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TO:	TO WHOM IT MAY CONCERN
FROM:	SITA
DATE:	15 June 2026
SUBJECT:	RFB 3252-2026 (ERP Number 391014): REQUEST FOR BID FOR THE PROCUREMENT OF 244 ADOBE ACROBAT PRO EDITION LICENSES FOR THE WCG DEPARTMENT OF HEALTH AND WELLNESS FOR A PERIOD OF TWO YEARS

Questions and Answers:

Date Received	Questions	Answers
05 June 2026	Clarity on ROE	As per published Pricing schedule Foreign currency South African Rand (ZAR) exchange rate 1 US Dollar R16,45 1 Euro R19,31 1 Pound (UK) R22,38
11 June 2026	This will be for new licenses, and is it enterprise you are looking for.	It's a brand-new request no renewal
05 June 2026	Just a couple questions around RFB3252-2026 is there an existing VIP agreement? Is this account for Teams or Enterprise and does the VIP agreement have to align with your FYE?	We would prefer a call out request provided its not at an additional cost. Call out request means if users are facing same technical issues, then they log a call
08 June 2026	Kindly please clarify if this is a request for brand new licenses or if it's a renewal of existing licenses. In the case of renewing existing licenses, kindly please provide us with Existing VIP License Number (e.g. The City of Johannesburg's license number is 406E9C006DC5812FBFEA so we'd need it in order to have smooth transition). Please also confirm if no monthly support will be required during the duration of this contract, or if we should prepare for 10 hrs support per month? 40hrs? Or rather 3 call-out requests? How often will the 1:1 virtual sessions take place? (is it a once off training session for the administration team right in the beginning during Implementation (phase 1)? Will it be for the whole 244 users or just 5 technical support users? Or once a month for regular updates and support?	Administrators or super users will be appointed that will assign licenses to the users so the training will be needed only for them during the implementation.
09 June 2026	Please provide the VIP number of the current Adobe Licenses as request RFB 3252-2026 (ERP NUMBER 391014) is a renewal May you kindly provide the end user's VIP number if they have an existing subscription. This will enable us to provide accurate pricing.	