



Minutes of the Tender Briefing Session - Tender Reference: 270/2024/25

PROJECT MANAGER:	Collin Soogrim	DP8632S/2024/25 Tender Briefing Session Tender Reference: 270S/2024/25 Title: Appointment of a Service Provider to Provide Electronic Courses and End User Training
LOCATION:	Ms Teams/IS&T 4 th Floor Podium	
DATE:	27 May 2025	
TIME:	10h00-11h00	

#	Discussion
1.	Opening and Welcome The session commenced with Physical attendees in the room, while virtual participants joined via MS Teams. Lucia van der Merwe, Head of HR Business Systems, and other project team members, including Janine Adams and Roelof Louw, were present.
2.	Safety Briefing Attendees were informed to follow the designated steward to the assembly point in case of an emergency, leaving all belongings behind.
3.	Overview of Tender Requirements and Key Points Tender Number: 270S Title: Appointment of a service provider to provide electronic courses and end-user training for the City of Cape Town's HR and business systems. Closing Date: 20 June 2025 at 10:00 AM (sharp, no late submissions accepted). Tender Box: Box 198 Briefing Type: Non-compulsory Attendance will be recorded via both physical register and Microsoft Teams attendance. Questions post-briefing to be sent to: issaphr.trainingcentre@capetown.gov.za with page and topic reference.
4.	Tender Specifics Highlighted Contract Period: 36 months from commencement. <ul style="list-style-type: none">- The tender document forms the full contract (A1 Volume Tender process).- Award will be made in entirety to a single service provider.- Clause 2.1.5.1 (Page 5): Details full award approach.- Clause 2.2.1.1.2 (Page 8): Eligibility criteria with 14 listed items (A to N).- Clause 2.2.1.1.4: Proof of accreditation is mandatory.- Clause 2.2.1.1.5: Minimum functionality score requirement and supporting evidence via Schedule F13.- E-learning video sample required (submitted via USB/electronically).- Section C5.9 and Schedule 13K: Details for video sample.- Pricing evaluated based on a 'typical basket' of items, using unit prices.- Tender is a 90/10 preference point system.- Price Schedule: Fixed price based on unit cost (e.g. per delegate/hour).- Page 33: Pricing table.- Price must include all levies/taxes, excluding VAT.- Electronic (Excel) and hardcopy pricing schedules must match.

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	<ul style="list-style-type: none"> - Discrepancies will defer to hard copy. - Schedule 13N: Acknowledgement of electronic pricing submission. 	
5.	Specification Highlights <ul style="list-style-type: none"> - Training to align with SAP S/4 HANA, Microsoft 365, SuccessFactors, and digital transformation objectives. - Courses must support SCORM 2004, multilingual (English, Afrikaans, Xhosa), mobile-friendly, and microlearning. - 2D/3D avatars and branding integration preferred. - Agile methodology for course development with editable source files. - Training delivery includes classroom, virtual (MS Teams), with min 5 and max 25 delegates. - Catering costs must be included. - Key roles: Project Manager, Facilitators, Instructional Designers, Content Developers (all qualifications and experience specified). - Service to follow biannual competency evaluations, UAT and pilot testing. - Future capacity includes Train-the-Trainer programs. - Transversal tender, used by multiple departments. 	
6.	Special Conditions and Administrative Notes <p>Page 45: Special Conditions of Contract—Clauses 20, 22, 36 (Performance, penalties).</p> <ul style="list-style-type: none"> - From Page 67: All schedules not marked 'not applicable' must be completed. - Schedule F13 critical—references are embedded and must be filled in entirely to avoid non-responsiveness. 	
7.	Question	Response
7.1	Is Schedule C3 (Occupational Health and Safety) required at submission stage?	Yes, it must be completed and submitted with your tender despite the note in the document.
7.2	Can the pricing schedule and course sample be submitted in one envelope with the rest of the tender documents?	Yes, submit your USB (with pricing and video sample) and the hard copy in the same envelope.
7.3	Where should Schedules 13A to 13N go?	These must be submitted under Schedule F13, not under 'other documents'.
7.4	Purpose of Schedule F14?	Schedule F14 is for appeal applications, used only if a post-award appeal is lodged.
7.5	What accreditation is required?	Proof of accreditation from any two of: MICT SETA, Services SETA, or QCTO (as per Page 8, Clause 2.2.1.1.4).
7.6	Is specific digital training content required (e.g. AI, Robotics)?	Focus is on SAP and core HR/business systems; specific training needs will be communicated through capacity-building plans.
7.7	Does the Train-the-Trainer program include upskilling employees on general digital topics?	No, it is focused on training employees to deliver SAP-based content internally (basic HR/SAP training).
8.	Closing Remarks <p>Bidders were reminded to complete all required schedules, in particular Schedule F13 which contains multiple sections on quality and supporting evidence. The Special Conditions of Contract (C6) and General Conditions (C7) were highlighted as binding and non-negotiable. Questions must be directed to SCM.Tenders5@capetown.gov.za no later than one week before the tender closing date.</p>	