

INVITATION TO BID: REQUEST FOR PROPOSAL (RFP) GOVERNMENT PENSIONS ADMINISTRATION AGENCY

The Government Pensions Administration Agency (GPAA) is a government component which reports to the Minister of Finance and administers funds and schemes on behalf of the Government Employees Pension Fund (GEPF), the largest pension fund in Africa, and National Treasury. It thus administers the pension affairs of approximately 1.7 million government employees and those of pensioners, spouses and dependants.

To meet the needs of our changing client base, the GPAA is modernising. In order for this modernisation to be effective, we are looking to make use of goods and services from experienced and enthusiastic individuals and companies from all disciplines who are interested in contributing towards positive change. If this is you or your company, please put together a bid and proposal for the tender detailed below:



BID GPAA 04/2016: CALL CENTER HOST SOLUTION

Proposals are invited from suitably qualified and competent service providers to host call centre solution to the GPAA for the period of three years.

Bid documents will be available on the following website: www.gpaa.gov.za

A compulsory briefing session will be held on Friday, 05 February 2016 at 11:00am, at the offices of the GPAA at 34 Hamilton Street, Arcadia, Pretoria. Late arrivals will not be permitted.

Closing date: Monday, 22 February 2016 at 11:00am. Late bids will not be accepted.

All bids must be deposited in the Bid Box at the GPAA offices at 34 Hamilton Street, Arcadia, Pretoria on or before the closing date and time.

Enquiries can be directed as follows:

Enquiries	Email contacts
General enquiries:	william.ramoroka@gpaa.gov.za
Technical enquiries:	Itsik.rubin@gpaa.gov.za

Please note that technical queries should be made in writing and SCM representatives should be copied in the communication.



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA