municipal website do not have specifications, but tenders on the eTender Portal seems to generally have specifications. This means that where the original tender notice on the municipal website remains available after the contract has been awarded, it still has no specifications, and for those tenders, no specifications remain available after the awarding of the contract.
- Additionally, while tender specifications are generally available on the eTender Portal during the advertisement period, the ‘advertised tenders’ on the eTender Portal are removed quickly, and consequently they are not available after award of the tender. Further, under ‘Awarded Tenders’ on the eTender Portal, there are no tender specifications. Selecting ‘Awarded tenders’ leads to a list with scant details, only showing the name of the contractor. For example, UGU-05-1522-2019.

**Municipal Website:**

The screenshot shows a web browser window displaying the 'Awarded Tenders' page on the Ugu District Municipal website. The browser's address bar shows the URL 'ugu.gov.za/Pages/Tenders/Awarded.aspx'. On the left side of the page, there is a vertical navigation menu with options: ABOUT US, NEWSROOM, DEPARTMENTS, TENDERS (highlighted in blue), AWARDED (highlighted in purple), CURRENT, NOTICES, MUNICIPAL BLOG, DOWNLOADS, FAQ, and JOBS. The main content area features a table with the following columns: No., Contract No., Bid/Quotation No., Appointed Bidder, Description of Goods/Services/Projects, and Contract Value. The table lists several awarded tenders, including contract UGU-05-1522-2019 awarded to Appileh Nandle Trading for maintenance work. A 'Description' section for one of the tenders lists: Painting, General Building Maintenance, Carpentry, Plumbing Services, Tiling, and Parts and Spares. The browser's taskbar at the bottom shows several open PDF files and the system clock indicating 16:01 on 2020/10/30.

No.	Contract No.	Bid/Quotation No.	Appointed Bidder	Description of Goods/Services/Projects	Contract Value
2154	UGU-05-1522-2019	UGU-05-1522-2019	Appileh Nandle Trading	PANEL OF SERVICE PROVIDERS FOR MAINTENANCE WORK AND MINOR NEW WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
<b>Description</b> Painting General Building Maintenance Carpentry Plumbing Services Tiling Parts and Spares					
2153	UGU-05-1522-2019	UGU-05-1522-2019	Amandla Amhlophe	PANEL OF SERVICE PROVIDERS FOR MAINTENANCE WORK AND MINOR NEW WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
2152	UGU-05-1522-2019	UGU-05-1522-2019	Bhangabhanga Engineering Services	PANEL OF SERVICE PROVIDERS FOR MAINTENANCE WORK AND MINOR NEW WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
	UGU-05-1522-2019	UGU-05-1522-2019	Dynamo Duck Trading and	PANEL OF SERVICE PROVIDERS FOR MAINTENANCE WORK AND MINOR NEW WORKS	

**WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

**Contract No.: UGU-07-1545-2020**

Bids are hereby invited from relevant service providers with experience for the appointment of a panel of service providers for the supply and delivery of disinfectants, water conditioning chemicals and specialised handling equipment for water and waste water treatment works for a period of thirty-six (36) months.

**Bid documents are obtainable from the Ugu District Municipality office in Port Shepstone at No. 28 Connor Street as from Tuesday, 20 October 2020, at a non-refundable payment of R100.00 [No cheques will be accepted]. The bid will be advertised on National Treasury's E Tender portal and documents can be downloaded from the website free of charge.**

Bids completed in accordance with the conditions indicated in documents, must be sealed and endorsed with the relevant contract number and be deposited in the official tender box at the foyer of Ugu District Municipality on 96 Marine Drive, Phase 2 Building, Oslo Beach not later than 12h00 on Friday, 20 November 2020, at which time bids will be opened in public. Bids that are submitted late, incomplete, unsigned or by facsimile, electronically, couriered or not completed in black ink will be rejected and not accepted for further evaluation. Bids submitted must be valid for a period of **90 days**

A compulsory briefing session will be held at the Ugu District Municipality Offices on 96 Marine Drive, Phase 2 Offices (outside parking area in line with Covid-19 Regulations) in Oslo Beach, on Tuesday, 27 October 2020 at 11:00, bidders who fail to attend this compulsory meeting will not be considered for further evaluation.

All technical bid enquiries are to be directed to the Area Manager: South; Sanele Tenza, during office hours on an email [Sanele.Tenza@ugu.gov.za](mailto:Sanele.Tenza@ugu.gov.za) and Procurement bid enquiries to Acting SCM Manager: Tarulethu.Mafungwa on an email [Tarulethu.Mafungwa@ugu.gov.za](mailto:Tarulethu.Mafungwa@ugu.gov.za).

Ugu District Municipality subscribes to the Preferential Procurement Regulations 2017, pertaining to the Preferential Procurement Policy Framework Act (PPFFA) principles whereby a bidder's submission will be evaluated according to the sum of the award of points in respect of the tender value and the B-BBEE status of the contributor

**Functionality, Price and Preference will be used for evaluation. The 80/20 preferential point system will be applicable,**

**6. Does a municipality publish the price of the contract?**

- a. Yes, the municipality publishes the price of the contract.
- b. Yes, the municipality publishes the price of the contract but does not seem to publish the price of contracts for all tenders
- c. No, the municipality does not publish the price of the contract.

**Answer: B**

**Source:** <http://ugu.gov.za/Pages/Tenders/Awarded.aspx> (accessed 30 October 2020)

**Comments:** The list of awarded contracts shows prices for only 2 prices.

2131	UGU-05-1513-2019	UGU-05-1513-2019	Investment	PROVIDERS FOR THE SUPPLY AND DELIVERY OF EMERGENCY RELIEF STOCK FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
+	UGU-05-1513-2019	UGU-05-1513-2019	Bokoharama Construction	APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR THE SUPPLY AND DELIVERY OF EMERGENCY RELIEF STOCK FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
+	UGU-05-1513-2019	UGU-05-1513-2019	Mthobongo Enterprise	APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR THE SUPPLY AND DELIVERY OF EMERGENCY RELIEF STOCK FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
+	UGU-05-1513-2019	UGU-05-1513-2019	Zamashazi Investments	APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR THE SUPPLY AND DELIVERY OF EMERGENCY RELIEF STOCK FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
+	UGU-05-1513-2019	UGU-05-1513-2019	Tee Cee Communications	APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR THE SUPPLY AND DELIVERY OF EMERGENCY RELIEF STOCK FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
+	UGU-07-1530-2020	UGU-07-1530-2020	Mzansi LDK Trading	DESIGN, SUPPLY MATERIAL, INSTALL 800 mm DIAMETER STEEL PIPELINES WITH NON-RETURN FLAP VALVES AND ERECT AN EARTHED SALTWATER CONTAINMENT BERM ACROSS UMZIMKHULU RIVER.	R2,700,000.00
+	UGU-05-1997-2020	UGU-05-1507-2020	Ezogu Trading	THE PROVISION OF CLEANING SERVICES AT VARIOUS UGU DISTRICT MUNICIPALITY OFFICES AND PLANTS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	R7,726,777.50

To view the Tender Opening Registers, please go to Downloads.

**7. Does the municipality publish any information on how the project will be implemented, for instance, timelines and deliverables, otherwise known as service delivery agreements or implementation plans?**

- a. Yes, the municipality publishes information on how the project will be implemented.
- b. Yes, the municipality publishes information on how the project will be implemented, but the list of service delivery agreement or implementation plans has obvious gaps or the list seems incomplete.
- c. No, the municipality does not publish information on how the project will be implemented.

**Answer: C**

**Source:** <http://ugu.gov.za/Pages/Tenders/Awarded.aspx> (accessed 30 October 2020)

**Comments:** I did not find any information on the implementation of the project on the municipal website.

The screenshot shows the 'Awarded Tenders' page on the Ugu District Municipality website. The page features a navigation menu on the left with options like HOME, ABOUT US, NEWSROOM, DEPARTMENTS, TENDERS, AWARDED, CURRENT, NOTICES, MUNICIPAL BLOG, and DOWNLOADS. The main content area displays a table of awarded tenders. The table has the following columns: No., Contract No., Bid/Quotation No., Appointed Bidder, Description of Goods/Services/Projects, and Contract Value. The table lists five tenders, all for maintenance work and minor new works for a period of thirty-six (36) months.

No.	Contract No.	Bid/Quotation No.	Appointed Bidder	Description of Goods/Services/Projects	Contract Value
2154	UGU-05-1522-2019	UGU-05-1522-2019	Appileh Nandie Trading	PANEL OF SERVICE PROVIDERS FOR MAINTENANCE WORK AND MINOR NEW WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
2153	UGU-05-1522-2019	UGU-05-1522-2019	Amandla Amhlophe	PANEL OF SERVICE PROVIDERS FOR MAINTENANCE WORK AND MINOR NEW WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
2152	UGU-05-1522-2019	UGU-05-1522-2019	Bhangabhanga Engineering Services	PANEL OF SERVICE PROVIDERS FOR MAINTENANCE WORK AND MINOR NEW WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
2151	UGU-05-1522-2019	UGU-05-1522-2019	Dynamo Duck Trading and Project	PANEL OF SERVICE PROVIDERS FOR MAINTENANCE WORK AND MINOR NEW WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	
2150	UGU-05-1522-2019	UGU-05-1522-2019	LAVISTO D Group	PANEL OF SERVICE PROVIDERS FOR MAINTENANCE WORK AND MINOR NEW WORKS FOR A PERIOD OF THIRTY-SIX (36) MONTHS	

**8. Does the municipality publish procurement information on both its website and the eTender portal?**

- a. Yes, the municipality publishes procurement information on both its website and the eTender portal.
- b. Yes, the municipality publishes procurement information on both its website and the eTender portal but the information on these two platforms does not correspond.
- c. No, the municipality only publishes procurement information on either its website or the eTender portal.
- d. No, the municipality does not publish procurement information on either its website or the eTender portal.

**Answer: A**

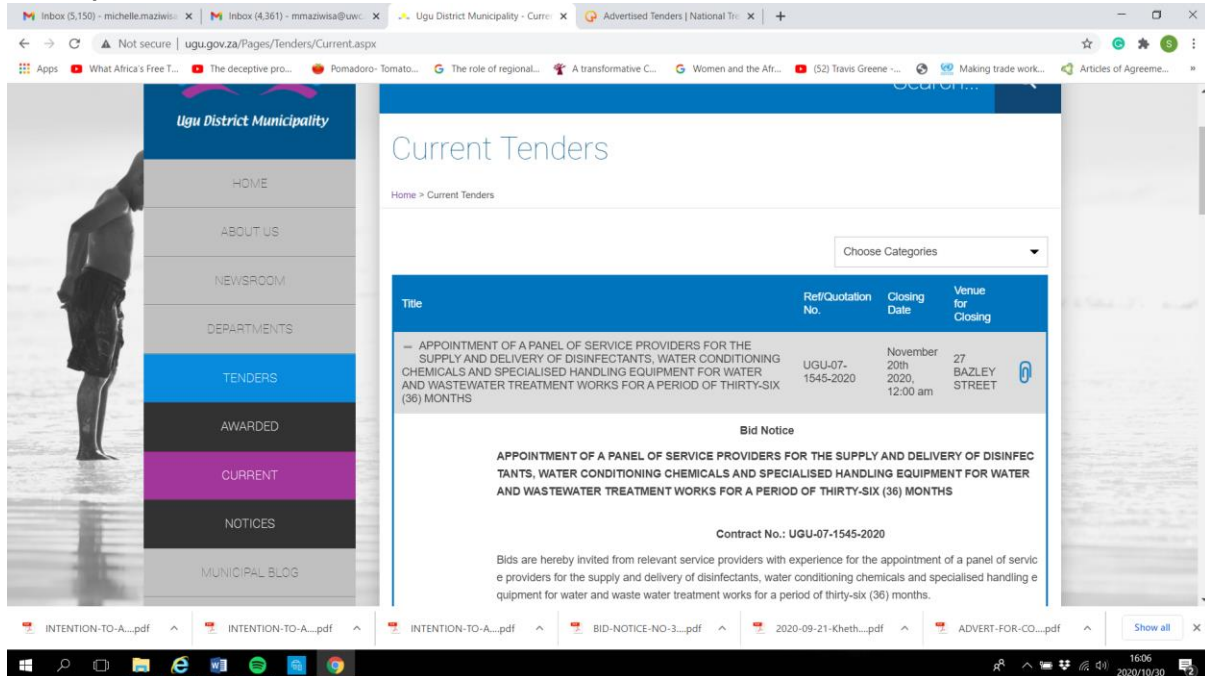
**Source:**

**Municipal website:** <http://ugu.gov.za/Pages/Tenders/Current.aspx> (accessed 30 October 2020)

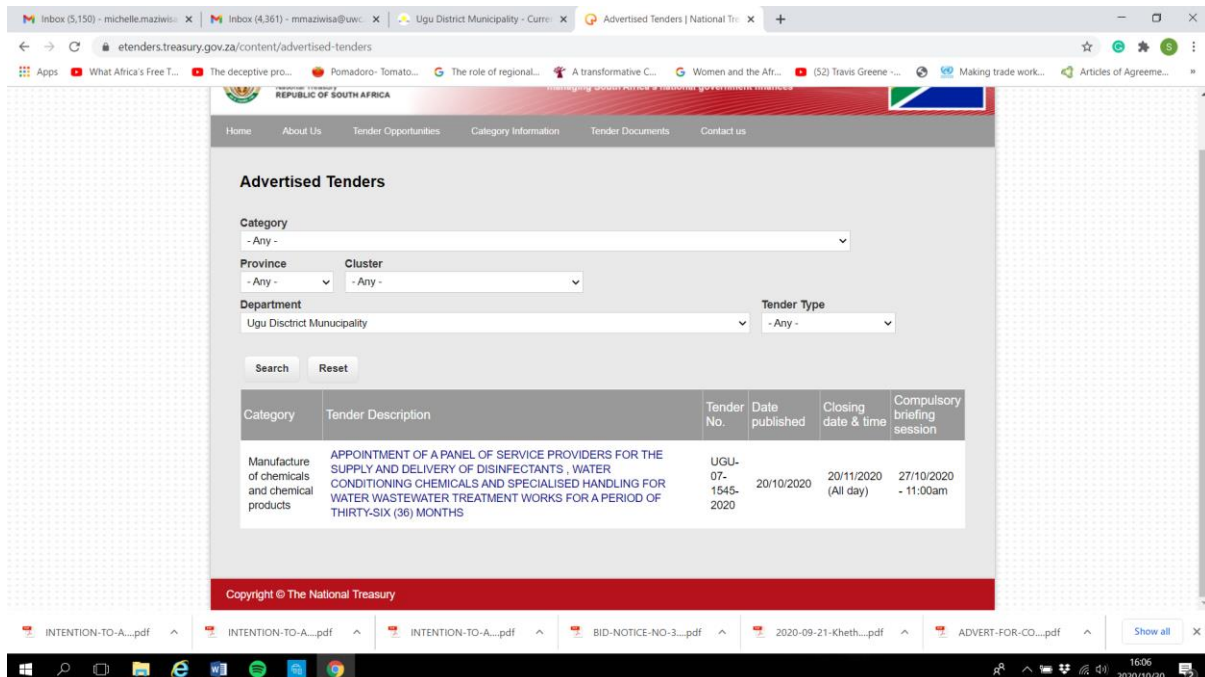
**eTender Portal:** <https://etenders.treasury.gov.za/content/advertised-tenders> (accessed 30 October 2020)

**Comments:** The municipal website has one tender, and the rest are requests, and the eTender Portal has the same tender.

**Municipal website:**



**eTender Portal:**



**General assessment:**

a) What is your overall impression on how easy it is to navigate the municipal website to find procurement information? Rate out of 10?



Two of the tabs for Tenders: 'Notices' and 'Current' had similar information, but did not correspond. It was not immediately clear to me why there were two tabs instead of one, as in I did not understand the purpose of each. If one uses the 'Notices' tab, they would miss out on information provided under the 'Current' tab which has more details on the description of the tender, where to apply and obtain documents etc. I would rate it 7 because it is generally easy to navigate. But the information needs to be updated and made complete.

**b) Any tips on how the municipality could improve citizens' access to procurement information on its website?**

It must provide all prices for awarded contracts and instead of referring to the eTender Portal, the municipality can itself load the documents on its own website.

**c) Are there any best practices in the municipality which can be shared with other municipalities?**

Yes, the municipal website exactly matched the eTender Portal regarding current tender notices/advertisements. This accurate information creates a sense of confidence that the information is true and complete.

**d) Are there any other issues that caught your attention when undertaking the assessment?**

It is concerning that some tenders have information on the price and others do not. It is also concerning that the municipality does not provide the tender documents (or download them itself from the eTender Portal and upload them on its own website) instead of referring people to the eTender Portal.

Although the website was functional during the time of research (26-30 October 2020), when I tried to open the municipal website I got an error message.

<http://ugu.gov.za/Pages/Tenders/Notices.aspx> (accessed 08 November 2020).

