



## correctional services

Department:  
Correctional Services  
REPUBLIC OF SOUTH AFRICA

**BID NO: HO 04/2023**

### Panel Of Service Providers for The Supply, Delivery, and Off-Loading of Nutritional Products (Perishable and Non-Perishables) For the Department of Correctional Services for A Period Of Five (5) Years At Six (6) Regions

#### FREQUENTLY ASKED QUESTIONS AND ANSWERS FOR THE TENDER

No	Question	Answer
1	How should we submit the bid	Each bid should be submitted in a separate, sealed envelope or suitable cover on which the name and address of the bidder (company), the bid number and the closing date and time must be clearly endorsed.
2	Can a bidder submit 6-ton truck and how will it be evaluated?	The TOR requires a minimum 2 ton truck. A bidder may submit any truck bigger than 2-ton truck, as long as it meets the TOR requirement.
3	Is Public Drivers Permit (PrDP) a requirement	No bidder will be disqualified for not submitting a (PrDP)
4	If the floor space includes Mezzanine floor and office space, will it be included on the 700 square meters?	No Mezzanine floor and office space will be excluded. The area where the food is stored must not be less than 1000 square meters
5	What if the car rental company does not have the cars onsite on that day of the site visit?	If the cars are not available on the day of the site visit the bidder will score a zero
6	Will be bidders be informed about the site visit or is it going to be a surprise site visit	Bidders will be notified about the site visit



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7	Who can participate in government tenders in South Africa?	Generally, any registered business or entity that meets the tender requirements can participate in government tenders.
8	Can I request for the dates to be changed on my reference letter because the service was rendered more than 5 years ago?	The letter must not be more than 5 years old as indicated in the bid documents
9	What documents are required for tender submission?	The TOR specify the documents required for each stage of the evaluation.
10	How are tender awards determined?	The functional evaluation criteria, price & specific goals, and compliance with the given mandatory requirements are usually some of the variables that determine the tender awards..
11	How long does it take to finalise the submitted bid	The time frame can vary; however this bid is valid for 180 days from bid closing.
12	Can a JV submit 2 sworn affidavits or 2 BBBEE certificates?	Only joint BBBEE certificate will be accepted
13	Can I arrange with a third party in case I am not keeping stock of the item required	Yes, Any bidder who does not normally keep stock of the item and is sourcing the goods and services from a third party (manufacturer/producer or dealer/distributor who normally keeps stock) for the purpose of delivering the item to the Department, 14must ensure that the attached BD 27 is completed by his/her supplier after they have familiarised themselves with the item(s)/ description(s)/ specifications and conditions of the bid for all relevant goods and services required from this bid.



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		In the event that the “Authorization Declaration” (BD 27) form is not completed, the bidder must submit the signed third party’s authorization declaration letter on the third party’s letterhead.
14	When and where is the Briefing session? And is it compulsory?	There is no briefing session for the bid.
15	Can I amend my tender submission after it has been submitted?	The tender submissions cannot be amended once submitted. Ensure accuracy before submitting.
16	Where are we submitting the bids?	Bids are to be submitted at the DCS regional offices nationwide as listed in the bid document. Refer to Annexure A.
17	Can a supplier tender for more than one region?	Yes
18	How many suppliers are required per panel in each region?	The number of proposed bidders that will be appointed per commodity group is included in the RFP, however the Department reserves the right to increase and or decrease the number as deemed appropriate.
19	Is bid submission online or physical?	Submissions are strictly physical, refer to the tender document for further instruction on method of submission.
20	How much is the bid document?	The bid document is free of charge.
21	Can I bid for both Warehousing & Distribution	Yes, bidders may bid for both, however bidders must demonstrate experience as indicated in the TOR.



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22	What is the duration of the contract for the supply of these products?	The contract for the supply, delivery and off-loading of these food products will be in effect for a period of five (5) years from the date of award.
23	How often will deliveries be required during the contract period?	Delivery schedules will vary based on the specific needs of each correctional facility, but deliveries are expected to be regular, and the frequency will be outlined in the Contract.
24	Are there any specific nutritional guidelines or requirements that suppliers need to adhere to when providing these food products?	Yes, suppliers must adhere to specific nutritional guidelines, standards and applicable legislations outlined in the tender document to ensure that the products meet the dietary requirements of inmates and staff.
25	Where will the food items be delivered?	Each region has managements areas that are listed on the enclosed Annexure. Delivery will depend on Purchase order issued.
26	Is there a preference for local or regional suppliers?	There will be no preference in relation to a supplier's location.
27	Is there a point of contact for inquiries regarding this procurement?	Yes, please refer to the bid document for this information.
28	Are we submitting 1 or 2 hard copies including USB's? Are we submitting pricing on Excel?	The bidder must submit the following: (a) One (1) Original Tender document & (b) One (1) Copy of the tender document & (c) One (1) USB that consists of a scanned copy of the tender document including the pricing schedule on excel and signed pdf format.



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29	How should pricing schedules be completed	<p>All prices quoted for must be inclusive of supply, delivery and off-loading cost. Bidders should submit pricing per Management Area/Correctional Centre as indicated on the pricing schedule.</p> <p>The bid prices shall be for the unit of measure as indicated in the pricing schedule.</p> <p>Bidders are required to submit responsive bids by completing all the prices, mandatory responsive fields and item questionnaires on the provided pricing schedule for the individual items.</p> <p>Bidders must indicate their suppliers per line item</p>
30	In the event that as a bidder I decide to bid for all the Regions, when it comes to mandatory and functionality requirements should I submit sets of returnable documents per each region? Or One set of returnable documents will suffice?	<p>The bidder shall submit a complete tender document (original and copy) and a USB as required in the bid document per each Region if they wish to bid for all six (6) Regions.</p>
31	I would like to know if we are allowed to only bid for those items that we are able to supply or we have to quote all items listed per area?	<p>The bidder shall be allowed for bid for those items that he/she is able to supply but not less than the stipulated number of items in that category as stated in the tender document.</p>
31	How will the bids be evaluated and scored?	<p>The bids will be evaluated in the following phases, Mandatory, Functional, Site Visit and then the 90/10 preference point system, where 90 is for the price and 10 on specific goals.</p>



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32	What is a late bid	Bids received after the closing date and time, at the address indicated in Annexure C, are late bids and will not be accepted for consideration and where practicable, be returned unopened to the bidder.
33	Can I bid for all regions?	Yes.
34	If I select Gauteng region as a preferred region, can I submit the proposal in another region e.g. KZN?	Bidders can submit proposals for any region selected as long as the proposal indicates which region they are bidding for.
35	Should we submit a soft copy and hard copy for the pricing schedule?	Yes, refer to page 15 of the RFP.
36	Please confirm if we submit a letter confirming the funds or bank statement showing the funds will that suffice as a proof of financial capacity?	No, as stated in the document we require a bank guarantee, please refer to page 22 for warehousing and page 32 for distribution
37	Do you need to register at DCS as a vendor for you to participate?	No, this is an open tender anyone can participate.
38	Kindly assist with annexure D, we are unable to open the zipped file.	Kindly download the pack first before opening the actual file.
39	Kindly assist with SBD 3.1 pricing schedule- firms price	The pricing schedule SBD 3.1 has been replaced by annexure D, kindly refer to annexure D for the pricing schedule.
40	I intend on distributing only. Do you require COA for premises as well as COA for vehicles with regards to distribution only?	Yes, the third party (Your supplier) must have the COA for the business premises and vehicles.
41	The 3rd party I intend on utilising based in Gauteng. They however deliver nationally. Would there be any conflict if I submit my bid to different provinces using mandatory	No, it's not a conflict, you may submit one bid and tick which regions you intend to bid for,



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	documentation of my Gauteng supplier to all management areas?	
42	Please advise where the breakdown of the above tender items can be found?	Kindly refer to annexure D
43	Please note that the bid document for BID HO 04/2023 as provided on the site dcs.gov.za does not have/include the following: Annexure B,C & D	Kindly download the document from etender portal.. <a href="https://www.etenders.gov.za/">https://www.etenders.gov.za/</a>
44	I was requesting if the bill has the BOQ.	Refer to annexure D for the pricing schedule
45	I hereby would like to request the annexure C on the bid document	Kindly download the pack on etender portal and open Annexure C. <a href="https://www.etenders.gov.za/">https://www.etenders.gov.za/</a>
46	Regarding financial capacity does a guarantee letter from a registered NCR institution work for bidding purposes?	The request on page 22 of 59 under financial capacity of the advertised RFP is clear and specific that a bank or bid guarantee from a South African banking institute is what is required and not a guarantee letter from a registered NCR institution.
47	Can a bidder bid for Gauteng and choose which area in Gauteng they want to price for, or must they quote on all areas in that Region?	Please refer to page 40 of 59 paragraph 21.2 under the <u>pricing structure and market research</u> which states that bidders who select a region of choice must quote and complete all the Management Areas for that region.
48	If a bidder doesn't quote on a certain item in that area (example pork), is it allowed not to give a price or must they quote on all the items in that area.	Please refer to page 40 of 59 paragraph 21.5 under the <u>pricing structure and market research</u> which states that bidders who choose a category in a region to bid for must provide pricing for all items/products within a category.
49	Kindly would request to send the Annexures C & D to my email address as I failed several times to download them.	The 2 Annexures requested have since been shared to the email provided.



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50	Which is the correct bid number for this tender as BD 2.1 (page 1 of 2) document has BID HO 04/2022 and then PART A INVIVATION TO BID document has BID NUMNBER: HO4/2023?	The correct bid number for this tender is HO4/2023.
51	If we are bidding for both Warehousing and Distribution, do we have to submit the tender with two different, Execution Plan and Risk Plan as well as experience?	Please refer to paragraph 10.2 on page 23 which reads, "Should a bidder select to participate in both Distribution & Warehousing, the bidder will be evaluated on <u>both Functional evaluation criteria</u> respectively." This means that the bidder will be required to submit the information for both warehousing and distribution respectively.
52	Business Premises – May our supplier issue letters of intent that if we be awarded with the tender, we will be getting stock from their Warehouse and also use their transportation?	<p>A letter of intent can be provided for delivery vehicles only.</p> <p>Paragraph 9.4 on page 21 and 15.6 on page 32 under the Mandatory requirements for delivery vehicles, reads that "Bidders must provide a list of <u>delivery vehicles</u>, along with the following:</p> <p>(c) A letter of intent signed by both the lessor and the lessee."</p> <p>Please note that a letter of intent cannot be provided for an intent to lease a warehouse.</p>
53	Pricing Schedule – Do we have to submit a separate envelope of pricing schedule, or must we attach it to the original copy before making copies?	Please attached the pricing schedule to your original submission.
54	Bid Submission – Are we submitting ONE bid with pricing for different REGIONS, or each REGION must have its own BID?	You may submit ONE bid, however, please make sure that you submit the pricing schedule for each region that you bid for either warehousing or distribution or both.





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55	Should bid pricing be inclusive of VAT or exclusive of VAT as the tender documents supplied seem to contradict one another: point 21.1 on page 40 of 59 of the bid advert mentioned that pricing must be inclusive of supply, delivery and off-loading costs and all applicable taxes; but the Excel spreadsheets supplied ask for VAT exclusive pricing?	Refer to the addendum issued. Prices must be VAT inclusive.
56	Can the Department perhaps indicate the frequency of deliveries to a delivery point, as such information will be valuable to calculate transport cost, e.g. one single larger load per week will work out more economically for the Department than multiple smaller deliveries per week?	The frequency of deliveries is yet to be determined, and the RFP currently is structured in a way that service providers are required to complete per line-item pricing per region for all the centres on commodities of their choice. The awards will be in panels per region and rotations will be done with the appointed service providers per commodity line items.
57	Is there any specific wording that the Department prefers for the required bank guarantee or perhaps a template, to assist bidders to submit an acceptable guarantee with their submissions?	No, the department doesn't have any restriction on the templates and or wordings to be used, all we want to see is the financial capacity in line with the limits set as a guarantee from a banking institution.
58	With regards to COIDA, we currently have a certificate in place but it has expired.  Sars currently has a backlog with the renewal process. Should we not have the updated doc in time, would this invalidate our bid?	The bidder is requested to submit the COIDA Certificate in its current form and attach proof that the application for renewal is done when submitting the bid. A reverification of the certificate will be redone again if the bidder makes it to award stage.



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59	I need clarity on the responses to two FAQs, question 29 and question 34 which appear to have contradicting responses. If a bidder selects two regions should they prepare bid documents for each region and submit them in the different regions or is it acceptable to prepare one set of bid documents with the preferred regions selected and followed by submission at one preferred location indicated in Annexure A?	Yes, is it acceptable to prepare one set of bid documents with the preferred regions selected in the bid submission, and the bid can be submitted at any of the 6 bid receiving location sites as indicated in Annexure A.
60	Kindly assist with volumes of Gauteng & Mpumalanga/Limpopo/Northwest nonperishable goods.	The department cannot commit to any volumes as they fluctuate due to the number of inmates per Centre. Paragraph 3.7 of the RFP on page 11 furthermore states that the Department has adopted a self-sustainability framework to reduce reliance from service providers for the provision of perishables and non-perishables which may impact order quantities in future.
61	On page 32 of 59 point 1 says bidders must submit an insurance of goods in transit cover to the value of R 500 000.00 <ul style="list-style-type: none"><li>Is the insurance of goods in transit cover to the value of R 500 000.00 the only insurance document you want or is a quotation and the intent to insure if awarded the contract also acceptable?</li></ul>	Bidders must submit an insurance of goods in transit cover/policy and not a quotation or an intent to insure.
62	<ul style="list-style-type: none"><li>Is a COIDA LETTER OF GOOD STANDING mandatory or is a letter to tender from DEPT. OF LABOUR also acceptable?</li></ul>	Paragraph 7.3 states that the COIDA letter of good standing must be valid at bid closure, so this letter is required to be submitted.



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	<ul style="list-style-type: none"> <li>I am asking this because if you register for COIDA you are liable for monthly payments to DEPT. OF LABOUR regardless if you get the contract or not but the letter is an intent to register for COIDA if awarded the contract which protects you from monthly payments when you did not even get the contract.</li> </ul>	
63	Can we submit multiple BD27 if we have different suppliers for different products?	Yes, you can submit multiple BD27's for different suppliers of products.
64	If we have multiple suppliers, can we have multiple addresses for inspection?	Yes, you can have multiple addresses for inspection.
65	If you bid for both distribution and warehouse, and you do not qualify for one, will one be disqualified completely, or will the department continue with evaluation of the one?	The bidder will be evaluated on both requirements separately. Should you not qualify for one, this will not disqualify you for the other.
66	Do we need to comply with business premises requirements if we are bidding for distribution only?	Yes, you must with business premises requirements even if bidding for distribution only.
67	Our organisation does not have a lease agreement at this stage but intends to do so at a later stage. Will a letter of intent to lease signed by both parties be acceptable?	No, the lease agreement has to be in place as at the time of bid submission.
68	I am applying for distribution, we will be making use of a third party that will be conducting the deliveries on behalf of us, can we submit the third party's goods in transit insurance documentation?	Yes, you can we submit the third party's goods in transit insurance documentation, it however is important that the BD 27 form be signed with the relevant third party.
69	The proof of insurance for vehicle and premises lease. Do I have to submit with the bid or will ask it when doing	The bid document indicates that bidders must submit proof of Goods in Transit Insurance cover to the value of R500,000,00 as well as proof of the vehicle/s



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	inspection with my supplier. They say these are confidential. Please advise.	insured with the appropriate cover for accidents and third-party liability when submitting the bid.
70	<b>Bank guarantee:</b> <ul style="list-style-type: none"><li>• What is the duration for which the bank guarantee will be ceded.</li><li>• Could you please outline the expected timelines for the evaluation and adjudication processes?</li></ul>	<p>The bank guarantee should be active for the duration of the contract.</p> <p>The bid is valid for 180 days.</p>
71	Could you clarify the bid guarantee letter?	A bid guarantee letter is a letter from the bank that provides assurance that the bank will provide the bidder with the funds requested for the bid for the bidder to undertake the contract. In the context of Bid H04/2023, the Bid Guarantee must be from a Banking Institution providing the banks assurance to the bidder to the value of R5m for distribution and R10m for Warehousing.
72	If we are a supplier that doesn't keep stock but sources products from third-party, can we use the third party's vehicle registration documents for delivery vehicles if the BD27 is signed and with regards to warehousing can we use the third party's physical address as good will be inspected on their premises?	<p>Yes, a supplier that doesn't keep stock but sources products from a third-party, can use the third party's vehicle registration documents for delivery vehicles if the BD27 is signed.</p> <p>In warehousing, a bidder cannot use the third party's physical address. Please see paragraph 2.b) on page 21 of the bid document, under the mandatory warehousing requirements, which states that the bidder must provide proof of ownership or an existing lease agreement for their warehouse.</p>



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73	Will a BD33 which is known as the Certificate of Financial Ability and Stability that is signed and stamped by the bank be sufficient to serve as a Bid Guarantee by a South African Bank or it has to be a bank guarantee done on the bidders account at the bank and be valid for 180 days?	Only a bank guarantee or bid guarantee by a South African bank, for an amount in accordance with what has been stipulated in the bid document, must be provided and this bank guarantee should be active for the duration of the contract.
74	Are all bidders required to submit a bank guarantee even if they have a BD27 and a credit facility in place with the third party?	The bank guarantee or bid guarantee is a mandatory requirement and all bidders are required to submit either of the two documents.
75	DO WE PRICE THE WHOLE CATEGORIES WITH ONE BIDDER OR IS IT ONE CATEGORY PER BIDDER?	Please refer to page 33 of the bid document which indicates that bidders must choose a category/commodity grouping in a region and must provide pricing for all items/products listed within the category/commodity grouping for all the Management Areas of a region of which they have selected; bidders are not allowed to split the items in the specific category/commodity group selected.
76	I need to know that if I am bidding and sourcing from 3rd party, do I only have to bid on 'Distributing' or I can also bid on 'Warehousing'?	Bidders are allowed to source products from third parties, however on Warehousing please see paragraph 2.b) on page 21 of the bid document, under the mandatory warehousing requirements, which states that the bidder must provide proof of ownership or an existing lease agreement for their warehouse.
77	<b>2. Distribution</b> Do I need to have a supplier per region or I can use a supplier from anywhere as long as they can be able to service the region I have tendered for?	Yes, you can use a supplier from anywhere as long as they can be able to service the region. The bidders project execution plan must demonstrate the plan to deliver from such suppliers.



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78	Some of the pack sizes on the product sheet is not to industry standards can this be changed and quoted per KG on everything (some pack sizes are correct) or must we quote on pack size indicated on the tender document?	No, a bidder must quote the pack sizes as indicated in the pricing schedule.
79	We approached our banker to request such document, so they advised us to request your Banking details (AS BENEFICIARY) to complete the Bank Guarantee.	A bank guarantee is issued to the bidder; therefore, our banking details will not be required for the bank Guarantee.
80	Please find email as request of clarity on meat which grade are you looking for on pork and beef.	Please refer to the product specifications that have been provided on the pricing schedule.
81	Please elaborate on Special conditions page 51 of 59 line 38.9 Cost component- What % should be filled in.	The bidder should advise their own percentage calculations as per line items provided on the table.
82	DO WE HAVE TO BID FOR EVERY SINGLE ITEM IF WE ARE BIDDING FOR WAREHOUSING OR CAN WE LEAVE OUT SOME PRODUCTS	Paragraph 6.11 on page 16 of the bid document states that in respect of Warehousing, bidders must bid for all the products listed on the pricing schedule in any region as long as the bidders meets the Mandatory Requirements as outlined in this document.
83	DO WE HAVE TO PROVIDE ORIGINAL REFERENCE LETTERS OR ARE COPIES ACCEPTABLE	Copies of reference letters are acceptable.
84	The only anomaly we picked up is that the margarine appears on the Warehousing list (Dry Groceries – is this a mistake?)	This is not an anomaly; it is on the correct list.



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85	Will the provision of loading and offloading equipment be the responsibility of our organization, or does the Government intend to supply such equipment?	The bid description is clear and states that the bidder will be responsible for the loading and offloading. "Appointment of a panel of service providers for the supply, delivery and off-loading of nutritional products"
86	Regarding the stipulation of fixed prices for a duration of six months, how does the Government propose to address potential hyperinflation-related expenses, particularly considering seasonal fluctuations or unanticipated shortages?	Paragraph 38.2 on page 50 states that Only under exceptional circumstances due to market volatility will prices be reviewed earlier than the six (6) months committed to above.
87	Are there any particular brands that must be adhered to in fulfilling the requirements of this tender?	No, the bidder can provide any brand provided that meets the specification requirement stipulated in the bid document.
88	What restrictions or security protocols should our organization be mindful of when making deliveries to correctional facilities?	Deliveries will be made to the different self-accounting stores and different security protocols will apply at the different centres.
89	Are we permitted to directly deliver to each designated site as specified in the tender documentation?	Yes, the bid document has listed the managements areas where delivery is expected to take place.
90	Additionally, it's noted that Fresh Fruit and Vegetables (FFV) are quoted per kilogram. As the specification of box sizes is not a standard practice within the industry and adapting packaging with suppliers may incur additional costs, could it be clarified whether flexibility regarding packaging is permissible? For instance, if the tender states apples should be in 8kg boxes but the supplier's standard box size differs, can adjustments be made without penalty?	There is no flexibility regarding packaging . Please quote as per packaging requirements stipulated on the pricing schedule.



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91	Regarding the risk plan requirement, could you please specify the preferred format or template for submission?	No there is no specified or preferred format nor template for submission.
92	With respect to shelf life, if the specified shelf life of 5 months excludes fresh produce such as eggs, fruits, vegetables, and proteins, could this assumption be confirmed?	Yes, Paragraph 3.8.5 on page 11 states that, "All groceries must have a shelf life longer than five (5) months from the date of actual delivery to the centre."
93	Extension Of Bid...is it possible to extend the closing date of this bid for another 2-3weeks.	The bid will close on 18 March 2024 as stipulated in the bid document.
94	Frequency of deliveries per region...based on previous suppliers e.g. monthly delivery of non-perishable items; perishable items...weekly or bi-weekly or other	Frequency of deliveries will depend per management area. This is influenced by the size of the centre, number of inmates etc
95	Supply grades: If a specified supply grade is not obtainable, would other grades (higher grades) be considered/accepted?	The supply grades must be in line with the product specifications stipulated in the bid document.
96	What are the anticipated MOQ'S for Gauteng and Limpopo/North-West?	Frequency of deliveries will depend per management area. This is influenced by the size of the centre, number of inmates etc.