

TENDER NOTICE

The Richards Bay Industrial Development Zone Company SOC Ltd (RBIDZ) invites capable and competent service providers to submit proposals for the following tender.

CONTRACT NO. MO/ADM/480/25 - APPOINTMENT OF A SERVICE PROVIDER FOR DEVELOPMENT ,DESIGN,SUPPORT AND MAINTAINANCE OF THE CUSTOMER RELATIONSHIP MANAGEMENT SOLUTION (CRM) FOR A PERIOD OF 36 MONTHS.

Tender documents will be available as from **17 June 2025 to 27 June 2025** and **will be emailed** upon an indication of interest and submission of proof of payment of the tender charge from the prospective tenderer. **A non-refundable cash payment of R500.00 paid into the RBIDZ's bank account, namely Absa, Branch Code: 632005 Account No.: 4072219190. No tender documents will be sold after 10:30 am on the date of the compulsory briefing meeting.** Bidders should forward a request for RFP document via email to tenders@rbidz.co.za with their company name, address and contact details quoting the tender number and description on the subject line.

No briefing meeting or site inspection will be conducted for this project.

Tenders are to be completed in accordance with the conditions attached to the documents and must be sealed and endorsed with the relevant Contract Number and must be personally deposited in the official Tender box at the RBIDZ, RBIDZ Complex, 4 Harbour Arterial, Alton, Richards Bay (GPS 28°46'50.3"S 32°00'54.0"E) **not later than 12:00 on 14 July 2025, at which time tenders will be opened in public.**

Tenders will first be evaluated in terms of compliance assessment, functionality, and thereafter price and preference on a **80/20** system as contemplated in the Preferential Procurement Policy Framework Act and must score a minimum of **65%** on functionality to be considered further in terms of price and preference. Tenderers who do not obtain the minimum functionality scoring will be regarded as non-responsive and that will lead to the disqualification of the Tender Submission.

In accordance with the RBIDZ Preferential Procurement Policy and Broad Based Black Economic Empowerment Act and associated Codes of Good Practice, targeted enterprises are companies that are Level 1 to 3 in terms of the B-BBEE Status Level shall be eligible to tender. It is a condition of tender that a tenderer makes provision for involving SMMEs through a competitive process from the RBIDZ list of pre-qualified SMMEs or a list submitted by the tenderer in agreement with the RBIDZ.

The RBIDZ is not bound to accept the lowest price, highest scoring or any Tender and reserves the right to accept or not to accept any Tender in whole or part thereof. The RBIDZ reserves the right to appoint a Tenderer that best meets the requirements of the company on reasonable grounds. Telegraphic, telephonic, telex, electronic, e-mailed, and late Tenders will not be accepted.

TIPS-OFFS ANONYMOUS HOTLINE

Assist the RBIDZ to act against: fraud/corruption/conflict of interest/abuse of company resources/theft/unethical behaviour.

South Africa Toll Free: 0800 007 082

Free Fax: 0867 261 681

Email: rbidz@thehotline.co.za

CEO: Richards Bay Industrial Development Zone Company SOC Ltd