

Bidder's Information: The Manager/Director

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Dear Sir/Madam

INVITATION TO BID: SCM 04/2025/SANC: APPOINTMENT OF A SERVICE PROVIDER FOR THE PROCUREMENT OF A CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM WITH LIVE CHAT AND EMAIL TRACKING CAPABILITIES FOR A PERIOD OF FIVE (05) YEARS

The South African Nursing Council invites bidders to participate and submit bids/proposals for the appointment of the service provider for the procurement of a Customer Relationship Management (CRM) system with live chat and email tracking capabilities for a period of five (05) years.

You are requested to complete the tender documents and submit them in accordance with the stipulations mentioned hereunder.

1. The conditions contained in the attached annexures apply.
2. The bid must be deposited inside the **tender box** using the following two (2) methods of submission on or before the closing date and time **(04 November 2025 at 12H00)**.
 - 2.1. **Envelope 01:** This envelope is for technical/administrative documents only- one (01) original document. **Envelope 02:** This envelope is for pricing only, i.e., pricing schedule and/or the formal quote by the bidder - one (01) original document.
 - 2.2. The bidder is also required to submit the bid (technical and price proposals) in a **USB flash drive**.
3. The attached forms/annexures, if completed in detail and returned, will form part of your bid submission.
4. Please take note that, this bid will be evaluated in terms of 80/20 Preference Point System.
5. All communication should be made using an email, the cut-off date for all enquiries will be at 12h00 on **24 October 2025**.



Cecilia Makiwane Building,
602 Pretorius Street, Arcadia, Pretoria 0083
Private Bag X132, Pretoria 0001,
Republic of South Africa



Tel: 012 420 1000
Fax: 012 343 5400
SANC Fraud Hotline: 0800 377 377



website: www.sanc.co.za

6. Bid documents must be deposited inside the tender box situated at SANC Reception, Cecilia Makiwane Building, 602 Pretorius Street, Arcadia, Pretoria, 0083 before or on the closing date and time on 04 November 2025 at 12H00 South African time.

DIRECTIVE TO BIDDERS ON COMPLETION OF STANDARD BIDDING DOCUMENT FORMS OF BID PROPOSAL

1. The purpose of this document is to guide bidders on the completion of standard bidding document forms of the SANC bid.
2. The dates on all standard bidding documents must be a date which is within the bid advertising period.
3. The last column of the table below (this column must be ticked as an indication that each document and its requirements have been complied with by the bidder).

DOCUMENT	DIRECTIVE	COMPLIED/ NOT COMPLIED
Invitation to Bid	The bidder is required to complete this document in full and be signed off. The bidder must tick (circle/erase) "YES OR NO" on this document. The bidder may not ignore any clause and/or write "not applicable (N/A)" unless it is the only option available, e.g., are you a foreign based supplier for the goods/servicers/works offered? If the answer is no, then on the questionnaire to bidding foreign suppliers. The bidder may write N/A.	
Bidder's Disclosure	This document must be completed in full and be signed off. The bidder must tick (circle/erase) "YES OR NO" on this document and indicate not applicable where necessary. The bidder must disclose if the company or any of its directors have an interest in other companies whether they bid or not. Should a bidder have more companies to declare, such information can be provided on a separate sheet in the format prescribed in the form and attached to the bidder's disclosure form. Information captured must be in line with what is captured in the central supplier database.	
Central supplier database report	The bidder must attach a Central Supplier Database report printed from https://secure.csd.gov.za/	
Preference points claim form	The bidder must fully complete this document and sign off. The bidder must allocate correct preference points, the preference points claimed will be verified using the following: <ul style="list-style-type: none"> - Identity Documents - Broad-Based Black Economic Empowerment Certificate (B-BBEE certificate) - Companies and Intellectual Property Commission disclosure certificate - medical report for disability ownership The bidder must submit the documents above to qualify for preference points.	
Pricing schedule	The bidder must complete the supplied pricing schedule and sign-off. The bidder may add other applicable costs which may not be covered by the SANC pricing schedule. In addition, the bidder must submit a detailed price quotation on the company letterhead.	
Bid proposal	The bidder must submit a detailed bid proposal in line with the specifications/terms of reference	

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE SOUTH AFRICAN NURSING COUNCIL					
BID NUMBER:	SCM 04/2025/SANC:	CLOSING DATE:	04 NOVEMBER 2025	CLOSING TIME:	12H00
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE PROCUREMENT OF A CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM WITH LIVE CHAT AND EMAIL TRACKING CAPABILITIES FOR A PERIOD OF FIVE (05) YEARS				
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Tender Administration		CONTACT PERSON	Mr Maredi Makgolane	
TELEPHONE NUMBER	N/A		TELEPHONE NUMBER	N/A	
E-MAIL ADDRESS	tenders@sanc.co.za		E-MAIL ADDRESS	mmakgolane@sanc.co.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT <input type="checkbox"/> Yes <input type="checkbox"/> No		
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES	<input type="checkbox"/> NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES	<input type="checkbox"/> NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES	<input type="checkbox"/> NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES	<input type="checkbox"/> NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES	<input type="checkbox"/> NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER’S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE.”

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g., company resolution)

DATE:

SPECIAL REQUIREMENTS OF REQUEST FOR BIDS

1. CONTRACT PERIOD

- 1.1 The contract period stipulated in the terms of reference/ specification is considered a valid contract period.
- 1.2 SANC reserves the right to extend or cancel the contract, pending available funding and satisfaction with service delivery.

2. ACCEPTABLE BIDS/OFFERS

- 2.1 The SANC may request interviews/presentations/pitching sessions with shortlisted Suppliers/ service providers before the final selection is made.
- 2.2 The SANC will not be liable for any cost incurred by a supplier /service provider in the process of responding to this bid, including on-site presentations and the preparation of the proposal.
- 2.3 The SANC will not consider any late quotations. All bids submitted after the stipulated closing date and time will not be disqualified.
- 2.4 Any effort by the supplier/ service provider to influence bid evaluation members, bid comparisons or bid award decisions in any manner, will result in rejection of the bid concerned.
- 2.5 The successful supplier/ service provider will be informed in writing with an appointment letter or per an official order.
- 2.6 **The bids have a validity period of 120 days from date of closure.**
- 2.7 Where it is discovered that an advantaged company used a disadvantaged person, as a “front” to acquire a bid, such company will be disqualified, and the bid shall be withdrawn.
- 2.8 Only bids complying with all requirements as stipulated in the Terms of Reference/Scope of Work or Specification will be regarded as acceptable.
- 2.9 Bids will be evaluated based on mandatory requirements, functionality (if applicable), Specific goals and other conditions stipulated in the terms of reference/ specification.
- 2.10 The supplier/ service provider must submit all requirements indicated in the bid documents at the closing date and time of the request for the bids. Supplier/ service provider who fail to comply with any of the mandatory and other requirements will be disqualified.

3. SUBMISSION OF BIDS/ RETURNABLE DOCUMENTS

- 3.1 The supplier/ service provider will be required to submit their bids /proposals in a tender box situated at the Reception of the Cecilia Makiwane Building.
- 3.1.1 Tenderers are required to submit a completed request for quotation pack (this documents), including:
 - a) Duly completed and signed bid documents.

- b) Adherence to requirements relating to all returnable documents will prove compliance with specific requirements as stipulated in the terms of reference at the closing date and time.
- 3.2 Any supplier/ service provider who fails to comply with any requirement of the bid, at the discretion of the evaluation team, will be regarded as non-compliant and as a result be rejected.

4. PAYMENTS

- 4.1 SANC undertakes to pay delivery validated invoices in full within thirty (30) days from the invoice date or upon agreed payment intervals as accepted in the contract. All invoices should be sent to the following email address: sancinvoices@sanc.co.za.
- 4.2 No invoices for outstanding deliverables or for any unproductive or duplicated time spent by the service provider will be validated for payment.
- 4.3 Invoices should be emailed, or hand delivered to SANC timeously.
- 4.4 The invoices should be original and must be accompanied by an inspection certificate and/or proof of delivery.

5. SUPPLY / DELIVERY VALIDATION

- 5.1. The certificate and the related report of delivery/installation/ progress milestone/commissioning will be validated by a SANC representative prior to payment of final invoices.

6. TAX COMPLIANCE REQUIREMENTS

- 6.1. It is a condition of this bid that the tax matters of the successful supplier/ service provider are in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the tax obligations.
- 6.2. The Tax Compliance status requirements are also applicable to potential foreign suppliers, service providers or individuals who wish to submit the bid.
- 6.3. It is a requirement that a supplier/ service provider grant a written confirmation when submitting this bid response that SARS may on an on-going basis during the tenure of the contract disclose the tax compliance status and by submitting this bid such confirmation is deemed to have been granted.
- 6.4. The Suppliers/ service providers are required to be registered on the Central Supplier Database (CSD) and the SANC shall verify the tax compliance status through the CSD or through SARS.
- 6.5. Where Consortia / Joint Ventures / Sub-Contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the CSD or through SARS.
- 6.6. The supplier/ service provider who are not tax compliant will be notified of their non-compliant status and be given seven (7) calendar days to rectify their tax compliance status with SARS, failure your bid will be disqualified.
- 6.7. The SANC will not award a bid to any supplier/ service provider whose tax matters are not in order.

7. VALUE ADDED TAX

- 7.1. All contract prices are inclusive of 15% Value Added Tax (VAT), except in the case of a person that is not required to register for Value Added Tax. Companies not registered in terms of Value Added Tax, may not claim VAT on invoices.

8. NEGOTIATIONS

- 8.1. The SANC to negotiate with one or more preferred supplier(s)/ service provider(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other supplier(s)/ service provider(s) who have not been awarded the status of the preferred supplier(s)/ service provider(s).

9. PRICE QUALIFICATION

- 9.1. Prices for this contract are firm.
- 9.2. All prices shall be quoted in South African rands (ZAR).
- 9.3. The bid prices shall be given in the units shown and will be awarded as a whole, not per item.
- 9.4. **Prices must be inclusive of delivery cost and all taxes.**
- 9.5. Please note that the foreign exchange risk in case of imported goods and service is for the account of the supplier/ service provider.
- 9.6. Non-firm prices (including prices subject to the rate of exchange variation) will not be considered.
- 9.7. No changes or extensions or additional ad-hoc costs are accepted once the contract has been awarded and/or signed.
- 9.8. Detailed information is optional and is provided as Annexures to the details of the bid.

10. COMMUNICATION

- 10.1. Communication will only be restricted to Supply Chain Management Officials.
- 10.2. The South African Nursing Council may request clarification in writing regarding the information provided by bidders. Supplier(s)/ service provider(s) are to supply the required information within the specified period. Failing to do so will **invalidate** your bid.

11. INTELLECTUAL PROPERTY

- 11.1. All the information contained in this document is intended solely for the purpose of assisting supplier(s)/ service provider(s) to prepare their bid. Any use of the information contained herein for another purpose than those stated in this document is prohibited.
- 11.2. The ownership and intellectual property rights of all designs, specifications, programming code and all other documentation provided by the SANC to the supplier(s)/ service provider(s), both successful and unsuccessful, remain the property of the SANC.

12. SUPPLIER DUE DILIGENCE

- 12.1. SANC may conduct due diligence to all shortlisted supplier(s)/ service provider(s) to identify their specific capabilities and financial stability.
- 12.2. The SANC may visit the premises of the supplier(s)/ service provider(s) or that of their suppliers.
- 12.3. Some of the key elements that should be documented and included during the comprehensive supplier analysis/due diligence include: the current workload of the supplier, cost structure of the BID, the financial status of the supplier(s)/ service provider(s) the previous customer satisfaction levels, the support capabilities, their relative strength, weaknesses and core capabilities, how SANC fits into the supplier(s)/ service provider(s) business and how the supplier(s)/ service provider(s) is viewed by the public, etc.
- 12.4. Supplier(s)/ service provider(s) may be required to provide names of traceable references who may also be visited to confirm their testimonials.

13. DISPUTES

- 13.1. The relevant bidder agrees that should any dispute arise from the contract, the matter shall be submitted to the relevant authority for a ruling and such ruling shall be final.

14. PREFERENCE POINTS CLAIM (SPECIFIC GOALS)

- 14.1. Proof of Specific goals Ownership and verification may be conducted in various forms including but not limited to the following documents namely: - CIPC documents, valid copy of B-BBEE certificate, copy of Identity document, medical report for disability ownership and declaration letter signed by the tenderer. Failure to attach proof, the tenderer will be allocated 0 points on specific goals.

15. JOINT VENTURE/ TRUST/ CONSORTIUM

- 15.1. A trust, consortium or joint venture must submit an agreement to be recognized as an entity.
- 15.2. A trust, consortium or joint venture will qualify for points for their specific goals as a legal entity, provided that the entity submits their B-BBEE status level certificate. CIPC documents, copy of Identity document, medical report for disability ownership and declaration letter signed by the tenderer. Failure to attach proof, the tenderer will be allocated 0 points on specific goals.

TERMS OF REFERENCE (TOR)

APPOINTMENT OF A SERVICE PROVIDER FOR THE PROCUREMENT OF A CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM WITH LIVECHAT AND EMAIL TRACKING CAPABILITIES FOR A PERIOD OF FIVE (05) YEARS

1. Purpose

- 1.1. The South African Nursing Council (SANC) seeks to procure a Customer Relationship Management (CRM) system with integrated LiveChat and email tracking capabilities to improve customer engagement and service efficiency. This system will be implemented for a period of five (05) years to streamline stakeholder interactions and enhance communication channels.

2. Objective

- 2.1. The primary objectives of procuring a CRM system are to:
- Enhance real-time communication through LiveChat functionality.
 - Implement automated email tracking for efficient query resolution.
 - Centralize and manage customer interactions across multiple communication channels.
 - Improve stakeholder satisfaction by ensuring timely and accurate responses.
 - Generate data-driven insights for decision-making and service optimization.
 - Ensure compliance with POPIA (Protection of Personal Information Act) for secure data management.

3. Scope of work

3.1. The successful service provider will be required to deliver the following:

- 3.1.1. CRM System Procurement & Licensing: Provide a cloud-based or on-premises CRM solution with the LiveChat and email tracking capabilities.
- 3.1.2. System Implementation & Configuration: Deploy and configure the system to meet SANC's operational needs.
- 3.1.3. User Training: Provide training to relevant SANC personnel on CRM usage, including LiveChat and email tracking functionalities.
- 3.1.4. Ongoing Maintenance & Technical Support: Ensure system updates, bug fixes, and technical support (Telephonic, Remote and Onsite support) throughout the five-year contract.
- 3.1.5. Integration with Existing Systems: Ensure seamless integration with SANC's existing ICT infrastructure, including email, Queue management system, telephony systems etc.
- 3.1.6. Reporting & Analytics: Provide real-time dashboards and reports on customer interactions and service performance.

4. Deliverables

4.1. The service provider must deliver the following:

- 4.1.1. A fully functional CRM system with LiveChat and email tracking.
- 4.1.2. User access controls to ensure data security and compliance.
- 4.1.3. A detailed implementation plan with timelines and milestones.
- 4.1.4. Comprehensive user training sessions (Virtual and onsite training) and training manuals.
- 4.1.5. A support and maintenance plan covering system updates and troubleshooting.
- 4.1.6. Monthly and annual reports on CRM system usage and performance.

4.2. The solution must offer the ICT helpdesk support system that is aligned with ITIL service management framework.

4.3. The CRM specification check list must be fully completed by the bidder. Should the bidder's proposed solution not meet all the requirements on the checklist, the bidder will be disqualified.

Table 1. Attributes of the CRM

SOFTWARE FEATURES	AVAILABLE (YES/NO)
1. Live Chat	
2. Alerts / Escalation	
3. Automated Routing	
4. Calendar Management	
5. Contact Database	
6. Contact Management	
7. Customer Database	
8. Customer History	
9. Customizable Templates	
10. Data Import / Export	
11. Social Media Integration	
12. Third- Party Integration	
13. Workflow Management	
14. Email Management/Tracking	
15. Inbox Management	
16. Interaction Tracking	
17. Knowledge Base Management	
18. Lead Management	
19. Multi-Channel Communication	
20. Performance Metrics	
21. Real-Time Notifications	
22. Reporting and statistics	
23. Self Service Portal	

SOFTWARE FEATURES	AVAILABLE (YES/NO)
24. Support Ticket Management	
25. Web-based Deployment	
26. Ticket Management / Reference Number Management	
27. ICT helpdesk solution in line with the ITIL Service management system	

5. Duration and timelines

5.1. The contract will be for a period of five (05) years, with the following key phases:

5.1.1. Phase 1 (Months 1-3): System procurement, setup, and initial deployment.

5.1.2. Phase 2 (Months 4-6): Full implementation and user training.

5.1.3. Phase 3 (Months 7-12): System optimization and evaluation.

5.1.4. Phase 4 (Year 2-5): Ongoing maintenance, updates, and support.

6. Desired Confidentiality Terms and Conditions

6.1. The successful bidder should strictly treat all SANC information with a high degree of confidentiality.

6.2. The SANC's information should not be provided by any means, to a third party.

7. Evaluation Process:

7.1. The SANC will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act. No.5 of 2000 (PPPFA) and its regulations. A copy of the PPPFA regulations 2022 can be downloaded from www.treasury.gov.za. In accordance with the PPPFA, submissions will be adjudicated on 80/20 points system and the evaluation criteria. This bid will be evaluated in three (3) phases, namely: Administrative and Mandatory Compliance, Technical Evaluation, and Price & Specific goals.

7.1.1. Step 1: Administrative and Mandatory Compliance:

Document that must be submitted	Non-compliance with items against which a "YES" is denoted shall result in disqualification	
Invitation to Bid	YES	Complete and sign the supplied pro forma document.

Document that must be submitted	Non-compliance with items against which a “YES” is denoted shall result in disqualification	
Tax Status	YES	i. Proof of Registration on National Treasury - Central Supplier Database (attach CSD report/ provide the CSD supplier number).
Bidder’s Disclosure	YES	Complete and sign the supplied pro forma document.
Preference Point Claim Form	NO	<ul style="list-style-type: none"> • Non-submission of the Preference Point Claim Form will lead to a zero (0) score on specific goals. • Proof of Specific goals Ownership and verification will be confirmed using the following documents namely: <ul style="list-style-type: none"> ✓ CIPC documents, ✓ valid copy of B-BBEE certificate, ✓ copy of Identity document, or ✓ medical report for disability ownership <p>NB: Failure to attach proof, the tenderer will be allocated 0 points on specific goals</p>
Compulsory Briefing Session	YES	<p>The compulsory site briefing will be held as follows:</p> <p>Date: 16 October 2025</p> <p>Time: 11H00</p> <p>Venue: Microsoft Teams</p> <p>NB: The bidders must submit their bids with the attendance certificate.</p>
Reference letters	YES	<p>Reference letters from the service provider:</p> <ul style="list-style-type: none"> ✓ Provide the SANC with a minimum of three (3) or more signed reference letters not older than five (5) years (i.e., the system must have been implemented between 2020 and 2025) for the implementation and support of Customer Relationship Management (CRM) system. The letter must be on the client’s letterhead, and it must contain the following: <ul style="list-style-type: none"> • Nature of service, date, name and surname of contact person including contact details (telephone or e-mail address).

Document that must be submitted	Non-compliance with items against which a “YES” is denoted shall result in disqualification	
		NB: Where subcontracting/joint-venture was applicable, Reference Letters must be accompanied by a Purchase Order or Letter of Appointment and a valid signed contract from the main service provider. The validity of the reference letters will determine by the period when the services rendered.
Price	YES	Submit a detailed price quotation/written price schedule.

7.1.2. Step 2: Technical Evaluation:

The service provider will be required to submit the Product Brochures & Data Sheets against **Table 1 below**.

NB: Failure to submit the afore mentioned, the bidder will be disqualified.

SOFTWARE FEATURES	AVAILABLE	
	YES (TICK ✓)	NO (TICK ✓)
1. Live Chat		
2. Alerts / Escalation		
3. Automated Routing		
4. Calendar Management		
5. Contact Database		
6. Contact Management		
7. Customer Database		
8. Customer History		
9. Customizable Templates		
10. Data Import / Export		
11. Social Media Integration		
12. Third- Party Integration		
13. Workflow Management		
14. Email Management/Tracking		
15. Inbox Management		

SOFTWARE FEATURES	AVAILABLE	
	YES (TICK ✓)	NO (TICK ✓)
16. Interaction Tracking		
17. Knowledge Base Management		
18. Lead Management		
19. Multi-Channel Communication		
20. Performance Metrics		
21. Real-Time Notifications		
22. Reporting and statistics		
23. Self Service Portal		
24. Support Ticket Management		
25. Web-based Deployment		
26. Ticket Management / Reference Number Management		
27. ICT helpdesk solution in line with the ITIL Service management system		

7.1.3. Step 3: Evaluation on Price and Specific Goals:

7.1.3.1. Price Calculations

The following formula must be used to calculate points out of 80 for price in respect of an invitation for a tender with a rand value from R 2 000.00 to or below R50 millions inclusive of all applicable taxes:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid or offer under consideration

P_{\min} = Price of lowest acceptable bid or offer

7.1.3.2. Allocation of preference points based on specific goals.

The South African Nursing Council tenders will be evaluated on the following specific goals premised on addressing the legacy of apartheid's historical injustices, with a consideration on the following categories (of Historically Disadvantaged People - HDP) using race, gender, youth, and people with disability.

A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender. The points scored for the specific goal must be added to the points for price and the total must be rounded off to the nearest two decimal places. Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

Preferential points will be allocated as per table below:

Specific goal	80/20 Preference Point system
Black Ownership	8
Black Women Ownership	4
Black Youth Ownership	4
Disability Ownership	4
Total Points allocated to Specific Goals	20

Black Ownership points will be awarded to a Tenderer who has a 51% or more black ownership. Black ownership will be determined by the % of the enterprise owned by such a person or by the % of shares owned by members who are actively involved in the day-to-day activities of the company or enterprise.

Preferential points for black ownership will be awarded as follows:

Black Ownership	80/20 Preference Point system
Tenderers who have 100% black ownership	8
Tenderers who have 51% to 99% black ownership	5
Tenderers who have less than 51% black ownership	0

Black women ownership points will be awarded to a Tenderer who has a 30% or more black women ownership. Black women ownership will be determined by the % of the enterprise owned by such a person or by the % of shares owned by members who are actively involved in the day-to-day activities of the company or enterprise.

Preferential points for black women ownership will be awarded as follows:

Black Women Ownership	80/20 Preference Point system
Tenderers who have 100% black women ownership	4
Tenderers who have 30% to 99% black women ownership	2
Tenderers who have less than 30% black women ownership	0

Black youth ownership points will be awarded to a Tenderer who has a 30% or more black youth ownership. Black youth ownership will be determined by the % of the enterprise owned by such a person or by the % of shares owned by members who are actively involved in the day-to-day activities of the company or enterprise.

Preferential points for black youth ownership will be awarded as follows:

Black Youth Ownership	80/20 Preference Point system
Tenderers who have 100% black youth ownership	4
Tenderers who have 30% to 99% black youth ownership	2
Tenderers who have less than 30% black youth ownership	0

Disability Ownership points will be awarded to a Tenderer who has a 20% or more disability ownership owners. Disability ownership will be determined by the % of the enterprise owned by such a person or by the % of shares owned by members who are actively involved in the day-to-day activities of the company or enterprise.

Preferential points for disability ownership will be awarded as follows:

Disability Ownership	80/20 Preference Point system
Tenderers who have 20% or more owners with disability	4
Tenderers who have less than 20% owners with disability	2
Tenderers who have 0% owners with disability	0

NB – The SANC will verify the Tax status outcome on the CSD report/ SARS e-Filing report:

- i. A bidder whose tax status is Non-Compliant will be notified of their tax matters and must meet their outstanding tax obligations within seven (7) days.
- ii. Should the bidder fail to provide a written proof of their tax compliance status within Seven (7) days, the SANC will reject the bid submitted by the bidder.

PRICE SCHEDULE- FIRM PRICES (PURCHASES)

ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

Name of bidder: _____	Bid number: SCM 04/2025/SANC
Closing Time: 12H00	Closing date: 04 NOVEMBER 2025

PRICING SCHEDULE

TABLE 1: PROJECT IMPLEMENTATION COSTS

Description	Quantity	Cost Price (VAT Exclusive)	Total Price (VAT Inclusive)
Software Installation, Setup and Configuration	1	R	R
Year One: Fifteen (15) Concurrent Licenses as per utilization (Scalable).	15	R	R
ICT Service System Licenses	2	R	R
Training of SANC Employees	14	R	R
Other (Please Specify):			
Total (VAT INCL)			R

TABLE 2: SUPPORT AND MAINTENANCE

Description	Year	Hours (Indicative)	Hourly Rate (VAT Exclusive)	Total Price (VAT Inclusive)
Five-years comprehensive support and maintenance agreement cost (all travel, consumables and other incidental costs included)	One	120	R	R
	Two	120	R	R
	Three	120	R	R
	Four	120	R	R
	Five	120	R	R
TOTAL (VAT INCL)				R

NB: Support and maintenance will be provided on a consumption basis.

TABLE 3: ANNUAL LICENSE RENEWAL

Description	Year	Annual License (VAT Exclusive)	Total Price (VAT Inclusive)
Four-years annual license renewal (Software Assurance) cost as per table 1 specification.	Two	R	R
	Three	R	R

Description	Year	Annual License (VAT Exclusive)	Total Price (VAT Inclusive)
NB: Annual license for year one (1) must be included under once off implementation costs in table 1.	Four	R	R
	Five	R	R
TOTAL (VAT INCL)			R

TABLE 4: PROJECT TOTAL COSTS

Description	Total Price (VAT Inclusive)
Table 1	R
Table 2	R
Table 3	R
TOTAL (VAT INCL)	R

Description	Unit Price (VAT Inclusive)
Unit Price per additional concurrent License (CRM)	R
Unit Price per additional concurrent License (ICT Helpdesk)	R

Required by:

South African Nursing Council

Cecilia Makiwane Building

Required at (Address):

602 Pretorius Street

Arcadia, Pretorius 0083

Brand and model (if applicable):

.....

Country of origin (if applicable):

.....

Guarantee period (if applicable):

.....

Does the offer comply with the specification?

☐ Yes

☐ No

☐ N/A

***Mark the relevant block with an X**

If not to specification, indicate deviation(s)

.....

How long it will take for the bidder to deliver goods/services after receipt of a purchase order?

.....

(Only firm delivery period will be considered)

DECLARATION BY THE BIDDER:

Iconfirm that the information furnished is correct and true. I accept that the South African Nursing Council may act against me should this declaration prove to be false.

Name of Bidder:.....Position:.....

Signature:.....Date:.....

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000.00 (all applicable taxes included).

1.2 **To be completed by the organ of state**

- a) The applicable preference point system for this tender is the 80/20 preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim regarding preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation.
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid

invitation, and includes all applicable taxes;

- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

- Ps = Points scored for price of tender under consideration
 Pt = Price of tender under consideration
 Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

- Ps = Points scored for price of tender under consideration
 Pt = Price of tender under consideration
 Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Description of the goals	Number of points allocated (80/20 system)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Black Ownership	Tenderers who have 100% black ownership	8	
	Tenderers who have 51% to 99% black ownership	5	
	Tenderers who have less than 51% black ownership	0	
Black Women Ownership	Tenderers who have 100% black women ownership	4	
	Tenderers who have 30% to 99% black women ownership	2	
	Tenderers who have less than 30% black women ownership	0	
Black Youth Ownership	Tenderers who have 100% black youth ownership	4	
	Tenderers who have 30% to 99% black youth ownership	2	
	Tenderers who have less than 30% black youth ownership	0	
Disability Ownership	Tenderers who have 20% or more owners with disability	4	
	Tenderers who have less than 20% owners with disability	2	
	Tenderers who have 0% owners with disability	0	

DECLARATION WITH REGARD TO COMPANY/FIRM

- 4.3. Name of company/firm.....
- 4.4. Company registration number:
- 4.5. TYPE OF COMPANY/ FIRM
- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation

- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses, or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders, and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

	SIGNATURE(S) OF TENDERER(S)
SURNAME AND NAME:
DATE:
ADDRESS:

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

- 2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

- 2.2.1 If so, furnish particulars:

.....
.....

- 2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

- 2.3.1 If so, furnish particulars:

.....
.....

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

3 DECLARATION

I, the undersigned, (name) in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read, and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement, or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements, or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill, and knowledge in an activity for the execution of a contract.