



**REQUEST FOR PROPOSALS**

Proposals are invited from suitable qualified and experienced service providers to render the below services to HPCSA.

1. **REF: HPCSA 01/2020 HOSTED CONTACT CENTRE AND TELEPHONY SERVICES FOR PERIOD OF THREE (3) YEARS.**
2. **REF: HPCSA 02/2020 INTERNAL AUDIT SERVICES FOR PERIOD OF FIVE (5) YEARS.**

**NB: The TENDER document is obtainable at HPCSA website <https://www.hpcsa.co.za/?contentid=0&menuSubId=38&actionName=Finance>, free of charge.**

**Terms and Conditions of this Tender**

- 1.1 Kindly note that the HPCSA is entitled to amend any tender conditions, validity period, specifications or extend the closing date of tenders. All tenderers who submitted tenders will be advised in writing of such amendments timeously.
  - 1.2 Amended tenders may be sent in an envelope marked "amendment to tender" and should be placed in the tender box before the closing date and time.
  - 1.3 Successful applicants will be required to enter into a service level agreement with the HPCSA in addition to contractual obligations.
  - 1.4 The HPCSA reserves the right without furnishing reasons whatsoever, to award or not to award this tender to any tenderer(s) if it (the HPCSA) deems it fit or not fit notwithstanding the fact that other tenderers may have submitted better or equally acceptable tenderers, as well as to re-advertise at its sole discretion.
- Responding to the request does not automatically qualify the suppliers as registered or preferred service providers.

***Should you not receive a response within three months of the closing date, please regard your Tender as unsuccessful.***

**REF: HPCSA 01/2020**

**TENDER CLOSING DATE: 17 February 2020 at 12h00**

**REF: HPCSA 02/2020**

**TENDER CLOSING DATE: 19 February 2020 at 12h00**

**Contact Person:**

Ms. L Makhathisa Tel No. +27 12 338 3919/9302 or  
Email address: [Tenders@hpcsa.co.za](mailto:Tenders@hpcsa.co.za)



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**Terms and Conditions of this Tender**

- 1.1 Kindly note that the HPCSA is entitled to amend any tender conditions, validity period, specifications or extend the closing date of tenders. All tenders will be submitted to the HPCSA in writing and accompanied by a bank guarantee for the full amount of the tender. The HPCSA reserves the right to accept or reject any tender without giving any reasons therefor. The HPCSA reserves the right to award the contract to the lowest qualified bidder, provided that the bidder has complied with all the conditions of the tender. The HPCSA reserves the right to award the contract to the bidder who is not the lowest qualified bidder if the HPCSA is satisfied that the bidder is financially sound and capable of performing the contract. The HPCSA reserves the right to award the contract to the bidder who is not the lowest qualified bidder if the HPCSA is satisfied that the bidder is financially sound and capable of performing the contract.
- 1.2 All tenders must be submitted in an envelope marked "Tender" and should be placed in the tender box before the closing date and time.
- 1.3 Successful applicants will be required to enter into a service level agreement with the HPCSA in addition to the tender conditions.
- 1.4 The HPCSA reserves the right without limitation to accept, reject, or award or not to award this tender to any tenderer(s) if it (the HPCSA) deems it fit or not fit notwithstanding the fact that other tenderers may have submitted better or equally acceptable tenders, as well as to re-advertise at its sole discretion (responsibility) and to accept or reject any tenderer(s) who are not financially sound and capable of performing the contract.

*Should you not receive a response within three months of the closing date, please regard your tender as unsuccessful.*

REF: HPCSA 01/2020  
TENDER CLOSING DATE: 17 February 2020 at 12h00  
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*Mphahlele*  
2020/02/10