

REQUEST FOR PROPOSALS

DUBE TRADEPORT CORPORATION

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CUSTOMER RELATIONSHIP MANAGEMENT (CRM) INCLUDING MAINTENANCE AND SUPPORT FOR DUBE TRADEPORT CORPORATION FOR A PERIOD OF THIRTY-SIX (36) MONTHS

REF NO.: DTP/RFP/01/COR/01/2026

Dube TradePort Corporation (DTPC) was created as a provincial public entity to develop Dube TradePort. Refer to www.dubetradeport.co.za for more information on DTPC.

Dube TradePort Corporation (DTPC) invites proposals from suitably qualified and experienced service providers to provide Customer Relationship Management (CRM) system/solution including maintenance and support for Dube TradePort Corporation for a period of thirty-six (36) months.

The scope includes but not limited to the following services:

- Provision of Customer Relationship Management System (CRM Solution)
- Provide a single, secure source of information.
- Support end-to-end lifecycle management.
- Enable multi-channel engagement.
- Provide strong analytics and dashboards.
- Integrate with existing DTPC systems.
- Ensure POPIA-compliant processing.
- Provision of support and maintenance.

EVALUATION OF THIS BID

All proposals will be evaluated in various stages – compliance and functionality will be assessed and thereafter all responsive proposals will be evaluated in accordance with the PPPFA regulations, 2022 using the 80/20 preference points system.

The 20 preference points (Specific Goals) will be allocated to the following as included in the bid document:

- I. 10 points will be allocated to Enterprises (or bidders) who are at least 51% or more Owned by Black People
- II. 10 points will be allocated to South African Enterprises (or bidders).

COMPLIANCE REQUIREMENTS

- **PROOF OF REGISTRATION, AFFILIATION OR ACCREDITATION**
 - The bidder must be a Product Accredited Service Partner.
 - The bidder must submit Certificate or letter from the Original Equipment Manufacturers (OEMs) for the CRM Solution to DTPC stating that the bidder is a registered partner or authorized reseller of the OEM' products.

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- o Bids submitted without the above-mentioned certificates/letter will be non-compliant and disqualified.

REQUESTS FOR DOCUMENTS & ENQUIRIES

Bid documents will only be available from **06 May 2026 to 12 May 2026** during the weekdays (Mon – Fri) between 08h30 and 16h00. Documents will not be available physically but will be e-mailed to all companies that purchased bid documents. A non-refundable document fee of **R500.00** (Five hundred rands) must be paid via EFT, proof of payment must be emailed for the Bid Documents. No cash will be accepted, and proof of payment must be emailed. Please allow 2 days for funds to reflect in the account. DTPC will only email documents once the payment has been cleared in its bank account. Payments must contain the reference, "**DTP/RFP/01/COR/01/2026**" and must clearly identify the Bidder, e.g. "ABC Consortium". Electronic versions of these documents will only be available via email on confirmation and/or proof of payment.

Dube TradePort Corporation banking details:

Bank: ABSA; A/C No: 405 687 3817; Branch Code: 632 005; A/C Name: Dube TradePort Corporation; Account type: Current.

A **COMPULSORY** briefing session meeting (**virtual**) for service providers, who have paid for and received the Bid Documents via email will be held via Microsoft Teams (**virtually**) on **14 May 2026 at 14:00**.

Enquiries should be directed via email: tenders@dubetradeport.co.za.

CLOSING TIME & DATE FOR SUBMITTING RESPONSES

Proposals must be submitted at the DTPC offices on or before **11h00**, South African time on **29 May 2026**. Documents should be clearly marked "**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CUSTOMER RELATIONSHIP MANAGEMENT (CRM) INCLUDING MAINTENANCE AND SUPPORT FOR DUBE TRADEPORT CORPORATION FOR A PERIOD OF THIRTY-SIX (36) MONTHS**".