South African Pharmacy Council

REQUEST FOR INFORMATION (RFI)

RFI NUMBER: 01/2026

RFI DESCRIPTION:

ARCHITECTURAL REDESIGN, REDEVELOPMENT AND HYBRID MODERNISATION OF THE SOUTH AFRICAN PHARMACY COUNCIL'S INTEGRATED INFORMATION SYSTEM, WITH THE REGISTRATION MODULE AS THE CORE PLATFORM

CLOSING DATE: 01 DECEMBER 2026 TIME: 15:00

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ARCHITECTURAL REDESIGN, REDEVELOPMENT AND HYBRID MODERNISATION OF THE SOUTH AFRICAN PHARMACY COUNCIL'S INTEGRATED INFORMATION SYSTEM, WITH THE REGISTRATION MODULE AS THE CORE PLATFORM

The South African Pharmacy Council (SAPC), established in terms of the Pharmacy Act, 53 of 1974, invites suitably qualified and experienced interested parties to provide information on available approaches and solutions for the modernisation of its Integrated Information System (IIS), including architectural redesign, redevelopment or a hybrid approach, with the Registration Module serving as the core platform.

A non-compulsory market information briefing session will be held virtually via Microsoft Teams on 13 November 2026 (13:30-14:30). The purpose of the session is to provide interested parties with contextual information and an opportunity to submit clarification questions. Login details for the briefing session and Request for Information (RFI) documents are on the Procurement Page of the SAPC website: https://www.sapc.za.org/tenders.

Interested parties are requested to submit their RFI responses electronically by uploading their responses via the secure Microsoft OneDrive submission link to be provided. Alternatively, responses may be emailed to tenders@sapc.za.org on or before the closing date specified in this RFI.

The SAPC reserves the right to amend, suspend, withdraw or cancel this RFI at any time without incurring any liability or obligation to respond to organisations. The issuance of this RFI does not constitute a commitment by the SAPC to commence a procurement process, or to award any contract. Information submitted in response to this RFI will be used solely to inform the SAPC's market analysis, business requirements and future procurement planning.

Closing date: 01 December 2026 at 15:00

1. INTRODUCTION

The South African Pharmacy Council (SAPC) is a regulatory health authority established in terms of the Pharmacy Act, 53 of 1974, with offices in Pretoria (Arcadia and Hatfield). SAPC invites interested parties to submit information in response to this Request for Information (RFI) regarding the redesign, development, implementation, maintenance and support of its Integrated Information System, with various components such as the online system for accreditation of education and training programmes, application for the inspection of pharmacy premises, Continuing Professional Development (CPD) platform, platform for management of professional conduct matters and the system for the registration of pharmacy professionals and pharmacies as the core platform.

2. PURPOSE OF THE REQUEST FOR INFORMATION

This RFI aims to assist the SAPC in assessing architectural redesign, redevelopment and hybrid modernisation approaches for its Integrated Information System, with the Registration Module as the core platform. The RFI seeks market information on suitable technologies, implementation approaches and deployment models to inform the SAPC's future-state architecture, phased modernisation roadmap and future procurement requirements. This RFI is for information-gathering and planning purposes only and does not constitute a commitment by the SAPC to procure a solution or appoint a service provider.

3. BACKGROUND

The SAPC is an independent statutory health council established by the legislature in recognition of the pharmacy profession as an exclusive occupational group and to regulate such a profession. The SAPC is responsible for its own funding.

In terms of Section 3 of the Pharmacy Act, 53 of 1974, the objectives are–

(a) to assist in the promotion of the health of the population of South Africa;

(b) to advise the Minister of Health or any other person on any matter relating to pharmacy;

(c) to promote the provision of pharmaceutical care which complies with universal norms and values, in both the public and private sectors, with the goal of achieving definite therapeutic outcomes for the health and quality of life of South Africans;

(d) to uphold and safeguard the rights of the general public to universally acceptable standards of pharmacy practice in both the public and private sectors;

(e) to establish, develop, maintain and control universally acceptable standards:

  (i) in pharmaceutical education and training;

  (ii) for the registration of a person who provides one or more or all of the services which form part of the scope of practice of the category in which such person is registered;

  (iii) of the practice of the various categories of persons required to be registered in terms of the Act;

(iv) of professional conduct required of persons to be registered in terms of the Act;

(v) of control over persons registered in terms of the Act by investigating, in accordance with the Act, complaints or accusations relating to the conduct of registered persons.

(f) to promote transparency to the profession and the general public in line with good corporate governance principles; and

(g) to maintain and enhance the dignity of the pharmacy profession and the integrity of persons practising that profession.

4. CURRENT ENVIRONMENT

The operating technological environment may change from time to time according to evolving business operational requirements. Therefore, the proposed solution must be designed to be scalable and flexible enough to accommodate such changes seamlessly. Interested Parties are requested to consider the information below when preparing their responses regarding the existing environment for the RFI.

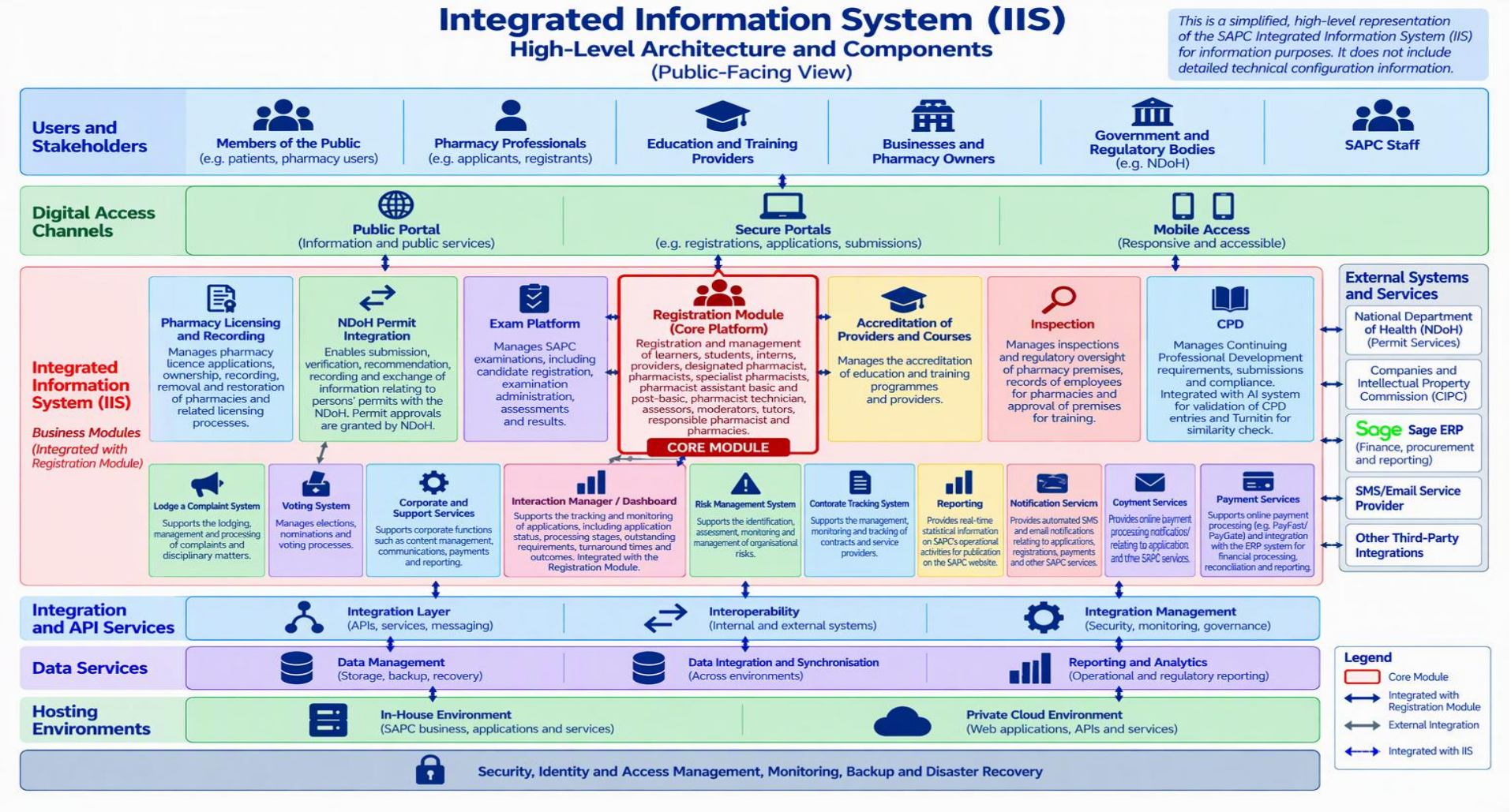
4.1 Current Technical Environment

SAPC currently operates a Microsoft-based virtualised infrastructure distributed across on-premises, privately hosted and specialised application environments. Interested parties should consider the existing technology environment when proposing modernisation approaches. Detailed technical information may, where necessary, be provided by SAPC during further market-engagement activities.

4.2 Existing Systems and Applications Environment

The diagram below provides a high-level representation of SAPC's current application and infrastructure environment and is provided for information purposes. Interested Parties should regard the architecture as indicative and subject to further technical validation.

(a) Architectural Design



(b) Users and Stakeholders

These are the users and the stakeholders that interact with the secure sites, consume services and information provided through the integrated information system:

i. Members of the Public: employers and other members of the public who require information or public services.

ii. Pharmacy Professionals: Applicants, registered pharmacy professionals and registered users who use SAPC services.

iii. Education and Training Providers: Institutions and providers involved in pharmacy education, training and accreditation.

iv. Businesses and Pharmacy Owners: Pharmacy owners and organisations interacting with SAPC for regulatory and business-related services.

v. Government and Regulatory Bodies: Government departments and regulatory organisations that exchange regulatory information with SAPC.

vi. SAPC Staff: Internal users responsible for administering regulatory, operational and supporting processes.

(c) Digital Access Channels

These provide the interfaces through which users access the web portal, secure sites and other services.

i. Public Portal: Provides publicly available information and online public services.

ii. Secure Portals: Authenticated online environments for activities such as registrations, applications and submissions.

iii. Mobile Access: Provides responsive and accessible access to selected IIS services from mobile devices.

(d) SAPC Integrated Information System Components

Component	**Purpose**
Registration Module (Core Platform)	Central platform for the registration and management of learners, students, interns, providers, designated pharmacists, pharmacists, specialist pharmacists, pharmacist assistant basic, pharmacist assistant post-basic, pharmacist technician, assessors, moderators, tutors, responsible pharmacists, and pharmacies.
Pharmacy Licensing and recording	Manages pharmacy license applications, ownership, recording of pharmacy licensing,

Component	Purpose
	removal and restoration of pharmacies and related licensing processes.
National Department of Health (NDoH) Permit Integration	Enables submission, verification, recommendation, recording, and exchange of information relating to persons' permits with the NDoH. NDoH will grant permit approvals.
Exam Platform	Manages SAPC examinations, including candidate registration, examination administration, assessments and results.
Accreditation of providers and courses	Manages the accreditation of education and training programmes and providers.
Inspection	Manages inspections and regulatory oversight of pharmacy premises, employee records for pharmacy premises, employee records for pharmacies, and approval of premises for training.
CPD	Manages Continuing Professional Development requirements, submissions and compliance. The CPD platform is integrated with the AI system to validate CPD entries and with the Turnitin plagiarism system for similarity checks.
Lodge a Complaint System	Supports the lodging, management and processing of complaints and disciplinary matters.
Voting System	Manages elections, nominations and voting processes.
Corporate and Support Services	Supports corporate functions such as content management, communications, payments and reporting.
Risk Management System	Supports the identification, assessment, monitoring and management of organisational risks.
Whistle Blower System	Supports the confidential reporting, recording and management of whistle-blower matters.
Contract Tracking System	Supports the management, monitoring and tracking of contracts and service providers.
Payment Services (Sage 300 Accpac/ Sage Intacct)	Supports online payment processing and integration with the ERP system for financial processing, reconciliation and reporting.
Notification Services	Provides automated SMS and email notifications relating to applications, registrations, payments and other SAPC services.

Component	Purpose
Reporting	Provides real-time statistical information on SAPC's operational activities for publication on the SAPC website.

(e) Integration and API Services

The integration and API layer enables the different Internet Information Services (IIS) components to operate as an integrated ecosystem. The layer provides:

i. APIs and system-to-system services;

ii. secure data exchange;

iii. interoperability between SAPC applications;

iv. All the modules of

v. integration with external systems;

vi. messaging and synchronisation services; and

vii. integration security, monitoring and governance.

(f) Internal Systems Integration

i. The Registration Module is the core module of SAPC's Integrated Information System (IIS) and is integrated with all other components of the IIS.

ii. The Interaction Manager/Dashboard is a centralised tracking and monitoring platform for applications submitted to SAPC, and it is integrated with the Registration core module.

iii. Sage 300 Accpac, used for secure online payment processing and allocation, is integrated with the Registration core module.

(g) External Systems and Services integrated with the Integrated Information System

Below is the list of external systems that are integrated with the Integrated Information System:

i. National Department of Health (NDoH) permit services: Supports the submission, verification, recommendation and recording of permit applications, with final approval by NDoH.

ii. Companies Intellectual Property Commission (CIPC): Supports the verification of company registration and ownership information for applications submitted to SAPC.

iii. Payment service providers (PayFast/PayGate): Support secure online payment processing for SAPC services and integration with the ERP system for financial processing and reconciliation.

iv. Turnitin: Supports similarity and plagiarism checks on CPD submissions as part of the CPD validation process.

v. SMS and email services (Vodacom and Microsoft): Support automated communication and notifications relating to applications, registrations, payments and other SAPC services.

vi. ProctorEdu Online Proctoring System supports remote invigilation and monitoring of candidates during online SAPC examinations.

vii. other approved third-party systems and services.

(h) Data Services

The data services layer for the integrated information system supports the controlled management and use of information across the IIS, including:

i. Data Management: storage, backup, retention and recovery;

ii. Data Integration and Synchronisation: controlled exchange and synchronisation of information across systems and environments;

iii. Document and Records Management: management and retrieval of electronic documents and records; and

iv. Reporting: SAPC operational and management reports that are published on the website.

(i) Current Infrastructure Architecture

The current SAPC application environment is distributed across three (3) main infrastructure environments, namely the In-House Network, Private Cloud and Examination Environment**.** The environments collectively host the web applications, application services, application programming interfaces (APIs), databases and supporting data services used by SAPC systems. The environments are not fully isolated from one another, as certain applications depend on databases and services hosted in other environments.

(j) In-House Network Environment

The In-House Network hosts several of SAPC's existing business applications and supporting services. The main application server hosts the SAPC Register System and other applications and services, including Examination Administration, CPD Administration, bulk email, CIPC-related functionality, PDF creation and the Whistleblower application.

The environment also includes a Microsoft SQL database server containing databases supporting various SAPC systems and services. Applications within this environment therefore rely on the application and database infrastructure to process transactions, provide business functionality and access the required system data.

(k) Hosting/Private Cloud Environment

The Private Cloud environment hosts a separate set of SAPC web applications, APIs and databases. Applications hosted in this environment include Inspection

Administration, NDoH Permits, SAPC CMS, SAPC Secure and MM3PharmMembers. The environment also hosts APIs supporting functions such as inspections, CPD/mobile registrations, card payments, CIPC, SMS and Tourvest integration.

A dedicated Microsoft Structured Query Language (SQL) database server supports applications within the Private Cloud environment. It contains databases associated with inspections, CPD, the SAPC website/content management environment, public search and scheduling functions.

(l) Examination Environment

The Examination Environment provides dedicated infrastructure for SAPC's examination platform. It includes a web/API server hosting the ExamTaker application and examination API, together with a Microsoft SQL database server containing the examination-related databases. The exam platform is hosted on the SAPC infrastructure environment.

The environment also includes MongoDB, which is identified in the architecture as supporting document and temporary answer data, and Redis, which provides cache/in-memory data services. These components collectively support the different application and data requirements of the examination platform.

(m) Integration between the Environments

Although the three (3) environments provide separate hosting areas, the current architecture contains dependencies between applications, databases and supporting services. The architecture identifies SQL connections and application dependencies across the infrastructure, meaning that certain applications may rely on data or services located outside the environment in which the application itself is hosted.

The architecture therefore represents an interconnected application landscape rather than three (3) completely independent environments. When considering modernisation options, respondents should take the existing application, database and integration dependencies into account and indicate how the proposed approach would address or accommodate these dependencies.

The detailed network routes, ports and firewall requirements are not reflected in the current high-level architecture. They would require further validation as part of detailed technical assessment or implementation planning.

5. SCOPE OF THE RFI

SAPC seeks information from the market on suitable technologies, solutions and implementation approaches for the modernisation of its Integrated Information System (IIS), with the Registration Module serving as the core platform. Interested parties are requested to assess the existing environment and recommend an appropriate architectural redesign, redevelopment or hybrid approach, including the components that should be retained, redesigned, redeveloped, replaced or retired.

5.1. Scope Boundary

The scope of this RFI covers the modernisation of the SAPC’s entire Integrated Information System, including all associated modules, applications, databases, interfaces, secure portals, integrations and supporting services. The Registration

Module shall remain the core platform around which the future integrated environment is to be designed. Interested parties should consider the interdependencies between these components and indicate how each should be retained, redesigned, redeveloped, replaced, integrated, migrated or retired to achieve an integrated, scalable, secure and sustainable future-state environment.

5.2. Proposed Solution and Technology

Interested parties are requested to assess the existing system, including its applications, business processes, technologies, integrations, data and architecture, and identify limitations, risks, dependencies and opportunities for improvement.

5.3. Integration and Data Migration

Describe the proposed approach to system integration, interoperability and, where applicable, the migration, cleansing, validation and reconciliation of existing data, while maintaining data integrity and continuity of the SAPC operations.

5.4. Implementation and Transition

Describe the proposed implementation approach, including indicative phases, testing, deployment, transition, business continuity, training and key implementation risks.

5.5. Security, Support and Sustainability

Describe the proposed approach to information security, access control, data protection, system availability, maintenance, support, hosting, licensing and long-term sustainability.

5.6. Documentation and Knowledge Transfer

Interested parties are requested to describe the documentation, knowledge transfer and handover arrangements that would enable the SAPC to manage and support the solution effectively.

5.7. Indicative Costs, Benefits and Risks

To provide indicative costs and identify the anticipated benefits, risks, assumptions and dependencies associated with the recommended approach and, where feasible, compare the three (3) modernisation options.

6. MODERNISATION OPTIONS AND SOLUTION REQUIREMENTS

Interested parties should provide a high-level assessment of the three (3) modernisation options and identify the option considered most suitable for SAPC. A more detailed response should be provided for the recommended option, including the rationale, anticipated benefits, limitations, dependencies, risks, indicative costs and proposed implementation roadmap.

6.1. Integrated Information System Modernisation Options

Interested parties shall recommend and justify the most suitable approach to modernising the SAPC's Integrated Information System, with the Registration Module as the core platform. The recommended approach should identify the components to be retained, redesigned, redeveloped, replaced, migrated, integrated or retired and indicate how SAPC's existing business functionality, regulatory processes, data and integrations would be preserved and enhanced.

The recommendation shall include the justification, anticipated benefits, risks, assumptions, dependencies and limitations, together with an indicative implementation roadmap outlining the key phases, transition arrangements and measures to minimise disruption to the SAPC operations. The proposed modernisation approach may comprise one of the following:

6.1.1. Option 1: Architectural Redesign

Under this option, existing IIS business functionality and suitable application components would largely be retained. At the same time, the underlying architecture, database structures, integration framework, security controls, deployment model and supporting technologies would be redesigned and modernised.

6.1.2. Option 2: System Redevelopment

Under this option, the IIS or identified components would be substantially redeveloped using modern technologies, development frameworks and architectural principles.

6.1.3. Option 3: Hybrid Architectural Redesign and Redevelopment

Under this option, suitable components of the IIS would be retained and architecturally redesigned, while obsolete, high-risk or technically constrained components would be redeveloped, replaced or retired.

6.1.4. Modernisation Option Comparison

Interested Parties are requested to provide a high-level comparative assessment of the three (3) modernisation options to support SAPC's consideration of the most suitable approach. The comparison should, where applicable, address:

(a) functional fit;

(b) technical fit;

(c) security implications;

(d) data-migration complexity;

(e) business disruption;

(f) implementation complexity;

(g) indicative implementation duration;

(h) indicative cost;

(i) vendor dependency; and

(j) long-term sustainability.

Interested Parties should use the comparative assessment to motivate the modernisation option recommended for SAPC.

6.2. Requirements Applicable to Each Modernisation Approach

6.2.1. Architectural Redesign Requirements

This section shall apply where the Interested Party recommends Option 1: Architectural Redesign or to components identified for architectural redesign under Option 3: Hybrid Architectural Redesign and Redevelopment.

The Interested Party shall:

(a) Describe the recommended future-state application, data, integration, security and deployment architecture.

(b) Describe how the existing architecture could be redesigned and modernised while retaining appropriate SAPC business functionality and regulatory processes.

(c) Describe the recommended approach to modernising the user interface, user experience and secure stakeholder portals.

(d) Describe the recommended approach to database architecture and data management.

(e) Describe the proposed API-enabled integration architecture.

(f) Indicate appropriate hosting and deployment models, including on-premises, cloud and hybrid-cloud options.

(g) Describe the recommended source-code management, DevSecOps, CI/CD, release-management and deployment approach.

6.2.2. System Redevelopment Requirements

This section shall apply where the Interested Party recommends Option 2: System Redevelopment or to components identified for redevelopment under Option 3: Hybrid Architectural Redesign and Redevelopment:

The Interested Party shall:

(a) Describe the recommended approach to analysing existing business processes, business rules, workflows, user roles, data structures, reports, integrations and regulatory requirements.

(b) Prepare functional and technical specifications for the Register System and components identified for redevelopment.

(c) Describe the proposed methodology, activities, information requirements and indicative effort for developing comprehensive functional and technical specifications during a future implementation phase.

(d) Describe opportunities for re-engineering inefficient or obsolete processes while preserving applicable regulatory requirements and approved business rules.

(e) Describe the recommended approach to developing modern, responsive and accessible interfaces and secure stakeholder portals.

(f) Describe the recommended API-enabled integration framework.

(g) Describe the recommended approach to migrating applicable business rules, configurations, data, documents and integration services.

6.2.3 Hybrid Architectural Redesign and Redevelopment Requirements

Where Option 3 is recommended, the Interested Party should provide a component-level assessment of SAPC's Integrated Information System to determine which components should be retained, redesigned, redeveloped, replaced, integrated, migrated or retired.

The assessment shall consider the technical condition and technical debt of each component, security and technology risks, business and system criticality, maintainability, performance, scalability, integration capability, data and migration implications, and implementation complexity and risk.

Based on the assessment, the Interested Party shall provide a component disposition matrix containing, at a minimum:

(a) system component or module;

(b) current purpose;

(c) identified technical or functional constraints;

(d) recommended treatment, namely retain, redesign, redevelop, replace, integrate or retire;

(e) rationale for the recommended treatment;

(f) key dependencies and integrations;

(g) data migration requirements;

(h) proposed implementation phase; and

(i) key risks and controls.

Components identified for architectural redesign shall be addressed in accordance with Section 6.2.1, while components identified for redevelopment shall be addressed in accordance with Section 6.2.2. The Interested Party shall demonstrate how the retained, redesigned, redeveloped and replacement components will operate as a coherent and integrated information system, with the Registration Module serving as the core platform, architecture, security, data, integration, user experience, development and deployment standards.

6.3. Common Requirements Applicable to All Modernisation Approaches

Irrespective of the recommended modernisation option, the proposed solution shall:

(a) Preserve the integrity of SAPC’s existing records, approved business rules and statutory processes.

(b) Support secure integration with existing and future internal and external systems.

(c) Provide role-based access, audit trails, transaction logging, monitoring and appropriate segregation of duties.

(d) Support data quality, data migration, reconciliation, retention, security and privacy requirements.

(e) Provide responsive and accessible interfaces for internal and external users.

(f) Support scalability, maintainability, interoperability, availability and operational resilience.

(g) Minimise disruption to SAPC operations during implementation and transition.

(h) Enable SAPC to obtain and maintain appropriate ownership, access and control over source code, configurations, technical documentation and solution artefacts, subject to the applicable contracting and licensing arrangements.

(i) Include comprehensive testing, documentation, training and knowledge transfer.

(j) Provide a clear approach to ongoing maintenance, support, upgrades and future enhancement of SAPC's Integrated Information System.

7. TECHNICAL AND IMPLEMENTATION REQUIREMENTS

The capability areas under this section apply to all three (3) modernisation options and should be addressed without unnecessarily repeating the information provided under Sections 6.2 and 6.3:

Category	Requirements
Technology Architecture	Describe the proposed technology, architecture and deployment model.
Performance and Availability	Describe how the proposed solution would support performance, scalability, resilience, availability and future growth requirements.
Integration	Describe the approach to secure APIs and integration with the SAPC and external stakeholder systems.
Data and Database Management	Describe the proposed database architecture, data integrity, security, availability and migration approach.
Cybersecurity, Privacy and Access Control	Describe the proposed approach to identity and access management, SSO, role-based access control, encryption, audit logging, monitoring, data protection and compliance with POPIA and applicable SAPC requirements.
Reporting and Analytics	Describe available reporting, dashboard and analytics capabilities.
User Experience, Access and Accessibility	Describe browser-based, responsive, mobile and accessibility capabilities for internal and external users.
Development and Deployment	Describe source code management, version control, CI/CD, release and deployment practices.
Migration and Transition	Describe the proposed approach to data and system migration, deployment and transition from the existing IIS environment to the future-state environment while minimising disruption to the SAPC operations.
Business Continuity and Disaster Recovery	Describe the proposed approach to availability, backup, disaster recovery and business continuity, including available deployment and recovery options.

Testing and Quality Assurance	Describe the proposed approach to functional, integration, performance, security and user acceptance testing.
Documentation and Knowledge Transfer	Describe the documentation and knowledge-transfer arrangements, including architecture and technical documentation, source code, configurations, deployment documentation and operational manuals.
Maintenance and Support	Describe the proposed documentation, knowledge transfer, maintenance, support and future enhancement arrangements.

8. INTERESTED PARTY CAPABILITY AND EXPERIENCE

Interested parties are requested to provide information on:

(a) relevant experience in implementing, modernising and supporting systems of a similar nature;

(b) examples of comparable projects undertaken, including the nature and scope of the services provided;

(c) the proposed implementation methodology and indicative project approach;

(d) the indicative resource model, key competencies and specialist capabilities that would typically be required to undertake an initiative of this nature;

(e) client references for similar projects, where available; and

(f) relevant OEM or technology partnerships, where the proposed solution incorporates third-party products or technologies.

9. RFI RESPONSE FORMAT

(a) Executive summary.

(b) Interested party and contact information.

(c) Understanding of SAPC requirements and the existing environment.

(d) Proposed solution and architectural approach.

(e) Response to the functional and technical capability areas.

(f) Support, maintenance, training and knowledge transfer approach.

(g) Indicative cost model and commercial assumptions. Indicative cost model, distinguishing where applicable between one-off, licensing or subscription, hosting, integration, data migration, training, implementation, maintenance and support costs, including key assumptions, exclusions and cost dependencies. Cost information shall be indicative and non-binding.

(h) Relevant experience, case studies and references.

(i) Risks, dependencies, assumptions and recommendations.

10. ADMINISTRATIVE MANDATORY DOCUMENTS

(a) Company profile

(b) Valid tax compliance status certificate

(c) BBBEE rating certificate

(d) Company registration documents

(e) Risk Assessment Audit Form (Annexure A)

(f) Declaration of interest (Annexure B)

11. RFI CONDITIONS AND DISCLAIMER

(a) This RFI is issued solely for market research, requirements refinement, feasibility assessment, budgeting and procurement planning.

(b) This RFI is not a solicitation, tender, bid or offer. It does not constitute a commitment by the SAPC to procure any goods or services, issue a future Request for Proposal or appoint any respondent.

(c) Responses will not be scored for contract award, and no contract will be awarded on the basis of this RFI.

(d) Respondents participate at their own cost. The SAPC will not reimburse any cost associated with preparing or submitting a response. The SAPC reserves the right to verify or seek clarification on any information provided in response to this RFI.

(e) The SAPC is under no obligation to adopt any solution, technology, approach or recommendation proposed by an interested party.

(f) Interested parties should clearly identify any assumptions made in preparing their responses where sufficient information has not been provided by SAPC.

(g) The SAPC may use the information received to refine its business, functional, technical and commercial requirements, subject to applicable confidentiality obligations.

(h) The SAPC may request clarification, conduct market-engagement sessions or invite interested parties to demonstrate relevant capabilities.

(i) Participation will not provide any preferential status in a future procurement process.

(j) The SAPC may amend, suspend, withdraw or cancel this RFI at any time without liability to any interested party.

12. CONFIDENTIALITY

Interested Parties should clearly identify information regarded as confidential or proprietary. The SAPC will handle submitted information in accordance with applicable law and its governance requirements. Interested Parties must not include personal information or third-party confidential information unless authorised and necessary for the RFI response. Interested Parties should clearly identify any pre-existing intellectual property, proprietary methodology or confidential information included in their responses. The SAPC may use information submitted for market analysis, requirements refinement, feasibility assessment, budgeting and procurement planning, subject to applicable confidentiality and intellectual-property requirements.

13. ENQUIRIES AND SUBMISSION

All requests for clarification must be submitted in writing to the contact details specified below by the date stipulated in the RFI. The SAPC may consolidate and communicate responses to material clarification questions to all interested parties, where appropriate.

All enquiries must be submitted in writing during office hours, Monday to Friday, 08:00 to 15:00.

Contact	Email
Ms Refilwe Mutlane	tenders@sapc.za.org

RFI responses must be submitted electronically through the secure Microsoft OneDrive submission link to be provided or by email to tenders@sapc.za.org, by the closing date and time stated on the cover page.