FINANCIAL SECTOR CONDUCT AUTHORITY

QUESTION AND ANSWERS

BID FSCA2022/23-T009 [PROVISION OF CUSTOMER VIDEO CONTENT DESIGN AND DEVELOPMENT]

The following questions were received by the Financial Sector Conduct Authority (FSCA) on bid FSCA2022/23-T009 and are responded to accordingly:

<table>
<tr><th>NO.</th><th>QUESTION</th><th>RESPONSE</th></tr>
<tr><td rowspan="2">1.</td><td>We hereby express interest in FSCA2022/23 – T009 – Provision of Customer Video Content Design and Development.

We have a few queries please:</td><td></td></tr>
<tr><td>D. IN THE TERMS OF REFERENCE.
23. Objectives
23.1.1. This project must be completed within twelve (12) months.

Yet in 27.2.1. The proposed timeline is 6 months and not a year plan. Can we propose a production plan for a 1-year timeline?

1.1.1 Table 1 below details the proposed timeframes for the project.

Table 1
<table>
<tr><th>NO.</th><th>TASK</th><th>TIMEFRAMES</th></tr>
<tr><td>1.</td><td>Project meeting with the appointed contractor.</td><td>Three working days after issue of PO.</td></tr>
<tr><td>2.</td><td>Submit final updated project plan for the approval of the FSCA</td><td>2 weeks after the initial project meeting.</td></tr>
<tr><td>3.</td><td>Animatics / storyboard developed based on the list of consumer financial education topics in Annexure A</td><td>Week 3 – 6 of the project (4 weeks).</td></tr>
</table></td><td>No, all bidders must adhere to the proposed timeframes.as Tabled. The 12-month period was stipulated to accommodate both parties for unforeseen delays.</td></tr>
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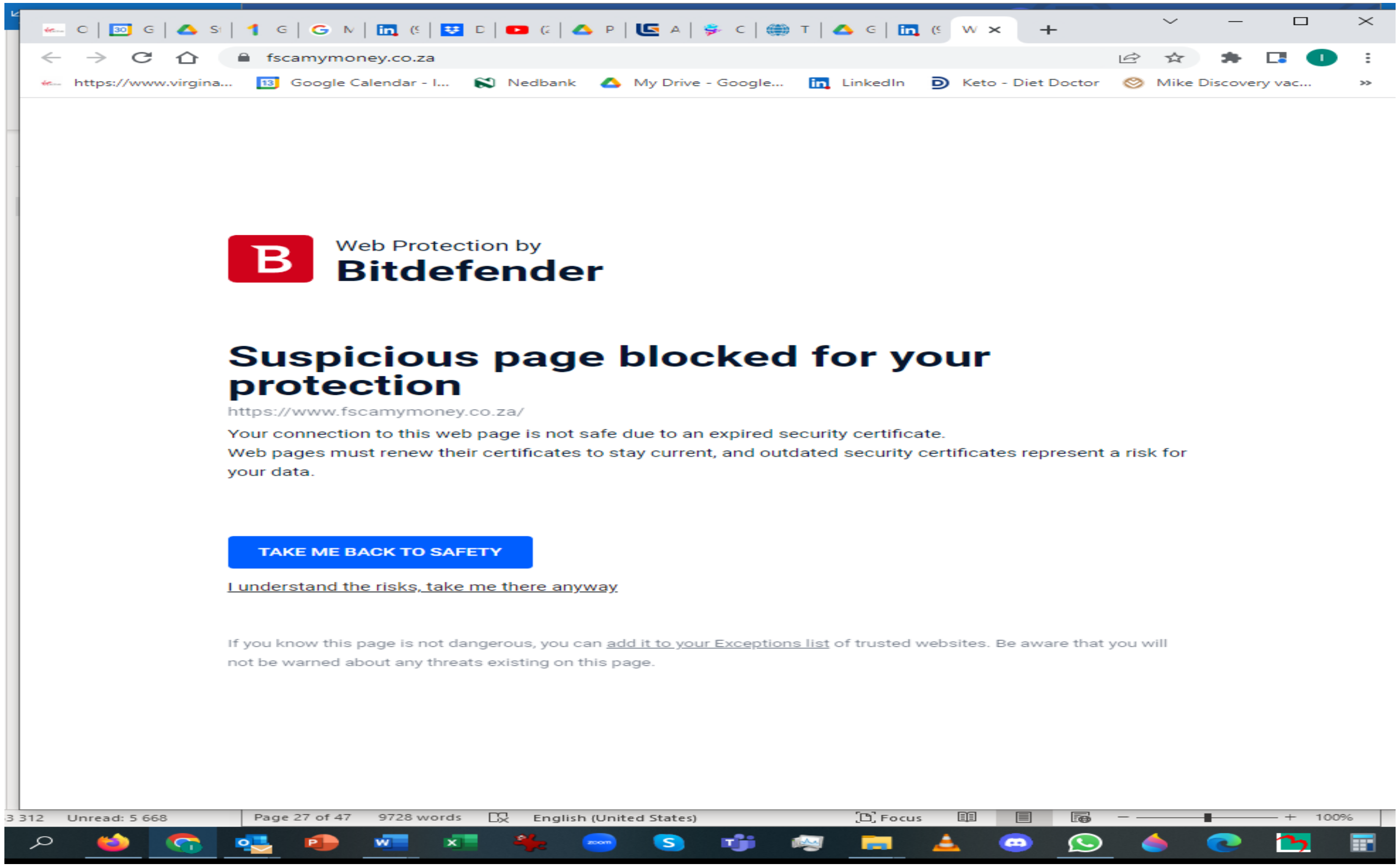
<tr><th>NO.</th><th>QUESTION</th><th>RESPONSE</th></tr>
<tr><td></td><td>
<table>
<tr><td>4.</td><td>Script development for 40 animated videos and submission to the FSCA for approval.</td><td>Week 7 - 8 of the project (2 weeks).</td></tr>
<tr><td>5.</td><td>Submission of three (3) animated consumer education videos for approval by FSCA</td><td>Week 9 - 12 of the project (4 weeks).</td></tr>
<tr><td>6.</td><td>Submission of 40 animated videos in design and layout</td><td>Week 13 – 18 of the project (6 weeks).</td></tr>
<tr><td>7.</td><td>Final FSCA approval on 40 animated consumer education videos</td><td>Week 19 - 24 of the project (6 weeks).</td></tr>
<tr><td>8.</td><td>Delivery of final files in multiple formats to the FSCA electronically</td><td>Week 25 - 28 of the project (4 weeks).</td></tr>
</table>
27.Scope of Work.
27.1.1. Develop 40 animatic/storyboards, as per the list of themes and topics provide in Annexure A.
The FSCA’s MyMoney Learning Series content must be used as a guide for the development of the animatic/storyboards. This is available at www.fscamymoney.co.za
PLEASE NOTE WE CANNOT ACCESS THE www.fscamymoney.co.za as it not safe due to an expired security certificate. This also means your FSCA site can be used to hack into unsecured places or that there is a virus on your site.
Please correct the situation so we can access the site FSCA’s MyMoney Learning Series content must be used as a guide for the development of the animatic/storyboards.
</td><td>The closing date for this tender will be extended to 31 January 2023 to accommodate of resolve website access glitches.</td></tr>
</table>

NO.	QUESTION	RESPONSE
	Please see screengrab ATTACHED elaborating this problem. 	

<table>
<tr><th>NO.</th><th>QUESTION</th><th>RESPONSE</th></tr>
<tr><td>2.</td><td>I’m reaching out with regards to FSCA2022/23 – T009 item 4. For voice over. What would be the quantity of voice overs, is it equivalent to item 2?

<table>
<tr><th>NO.</th><th>Cost Items</th><th>Cost excluding Vat</th><th>VAT</th><th>Cost including Vat</th></tr>
<tr><td>1.</td><td>Animatics / storyboard developed based on the list of consumer financial education topics on Annexure A</td><td></td><td></td><td></td></tr>
<tr><td>2.</td><td>Script development for 40 animated videos and submission to the FSCA for approval.</td><td></td><td></td><td></td></tr>
<tr><td>3.</td><td>Submission of three (3) animated consumer education videos for approval by FSCA</td><td></td><td></td><td></td></tr>
<tr><td>4.</td><td>Voice over cost</td><td></td><td></td><td></td></tr>
<tr><td>5.</td><td>Editing, formatting, and adding sub-titles</td><td></td><td></td><td></td></tr>
<tr><td>6.</td><td>Submission of 40 animated videos in design and layout to the FSCA for review</td><td></td><td></td><td></td></tr>
<tr><td>7.</td><td>Delivery of final files in multiple formats to the FSCA electronically.</td><td></td><td></td><td></td></tr>
</table>
</td><td>Yes, each video must have a voice over, i.e. 40.

The voice overs do not mean 40 voices of different persons. It can be a few voices mixed up, but each video needs to have a narration/interaction/dialogue.

No Artificial Intelligence (AI) voices.</td></tr>
</table>

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<tr><th>NO.</th><th>QUESTION</th><th>RESPONSE</th></tr>
<tr><td></td><td><table><tr><td>GRAND TOTAL</td><td></td><td></td><td></td></tr></table></td><td></td></tr>
<tr><td>3</td><td>We have gone through your BID NO. FSCA2022/23-T009, Provision of Customer Video Content Design and Development.

We request you to kindly share the clarification for the below queries, to us at the earliest.

<table><tr><td>S.no</td><td>Clause as per RFP</td><td>Clarification requested</td></tr><tr><td>1.</td><td>Scope of work: 27.1

The appointed contractor will be required to develop, design, layout, format and deliver forty (40) consumer financial education animated videos as follows:</td><td>What is the duration of each animated video?</td></tr><tr><td>2.</td><td>Scope of work: 27.1.5

Format the final high-resolution videos (multiple formats) for use on multiple platforms, i.e., website, email and social media platforms</td><td>What is the final output of the final high-resolution videos? Will it be SCORM-based Video? Kindly confirm</td></tr></table></td><td>The videos should be one (1) minute long. Refer to Annexure B.

Yes, it must be able to be shared and accessed across all systems and platforms.</td></tr>
</table>

NO.	QUESTION	RESPONSE
4.	We are writing with reference to the above tender to seek clarification on the following clause; 24.Pre-qualification criteria for preferential procurement : ***24.1. In terms of Regulation 4 of the Preferential Procurement Policy Framework Act Regulations of 2017, the FSCA requires that bidders must have a minimum B[1]BBEE contributor status level of 4 or better and submit proof of B- BBEE Status Level of contributor to qualify.*** We are working on a joint bid submission for the above tender and request clarification on whether both parties in the joint submission need to have a minimum B- BBEE contributor status level of 4 or better and submit proof of B-BBEE status, while the other party does not?	Please refer to paragraph 31.7 of the TOR, A consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level Verification Certificate for every separate bid. The certificate must be issued by any verification agency accredited by SANAS.