

CLARITY TO BRIEFING SESSION QUESTIONS – Document 1

THE ESTABLISHMENT OF A PRE-APPROVED LIST OF SERVICE PROVIDERS TO PROVIDE INTEGRATED COMMUNICATION SERVICES: MARKETING, EVENTS MANAGEMENT, PUBLIC RELATIONS, ADVERTISING AND BULK MEDIA BUYING SERVICES FOR THE DEPARTMENT OF HUMAN SETTLEMENTS OVER A PERIOD OF 36 MONTHS

Tender No.: HLA 4/2/4-2025/01

NON - COMPULSORY BRIEFING DATE : 16 MAY 2025 @ 11:00

This document aims to clarify/ give answers to the questions asked by some of the bidders:

No	Question	Answer
1.	Some companies do not issue out reference letters, what to submit?	Reference letters to be attached, no exceptions will be made. Reference letters assist the evaluation committee to know whether the project was completed or not.
2.	What will be an example of methodology or a differentiator to avoid copying and paste templates?	The strategy to be aligned to the Department of Human Settlements, hence the broader mandate of the Department was clearly specified with the terms of references. Generic strategies will not be accepted.
3.	What to submit if there are no completion certificates but reference letters?	Completion letter and reference letter are the same, they both indicate whether the project was successfully completed.
4.	Will one reference letter that has multiple Purchase orders be acceptable?	It is advisable to obtain reference letter per PO, however where it relates to the number of projects, the PO numbers and projects descriptions together

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		<p>with the value of each project undertaken and completed should be listed in one reference letter.</p> <p>The corresponding documents read together must clearly specify the date and/or duration that the scope of work was conducted. . This should help the BEC to match the POs with the projects undertaken and completed on the reference letter.</p>
5.	What will be the submission format? Do we follow a certain order for packaging the document?	It is advisable to follow a format stipulated in page 40.
6.	Are we expected to submit compliance certificates for each category?	No, compliance certificates and supporting documents are only required where explicitly stated for a specific category.
7.	What will be the submission format for Radio and TV ads?	USB can be submitted, and it should be properly attached to the document and labelled.
8.	Can a signed invoice be accepted as a reference letter, if it indicates that the work has been completed?	Only what is indicated within the TORs will be accepted. The TORs reference letters, only reference letters will be acceptable.
9.	Will each category require its own separate compliance documents?	Yes, each category you bid for will require its own set of compliance documents
10.	Can the delivery note serve as a reference / completion letter.	Only what is indicated within the TORs will be accepted. The TORs reference letters, only reference letters will be acceptable.
11.	Are we submitting hard copy and original? And are we also required to submit electronic documents on the USB?	Only one hard copy.
12.	Do we have to be on the GDHUS database to participate on the RFP.	No, but bidders are required to be registered on the CSD.

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13.	Noncompliance will not lead to disqualification at the stage of administrative compliance, what does that mean?	Only apply to stage 1: Administrative compliance. What is not submitted under mandatory compliance documents will lead to disqualification.
14.	All bids to be submitted in it's their original format and not be retyped; to be completed by Hand only or can they be type?	The document may be re-typed, but the contents of the documents cannot be changed. In case of signature, a document must be printed and a signature must be original
15	How old must the reference letters and the appointment letters be e.g. older than 5 years or not?	Reference letters and appointment letters must demonstrate experience within the last five (5) years. However, if your operations were impacted by COVID-19, you may submit letters dated prior to 2020, provided they are relevant and clearly demonstrate experience aligned to the scope of work.
16	Can we have different appointment letters and reference letters from one client?	Yes, you may submit different appointment and reference letters from the same client, provided they reflect different projects or scopes of work and are relevant to the different categories you are applying for. However, it is advisable to obtain letters from multiple clients to demonstrate broader experience.
17	Can we submit qualifications that are in the same field or only those indicated within the terms of reference e.g.: Can Diploma in Information Technology in Multimedia be acceptable where Diploma in Graphic Design is required?	Yes, you may submit qualifications in a related field at the required NQF level, such as a Diploma in IT (Multimedia), if they align with the required scope (e.g., graphic design). Including academic transcripts that highlight relevant modules can further strengthen your case.
18	Is there a current supplier that is being used for billboards for example? If so, in which region and the frequency of advertising?	Currently we do not have a supplier, but we do run campaigns from time to time, within the Gauteng region with more traffic in the Johannesburg area. Reach will be extended to other areas.

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19	How many events will be happening for a period of 36 months?	The Department runs 4 to 5 events every month.
20	Are we required to put in budget in the concept of Women in construction under Category D?	<p>Yes. According to the methodology sub-criteria, one of the eight elements you must address in your concept is: “(vii) Budget and Resources”</p> <p>This means your event management proposal must include a basic budget outline to show how you plan to allocate resources and manage costs for the “Women in Construction” event.</p>
21	How do we submit the link that is required under functionality?	Through a USB and it must be labelled that it contains link(s)
22	Will there be any changes to the tender document?	No, but if there are any changes, they will be officially communicated.
23	Are we allowed to submit one document that was edited and proofread?	<p>Yes, you may submit a document that has been edited and proofread — in fact, it is encouraged. However, if the same document is used for multiple categories, it must be:</p> <p>Submitted separately under each relevant category, and</p> <p>Clearly labelled to indicate which category it applies to.</p> <p>This ensures that the evaluators can easily identify and assess your submission per category, as each category is evaluated independently.</p> <p>So, while you can use a single edited version of a document, you must duplicate and package it appropriately for each category submission.</p>

