

IMPLEMENTATION OF MICROSOFT DYNAMICS 365 CUSTOMER SERVICE AS A CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM FOR THE SOUTH AFRICAN PHARMACY COUNCIL

The South African Pharmacy Council (SAPC) is a regulatory authority established in terms of the Pharmacy Act, 53 of 1974, with two offices in Arcadia and Hatfield, Pretoria. The SAPC hereby invites reputable, qualified service providers, who are Microsoft-certified partners/professionals with a record of implementing Microsoft Dynamics 365 as a CRM, to implement the Microsoft Dynamics 365 CRM system, with Microsoft Copilot Generative AI Chatbot/Virtual Agent, and ensure the following integrations: Contact/Call Centre Telephony System (currently 3CX), Outlook mailbox, Omnichannel (Social Media, WhatsApp), member database system, in-house case management system, and SAGE Accpac (for account balance queries).

The successful bidder will also be expected to provide 12 months' support, onboarding and technical training.

A compulsory briefing session will be held virtually via Microsoft Teams on 09 October 2025 (09h00-11h00). Login details of the briefing session and RFP documents are on the Tender Page found on our website (<https://www.sapc.za.org/tenders>)

The SAPC subscribes to the Department of Trade, Industry and Competition's (DTIC) B-BBEE Balanced Scorecard for the accreditation of all proposals, in accordance with the latest DTIC Codes of Good Practice.

Proposals should be submitted in soft copy to Ms Refilwe Mutlane at tenders@sapc.za.org, or on a USB stick in a sealed envelope at the SAPC Building, 591 Belvedere Street, Arcadia, 0083.

The SAPC is not bound to accept any tender and reserves the right to cancel, withdraw, or decline services/tenders in respect of the tenders received and to re-advertise at its sole discretion.

The due date for submission of all documents is 21 October 2025

If you fail to submit the required documents by the closing date, your proposal will be unsuccessful. No company will be allowed to submit documents after the closing date.