



DEPARTMENT OF CORRECTIONAL SERVICES

BID CLARIFICATION QUESTIONS AND RESPONSES

No.	Date of Query	Name of the bidder	Questions from bidders	Responses by DCS	Status of query
Week ending 12 April 2024					
1	8-Apr-24	Ndics Mutual Solutions	I would like to ask that is it possible for us as bidders to respond on our preference province where we want to supply this service to, or is it a must that we send the response to all of the stated addresses.	Kindly note that bidders may submit their response to the preferred region, please check part 1 of the bid document for location addresses on your preferred region. Please note that you can only deposit your proposal in the provided closing locations as indicated in Annexure F and part 1.	Answered on email
2	9-Apr-24	Marcus Sebusang	I would just like to find out if this email address is to be used for the submission of the RFP		Answered on email
3	9-Apr-24	Beulah Williams	Can you please email the documents of requests for proposal HO6/2023	Bid document sent to bidder	Answered on email, email not delivered.
4	9-Apr-24	Mandilakhe Maqungo	Please send me the pricing schedule for Bid no HO6/2023	Pricing schedule sent to bidder	Answered on email.
5	10-Apr-24	Katlego Makgwane	Kindly look at the pricing schedule folder was uploaded. We are unable to open it and our suppliers have also been unable to open it for quotations.	Pricing schedule sent to bidder	Answered on email.
6	10-Apr-24	Prince Mokobi	Would you kindly assist with the pricing schedule as the one online is not downloadable.	Pricing schedule sent to bidder	Answered on email
7	10-Apr-24	Moepyajd Moepyajd	Briefing session- Please advise on the place and time	NON-COMPULSORY BRIEFING SESSION A non-compulsory online briefing session will be held as follows: Venue: Microsoft Teams Teams link: https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTgzMTQ2ZGQ0WE4Yy00NjBhLWJhZjltNDJkZGUwZWQ0Nzcw%40thread.v2/0?context=%7b%22Tid%22%3a%2268026d69-ab70-4d46-a3e0-6edad467e5fd%22%2c%22Oid%22%3a%223d9e278b-4087-4401-8a69-b1eeef65ddc%22%7d Meeting ID: 390 560 181 340 Date: 16 April 2024 Time: 11h00 am to 13h00	Answered on email
8	11-Apr-24	Shima Aphane	Can we do a Joint Venture on the above mentioned tender for cleaning materials. And when the Joint Venture is in place does the department require both Bank Guarantee/Financial capacity for companies in JV	Yes, you can apply as a Joint Venture for the tender (refer to part 2, section 3 of the bid document for information to be provided with the bid proposal). The Bank Guarantee/financial capacity must be in the name of the JV or the lead partner and therefore there is no need for both companies to obtain a separate bank guarantee. NB: The application and assessment process may take time, you are advised to start the application process with your bank as soon as possible. Also refer to part 2, section 16.5.4 for preference point claim on joint ventures or consortiums	Answered on email
9	11-Apr-24	Gazankulu Consultant	I would like to participate for Microsoft meeting for supplying of cleaning materials. Can you please send me the link.	NON-COMPULSORY BRIEFING SESSION A non-compulsory online briefing session will be held as follows: Venue: Microsoft Teams Teams link: https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTgzMTQ2ZGQ0WE4Yy00NjBhLWJhZjltNDJkZGUwZWQ0Nzcw%40thread.v2/0?context=%7b%22Tid%22%3a%2268026d69-ab70-4d46-a3e0-6edad467e5fd%22%2c%22Oid%22%3a%223d9e278b-4087-4401-8a69-b1eeef65ddc%22%7d Meeting ID: 390 560 181 340 Date: 16 April 2024 Time: 11h00 am to 13h00	Answered on email

10	12-Apr-24	Mphakamisi Ndzube	Can you please give a clear explanation about the cleaning materials that you need.	Please refer to Annexure E of the bid document on the e-tender portal for a detailed description of all items/products required. Kindly note that a bidder may select one item/category, however all sub-items must be supplied, delivered and off-loaded by the supplier.	Answered on email
11	12-Apr-24	Roza Roza	May you please send the document for tender HO6/2023 by email, I am unable to get it on the tender bulletin.	Bid document sent to bidder	Answered on email
Week ending 19 April 2024					
12	15-Apr-24	Gibert Ofentse	My name is Kenny i just want to find out about briefing venue for tender number HO6/2023 where it be held address for that briefing.	NON-COMPULSORY BRIEFING SESSION A non-compulsory online briefing session will be held as follows: Venue: Microsoft Teams Teams link: https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTgzMTQ2ZGQ0WE4Yy00NjBhLWJhZjltNDJkZGUwZWQ0Nzcw%40thread.v2/0?context=%7b%22Tid%22%3a%2268026d69-ab70-4d46-a3e0-6edad467e5fd%22%2c%22Oid%22%3a%223d9e278b-4087-4401-8a69-b1eeef65ddc%22%7d Meeting ID: 390 560 181 340 Date: 16 April 2024 Time: 11h00 am to 13h00	
13	15-Apr-24	Kamogelo	This email is to express interest in bidding for the contract titled "Appointment of a Panel of Service Providers for the Supply, Delivery, and Off-loading of Cleaning Materials to All Regions of the Department of Correctional Services." The contract duration is five years, under bid number HO6/2023.	NON-COMPULSORY BRIEFING SESSION A non-compulsory online briefing session will be held as follows: Venue: Microsoft Teams Teams link: https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTgzMTQ2ZGQ0WE4Yy00NjBhLWJhZjltNDJkZGUwZWQ0Nzcw%40thread.v2/0?context=%7b%22Tid%22%3a%2268026d69-ab70-4d46-a3e0-6edad467e5fd%22%2c%22Oid%22%3a%223d9e278b-4087-4401-8a69-b1eeef65ddc%22%7d Meeting ID: 390 560 181 340 Date: 16 April 2024 Time: 11h00 am to 13h00	
14	15-Apr-24	Tsholo	Kindly assist with the link for non-compulsory briefing session link taking place on 16 April at 11h00.	NON-COMPULSORY BRIEFING SESSION A non-compulsory online briefing session will be held as follows: Venue: Microsoft Teams Teams link: https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTgzMTQ2ZGQ0WE4Yy00NjBhLWJhZjltNDJkZGUwZWQ0Nzcw%40thread.v2/0?context=%7b%22Tid%22%3a%2268026d69-ab70-4d46-a3e0-6edad467e5fd%22%2c%22Oid%22%3a%223d9e278b-4087-4401-8a69-b1eeef65ddc%22%7d Meeting ID: 390 560 181 340 Date: 16 April 2024 Time: 11h00 am to 13h00	
15	16-Apr-24	Mashilo Phosa	I wanted to clarify on previous work/project experience, should it be specific to cleaning material or can I submit my experience in the supply, delivery and offloading of animal feed, for example?	Operational experience (criteria 2) and track record of the company (criteria 3) must be strictly in the supply, delivery and off-loading of cleaning materials. Project experience in other commodities other than cleaning material will not be considered for this tender.	
16	16-Apr-24	Tsholo	Kindly assist with all the documentation/tender documents for this tender.	Bid document sent to bidder	
17	16-Apr-24	Khangelani Dyosi	On your specifications page, where you outline the products needed, do I quote you per single unit or for all the centers that need to be supplied?	Prices must be quoted per single unit for all the centres listed in the pricing schedule. Please note that bidders need to factor in transport costs in their pricing; this means that distance must be considered for the various management areas.	

18	16-Apr-24	Mantsi Moiloa	1. It is our goal to provide the Department with the benefit of bulk pricing on this contract, as much as possible 2. Noting it is a panel appointment, can the Department guide us on a minimum quantities provision for successful panellists? This will allow us to optimise our supply chain prices, allowing us to extend a favourable price in the pricing schedule	There are no minimum order values and quantities, these would also differ per management area as they also differ in sizes. DCS will allow reasonable time for bidders to deliver on orders; in emergency or urgent cases bidders will be notified. Bidders should note that bulk orders will be made, however, might be required to make partial deliveries due to storage sizes on some of the management areas.	
19	16-Apr-24	Shahanah	Following the briefing session today, we would like some clarity on the following please: 1. It is stated that the original, copy and excel must be exact. We cannot sign the excel document as the sheet is protected from adding any other information other than what gets typed into the unlocked cells.	1. Bidders can print out the populated pricing schedule and sign before placing in the file. The excel version will not be signed, however the amounts quoted in the hard copy file and the excel version must be the same.	
			2. Some departments do not want us to split up the tender documents, however you have specific layout requirements which have SBD 1 etc in one section, and then the General conditions of Contract in another section. These docs are in part 1 following each other. So if we follow the prescribed layout, we would have to split up part 1 and place into the relevant section as prescribed? Is this acceptable?	Yes, it is acceptable. Bidders may split part 1 from the SBD forms and the GCC in order to comply with the required format. Bidders will not be penalised for not conforming to the order, however, the filing format would make it easier to locate documents in the files during the evaluation process.	
			3. How frequently will we be receiving orders? Will there be a minimum lead time that the department provides to the suppliers? Are there minimum order quantities? Is there a minimum order value? These questions are all related as it impacts on the pricing e.g. if they order small quantities at frequent intervals, that would result in higher pricing; whereas larger quantities less frequently, we could offer better pricing.	There are no minimum order values and quantities, these would also differ per management area as they also differ in sizes. DCS will allow reasonable time for bidders to deliver on orders; in emergency or urgent cases bidders will be notified. Bidders should note that bulk orders will be made, however, might be required to make partial deliveries due to storage sizes on some of the management areas.	
			4. In relation to the above bullet, one of the speakers mentioned that orders may be placed with specific providers based on which provider on the panel quoted the best pricing. This implies that if I have the best price for brooms but not mops, that I would receive an order only for brooms while another cheaper provider would get the order for mops. Is this understanding correct? If so...this also potentially affects the pricing model we apply.	Bidders will be awarded the contract based on the Item which they are bidding for using your example i.e. Brooms, brushes and mops; this means that bidders are expected to be able to supply all items.	
20	16-Apr-24	Isaac Mokonyanya	1. The validity period of the prices - does firm prices mean the prices are to be firm for 5 years? 2. Technical evaluation - does a once off supply, delivery and offloading of cleaning material count as a reference?	1. Yes, prices must be firm for 5 years. However price adjustments will be considered by DCS as per, part 2, section 24 of the bid document. Please see quoted sections for more information on price adjustments. 2. Yes, a once off supply, delivery and offloading of cleaning material count as a reference.	
21	16-Apr-24	Various bidders	I would like to request a link or alternatively minutes of that meeting	Kindly note that bidders can access the briefing session presentation and responses to questions raised during the briefing session on the e-tender portal and the department's website.	
22	17-Apr-24	Aluwani Lukoto	Could you please send us another pricing schedule that will open. Your help will be greatly appreciated.	Pricing schedule sent to bidder	

23	18-Apr-24	Sivuyise Selikoe	I'm writing you this email to enquire about 1 of your Mandatory Requirements on Bid No. HO6/2023 Supply, Deliver and Off Loading of Cleaning Material namely; Bidders must provide a bid/bond/performance guarantee letter or credit facility/overdraft confirmation from a SA Bank. However, in my case and I would imagine in the case of many other suppliers, the credit facility is currently being provided by our suppliers. Therefore my enquiry is whether a letter from my supplier indicating the availability of funds or contingent availability of funds (contingent on award of tender) amounting to the amounts stipulated in the tender document suffice to serve as a Bid Guarantee/Credit Facility?	Note that a bid/bank/performance guarantee OR a credit/overdraft confirmation letter issued by a Commercial Bank duly registered in South Africa is the only form of guarantee that would meet this requirement. Commercial Banks are registered with the National Credit Regulator (NCR) as well as the Prudential Authority. Therefore, guarantees from other institutions or suppliers will not be considered.	
24	18-Apr-24	Savannah	Regarding the bank guarantee letter, please advise if a director from the company can take out a personal bank guarantee for this tender?	No. The bank guarantee must be in the name of the bidding company.	
25	18-Apr-24	Info@secretlysoft	Kindly assist with pricing schedule	Pricing schedule sent to bidder	
26	18-Apr-24	Patience Madavhu	May you kindly assist with the attached and assist with pricing column for B3, I am unable to write prices from Item Utensils its locked.	Pricing schedule sent to bidder	
27	19-Apr-24	Exilite 349 cc	At the briefing it was stipulated that the bank guarantee should be bid specific ect. However, With FNB it is not the case, the system is the one that generates the letter for us after requesting it from the private banker and then it is sent to us. I have attached a letter for you to see that I used on a previous bid for the food supply. FNB does not issue letters that you are looking for and this is the only guarantee letter that they can issue out to companies. Anything beyond this is regarded in their words as fraudulent letters. On the letter there is a contact person and also a CAS number which is to be used when calling fnb to verify the legitimacy of the letter. They are also able to stamp the letter but this is as far as FNB goes in terms of supplying letters. Will this type of letter be accepted by the institution as this is all we can get from FNB?	The bid only requires bidders to submit either a bid/bank/performance guarantee OR a credit/overdraft confirmation letter issued by a Commercial Bank duly registered in South Africa Please note that bank rating letters will not be accepted.	
28	19-Apr-24	Duncan Masindi	May you kindly clarify regarding bank guarantee. We have enquired with our banker and they indicated that they only know about bank rating. Bank rating will be indicating the financial capabilities of a company based on grade. Is the bank rating acceptable in this regard?	The bid only requires bidders to submit either a bid/bank/performance guarantee OR a credit/overdraft confirmation letter issued by a Commercial Bank duly registered in South Africa Please note that bank rating letters will not be accepted.	
Week ending 26 April 2024					
29	22-Apr-24	Cry Ngobeni	I saw on the previous tender for Food there was addendum made to accept bank rating letter fo C grade. Will a bank rating letter be accepted?	Note that a bid/bank/performance guarantee OR a credit/overdraft confirmation letter issued by a Commercial Bank duly registered in South Africa is the only form of guarantee that would meet this requirement. Please note that bank rating letters will not be accepted.	
30	23-Apr-24	Global Business Solutions	Bidders must provide DCS with one of the Guarantees listed below: • Bank Guarantee or; • Bid Bond/Guarantee or; • Performance Guarantee Can the above be provided by any financial institution that's registered with NCR and FSP?	Note that a bid/bank/performance guarantee OR a credit/overdraft confirmation letter issued by a Commercial Bank duly registered in South Africa is the only form of guarantee that would meet this requirement. Commercial Banks are registered with the National Credit Regulator (NCR) as well as the Prudential Authority. Therefore, guarantees from other institutions or suppliers will not be considered.	

31	23-Apr-24	Lazzy Mauane	We are an SMME Banking with First National Bank and are interested to Bid for the Cleaning Material Tender: H06/2023. Our challenge is on the Bank Guarantee as a Mandatory Requirement. 1. Our Bank cannot offer a Bank Guarantee Letter without us presenting them with an Appointment Letter or Purchase Order. 2. Also the Bank Guarantee must state the Percentage of the Amount we need from the Appointment Letter or Purchase Order. Resolution from the Bank. The bank has however intended to assist us with a Letter of Intent that states declaration to issue us with Bank Guarantees as soon as we are appointed.	Note that a bid/bank/performance guarantee OR a credit/overdraft confirmation letter issued by a Commercial Bank duly registered in South Africa is the only form of guarantee that would meet this requirement. Please note that bank rating letters will not be accepted.	
32	23-Apr-24	Jelani trading- Rene Frederick	Request for Clarity on Bid H06/2023 Phase 2 Mandatory Requirements - Bank Rating Letter Suitability I hope this message finds you well. I am writing to seek clarification regarding Bid H06/2023, specifically focusing on Page 11, Table 1, under Phase 2 mandatory requirements, Point 9. This point requests a bid/bond/performance guarantee letter or credit overdraft confirmation. My inquiry pertains to the suitability of a Bank Rating Letter for this tender. I have noticed that while a Bank Rating Letter was accepted for other Correctional Services tenders, such as the one for the Distribution and Supply of Non-Perishable Foods, it appears to be not suitable for Bid H06/2023. Could you kindly advise on the reasons why a Bank Rating Letter is not considered appropriate for Bid H06/2023? Understanding this distinction will help us ensure that we provide the correct documents required for this tender. Your feedback on this matter is highly appreciated, as it will assist us in	Note that a bid/bank/performance guarantee OR a credit/overdraft confirmation letter issued by a Commercial Bank duly registered in South Africa is the only form of guarantee that would meet this requirement. Please note that bank rating letters will not be accepted.	
33	23-Apr-24	Thala Nakedi	7) PART 2 – ADDITIONAL BID REQUIREMENTS (BD4.1 – PAGE 29/36)- (22.7) IT STATES THE FOLLOWING IN THE DOCUMENT: DCS reserves the right not to award items from the same source of supply (e.g. from one supplier who is the third party to the bidders/who has provided the BD27-forms to the bidders) Most of the third-party suppliers are Tendering for themselves, so they are saying they can't assist with the tender BID NO: H06/2023, Because of the condition you'll stated in the document (BD4.1 – PAGE 29/36)- (22.7) So, my question is how does SMME'S tender for this document, if we can't get a supplier?	Please note that DCS is not in a position to assist bidders with sourcing of suppliers.	

34	23-Apr-24	Krishan Naidoo	I am writing to bring to your attention a matter regarding the mandatory requirements outlined in the tender for supplying food to prisoners. Specifically, I am requesting a review of the requirements for Bank Guarantee, Bid Bond/Guarantee, and Performance Guarantee. While I understand the importance of ensuring supplier financial capacity for a tender of such high value, I believe the current requirements may pose significant challenges for potential suppliers. The stipulation for a Bank Guarantee, in particular, presents a substantial financial burden, as it would necessitate tying up R4,000,000 in a fixed deposit until the Department of Correctional Services (DCS) provides written confirmation to release the guarantee. Additionally, the associated costs of obtaining a Bid Bond, which could amount to up to R80,000 per month, further compound the financial strain on potential suppliers. Moreover, I would like to highlight the disparity in treatment regarding the proof of financial capacity, especially concerning Previously Disadvantaged Individuals (PDIs). The current requirement states:	Note that a bid/bank/performance guarantee OR a credit/overdraft confirmation letter issued by a Commercial Bank duly registered in South Africa is the only form of guarantee that would meet this requirement. Please note that bank rating letters will not be accepted.	
34	23-Apr-24	Global Business Solutions	What about those registered with FSP LICENSE as most banks in SA are regulated by FSP	Note that a bid/bank/performance guarantee OR a credit/overdraft confirmation letter issued by a Commercial Bank duly registered in South Africa is the only form of guarantee that would meet this requirement. Commercial Banks are registered with the National Credit Regulator (NCR) as well as the Prudential Authority. Therefore, guarantees from other institutions or suppliers will not be considered.	
36	24-Apr-24	Tshepo Mokitimi	Our company banks with FNB. The current requirement stipulates for BID NO: HO6/2023 APPOINTMENT OF A PANEL OF SERVICE PROVIDERS TO SUPPLY, DELIVER AND OFF-LOAD CLEANING MATERIALS TO ALL REGIONS OF THE DEPARTMENT OF CORRECTIONAL SERVICES FOR FIVE YEARS requires companies to obtain a Bank Guarantee from their banks. With our Bank- FNB, for this requirement, we are required to deposit the full amount of 4 million rands into a non-interest-bearing account. This means that the 4 million rands would be tied up and unable to be released by us, but only by the Department of Correctional Services (DCS) upon completion of the tender after 5 years. Moreover, we cannot touch the money and it means that we would need additional capital to cover the cost of inventory purchase, and delivery while the 4 million rands will be held without accruing any interest. This requirement places bidders, including ourselves, at a significant disadvantage. We believe that the purpose of this requirement is to demonstrate a company's financial capacity to undertake	Note that a bid/bank/performance guarantee OR a credit/overdraft confirmation letter issued by a Commercial Bank duly registered in South Africa is the only form of guarantee that would meet this requirement. Please note that bank rating letters will not be accepted.	
37	24-Apr-24	Dimakatso Mello	The Bank cannot assist with Bank Guarantee Letters unless we deposit at least 10% of the Amount Requested, and Present Appointment Letter for an amount above R2 Million. They However can assist with intent to assist with Letter of Intent to Issue Guarantees after Appointment.	A bank's bid guarantee and a bank's letter of intent are two distinct financial instruments. A bank's bid guarantee is a form of guarantee, while a bank's letter of intent is a form of indication. Furthermore, a bank's bid guarantee is binding on the bidder and the bank, while a bank's letter of intent is not binding on either party. Therefore, for Bid No. HO6/2023 only bid/bank/performance guarantees OR credit/overdraft confirmation letters will be considered.	

38	24-Apr-24	MC Firm Foundation Health	"Bidder to provide a bid/bond/performance guarantee letter or credit facility/overdraft confirmation" from a commercial bank. I did manage to get a letter from Uhambo Innovation Hub which is a credit provider registered with the NCR under licence number NCRCP16428. They are willing to assist me with funding of R2 Million Rand. However, they are not a commercial bank. Will such a letter suffice?	Note that a bid/bank/performance guarantee OR a credit/overdraft confirmation letter issued by a Commercial Bank duly registered in South Africa is the only form of guarantee that would meet this requirement. Commercial Banks are registered with the National Credit Regulator (NCR) as well as the Prudential Authority. Therefore, guarantees from other institutions or suppliers will not be considered.	
39	25-Apr-24	Rejhan Dollie	Also, if you may please advise on the following. My bank has advised that they are unable to provide the facilities/guarantee as required to qualify for bid, due to red status with financial institutions for government departments. I can however receive the approvals and required from alternate reputable funders as Lula and Pollen Finance who are in current agreement to provide the same. They are both able and willing to advance the required if I am awarded. Please advise if such guarantee agreement advice would	Note that a bid/bank/performance guarantee OR a credit/overdraft confirmation letter issued by a Commercial Bank duly registered in South Africa is the only form of guarantee that would meet this requirement. Commercial Banks are registered with the National Credit Regulator (NCR) as well as the Prudential Authority. Therefore, guarantees from other institutions or suppliers will not be considered.	