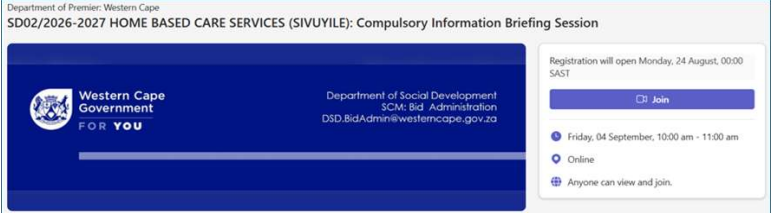


SD02-2026/2027 - APPOINTMENT OF A SERVICE PROVIDER FOR THE RENDERING OF HOME-BASED CARE SERVICES AT THE SIVUYILE RESIDENTIAL FACILITY SITUATED AT STIKLAND HOSPITAL FOR THE DEPARTMENT OF SOCIAL DEVELOPMENT FOR A PERIOD OF FIVE (5) YEARS.

NO	INQUIRY	RESPONSE
1	The online site meeting is not working (on Friday, 04 September 2026, after 10h00), kindly advise as I have been struggling for the last half an hour.	Registration to the Webinar was available since Monday, 24 August 2026 at 00:00 and closed today, Friday, 04 September 2026 at 10h00. No late submission is allowed, as per Bid Conditions and NT Guidelines.  2.7 <u>Compulsory information briefing session:</u> 2.7.1 A compulsory information briefing session will be held online on: Date : 04 September 2026 Time : 10:00 Meeting Link : https://tinyurl.com/SD02-26-27-Webinar 2.7.2 Each bidder will be required to register for and attend the information briefing session using the Meeting link above. 2.7.3 Attendance will be monitored through the webinar attendance register, failure to attend will render the offer non-responsive and will not be considered for further evaluation.
2	From Webinar Q&A - Fri, 04-Sept-2026: There is a concern w.r.t. turn around times for the applications submitted to the National Child Protection Register. Is this a mandatory requirement?	Yes, it is a mandatory requirement. Service Providers must ensure that staff are cleared in terms of the Child Care Act (2005) and provide Police Clearance Certificates before Contract Commencement. The Department must emphasize that bidders cannot deploy persons declared unsuitable to work with children, regardless of delays in the register's turnaround times. Compliance is non-negotiable.
3	From Webinar Q&A - Fri, 04-Sept-2026: If a Director is not a shareholder with no voting rights, and not on the CSD . Do we have to provide a list of companies of these directors	Bidders must still disclose all Directorships - even if a Director has no shareholding or voting rights. The Declaration of Interest (WCBD4) requires listing all Companies where Directors hold positions. This is part of transparency and compliance with procurement regulations. Omission of such information could lead to disqualification.

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NO	INQUIRY	RESPONSE
4	From Webinar Q&A - Fri, 04-Sept-2026: Uniform standard requirements, how will this be determined	Uniform Standards: There is a standard uniform for care workers - usually scrubs - at Sivuyile they introduced Child Friendly scrubs. - Medical health scrubs are sanitary, easy-to-clean uniforms worn by doctors, nurses, and healthcare workers during patient care. - During the site inspection, prospective bidders would have observed carers wearing the current uniforms in use at the Facility. Child-friendly colour's are preferred where possible, as these create a more welcoming environment for children. Current Service Providers utilize standard navy scrubs as indicated in the picture below, which remain acceptable and meet the facility's requirements. Service Providers could opt for two sets: A solid dark colour and one colourful set.  The image displays three pieces of navy blue medical scrubs: a long-sleeved jacket with white trim on the cuffs and pockets, a short-sleeved V-neck top, and a pair of trousers. To the right, a woman is shown wearing the scrubs. Above her is a smaller image of her wearing a dark jacket over the scrubs, labeled 'Winter Jacket'. Head gear must be plain solid colours and no floral gear Winter wears underneath the scrub during winter.

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NO	INQUIRY	RESPONSE
5	According to Mandatory Requirement K – UIF Compliance Certificate in the bid document page 5, all tenderers are required to submit a UIF Compliance Certificate as part of the submission. According to the Department of Labour, they no longer issue UIF Compliance Certificate. I have attached a circular from the DOL as reference. According to the office of the Department of Labour that we visited in person, they are not able to issue the required UIF Compliance Certificate in person. They are also aware that their online platforms are not functioning at this time, resulting in us being unable to request the required certificate of UIF compliance. We have exhausted all available avenues in order to acquire the UIF Certificate of Compliance. Kindly advise how you would like us to proceed.	The Department will waive this requirement. The bid tender will be cancelled and a new tender will be invited without this requirement.
6	BIDDERS ARE INFORMED THAT THIS TENDER HAS BEEN CANCELLED. NOTICE OF CANCELLATIONS WILL BE PUBLISHED ON ETENDER PORTAL ONCE APPROVED	