

Questions and Answers

Bid no: 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.

Question 1: The scope of Stake holders? Does every stake holder an internal user or portal user?

Answer: We have approximately 18 000 organisations. The Stakeholders will be portal users.

Question 2: The scope of commercials is for three years rentals. Please confirm.

Answer: Yes, reference can be made from the TOR

Question 3: If on rental, what happens to the application at the end of three years?

Answer: The INSETA will go out on another BID to procure the same services, however the prospective bidder will required to handover the INSETA Data.

Question 4: Do you plan a buyout? Or continue the services?

Answer: No, the INSETA will procure the same services after the contract period has expired.

Question 5: We need to know the number of customers that will likely register and use the customer portal.

Answer: We currently have approximately 18 000 organisations registered on our Management Information System and can't the determine whether or not all will be registered on the system.

Question 6: Approximately how many external users (Customers/Stakeholders) would connect to the Portal simultaneously?

Answer: At this stage we cannot provide the figures as this is the first time the INSETA will be implementing a CRM and have not reference to any data.

Question 7: Number of Agents' logins required for resolving the customer query.

Answer: As per the ToR, we need 15 licences

Question 8: Number of Sale Workforce who will perform email, Marketing Campaigns?

Answer: About 3

Question 9: Number of SMS will be sent out on a monthly basis?

Answer: This will be INSETA's first time utilising this option, so the number of SMS's are unknown at this stage.
