# Introduction

## 3.1 Purpose of automated system

The purpose of this system is to automate the way that MediTrust creates, reads, updates and delete their customers. They would like to share this platform with everyone in the company.

## 3.2 Objective

The objective is to make it easier for MediTrust to manage their clients. At the moment they are using an excel spreadsheet and adding clients manually.

The system should have a way of managing who is changing the company’s data. Some users should only be able to view the data and some users should be able to alter the data.

MediTrust should be able to query the database, for instance search for a name, phone number or see the status of a client.

The system should also be able to store certificates on their cloud storage and link that certificate to a client.

A bonus feature would be a WhatsApp page where the company can connect their company phone number and be able to reply to their customers.

## 3.2 Enquiries

Should it be necessary for anyone to obtain clarity on any matter arising from or referred to in this document, please contact one of the following contact persons listed below.

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| Luke Coetzee | Luke.Coetzee@nwu.ac.za |
| Rozanne L Meyer | rozanne@meditrust.biz |
| Lucky Khabe | khabepl@gmail.com |

# 6. General rules and instructions.

## 6.1 Confidentiality.

The information contained in this document is of a confidential nature and must only be used for purposes of responding to this RFB. This confidentiality clause extends to Bidder partners and/or implementation agents, whom the Bidder may decide to involve in preparing a response to this RFB.

For purposes of this process, the term “Confidential Information” shall include all technical and business information, including, without limiting the generality of the foregoing, all secret knowledge and information (including any and all financial, commercial, market, technical, functional and scientific information, and information relating to a party’s strategic objectives and planning and its past, present and future research and development), technical, functional and scientific requirements and specifications, data concerning business relationships, demonstrations, processes, machinery, know-how, architectural information, information contained in a party’s software and associated material and documentation, plans, designs and drawings and all material of whatever description, whether subject to or protected by copyright, patent or trademark, registered or un-registered, or otherwise disclosed or communicated before or after the date of this process.

The receiving party shall not, during the period of validity of this process, or at any time thereafter, use or disclose, directly or indirectly, the confidential information of MediTrust (even if received before the date of this process) to any person whether in the employment of the receiving party or not, who does not take part in the performance of this process.

The receiving party shall take all such steps as may be reasonably necessary to prevent MediTrust’s confidential information coming into the possession of unauthorised third parties. In protecting the receiving party’s confidential information, MediTrust shall use the same degree of care, which does not amount to less than a reasonable degree of care, to prevent the unauthorised use or disclosure of the confidential information as the receiving party uses to protect its own confidential information.

Any documentation, software or records relating to confidential information of CIPC, which comes into the possession of the receiving party during the period of validity of this process or at any time thereafter or which has so come into its possession before the period of validity of this process:

• Shall be deemed to form part of the confidential information of CIPC.

• Shall be deemed to be the property of CIPC.

• Shall not be copied, reproduced, published or circulated by the receiving party unless and to the extent that such copying is necessary for the performance of this process and all other processes as contemplated in; and

• Shall be surrendered to CIPC on demand, and in any event on the termination of the investigations and negotiations, and the receiving party shall not retain any extracts

## 6.2 News and press releases

Bidders or their agents shall not make any news releases concerning this RFB or the awarding of the same or any resulting agreement(s) without the consent of, and then only in co-ordination with MediTrust.

## 6.3 Precedence of documents.

This RFB consists of a number of sections (see list). Where there is a contradiction in terms between the clauses, phrases, words, stipulations or terms and herein referred to generally as stipulations in this RFB and the stipulations in any other document attached hereto, or the RFB submitted hereto, the relevant stipulations in this RFB shall take precedence.

Where this RFB is silent on any matter, the relevant stipulations addressing such matter and which appears in the PPPFA shall take precedence. Vendors shall refrain from incorporating any additional stipulations in its proposal submitted in terms hereof other than in the form of a clearly marked recommendation that MediTrust may in its sole discretion elect to import or to ignore. Any such inclusion shall not be used for any purpose of interpretation unless it has been so imported or acknowledged by MediTrust.

It is acknowledged that all stipulations in the PPPFA are not equally applicable to all matters addressed in this RFB. It however remains the exclusive domain and election of MediTrust as to which of these stipulations are applicable and to what extent. Vendors are hereby acknowledging that the decision of MediTrust in this regard is final and binding. The onus to enquire and obtain clarity in this regard rests with the vendor(s). The vendor(s) shall take care to restrict its enquiries in this regard to the most reasonable interpretations required to ensure the necessary consensus.

## 6.4 Preferential procurement reform.

MediTrust supports Black Economic Empowerment as an essential ingredient of its business. In accordance with government policy, MediTrust insists that the private sector demonstrates its commitment and track record to Black Economic Empowerment in the areas of ownership (shareholding), skills transfer, employment equity and procurement practices (SMME Development) etc.

Vendors shall complete the preference certificate attached to this proposal. In the case of a consortium and sub-contractors, the preference certificate must be completed for each legal entity.