

TENDER AWARD NOTIFICATION

RFP01/2022/23 THE APPOINTMENT OF A SERVICE PROVIDER /CONSULTANT TO PROVIDE AN EXISTING CLOUD BASED INTEGRATED CUSTOMER RELATIONSHIP MANAGEMENT (CRM) AND CALL-CENTRE SOLUTION ON A LEASING BASIS INCLUDING MAINTENANCE AND SUPPORT FOR THE ROAD TRAFFIC INFRINGEMENT AGENCY (RTIA) FOR THE PERIOD OF FIVE (5) YEARS

BID PARTICULARS

Publication	E-Portal		
Advertisement Date:	14-04-2022	Number of Bid Documents Received:	Six (6) bidders responded on time and two (2) late bid received
Closing Date:	30-05-2022	Conditions of Contract:	General Conditions of Contract (GCC)
Validity Date:	31 January 2023	Contract Period:	Five (5) years
Briefing Session	10 May 2022	Award date	13-01-2023

The following Company awarded for the appointment of a service provider/consultant to provide an existing cloud based integrated customer relationship management (CRM) and Call-Centre Solution on a leasing basis including maintenance and support for the Road Traffic Infringement Agency for the period of five (5) years.

BIDDER NO	BIDDER NAME	AMOUNT
4	INTELLEHUB	R 1 933 019,26