

09 April 2026

REQUEST FOR QUOTATIONS

THE LICENCE RENEWAL, SUPPORT AND MAINTAINANCE OF A CUSTOMER RELATIONSHIP MANAGEMENT TOOL FOR A PERIOD OF ONE (1) YEAR

The Food & Beverages Manufacturing Sector Education and Training Authority (FoodBev SETA) hereby invites you to submit quotations for licence renewal, maintenance and support of Zoho CRM.

Closing date of submission	20 April 2026
Closing time of submission	16:30
Quotes to be e-mailed to	scm@foodbev.co.za
All quotes must be valid for at least	30 days
Delivery address for the services	7 Wessel Road, Rivonia, Johannesburg

All queries/ clarifications can be sent in writing, citing the bid reference above to the under-mentioned person before the closing date for the quote:

Queries address to	Mr Goitseona Mmope
Telephone Number: Landline	011 253 7300
e-mail address to send queries	scm@foodbev.co.za

1. BACKGROUND

FoodBev SETA is a Schedule 3A Public Entity established in terms of the Skills Development Act 97 of 1998. FoodBev is currently operating in Johannesburg at number 7 Wessels Road, Rivonia. FoodBev SETA's function is to promote, facilitate and incentivize skills development in the food and beverages manufacturing sector.

FoodBev SETA is one of 21 Sector Education and Training Authorities (SETAs) across the economy mandated to facilitate the delivery of skills development in the country in line with National Skills Development Plan (NSDP) outcomes.

2. PURPOSE

FoodBev SETA is seeking a reputable service provider to supply quotations for licence renewal, maintenance and support of Zoho CRM.

3. SCOPE OF WORK

3.1. The specifications of the Zoho License Renewal & Maintenance and Enhancement are as follows:

Specification Requirements	Quantity
Zoho CRM Annual Licensing.	10 Users
Maintenance and Support <ul style="list-style-type: none"> • Graphic design services. • Digital marketing support. • Routine Updates. • Performance Optimization. • New Customization and enhancement requests. • Technical Support. • Database Backups. • Unsubscribe Functionality. • Increase current Bulk email limit (Currently 200). • Integration with third-party applications (APIs and Web Service). 	20 hrs per month

4. EVALUATION CRITERIA

- 4.1. Criteria 1: Compliance evaluation** – bidders will first be evaluated in terms of compliance, that is, meeting minimum requirements. Bidders who do not fulfil all the requirements or do not submit required documents using the required format will be disqualified and not move on to the next stage of evaluations.
- 4.2. Criteria 2: Functional criteria** – Functionality points are equal to 100.00 points. Applicants are required to achieve a minimum score of 70.00 points on functionality evaluation to qualify to be evaluated on specific goals and Price. All applicants who do not score the minimum points will be disqualified.
- 4.3. Criteria 3: Price and Specific goals** will be evaluated on an 80/20 preferential procurement principle for all bids from R2000 up to R50 million.

5. CRITERIA 1 - COMPLIANCE EVALUATION

- 5.1.** Must be registered on the National Treasury CSD (Central Supplier Database): A full report must be submitted.
- 5.2.** Standard Bidding Documents (SBD) forms: (SBD 1, SBD 4, SBD 6.1): completed and signed by the duly authorized person.
- 5.3.** Tax clearance certificate and pin.

6. Criteria 2: Functionality Evaluation Criteria

Functional Factor	Criteria Specification	Weighting (%)
Methodology and Project Plan	<p>A detailed methodology approach and project plan with clear activities and timelines in response to the terms of reference.</p> <p>Provide details on:</p> <ul style="list-style-type: none"> • Maintenance and support plan with details on service levels (mean time to repair/ restore services). • CRM Enhancement (The duration required for development, review, and deployment) • The bidder to provide a draft Service Level Agreement with clear CRM uptime, mean time to repair or restore after downtimes, service request logging procedure (call logging process, contact details and escalation procedure) <p>Points Allocation</p> <ul style="list-style-type: none"> ▪ No project plan submitted, or project plan submitted with no clear activities and timelines, or the proposal does not cover all the items in the scope of work = 0.00 points ▪ Submission of a detailed methodology and project plan with clear activities and clear timelines, and covers all or more of the items in the scope of work = 20.00 points ▪ Submission of a detailed methodology and project plan with clear activities and clear timelines, and the proposal covers all or more of the items in the scope of work = 30.00 points 	30,00
Client References	<p>The bidder must provide reference letters from contactable clients for a provision of the Zoho CRM tool. The reference letters must be on the client's official letterhead and signed by an authorized representative.</p> <p>Points Allocation</p> <ul style="list-style-type: none"> ▪ No reference letters = 0.00 points ▪ 1 to 2 reference letters = 20.00 points ▪ 3 to 4 reference letters = 30.00 points ▪ 5 or more reference letters = 40.00 points 	40,00
Demonstration	<p>The bidder is expected to demonstrate the Zoho CRM tool, highlighting its existing features and modules for evaluation.</p> <p>Points Allocation</p> <ul style="list-style-type: none"> ▪ Tool does not demonstrate ability to provide all the requirements in the scope of work = 0.00 points ▪ Tool demonstrates ability to provide all or more of the requirements in the scope of work = 30.00 points 	30.00
TOTAL		100,00

Note: the minimum score for functionality is 70.00 points.

- Please note that the Evaluation Committee will use their own discretion to assess quality of all bid proposals received in relation to above functionality criteria and may further verify information submitted from relevant sources/your clients and use their own discretion to score the bidders proposal accordingly.
- It is the responsibility of the bidder to seek clarity by enquiry before submission of the final bid, where the criteria are construed to be ambiguous or confusing. Should there be a difference of interpretation between the bidders and FoodBev SETA, the SETA reserves the right to make a final ruling on such interpretation.
- FoodBev SETA may request clarification or additional information regarding any aspect of the tender document or proposal submitted. The bidders must supply the requested information within twenty-four (24) hours after receipt of a written request from the supply chain office. Failure to submit such information may result in disqualification or non-award of functionality points.

7. Criteria 3 - PREFERENCE POINTS ALLOCATION

7.1. This RFQ will be evaluated based on price and points as follows:

Price and Points	80/20 preference point system for acquisition of goods or services for Rand value equal to or above R2000 and up to R50 million
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7.2. The following allocation will determine the specific goals (20.00 points) for this tender process:

Categories for Specific Goals	% of ownership of the main tendering entity	Preference Point System	
		20 Points (80/20)	10 Points (90/10)
Black People Ownership	100%	05,00	2,50
	75% - 99%	04,00	2,00
	51% - 74%	03,00	1,00
	0 - 50%	0,00	0,00
Women Ownership	100%	05,00	2,50
	75% - 99%	04,00	2,00
	51% - 74%	03,00	1,50
	30% - 50%	02,00	1,00
	0 - 29%	0,00	0,00
Black Youth Ownership	100%	05,00	2,50
	75% - 99%	04,00	2,00
	51% - 74%	03,00	1,50

Mr S. Ngcukana: Independent Board Chairperson, Ms N. Selamolela: Chief Executive Officer

Categories for Specific Goals	% of ownership of the main tendering entity	Preference Point System	
		20 Points (80/20)	10 Points (90/10)
	30% - 50%	02,00	1,00
	0 - 29%	0,00	0,00
People with Disability (PwD) Ownership	100%	05,00	2,50
	75% - 99%	04,00	2,00
	51% - 74%	03,00	1,50
	30% - 50%	02,00	1,00
	0 - 29%	0,00	0,00
Total		20,00	10,00

8. COSTING

No.	Item Description	Cost
	THE LICENCE RENEWAL, SUPPORT AND MAINTAIN, A CUSTOMER RELATIONSHIP MANAGEMENT TOOL FOR A PERIOD OF ONE (1) YEAR	
1.	10 x Zoho CRM Licensing	R
2.	Maintenance and Support (20 hours per month = 240 hours per annum)	R
Sub-Total		R
VAT @15%		R
Grand Total		R

9. CONDITIONS OF CONTRACT

The successful service provider undertakes:

- 9.1. To treat all relevant and available data and/or information provided by the FoodBev SETA and its employees strictly confidential.
- 9.2. Not to discuss or make any information available to any member of the public, press or other service provider/consultant or any other unauthorized person(s) except as authorized by the FoodBev SETA;
- 9.3. Not to copy or duplicate any software or documentation for private use;
- 9.4. To give back to the FoodBev SETA all documentation, reports, programmes etc. upon completion of the project;

- 9.5. General conditions of tender, contracts and orders will be applicable in the execution of the contract;
- 9.6. Parking and travel between the prospective service provider's home/office and the FoodBev SETA will be borne by the Service Provider;
- 9.7. Failure to adhere to the above conditions will lead to the invalidation of the quotation;
- 9.8. The FoodBev SETA reserves the right to discontinue work on any element of the quotation at any given time in consultation with the Senior Manager: Human Resources of the FoodBev SETA, for example the quality of work delivered is poor or the service provider is unduly delaying delivery of service;
- 9.9. Enter into a Service Level Agreement with the FoodBev SETA before the final acceptance of the tender proposal.
- 9.10. The Contract/SLA may be finalized within a period of maximum of five (5) working days for signature before commencement of the work.
- 9.11. Bidders must note that FoodBev SETA contracts are vetted by outsourced lawyers therefore it is important to note that it is the responsibility of the bidder to also vet their contract before signing it off.
- 9.12. If two or more tenderers score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for specific goals.
- 9.13. If functionality is part of the evaluation process and two or more tenderers score equal total points and equal preference points for specific goals, the contract must be awarded to the tenderer that scored the highest points for functionality.
- 9.14. If two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots.

10. IMPORTANT INFORMATION TO NOTE - GUIDELINES

10.1. Disclosures

- a) Bidder to disclose if they have been subject to proceedings or other arrangements relating to bankruptcy or insolvency

11. DISCLAIMER

- 11.1. FoodBev SETA reserves the right not to appoint a service provider
- 11.2. Not to appoint a bid that scored the highest points i.e. award a bid, on reasonable and justifiable grounds, to a bidder that did not score the highest points
- 11.3. Award the contract or any part thereof to one or more service providers
- 11.4. Reject all bids
- 11.5. Decline to consider any bids that do not conform to any aspect of the bidding requirements
- 11.6. Request further information from any bidder after closing date for clarity purposes
- 11.7. Cancel this RFQ or any part thereof at any time
- 11.8. Require the shortlisted bidders to make presentations at the venue communicated with the bidder and this presentation will be made by bidder at their own cost
- 11.9. Points scored will be rounded to 2 decimals
- 11.10. FoodBev SETA does not communicate with any bidders telephonically indicating that the bidder will be assisted to receive the award in return of financial resources. FoodBev SETA

does not request bribes from any of the bidders, and should a bidder receive such request, please that bidder must immediately notify FoodBev SETA and the police.

12. CONFIDENTIALITY

- 12.1.** Bids submitted will not be revealed to any other bidders and will be treated with utmost confidentiality
- 12.2.** All information pertaining to FoodBev SETA obtained by the bidder as a result of participation in this RFQ is confidential and must not be disclosed without written authorization from the FoodBev SETA
- 12.3.** The project lead will abide by FoodBev SETA Code of Conduct and all laws, rules and regulations that govern the SETA

13. MISCELLANEOUS

- 13.1.** The service provider should include any additional information deemed useful to the FoodBev SETA in evaluating the proposal.

14. NEGOTIATIONS

- 14.1.** FoodBev SETA will enter into negotiations to agree on fees, scope of work, scope of service, and other salient commercial terms with the preferred bidder.

15. VALIDITY

- 15.1.** The proposal provided to FoodBev SETA in terms of this request for quotations will be valid for a period of 90 days from the date of submission with the exception of the Tax and B-BBEE certificates, which must still be valid at the time of award.
- 15.2.** Should there be a need to request extension of the finalization of the award of the bid, the bidders will be duly informed, and the tender/proposal will remain valid except for items mentioned above.

16. CONDITIONS OF PAYMENT

- 16.1.** No service should be provided to FoodBev SETA before an official purchase order has been issued to the supplier. An invoice supported by all relevant documentation must be submitted to FoodBev SETA for certification and authorization before payment can be made. Invoices will be payable 30 days after receipt of the invoice and statement.

17. COST OF TENDERING/ PROVIDING QUOTATIONS

- 17.1.** The bidders shall bear all costs and expenses associated with the preparation and submission of the tender document/proposal. FoodBev SETA shall under no circumstances be responsible and/or liable for any such costs, regardless of, and without limitation to the conduct or outcome of the tendering, evaluation and selection process. The bidder will have no claim against FoodBev SETA where bids are cancelled for whatever reason.

18. UNSUCCESSFUL BIDDERS

- 18.1.** Please note FoodBev SETA decision on the selection of the successful bidder is final and FoodBev will not enter into any further correspondence and/or negotiations with any unsuccessful bidder.

19. PROCEDURES FOR SUBMITTING QUOTATIONS

19.1. The closing date for proposals is 20 April 2026 @ 16h30.

Suppliers must reach the FoodBev SETA before or on the closing date and time. Bidders must email a soft copy of their proposal to: scm@foodbev.co.za.