

## TENDER NOTICE

**TENDER REFERENCE: 3410/2023/03**

**PROJECT NAME: REQUEST FOR PROPOSALS FROM SERVICE PROVIDERS TO PROVIDE A CUSTOMER RELATION MANAGEMENT (CRM) SYSTEM FOR TRADE AND INVESTMENT KWAZULU-NATAL WITHIN A PERIOD OF 6 MONTHS.**

The minimum specifications are detailed in the Bid document.

Bid documents will be available on the TIKZN website ([www.tikzn.co.za](http://www.tikzn.co.za)) at no cost.

The documents will be available from Thursday, **01<sup>st</sup> February 2024**.

Enquiries should be addressed to Mr. Matthew Canham @ (031 368 9607).

**A compulsory briefing session will be held on Microsoft Teams on the 07<sup>TH</sup> February 2024 @11H00AM. The prospective bidders will be required to RSVP Matthew Canham/Fani Ndaba on the email addresses: [matthew@tikzn.co.za](mailto:matthew@tikzn.co.za) / [fani@tikzn.co.za](mailto:fani@tikzn.co.za) to obtain a link for the Teams meeting and also the representative during the briefing will be required to specify their names and the company they are representing on the chat during the online meeting.**

Completed bid documents are to be placed in a sealed envelope clearly marked:

**“CRM (CUSTOMER RELATION MANAGEMENT SYSTEM)” and must be deposited in the Bid Box, situated at Trade and Investment House, 1 Arundel Close, Kingsmead Office Park, Durban, not later than 12h00 noon, Thursday, 22<sup>nd</sup> February 2024.**

### PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT (PPPFA) POINTS WILL BE AWARDED ACCORDING TO 80/20 SYSTEM:

Price	80 points
Specific goals	20 points
<b>TOTAL</b>	<b>100 points</b>

### BIDDERS SHALL TAKE NOTE OF THE FOLLOWING BID CONDITIONS:

1. The TIKZN Supply Chain Management Policy will apply;
2. TIKZN does not bind itself to accept the lowest bid or any other bid and reserves the right to accept the whole or part of the bid;
3. Bids which are late, incomplete, unsigned or submitted by facsimile or electronically, will not be accepted.

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