



**employment & labour**

Department:  
Employment and Labour  
REPUBLIC OF SOUTH AFRICA



## QUESTIONS AND ANSWERS

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**REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE ACCOUNT VERIFICATION SERVICES TO THE UNEMPLOYMENT INSURANCE FUND FOR A PERIOD OF THIRTY-SIX (36) MONTHS.**

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**TENDER NUMBER:** UIF06/2026/2027  
**DATE ISSUED:** 29 September 2026  
**CLOSING DATE AND TIME:** 21 October 2026 at 11h00  
**BID VALIDITY PERIOD:** 120 Calendar days

**TENDER BOX ADDRESS:** Unemployment Insurance Fund  
Absa Towers Building  
Ground Floor  
230 Lillian Ngoyi Street  
Pretoria  
0002

**TENDER BRIEFING SESSION: 07 October 2026**  
**Contact Person:** Maphiri SA  
**Email Address:** [sedzani.maphiri@labour.gov.za](mailto:sedzani.maphiri@labour.gov.za)  
**Contact Number:** 012 337 1587

| NO  | QUESTIONS                                                                                                                                                                                                           | ANSWERS                                                                                                                         |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| 1.  | In relation to the issued Account Verification Services Tender, the on-site briefing session of which is scheduled for the 7th of October 2026, could you please advise what time the briefing session is scheduled | Please note that the briefing session is at 11H00 AM.                                                                           |
| 2.  | Why two weeks under Implementation Plan.                                                                                                                                                                            | We need a demonstration on how all 4-implementation phase will be handled.                                                      |
| 3.  | Joint Ventures and Consortiums (JV), Do we need to submit for one Company.                                                                                                                                          | All Companies should submit separate Standard Bidding Document (SBD) forms and any other forms separately irrespective of JV.   |
| 4.  | Do we have to initialize all pages.                                                                                                                                                                                 | Yes, all the bid documents plus supporting documents.                                                                           |
| 5.  | Proof of Compliance if not registered for Financial Sector Conduct Authority (FSCA) under Technical Mandatory                                                                                                       | Management should respond especially if they are registered with another Financial Sector like National Credit Regulation (NCR) |
| 6.  | Is Integration or Real time going to be under UIF time frame.                                                                                                                                                       | Yes                                                                                                                             |
| 7.  | Machine Learning is going to be scored                                                                                                                                                                              | It will be scored and allocated points if applicable and have improvement accuracy with enhancement pattern                     |
| 8.  | Do we have a platform in place to connect                                                                                                                                                                           | IT will handle the matter from both UIF and successful Bidder                                                                   |
| 9.  | Under Background on Automated streamlining do we have manual                                                                                                                                                        | UIF prefers a process with less human intervention.                                                                             |
| 10. | Financial Sector Conduct Authority /National Credit Regulation (FSCA/NCR)                                                                                                                                           | We will refer the matter to Management.                                                                                         |

