

EMPOWERED TO INFLUENCE AND INSPIRE!

18 Fricker Road, Illovo, Sandton 2196 P.O. Box 32035, Braamfontein 2017 Telephone: 011 381 8900 Website: www.inseta.org.za

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.

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Mr. K.A.A. Sungay (Organised Employer), Mr. M. Soobramoney (Organised Labour), Mr. J.J.M. Mabena (Organised Labour), Ms. S.A. Anders (Organised Labour), Mr. C.B. Botha (Organised Labour), Ms. S.T. Dinyake (Organised Labour), Ms. N.B. Jonas (Organised Labour),
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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.

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