South African Pharmacy Council

RFP: Cloud-Based CRM System with Live Chat, Generative AI Chatbot, and Case Management Capabilities

Overview

Overview of SAPC and Project Purpose

Scope of Work & Key Requirements

Proposal Submission

Overview of SAPC and Project Purpose

About SAPC:
- A regulatory health authority established under the Pharmacy Act, 53 of 1974.
- Responsible for regulating the pharmacy profession in South Africa.
- Has two offices in Pretoria (Arcadia and Hatfield).
- Self-funded.

Technology environment: The SAPC is primarily a Microsoft environment (Microsoft Educational Plan)

Project Purpose: To appoint a suitable service provider for a 5-year contract to provide an integrated CRM system with live chat, generative AI chatbot, case and workflow management, and omnichannel capabilities

Full details available at **www.sapc.za.org/Tenders**

Scope of Work & Key Requirements

A CRM system with Live Chat, Generative AI-powered chatbot, omnichannel, and business application integration, and case management capabilities.

Key Features & Capabilities:

- **Omnichannel Integration/Management:** Centralise customer data and manage interactions across SMS, Web Chat, Chatbots, walk-ins, telephone, web queries, registrations, social media (LinkedIn, WhatsApp, Facebook, TikTok, Instagram, X), emails, mobile app interactions, feedback forms, online portals, discussions, events, workshops, and customer service tickets.

- **Two-Tier Contact Centre:** Support for a first-tier contact centre (17 licenses) and a second-tier support team (90 licenses), with the second tier also able to provide first-tier support.

- **AI & Automation:** Leverage relevant and reliable AI, including automation and digital technologies.

Scope of Work & Key Requirements (Concl.)

- **Case & Workflow Management:** Logging, managing, monitoring, analysing, and reporting on client interactions and escalated inquiries. Automated email facility with queuing and SLA functionality.

- **Self-Service:** Chatbots on various SAPC systems (mobile apps, website, register system, social media) for first-line support and self-service capabilities (e.g., access to letters, invoices, statements, account balance, application status, login details, payment processing).

- **Integration:** Seamless integration with existing systems (e.g., 3CX IP telephonic system, Accpac, Interaction Manager Dashboard, Microsoft 365, Register System)

Proposal Submission

Submission Requirements:

- Soft copy to tenders@sapc.za.org or on a USB stick in a sealed envelope.
- **Due Date:** 27 June 2025 at 15:00 SAST.

- Proposals not meeting requirements or submitted late will be disqualified.

Content of Proposal:
- Company profile and relevant experience.
- BBBEE Rating scorecard and valid tax compliance status certificate.
- Company registration documents.
- At least three contactable references.
- Risk Assessment Audit Form.
- Complete pricing/costing, inclusive of VAT, using the provided costing model (Annexure A).

Thank you!