



(1F-29874)

PROVISION OF BANKING SERVICES FOR 60 MONTHS

In terms of the Supply Chain Management Regulations (Government Gazette 27636 of 30 May 2005)

1 OCTOBER 2025 TO 30 SEPTEMBER 2030

**Clarification Session
Questions and Responses**



Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
Bank Accounts				
ABSA - Bonisile	Section 7, page 54 - 2.3	Email received 2024.08.16	What is the total daily average balance kept on the cheque accounts.	Average daily current account balance between January and June 2024: R187,313,341.97
Banking system				
FNB - Shantal	Section 7, page 57 - 4	Email received 2024.08.12	Is the Municipality willing to adapt to the file formats supplied by the bank with regards to payment and statement formats	EtheKwini will adapt accordingly
FNB - Deena	Section 7, page 54 - 2.5.4.	Clarification meeting 2024.08.06	Online browsing facility	Browsing on banking platforms
Bulk Market				
FNB - Thobela	Section 7, page 57 - 5	Clarification Briefing 2024.08.06	Bulk Market Cash Takings (cash/coin split)	Annual takings 2023/24 - R550,000,000 Coins specifically not known
FNB - Thobela	N/A	Clarification Briefing 2024.08.06	Layout of Bulk Market	To be determined at site visit.
Cash				
FNB - Shantal	Section 7, page 53 - 2.1.1	Email received 2024.08.12	Cash Solution- Please provide the Split between notes and coins per Site per month.	Not possible to give exact figures, this varies based on customer behaviour which we cannot predict.
Standard Bank - Petunia	Section 7, page 53 - 2.1.1	Email received 2024.08.08	does eThekweni deposit cash at Cash centre, ATM and branches? Or only Cash centres	We deposit via the cash centre
FNB - Thobela	Section 7, page 53 - 2.1.7	Email received 2024.08.28	How Cash Devices does eThekweni Metro have in total?	1 at Bulk Market and 1 at ICC
FNB - Thobela	Section 7, page 53 - 2.1.7	Email received 2024.08.28	Perhaps if you can assist us with the number of Cash Receiving sites that will require Cash Deposit Drop Safes or Smart Boxes. The number sites that carry large volumes of cash that will require Cash Devices please screenshot below: number 2.1.7	Refer section 7, page 46 - 2 for a list of receiving sites.
Cash Payment Advices				
Standard Bank - Asya	Section 7, page 61 - 9	Clarification Meeting 2024.08.06	What is cash payment advice?	Internal Stationery used to pay customers cash via our banking halls
Card Facilities				
Standard Bank - Petunia	Section 7, page 58 - 6.1.1.6	Email received 2024.08.08	will eThekweni give the bank chosen prior notification when the credit card usage need to be enabled?	Yes, the bank will be notified.

Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Card Present	
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	What type of devices are currently used for both integration and back up and do you own or rent them from a supplier?	We use PEDs that we rent from the bank
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Do you prefer pure PED device or Hybrid device to use for switching?	Pure PED for Revenue Customer service centres and hybrids/standalone devices for other offices such as parks, tourism, metro police, etc
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	No. of devices on each type?	Aproximately 180 standalone desktop devices. 40 PEDs
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	In line with your device strategy what is your current device preference? (Open to Android or any other device types?)	Pure PED for Revenue Customer service centres and hybrids/standalone devices for other offices such as parks, tourism, metro police, etc
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Where do you use self service kiosks? (Please provide info e.g make, etc)	None at present
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Do you currently have a fully maintained Solution? Who's your till support vendor & any preference?	The system is supported internally by our IT and Adumo is the current bank's service provider
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Card Not Present (If applicable)	
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Are you comfortable with the current PSP's for your ecommerce platform/s?	Yes
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Are you looking for an alternative payment service provider?	Not at present, but we may add a payment gateway on eServices in future
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Has any QR code solution been enabled on the current eCommerce set up?	Yes, we use "scan to pay" on eServices
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Payment acceptance strategy	
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	What is the monthly impact of load shedding on acceptance of card payments on sites?	We are impacted by network outages if our main data centre is down due to loadshedding affecting network connectivity
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Any additional payments instrument you are keen at exploring? Cashback at POS, BNPL etc.	Not at present, however, please refer to section 7, page 63 - 15
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Is there any third-party integrations needed, Cellbux (e-vouchering), RCS, Buyaid, loyalty solutions etc	Not at present, however, please refer to section 7, page 63 - 16
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Outside of the banking application on the device, would you have any other applications you would need to run?	No
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	PSP'S (CP & CNP)	

Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	What is your current set up or interest on additional payment solutions like Que busting, specifications, and functionalities?	PEDs are integrated into our receipting system, to avoid additional reconciliations being done on stand alone devices
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Which payment service provider you currently using for instore device intergration to the till?	Debit card payments
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Are you looking for a single integration partner or Subsidiary agnostic provider?	Single integration
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	For your device support vendor, do you prefer to contract directly or sign one merchant agreement inclusive of device support?	We prefer for the bank to be contracted to the device support vendor, and that our agreement be with the bank
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	DUAL / SINGLE ACQUIRING	
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Are you looking at a single acquirer or dual?	single
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	What is your current set up?	PEDs are integrated into our receipting system, to avoid additional reconciliations being done on stand alone devices
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	PCI DSS	
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Any current or future system developments we should be aware of?	Not at present, however, please refer to section 7, page 63 - 16
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	PRICING	
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	What is your current PCI Level Status and road map?	We have no stats collected in this regard
Standard Bank - Petunia	Section 7, page 58 - 6.	Email received 2024.08.06	Clarification: Do you accept other cards like Amex , Diners etc?	We do not accept Amex and Diners cards in our offices, we presently accept Amex via Masterpass but we may stop accepting these to reduce bank charges
Nedbank - Prasheena	Section 7, page 58 - 6.	Email received 2024.08.13	Does eThekwini require additional Desktop or Mobile devices? If yes, please confirm the total number of: Desktop Point of sale device required? Mobile Point of Sale devices required?	All Units should be able to request additional devices or reduce the number according to operational needs.
Nedbank - Prasheena	Section 7, page 58 - 6.	Email received 2024.08.13	How many sites are the additional devices required at?	Unknown at this stage - operational requirements will dictate.

Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
Nedbank - Prasheena	Section 7, page 58 - 6.	Email received 2024.08.13	Should eThekwini require additional devices please confirm: What will the estimated card acceptance turnover be for the additional devices? What will the Average individual Transactions be per month for the additional Point of Sale devices? What will the estimated number of transactions be going through the additional Point of Sale Devices?	Ethekwini is pushing towards full electronic payment methods, however the success depends on consumer behavior
Nedbank - Prasheena	Section 7, page 58 - 6.	Email received 2024.08.13	Would eThekwini like to have additional eCommerce / Online payment Acceptance Solutions through your website?	We will look into this in the future, at present we have Masterpass/Scan to Pay on eServices
Nedbank - Prasheena	Section 7, page 58 - 6.	Email received 2024.08.13	Does eThekwini require additional Scan to Pay (Previously known as Masterpass)?	No, already in place
Nedbank - Prasheena	Section 7, page 58 - 6.	Email received 2024.08.13	The municipality has required information on Self-help card payment kiosks, incorporating QR code functionality; Kindly confirm whether the Municipality has their own kiosks and how many iSelf devices are require? Please confirm where each Kiosk is located? Should the Municipality not have kiosks please advise who is developing the kiosks for the Municipality?	The municipality requires information at this stage, we do not have self-help kiosks in place and have not begun developments. It would be an enhancement for the future.
Nedbank - Prasheena	Section 7, page 58 - 6.	Email received 2024.08.13	As per the RFP the Municipality has indicated that the Debit Card facility and speed point devices must be able to block the Credit Card processing, we do however require the ability to enable credit card usage should the need arise in future?	Yes, there should be an ability to enable credit card usage in future. However, at present due to austerity we are not accepting credit cards due to their related merchant fees
Nedbank - Prasheena	Section 7, page 58 - 6.	Email received 2024.08.13	The Municipality currently provides their own tally rolls, would the request for Nedbank to provide tally rolls be a requirement for additional devices?	Section 7, page 59 - 6.1.1.13 Currently use approximately 3,000 rolls a month across the city. Nay additional devices will require tally rolls.

Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
Nedbank - Prasheena	Section 7, page 58 - 6.	Email received 2024.08.13	<p>The Tenderer must provide signal boosting devices for offices with poor connectivity. Kindly advise number of sites that is experiencing poor connectivity? Please provide the name of each site and where these sites are located.</p> <p>Does the Municipality make use of USPs for poor connection during loads heeding?</p>	<p>None experiencing poor connectivity at present, as the devices have mobile sims inserted, however should the need arise we would need assistance from the bank .</p> <p>Verulam DLTC - 3 Ricksha Bus Office - 1 Amanzimtoti DLTC - 4 Metro police - 18 MMS - 80 Ushaka - 49 Umgeni Bird Park - 10 Mitchell Pak Zoo - 1 ICC - 18</p>
Nedbank - Prasheena	Section 7, page 58 - 6.	Email received 2024.08.13	<p>The Municipality has mentioned that there should be two servers for transactions/recons on the EFT system, one primary and the other for failover which must be monitored by the Tenderer and not eThekweni Municipality. Please advise weather the Municipality will require a cloud-based solution which will incur a cost? Currently the Municipality has their own servers. Also, the Municipality advised the tenderer's costs must be included (hardware or any other costs). Currently the Municipality has integration with Innervations please confirm whether Innervation pricing must be included?</p>	<p>Tenderers must quote on the primary requirements as stipulated in the tender specification document (refer Section 8 - Pricing schedule). Tenderers are welcome to quote on any other technological advancements that would benefit the city (refer section 7 - 15)</p>
Nedbank - Prasheena	Section 7, page 58 - 6.	Email received 2024.08.13	<p>As per the Municipality's pricing schedule please elaborate on the credit card processing block, is this specifically to American Express Acceptance?</p>	<p>There should be an ability to enable credit card usage in future. However, at present due to austerity we are not accepting credit cards or Amex cards in our revenue customer service centres due to their related merchant fees</p>
Standard Bank - Mark	Section 7, page 58 - 6.1.1.2	Clarification meeting 2024.08.06	<p>Why are credit cards excluded?</p>	<p>Credit cards are not excluded, however restricted in banking halls etc when face-to-face with customers. Masterpass is open to all cards. Require most economical pricing.</p>

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FNB - Thobela	Section 7, page 45 - 3.1.4	Email received 2024.08.26	Please assist with the split between Speedpoint Revenue and Electronic Receipts.. 3.1.4 (e) Electronic Deposit for the 3 entities. Please can you assist us with the split on each entity (Speed-points and Electronic Banking EFT) the figures looks like they are combined.	<u>Ethekwini</u> Electronic deposits - R1,9billion Speedpoint Revenue - R64million <u>ICC</u> Electronic deposits - R180million Speedpoint Revenue - R20million <u>USHAKA</u> Electronic deposits - R25million Speedpoint Revenue - R8million
CIT				
Standard Bank - Jennifer	Section 7, page 46 - 2	Clarification meeting 2024.08.06	CIT services, own tender or bank required	Current tender is secured by Ethekwini directly and lies outside on banking tender. Any additional solutions are welcome should CIT want to be offered in pricing.
City Fleet				
FNB - Shantal	Section 7, page 56 - 2.9.2	Email received 2024.08.12	please confirm if card Fleet/Auto Card/Petrol/Toll - facility is required and if so – facility	74 Toll cards currently being used have Combined total limit of R68,000. Ethekwini is currently not using fleet or fuel cards
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.14	What are the number of vehicles requiring fuel?	The City has a separate Fuel Contract in place with Fuelmaster Technology
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.14	Are the vehicles dedicated to a specific driver or are the vehicles pool vehicles?	Pool vehicles in most instances
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.14	Is a fuel card needed for fuel services and maintenance services also to be paid using the card?	The City has a separate Fuel Contract in place with Fuelmaster Technology
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.14	What are the diesel and petrol litres purchases for the last 12 months?	The City has a separate Fuel Contract in place with Fuelmaster Technology
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.14	Please confirm the average number of toll passes per vehicle per month	Approximately 400
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.14	Please confirm the average number of fuel transactions per vehicle per month	The City has a separate Fuel Contract in place with Fuelmaster Technology
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.14	Please confirm your total maintenance spend per month that will be processed through the Fleet Cards (If the card is also required to pay for)	N/A
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.14	Please provide the Passenger vehicles and commercial vehicle total number?	N/A

Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.14	If vehicles are dedicated, please provide the number of dedicated vehicles and number of pool	N/A
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.14	What are the toll payment values over the last 12?	Approximately R800,000
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.14	Will the fuel cards only be needed for payment of fuel, oil and toll payments?	The City has a separate Fuel Contract in place with Fuelmaster Technology
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.14	Please provide full description of each vehicle that needs a fuel card ie, make, model, colour.	N/A
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ Are they planning to drive a convergence model which allows commuters to ride Busses (All operators) taxis and trains with a single payment credential	No. The City card will not be a Bank issued card.
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ Will they be running a zonal service as they do today or do they plan a distance operation with Tap on and Tap off	N/A
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ Do they plan to make a transition to open loop payments accepting any bank cards (now they are only certified for Master Card)	Yes
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■. Do they want to continue to support the current card solution with NDOT prepaid travel products	No. There is a draft NdoT gazette that does not include EMV prepaid.
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ If 4 above is true would they want to distribute travel products thru SMEs using card payment devices	Yes, but for the City card, which will not be EMV prepaid. The city card will be Cipurse or MiFare.
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ What commissions would the offer the merchants (George gives 10% as it is still a significant operational saving, and it is driving a cashless transition in the townships)	Not finalised.
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ Do they plan to issue Cipurse cards	City Cipurse. Not Sanral Cipurse
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ Will they accept Cipurse cards	Yes. City and Sanral Cipurse
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ Do they want to be able to load value to Cipurse cards at merchants	Not for Sanral Cipurse.
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ Do they still require Muvo cards for students, adults, disability, scholars and non-SA citizens	Yes
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ Will the council maintain its existing ticketing infrastructure	Current system will be replaced within the next 2 years.
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ Will there be more than one technical partner	No

Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ Does the vision include a card not present payment service for products	Yes
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ Will QR code payments have a role	Yes
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ Does tap to pay on mobiles form part of the vision	Yes
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ Is there a need for wallets	Yes
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ How many sales\support points	35 +/-
Standard Bank - Petunia	Section 7, page 62 - 12	Email received 2024.08.06	■ How many vehicles	14 Mobile vehicles
FNB - Tony	Section 7, page 62 - 12	Clarification meeting 2024.08.06	Require new system to replace old or run concurrently?	Current system based on gazette - EMV prepaid card New gazette - Does not require EMV prepaid, smart prepaid card and other facilities. New tender - new specification. Old system will be decommissioned. Allow debit/credit card etc.
Corporate Social Investment				
Standard Bank - Petunia	Section 7, page 66 - 18 Section 10, page 83 - 10.5	Email received 2024.08.08	Please advise if the amounts on the table refer to how much does the bank spend in each of those categories and points will only be achieved if minimum is met? Also must this spend be specific to eThekwini or in general?	These amounts indicate how much the tenderer will spend during the duration of the tender contract. Points will be allocated according to the selection made by the tenderer, as per evaluation criteria. Spend must be specific to eThekwini .
Standard Bank - Petunia	Section 7, page 66 - 18 Section 10, page 83 - 10.5	Email received 2024.08.06	What are the focus areas of the municipality Enterprise and Supplier Development for 2025 till 2030?	Refer IDP
Standard Bank - Petunia	Section 7, page 66 - 18 Section 10, page 83 - 10.5	Email received 2024.08.06	What are the pain points of the SMME's that are within Ethekwini Municipality metro?	https://www.durban.gov.za/storage/Documents/Integrated%20Development%20Plans%20IDP%20-%20eThekwini%20Municipality/Final_IDP_2023_2024.pdf
Standard Bank - Petunia	Section 7, page 66 - 18 Section 10, page 83 - 10.5	Email received 2024.08.06	What are the SMME programmes that seek to overcome the SMME challenges in the Metro?	
Standard Bank - Petunia	Section 7, page 66 - 18 Section 10, page 83 - 10.5	Email received 2024.08.06	What are the areas of collaboration that the municipality are seeking from the financial institution?	
Custodial services				
FNB - Thobela	Section 7, page 56 - 2.9.5	Clarification Briefing 2024.08.06	Quantum of assets on site	May or may not be required, however require a pricing struture
RMB - George	Section 7, page 56 - 2.9.5	Clarification Briefing 2024.08.06	Volume of transactions	
			Volume and sizes or assets	Safe deposit boxes, no assets
Debit Order Collections				

Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
FNB - Shantal	N/A	Clarification meeting 2024.08.06	Debit order collection values	Average R120million per month
EFT				
FNB - Shantal / Deena	Section 7, page 55/56 - 2.6.17	Email received 2024.08.12	Confirmation needed for service types to be used as 5 Day is no longer in use	same/ 1/ 2 day facility is currently the norm
Facilities				
Standard Bank - Asya	Section 7, page 54 - 2.3	Clarification Briefing 2024.08.06	Credit approval / Intent	Facility structure requires best fit at most economical price. Facility may or may not be used, however needs to be available.
Standard Bank - Petunia	Section 7, page 54 - 2.3.8	Email received 2024.08.08	does this refer to Credit interest?	Correct
Nedbank - Prasheena	Section 7, page 54 - 2.3.3?	Email received 2024.08.13	Please provide rational for the the increase from R500m (previous tender) to R1bn (is this a Rating Agency requirement or business need) If it is a business need, are you able to provide cashflow forecasts relevant to the need.	Overdraft facility is only invoked should the need arise. R1bn is our current payroll requirement.
FNB - Thobela	Section 8, page 69 - 2.3.6	Clarification Briefing 2024.08.06	Clarity on overnight call - usage? And price?	Require interest rate if facility is used. No specific amount - can change daily. Surplus cash moved to call deposit. Usually a rate linked to prime.
Standard Bank - Asya	Section 7, page 54 - 2.3.1	Clarification Briefing 2024.08.06	Unutilised portions of facilities? Sweeping of accounts	Currently not charged for unutilised portions of facilities Sweeping done internally, however balances always moving and never zero
FNB - Deena	Section 7, page 54 - 2.3.8	Clarification Briefing 2024.08.06	Interest consolidate or redistribute?	Interest is consolidated to one account. However ring fenced accounts interest will be redistributed.
Standard Bank - Petunia	Section 8, page 72 - 73 & 74	Email received 2024.08.08	we need facility quantum	The letter of credit facility has never been utilised 74 Toll cards currently being used have Combined total limit of R68,000
Foreign payments				
Standard Bank - Asya	Section 7, page 45 - 3.4	Clarification meeting 2024.08.06	Which currencies do we utilise?	Mostly dollars, euros, pounds - but other currencies are also used on occasion
General				

Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
FNB - Shantal	N/A	Email received 2024.08.13	For the hardcopy submission – is there a size restriction – to accommodate tender 'Box'.	No there is no size restriction.
FNB - Shantal	N/A	Email received 2024.08.13	Do we also need to submit 3 years hardcopy of the financial statements or only upload onto the site.	Yes, please submit 3 years hardcopy. Hardcopy and SSS submission should be identical for audit purposes.
FNB - Shantal	N/A	Email received 2024.08.13	Please confirm details of the site to which the soft copy of the tender submission is to be loaded.	https://rfq.durban.gov.za/jde/E1Menu.maf
Standard Bank - Petunia	Section 8, page 67	Email received 2024.08.08	Are we allowed to transfer the pricing into i.e. spreadsheet so we can add pricing line items missing or would you rather those are provided as additional pricing addendum?	Any additional costs that may not have been included in the pricing table (section 8) can be added as appendices in section 11, page 84
Standard Bank - Petunia	Section 10, page 78	Email received 2024.08.08	Is the section meant to be populated by us or evaluation committee	Section 10, page 76 to 83 refers to Functionality Evaluation Criteria. This section is for information purposes and is not required to be populated by the Tenderer.
Standard Bank - Petunia	Section 2, page 7 - 4 (5) (c)	Email received 2024.08.06	Can we submit our own CoA and LoA and draw a line through the form requesting authority for signatory, refer to pages 7 and 16 of the tender document?	No!
Nedbank - Prasheena	Section 11, page 84	Email received 2024.08.13	On the Municipality's pricing schedule please confirm whether further rows can be added for specific pricing line items.	Section 11, page 84 - Appendices "SECTION 11 - APPENDICES Banking Products and Services Pricing Schedule (Section 8) – any additional costs that may not have been included in the pricing table" Please add any additional costing here.
Standard Bank - Asya	2nd Cover page	Clarification meeting 2024.08.06	Who should complete the price?	Done by Ethekwini
Standard Bank - Asya	Section 1, page 3	Clarification meeting 2024.08.06	Are you the accredited representative in South Africa for the goods / services / works offered? If YES, enclose proof at the back of the tender submission.	Please provide proof of certification in terms of Banking Act
Standard Bank - Asya	Section 5, page 15 - 4.4.4.12 / 4.4.4.14	Clarification meeting 2024.08.06	How many references? PAIA restrictions on the names of clients	As many references as possible relating to the local government environment Seek permission from clients before naming in references - names are required
FNB - Thobela	Section 5, page 15 - 4.4.4.14	Clarification meeting 2024.08.06	Clarify volumes	Not number of clients, but rather number of transactions per client referenced.
FNB - Shantal	Section 5, page 15 - 4.4.4.1 Section 5, page 22 - 1.0	Clarification meeting 2024.08.06	Financial statements required different in these sections	Financial statements required for 3 audited years to date.

Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
Standard Bank - Asya	Section 7, page 45 - 3.5	Clarification meeting 2024.08.06	Clarity on what bills are	Number of account statements sent out to customers city wide
FNB - Thobela	Section 8, page 68	Email received 2024.08.29	On the pricing Schedule I see there are no volumes of transactions must we use the statistical data (Financial Data) provided on page 45 for volumes to calculate the Unit Cost ?or must we just use 1 as volume to calculate Unit Cost inclusive Vat?	Pricing schedule requires the unit cost excl and incl VAT using 1 as volume/ unit. Volumes will be applied by EtheKwini during the evaluation phase of the tender.
Guarantees				
FNB - Shantal	Section 7, page 56 - 2.8	Clarification Briefing 2024.08.06	Value of guarantees	R143,604,003.00 as at June 2024
Standard Bank - Petunia	Section 7, page 56 - 2.8	Email received 2024.08.06	Typical tenors for general guarantees to be issued (e.g. 12, 24, 36 months or open ended)	Yearly - 2 Open ended until cancellation - 3
Standard Bank - Petunia	Section 7, page 56 - 2.8	Email received 2024.08.06	Type of guarantees, i.e. performance based or financial type of guarantees	Demand guarantees - 2 Letter of guarantee - 3
ICC				
Nedbank - Prasheena	Section 7, page 54 - 2.3.5	Email received 2024.08.19	Please provide AFS and manaccs (if available) for the ICC and Ushaka Marine World – for us to assess the OD requirement	Attached
ABSA - Bonisile	Section 7, page 54 - 2.3.5	Email received 2024.08.23	It was stated that these borrowing facilities for the two Municipal Entities must be provided directly to them and not via the municipality. Please will you kindly assist and provide the latest Annual Financial Statements for each municipal entity.	Attached
Nedbank - Prasheena	Section 7, page 54 - 2.3.5	Email received 2024.08.19	Please provide details on expected utilisation of these facilities by each of the entities.	The OD facility for the ICC is intended to bridge possible working capital shortfalls, as the entity pays its suppliers for client disbursement payments, however the entity only receives payment 30 days from date of invoice.
Investments				
Standard Bank - Petunia	Section 7, page 45 - 3.1.5	Email received 2024.08.08	Is that cash received from investments	This is the average investments matured for 12 months
Standard Bank - Petunia	Section 7, page 45 - 3.2	Email received 2024.08.08	Are those only 3rd party payments volumes	Correct
Standard Bank - Petunia	Section 7, page 45 - 3.2.7	Email received 2024.08.08	Is that cash paid for investments	This is the average investments made for 12 months

Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
IT				
FNB - Shantal / Deena	Section 7, page 50 - 4	Email received 2024.08.12	InfoConnect – will the municipality be open to other methods of connectivity, such as SFTP (Secure File Transfer Protocol)?	No, because SFTP will be transacted over the internet, which means it won't be safe. Methods that can be considered are IPsec over MPLS, which we are currently using. InfoConnect is still the IPsec over MPLS service. Please note that we do have a presence in Teraco .
FNB - Shantal	Section 7, page 56 - 2.6.22	Email received 2024.08.12	Seeing that FNB is web based the facility can be accessed from any pc with internet. Is it necessary for that bank to carry a requirement for a Disaster Recovery for the Municipality	Demonstrate how the system will operate effectively without being affected by a disaster. Disaster recovery strategies and system resilience measures. Procedures for maintaining service continuity and restoring operations. Details on data backups, redundancy, and failover mechanisms.
Letters of credit				
Standard Bank - Petunia	Section 7, page 56 - 2.9.1	Email received 2024.08.06	Details on goods imported – type of goods (if possible)	Not applicable - as the facility has never been utilised
Standard Bank - Petunia	Section 7, page 56 - 2.9.1	Email received 2024.08.06	Typical transit period to import goods (30 days, 90 days etc)	Not applicable - as the facility has never been utilised
Standard Bank - Petunia	Section 7, page 56 - 2.9.1	Email received 2024.08.06	Type of LCs involved (sight – immediate payment or usance – terms (30,60,90 days post receipt of goods)*)	Not applicable - as the facility has never been utilised
Standard Bank - Petunia	Section 7, page 56 - 2.9.1	Email received 2024.08.06	**Countries of suppliers and currencies contracted	Not applicable - as the facility has never been utilised
Online Deposits				

Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
Standard Bank - Jennifer	Section 7, page 61 - 10	Clarification meeting 2024.08.06	How do receipting sites link to the online deposits?	Fully integrated systems between cash centres and banking halls on an internal receipting system. Online deposit slip is generated and communicated with the cash centre. Cash centre then reconciles when cash is actually received. No manual deposits books unless the system is offline.
Prepaid Elec				
Nedbank - Prasheena	Section 7, page 63 - 13	Email received 2024.08.19	The Municipality has stated a requirement for Prepaid Electricity card acceptance; please advise whether prepaid electricity will be done on the Municipality's kiosk or value add on existing device?	This is the only requirement relating to prepaid Electricity sales, refer section 7, page 63 - 13. "The tenderer is required to provide a real-time notification of the deposit to integrate into the vendor sales system."
Purchasing Card				
Standard Bank - Petunia	Section 7, page 61 - 8	Email received 2024.08.08	can we confirm if there is no need for Corporate credit at all? Only Travel Lodge card	Refer Section 7, page 56 - 2.9.2
Nedbank - Prasheena		Email received 2024.08.13	<p>Visa Master Purchasing Card (Petty Cash)</p> <p>Does the Municipality require additional Petty Cash cards?</p> <p>If yes, please confirm how many additional cards is required?</p> <p>What will be the expected transaction spend per month?</p> <p>Number of Divisions?</p>	<p>Yes, possibility for 2 more.</p> <p>Expected spend - R1million.</p>
Nedbank - Prasheena		Email received 2024.08.13	<p>Visa Master Purchasing Card (Petty Cash)</p> <p>Will these cards be prefunded, or a limit required per card?</p>	Prefunded
Nedbank - Prasheena		Email received 2024.08.13	<p>Visa Master Business Credit</p> <p>Does the Municipality require an additional solution such as a Nedbank Business Card?</p> <p>If yes, please confirm how many cards is required?</p> <p>What will be the expected transaction spend per month?</p> <p>Number of Divisions?</p>	None at this stage

Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
Relationship Structure				
FNB - Thobela	Section 10, page 81 - A	Clarification meeting 2024.08.06	Required for each entity? Will the offer of one rep affect scoring?	Refer scoring Section 10, page 81 - A Dedicated teams are scored per requirement Tenderer may offer as it sees fit, City requires dedicated teams. Accessibility and adequate response times are a must.
SCT & GCT				
FNB - Shantal	Section 2, page 6 - (6) Section 2, page 11 - SCT 3 (6)	Email received 2024.08.12	Confirmation of Tender Validity period – clarity required. Validity period: 30 / 90 / 120 days, two in tender spec : 5th week and 28 weeks?	As per tender document Section 2, page 10 - 3.1, "Special Conditions of Tender shall have precedence in the interpretation of any ambiguity or inconsistency between it and the Standard Conditions of Tender." Therefore, Section 2, page 11 - SCT 3 (6) which states that "Tenders must hold good for 28 weeks following the date on which tenders are opened." is the section that takes precedence for Tender Validity Period.
Standard Bank - Petunia	Section 2, page 6 - (6) Section 2, page 11 - SCT 3 (6)	Email received 2024.08.06	Please clarify the validity period for the tender... page 6 indicates 5 weeks and page 11 indicates 28 weeks.	As per tender document Section 2, page 10 - 3.1, "Special Conditions of Tender shall have precedence in the interpretation of any ambiguity or inconsistency between it and the Standard Conditions of Tender." Therefore, Section 2, page 11 - SCT 3 (6) which states that "Tenders must hold good for 28 weeks following the date on which tenders are opened." is the section that takes precedence for Tender Validity Period.
Standard Bank - Petunia	N/A	Email received 2024.08.06	Are the general conditions of contract and special conditions of contract negotiable?	Non negotiable - refer section 2, page 5 - clause 2: Conditions of Tender and Contract
Standard Bank - Petunia	N/A	Email received 2024.08.06	Please provide a copy the eThekweni Metropolitan Municipality conduct as same is one of the governing documents	The question was raised in relation to eThekweni Metropolitan Municipality's code of conduct referred to in clause 2 of Standard conditions of tender. Attached

Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
Standard Bank - Petunia	Section 2, page 5 - 2	Email received 2024.08.06	In respect of Clause 2 (complete Acceptance of Conditions): - are we required to include products specific Ts&Cs as part of the letter covering the tender/bid? - What does reference to "any stationery used for purpose" means? - what is the intent behind this clause?	- as per my interpretation, letters are required should there be a material divergence / qualification from the official standards conditions of tender and special conditions of tender. - stationery refers to written documentation relating to the tenderer. - conditions of tender take precedence
Standard Bank - Petunia	Section 5, page 34 - 7	Email received 2024.08.06	Clause 7 (performance security) of section 5: conditions of contract - what is the rationale for this requirement?	As per tender document Section 6, page 38, "Special Conditions of Contract shall take precedence in the interpretation of any ambiguity or inconsistency between it and the Conditions of Contract." Therefore, Section 6, page 38 - SCC 7.4 which states that "The Municipality shall enter into a Service Level Agreement with the prospective Service Provider with regard to Performance Security", is the section that takes precedence for Performance Security.
Standard Bank - Petunia	Section 5, page 35 - 21.2	Email received 2024.08.06	Clause 21.2 of section 5: conditions of contract (see below highlighted area) – We require clarity as to the (i) specific instances in which eThekweni may elect to impose penalties in this instance and (ii) the type of penalties contemplated therein	General Conditions of contract are standard conditions required to be applied to all tenders. Refer Draft Service Level Agreement for breach clause proposed specifically for this tender.
SLA				
FNB - Shantal	Section 11, page 85 - 15	Email received 2024.08.12	Please confirm if the Bank can acknowledge the review of the draft SLA provided with " The Bank hereby acknowledges receipt of a draft Service Agreement on page X of the tender document. Further, the Bank confirms that, it has reviewed the draft Service Level Agreement and Service Contract".	Accepted
SSS				
Standard Bank - Asya	Section 3, page 11 - SCT 3(5)	Clarification meeting 2024.08.06	What is SSS	Supplier Self Service https://ethekwinisupplierportal.durban.gov.za

Tenderer Rep	Reference in Tender document	Communication reference	Question / Clarification	Response
Travel Lodge Card				
Nedbank - Prasheena	Section 7, page 61 - 8	Email received 2024.08.13	American Express Business Travel Account Does the Municipality require additional BTA Cards? If yes, please confirm how many additional cards is required? What will be the expected transaction spend per month? Number of Divisions?	Cards issued are based on the number of service providers awarded the travel agency contract (currently 2 agencies appointed) Currently have R2million Facility per month facilitated by 1 travel office within the city
Nedbank - Prasheena	Section 7, page 61 - 8	Email received 2024.08.13	American Express Business Travel Account Will these cards be prefunded, or a limit required?	A limit will be required approximately R2.5M.
FNB - Shantal	Section 7, page 61 - 8	Clarification meeting 2024.08.06	Value	R2million Facility per month (current)
Nedbank - Prasheena	Section 7, page 61 - 8	Email received 2024.08.13	Does eThekweni Metro Municipality require an Expense Management Tool System for reconciliation purposes to manage eThekweni's Travel bookings such as car hire, airflights, hotel accommodation? If yes, please provide the details of the Travel Management Company?	Not at this stage
Ushaka				
Nedbank - Prasheena	Section 7, page 54 - 2.3.4	Email received 2024.08.19	Please provide AFS and manaccs (if available) for the ICC and Ushaka Marine World – for us to assess the OD requirement	Attached
Nedbank - Prasheena	Section 7, page 54 - 2.3.4	Email received 2024.08.19	Please provide details on expected utilisation of these facilities by each of the entities.	Facilities would be utilised on the rare occasions, particularly during low season where cashflow is low or where there are delays in receipt of grant funding from the municipality. Expected to be utilised less than 5 instances in a given financial year.
Standard Bank - Petunia	Section 7, page 45 - 3.1.2	Email received 2024.08.08	With regards to Durban Marine Park, please can clarify if the Park accepts cash and if so, do they have autosafe devices or it is manual banking?	Yes, the entity accepts cash. No autosafes are used rather CIT services are used for banking amounts.

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ABSA - Bonisile	Section 7, page 54 - 2.3.5	Email received 2024.08.23	It was stated that these borrowing facilities for the two Municipal Entities must be provided directly to them and not via the municipality. Please will you kindly assist and provide the latest Annual Financial Statements for each municipal entity.	Attached