



UNIVERSITY OF
KWAZULU-NATAL™
INYUVESI
YAKWAZULU-NATALI
INVITATION TO BID

The University of KwaZulu-Natal (UKZN) hereby invites suitably qualified and experienced service providers to submit comprehensive bids for the provision and Supply of a Client Support Platform solution. The platform must provide a high-quality, reliable, and efficient system for managing client queries, service requests, and support operations.

Bid Number	UKZN 03/26
Bid Description	Provision and Supply of Client Support Platform
Bid Document Fee	R1 150.00 (Non- Refundable)
Bid Price and BBEE	80/20
Compulsory Online Briefing Session	Date: 20 March 2026 (09h:00am-10h:30am) Register at: https://purcosa.co.za/tender/17431 to get the link to attend the briefing session
Bid Closing Date	08 April 2026 (12h:00pm) on PURCO SA Webiste https://purcosa.co.za/online-tender-submissions-guide

Instructions for purchasing the bid document: Bid documents, which are available in English only, can be purchased on the PURCO SA website from on **15 March 2026**.

The steps below should be followed for LOG IN OR REGISTER on the PURCO SA website:

1. Navigate to <https://purcosa.co.za>
2. Click on the 'Login or Register' button and select the appropriate option
3. Not registered on the website?
 - o Click 'Register here'
 - o Complete the form and click 'Create new account'
 - o Wait for the Account details email from PURCO SA. Check your spam filter if necessary.
 - o Click on the link in the email to login to the PURCO SA website and add a password.

The steps below should be followed to purchase the tender document on the PURCO SA website:

1. Under the Supplier Hub menu click on 'Open Tenders'
2. Select the tender and click on 'View'
3. Click on the 'Buy now' button
 - o You will be redirected to our payment gateway (Payfast) to make payment.
 - o If you encounter problems on the Payfast pages go to www.payfast.co.za/contact for help.
 - o When your payment has been processed you will be automatically redirected back the PURCO SA Checkout page where you will find your purchased tender document/s

Contact person for the purchase of tender documents only: Ms Gayla Manganyi; PURCO SA; e-mail: gayla.manganyi@purcosa.co.za and copy ,Mr. Sikhumbuzo Ngubane;UKZN; e-mail: ngubanes15@ukzn.ac.za

UNIVERSITY OF KWAZULU-NATAL (UKZN) reserves the right not to accept the lowest tender or any tender in part or in whole. UKZN reserves the right to award this tender to an empowerment company or may award this tender on condition that a joint venture with an empowerment company is formed. This will be added to the criteria when evaluating the tenders. UKZN reserves the right to award this tender as a whole or in part without furnishing reasons. The UNIVERSITY OF KWAZULU-NATAL (UKZN) is committed to broad-based black economic empowerment. We strive to comply with the provisions of all relevant legislation. Details are included in the bid. **UKZN reserves the right not to accept the lowest or any tender.**