

**Tender-/INS/2022/01014 – APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE A CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM TO INSETA FOR A PERIOD OF THREE (3) YEARS.**

**ANNEXURE A**

Bidders must complete the pricing template listed below. **Annexure A – SBD3.1 - Pricing Schedule / Proposal – All prices **MUST include VAT.****

1. Pricing schedule should be submitted in 3 separate sealed envelopes attached to SBD 3.1.
2. Pricing should not be reflected in any other part of the proposal or cover thereof.
3. The following estimated quantities must be used to provide a pricing.
4. The number of meetings stated below are an estimate for evaluation purposes for effective comparative analysis. The final values will be negotiated during the contract negotiation stage.
5. Price escalations per annum must be kept at a **5.5%** increase.

**Table 1: Costing**

| Item Description  | Quantity/ UoM        | Unit Price | Year 1 | Year 2 | Year 3 |
|---|----------------------|------------|--------|--------|--------|
| Solution setup & Deployment   | Once-off             |            |        |        |        |
| On boarding Training  | 15 users<br>Once off |            |        |        |        |
| Super user (IT) training  | 4 users<br>Once off  |            |        |        |        |
| Software Licences   | Yearly               |            |        |        |        |
| Hosting (Back-up and disaster recovery)   | Monthly              |            |        |        |        |
| Maintenance & Support (24/7 – at no additional costs <b>during contract execution</b> ) including enhancements. | Monthly              |            |        |        |        |
| Sub-total   |                      |            |        |        |        |
| Vat   |                      |            |        |        |        |
| Total   |                      |            |        |        |        |
| Grand Total   |                      |            |        |        |        |



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**\*\*Bidder are required to complete Annexure A – Spreadsheet (in Excel format) and submit as part of the electronic submission. The total bid price must be clearly stated above SBD 3.1. All instructions regarding the format of the proposal should be followed, otherwise bidders may be excluded from the rest of the bidding process. Please ensure that you comply fully with all requirements set out in the tender document Terms of Reference (with all applicable increases or discounts included).**



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