



## **CLOUD-BASED CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM WITH LIVE CHAT, GENERATIVE AI-POWERED CHATBOT AND CASE MANAGEMENT CAPABILITIES FOR A SERVICE-RENDERING ORGANISATION FOR A PERIOD OF FIVE (5) YEARS**

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 to provide a CRM system with live chat, generative AI-powered chatbot, case and workflow management, omnichannel and business application integration capabilities for a period of five (5) years.

**A compulsory briefing session will be held virtually via Microsoft Teams on 05 June 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](mailto: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 27 June 2025**

If you have failed 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.