



Clarification Questions

Adapt IT has reviewed the General Conditions of Contract applicable to this tender and has prepared a set of clarification questions contained in this document.

Clarification Questions applicable to Legal Aid's request for proposal (RFQ): **60/2023**

1. We acknowledge that the bid is subject to the General Conditions of Contract provided in the tender document and we confirm our intention to respond to the bid. In so doing, we will include software for which we have the exclusive distribution rights.
2. Please confirm that you understand the following:
 - We have no discretion to amend any of the software terms of use which all customers must accept for the software to be activated and used.
 - The software terms of use will therefore take precedence over any conditions in the tender if the tender is awarded to Adapt IT.
 - Please confirm that you understand software terms of use are not negotiable and must be accepted to install and use the product.
3. Please confirm if you agree that a mutually negotiated contract whose terms are reduced in writing will become the binding contract if you intend to award the project to Adapt IT based on the Table of Changes which will be incorporated as Special Conditions of Contract.
4. Adapt IT's contracts have been designed for the implementation and deployment of our solutions and it is our preference to use them instead of customer contracts as we believe they are more fit for purpose.
5. Will Legal Aid SA will seek or require a performance security per clause 14.7 of the GCCs?
6. It is noted that Legal Aid has approximately 135 offices. To expedite the delivery of training, can we make the assumption that Training will be delivered through online platforms?
7. Due to heightened emphasis of client confidentiality and protection of data with regard to regulations such as POPIA and General Data Protection Regulations, customers that provide written references maybe be reluctant to grant permission for their system to be used for demo purposes. In this regard, can Legal Aid please consider that its system demonstration requirement not be restricted to client demonstrations?