

Municipal Infrastructure Support Agent (MISA)

REFERENCE NO: MISA/RPL/055/2021/22

APPOINTMENT OF A SERVICE PROVIDER FOR ASSESSEMENTS AND TRAINING OF MUNICIPAL OFFICIALS IN WATER AND WASTEWATER INCLUDING RETICULATION PROCESS CONTROLLING

(PROVIDING ASSESSMENT AND TRAINING OF IDENTIFIED MUNICIPAL OFFICIALS
ON NQF LEVEL 2 (SAQA ID: 58951); NQF LEVEL 3 (SAQA ID: 60190); AND NQF LEVEL
4 (SAQA: 61709)

Beneficiary	Municipal Infrastructure Support Agent
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Project Name	RECOGNITION OF PRIOR LEARNING: (WATER AND WASTEWATER PROCESS CONTROLLERS)
Reference No.	MISA/RPL/055/2021/22
Closing Date	01 February 2022
Compulsory Virtual Briefing Session and time	21 January 2022

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1. INVITATION TO TENDER

The Municipal Infrastructure Support Agent (MISA) intends to appoint a suitably experienced Service Provider to render training services, inclusive of assessments of identified municipal candidates across the Country, in Water and Wastewater including Reticulation qualifications: NQF level 2 (SAQA ID: 58951); NQF LEVEL 3 (SAQA ID: 60190) and NQF LEVEL 4 (SAQA ID:61709) as set out in this document.

2. BACKGROUND

The Municipal Infrastructure Support Agent (MISA) is a national government component of the Department of Cooperative Governance that was established as a special purpose vehicle intended to render technical advice and support to municipalities so that they optimise municipal infrastructure provisioning; support and strengthen the capacity of municipalities for provision of access to basic services, exercise their powers and perform the functions required to develop, deliver, operate and maintain municipal infrastructure.

- 2.1 In exercising its mandate, MISA (amongst its Capacity Building Programmes), has an intervention that focuses on improving technical skills of municipal officials (including general workers), wherein municipal officials are offered opportunities to attend Learnerships facilitated by accredited technical Service Providers towards attainment of formal qualifications, through the Recognition of Prior Learning approach /method, including Process Controllers in both Water and Wastewater as well as Reticulation services.
- 2.2 The South African government has made an undertaking to recognise learning acquired informally through the Recognition of Prior Learning (RPL) Programme. RPL is defined in the National Standards Bodies Regulations (No. 18787 of 28 March 1998, issued in terms of the SAQA Act 58 of 1995) to mean "the comparison of the previous learning and experience of a learner, howsoever obtained, against the learning outcomes required for a specific qualification, and

the acceptance for purposes of qualification of that which meets the requirements”.

- 2.3 It is MISA's intention, in line with its mandate, to support municipalities by capacitating municipal officials through recognition of prior learning, to augment skills in the municipal Water and Wastewater including Reticulation services. The support is aimed at persons who work in the Water and Wastewater treatment plants including reticulation, who seek recognition for essential skills acquired in their line of work.
- 2.4 The appointed Service Provider shall assist with implementing and managing the entire spectrum of the Learnerships at three (3) different levels, including assessment to ascertain training levels that the identified municipal officials may fit into, for training as and when required. See **Table 1** below.

Table 1: Expected Numbers for Training and Assessments including Outputs within the Three-year period (2021/22- 24 Financial Years)

Item Number	Description of Training Area / Activity	Numbers to be Assessed and Trained	Expected Outputs
1	Assessments / Skills Audit on ALL the 3 Training Levels as described below in this Table under (Items 2; 3 and 4).	150 Candidates (Over a period of 36 months as approved by MISA)	150 Candidates assessed to check suitability for enrolment into the training Levels as approved by MISA in the three year contract period
2	Training in Water and Wastewater Treatment Process Control NQF Level 2 (SAQA ID 58951)	50 Candidates (Over a period of 36 months as approved by MISA)	50 trained Process Controllers on NQF Level 2 as approved by MISA in the three year contract period

3	Training in Water and Wastewater Treatment Process Control NQF Level 3 (SAQA ID 60190)	25 Candidates (Over a period of 36 months as approved by MISA)	25 trained Process Controllers on NQF Level 3 as approved by MISA in the three year contract period
4	Training in Wastewater Process Control Supervision NQF Level 4 (SAQA ID 61709).	25 Candidates (Over a period of 36 months as approved by MISA)	25 trained candidates on NQF Level 4 as approved by MISA in the three year contract period

2.5 This intervention must result in candidates obtaining certificates and fully recognised qualifications that will allow them to attempt relevant qualifications at the next levels.

2.6 MISA will enter into a Service Level Agreement (SLA) with the appointed Service Provider towards ensuring attainment of the objectives of this bid, which involves assessments and training of municipal officials to enhance their skills and effectiveness in the provision of Water and Wastewater services including Reticulation.

3. PROJECT OBJECTIVES

3.1 The objectives of this capacity development support initiative are to:

3.1.1 Develop skills in local government for improved delivery of Water and Wastewater services including Reticulation.

3.1.2 Provide assessments and training of municipal officials towards professionalization in their Water Services duties, in particular Water and Waste Process Controlling including Reticulation Services.

3.1.3 Facilitate qualification attainment and certification of the trained Process Controllers and upload on the prescribed relevant SETA system, within the 36

months period.

- 3.2 This Terms of Reference (TOR), therefore, seeks the services of a Service Provider, with requisite accreditation/validation for all three NQF Levels as described above and capacity to support MISA in achieving the abovementioned objectives.

4. SCOPE OF WORK

- 4.1 If appointed, the contracted service provider will be responsible for the following:

4.1.1 Planning and design, preparation and organization and delivery of assessments and training of the three learnership areas.

4.1.2 Provision and implementation of appropriate methodology, including assessments, training, gap filling and reporting procedures.

4.1.3 Provision of accredited material and related tools including administrative functions of the related activities as approved by ETQA within SETA(s) and must include (***Learner Guide; Learner Workbook; Formative assessment tools; Practical assessment tools, practical experience Logbook; Facilitator guide and stationery required for each Learner***)

4.1.4 Organizing and coordinating assessment and training sessions.

4.1.5 Evaluation of feedback and the training events.

4.1.6 Provision of reports on the evaluation, impact and outcomes of the training events

4.1.7 Provision of assessments and training through subject experts, as accredited facilitators.

4.1.8 Provision of learner materials, guidance, assessments and training monitoring and all related educational requirements.

4.1.9 Provide Learner certificates to successful candidates.

4.1.10 Capturing of Learner information / certification information with the relevant SETA and/or other related systems.

4.1.11 Provision of own travel, accommodation and meals for the trainers/facilitators during assessments and training sessions.

4.1.12 The provider is required to take full responsibility of the content and quality of the

training material as well as the quality standards and availability of trainers/ facilitators and related resources. The Trainers / facilitators should be fluent in English. The training must be made available in English.

- 4.1.13 Incorporate outcomes, assessments of prior learning as well as the pre-assessment outcomes of the Learner before commencement of the Programme, to determine suitability, appropriateness of the Candidate to be enrolled in the different Learnership Programmes as well as the suitable path for the candidate.
- 4.1.14 Individual reports indicating learning level and suitability of every candidate to be compiled and submitted as well as proof of candidates' experience on the subject matter as and when required in the programme.
- 4.1.15 The Service Provider shall ensure that Learner contracts are completed, registered with LGSETA/ EWSETA, and proof of such must be submitted to MISA.
- 4.1.16 Training shall include both theoretical (through integrated learning) and experiential learning through a Logbook to control and monitor practical exposure.
- 4.1.17 Service Provider to ensure that summative assessments are performed and also provide suitably qualified / registered assessors (who may also be facilitators, whose tools should be developed by the Service Provider as per the prescribed standards by the custodian bodies.
- 4.1.18 The Service Provider should have the capacity to provide both physical and virtual sessions.
- 4.1.19 Provide a developed criteria required for a selection of supervisors critical for coaching and mentoring enrolled Candidates from beneficiary municipalities.
- 4.1.20 The Service Provider will be required to render the training onsite or off site for theoretical and practical classes and indicate that they are able to support identification of approved / accredited Water and Waste Treatment plants including Reticulation by developing identification criteria / tools.
- 4.1.20.1 The Service Provider shall solicit approval of MISA before a venue is confirmed for any assessment or training activity. MISA shall (through its Travel Agency), be responsible for booking training venues and catering for all participants. In all cases, the location of the training venues should be

easily accessible.

- 4.1.20.2 The venue for an assessment or training session must be adequately equipped, modern and comfortable with proper audio-visual systems. The training Service Provider will always ensure that the training venues and material are conspicuous, MISA branded. Depending on the requirements of the activity, the training Service Provider will recommend to MISA for syndicate rooms to be made available.

4.2 QUALITY ASSURANCE AND PROJECT MANAGER

- 4.2.1 The Service Provider shall ensure that the quality of activities is continuously monitored. Copies of feedback forms and results of the analysis of the feedback should be provided to MISA, within a month after an undertaken activity.
- 4.2.2 The Service Provider shall appoint a Project Manager, who will be the single point of contact and responsible for managing and monitoring project activities. The Project Manager may double up as quality assurer or facilitator. As the relationship manager, the Project Manager shall respond to emails; queries and phone calls within 24 hours and resolve outstanding issues within three working days.
- 4.2.3 In the event that MISA is not satisfied with the performance or behavior of a trainer/facilitator provided by the Service Provider, the Service Provider will be obliged to supply a suitable replacement as soon as reasonably possible to do so. The Service Provider will seek MISA's prior approval of the replacement, based upon examination of the provided CVs.

4.3 REQUIRED PROJECT TEAM

- 4.3.1 The appointed Service Provider is expected to have capacity to provide assessments and training on the three learnerships as provided in **Table1 under clause 2.4.**
- 4.3.2 The team shall comprise **three facilitators/ trainers** some of whom may also assume the responsibilities of Project Manager or Quality Assurer, and for the three learnership levels for purposes of assessments and training. These shall

be certificated through the ETDP or equivalent and minimum NQF level qualifications or possess National Diploma in Water Care or Further Education and Training Certificates Operations of Water and Waste Water including Reticulation. **The ratio of A Facilitator / Learner, 1: 20, shall remain an important requirement.**

4.3.3 The appointed bidder shall provide developed monitoring tools so that the identified municipal supervisors are monitored for experiential learning and comply to the set prescriptions by the Service Provider, including the support ratio levels set by the relevant bodies e.g. **A supervisor / Learner ratio of 1:12 and have a minimum of level 5 qualification related to roles and skills of a process controller for either Water or Waste Water and Reticulation services. Or NQF Level 4 plus six years of relevant experiences working as process controller in a service water plant and Reticulation.**

4.4 DURATION FOR ASSESSMENTS; TRAINING AND CERTIFICATION

4.4.1 Each activity shall take place as proposed in the submitted methodology and an action plan based on the prescriptions by the relevant bodies e.g, EWSETA and or LGSETA; and any other related approved body. The Service Provider shall provide feedback on summative assessments, per activity within 30 days from the date of the activity.

4.4.2 Upon completion of the planned activities, candidates shall receive a certification for those that shall have passed the related Learnership level.

4.4.3 Written prior approval shall be sought from MISA, before any training that is anticipated to take more than the prescribed proposed time in the bid proposal.

5. PROJECT OUTPUTS AND OUTCOMES

5.1 Provision of 150 Assessments of Municipal Officials for Process Controllers (Water and Wastewater and Reticulation) Training as approved by MISA over 36 months.

- 5.2 Training of 100 Process Controllers (Water and Wastewater and Reticulation) as provided in Table 1, over 36 months.
- 5.3 Provision of relevant and accredited training materials, tools and reports for either Assessments or Training conducted.
- 5.4 Manage both the Theory and Practical components of Training and related assessments activities.
- 5.5 Ensure and manage certification of the Trained Process Controllers.

6 PROJECT DURATION AND TIMEFRAMES

- 6.1 The duration of the project shall be (36) thirty- six months after award, however the assessments and training schedules / periods shall be governed by the approved timelines in the project plan for the yearly plans agreed between the appointed Service Provider and approved by MISA at the beginning of the contract as originally proposed by the approved bidder.
- 6.2 Face to face assessments and training activities shall be undertaken on venues approved by MISA. Where there is proven reason that a physical activity cannot be undertaken, alternative measures after assessments of financial variation to be taken into account will be applied based on MISA's approval. An annual activity plan shall be aligned to the available budget, for adoption as each of the 36 months resumes.
- 6.3 The Service Provider shall provide a Contingency Plan including the Risk Management Strategy on how to ensure achievement of the Programme objectives should there be experienced challenges threatening completion of the work within approved schedules.

7 COMPANY EXPERIENCE AND COMPETENCY

- 7.1 Provide details of the Head Office location in the company profile.
- 7.2 Provide the year of the establishment of the business in the company profile.
- 7.3 Provide experience in Assessing and Training Municipal Officials in the company

profile.

- 7.4 At least 3 reference letters for organisations and or public institution where a similar service was done and fully completed in the last 5 years. The letters must be dated, signed by the client and on client letterhead.
- 7.5 Copies of qualifications of project team members
- 7.6 Provide an accreditation and/ validation certificate or letter from the relevant authorities, and or SETAs (EWSETA or LGSETA) to provide assessments and training in the three Learnership areas.
- 7.7 The Service Provider shall facilitate and ensure that the Facilitators, Quality Assurer and approved municipal supervisors involved in these three Learnerships spectrums apply to the expectations set out in the prescripts of custodian bodies in as far as the subject matter is concerned.
- 7.8 Bidders are expected to use the table below to present the names and credentials of **key personnel**, namely a Project Manager who can also assume a quality assurer's role and three Facilitators. A Facilitator can also assume a role of an assessor.

Personnel	Qualifications	Years of Experience	Numbers of similar projects/ activities successfully completed	Accreditation / registration/ validated by LGSETA/ EWSETA
Three Facilitators <i>(in order of preference)</i>				
Project Manager <i>(this responsibility may be allocated to one of the three facilitators)</i>				

Quality Assurer (this responsibility may be allocated to one of the three facilitators)				
Assessor (this responsibility may be allocated to one of the three facilitators)				

8. EVALUATION OF PROPOSALS

The bid will be evaluated based on three stages:

8.1 First stage: Pre-Qualification

8.2 Second stage: Technical Functionality

8.3 Third stage: Price and BEEE

8.1 FIRST STAGE: PRE-QUALIFICATION CRITERIA

Only those bidders who satisfy the following eligibility criteria and who provide the required evidence in their submissions are eligible to respond to the BID for the appointment of a bidder to Assess and Train Process Controllers in Water and Waste Process Controller as well Reticulation Process Controllers and have their submissions evaluated, otherwise will they be disqualified:

8.1.1 The company must include a detailed company profile.

8.1.2 The bidder must be an accredited Service Provider by EWSETA and/ or LGSETA in all NQF Learnerships as described above.

8.1.3 Accurately completed and signed the following forms:

- a) SBD 1 Invitation to Bid;
- b) SBD 3.1 Price Schedule;
- c) SBD 4 Declaration of Interest;
- d) SBD 6.1 Preference Points Claim Form;
- e) SDB 8 Declaration of Bidder's past supply chain practices;

- f) SDB 9 Certificate of Independent Determination; and
g) General Conditions of Contracts (GCC), bidders to initial each page.

8.2 SECOND STAGE: TECHNICAL FUNCTIONALITY

The bidder that complies with **ALL** requirements in the first stage will be evaluated for Technical Functionality.

SELECTION CRITERIA	Maximum Score	Final Score
1. Company registration with or accreditation/validation by relevant SETA's (LGSETA/EWSETA) and or relevant authority as a training service provider (Bidders are expected to submit proof from the relevant SETA's e.g. LGSETA and EWSETA)	10	
5 Points= The company is registered and accredited by one SETA (e.g. LGSETA or EWSETA) 10 Points= The company is registered and accredited by both LGSETA and EWSETA		
2. Capacity and Capability to execute the project within allocated timeframe (Submitted project approach, draft work schedule and proposed key personnel)	24	
2.1 Relevant Qualifications for key personnel: (NQF LEVEL 5= 1 point; National Diploma/ Degree = 2 points and Honours = 3 points (points allocation for the required (3) three facilitators) (maximum score of 9)		
2.2 Project approach including contingency plan that contains the Risk Management plan = 15 points (maximum Score): 2.2.1 Methodology to be adopted Adequate illustration of Program Knowledge, informative appropriateness of proposed approach (4 points) and presentation (1 point)		
2.2.2 Project implementation schedule (draft work schedule) Appropriateness and adequate illustration of identified tasks, deliverables (3 point), defining milestones and timeliness (1 point)		
2.2.3 Project implementation Risks and Risk Management proposal Adequate illustration of understanding of program risks and appropriateness of mitigation options (5 point)		
2.2.4 Quality control mechanism be adopted Adequacy of process and appropriateness of proposed template (1 point)		

3. Company Accreditation or validation to offer the specified Learnerships <i>Submit proof of accreditation/validation in the three Learnerships (SAQA ID: 58951; SAQA ID 60190 and SAQA ID: 61709) for assessment and training. The bidder will be scored zero (0) for non-submission of proof of accreditation or validation for all three learnership levels).</i>	10	
Learnership training levels accredited /validated = 10 Points		
4. Company Experience: Relevant company's current and previous skills training project experience in the build and local government environments: 5 years to 7 years = 3 points Above 7 to 9 years = 6 points 9 years and above = 10 points	10	
5. Experience of Facilitators/trainers (with 5 years and more facilitation experience) At least 3 reference letters for organisations and or public institution where a similar service was done and fully completed in the last 5 years. The letters must be dated, signed by the client and on client letterhead. 5 years = 2 points Above 5 to below 10 years = 5 points 10 years and More = 10 points	10	
6. Facilitators/Trainer accreditation/validation by relevant bodies / SETAs (LGSETA/EWSETA) Project team comprises of members accredited/validated from only one of the relevant bodies and/or SETA' (LGSETA/EWSETA) and associations = 3 points Project team comprises of members from two to three of the accreditation /validation relevant bodies and/or SETA' (LGSETA/EWSETA s = 5 points Project team comprises of members from more than four of the relevant accreditation /validation relevant bodies and/or SETA' (LGSETA/EWSETA =10 points	10	
7. Project Leadership (Proposed project leader has experience of undertaking assessments and training projects in Water and Wastewater as well as Reticulation projects previously (examples and contactable references to be provided). Failure to submit examples and references will lead to bidder being scored zero (0) points. Undertaken successfully 1 to 2 projects of a similar nature = 4points Undertaken successfully 3 to 4 projects of a similar nature = 7 points Undertaken successfully 5 or more projects of a similar nature = 10 points	10	
8. Skills Transfer 8.1. Developed monitoring plan for candidates' supervisors in the municipalities during implementation and beyond to enrich municipalities future monitoring capacity =6 points 8.2. Developed tools /templates with minimum criteria for identification of suitable Water and Wastewater plants for experiential learning. = 10 points	16	
Total	100	

NB: The threshold for this bid is **65 points**. Only bidders who meet and exceed the threshold score will proceed to the next stage of Price and BBEE.

8.3. THIRD STAGE: PRICE AND BBEE

8.3.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

* The unit price for all items shall be fixed for the duration of the contract.

8.3.2 Points for B-BBEE Status Level of Contribution (P_p)

Maximum of **20 points** are allocated for Preferential Procurement Goal. Preference point must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the Preferential Procurement Regulations, 2017.

8.3.3 PRICING SCHEDULE

The pricing schedule should include all costs involved and the bidder should include annual escalations as per the CPI%:

Deliverables	Quantity	Rate per candidate Year 1	Total Year 1	Rate per candidate Year 2	Total Year 2	Rate per candidate Year 3	Total Year 3	Total
Overall Candidate Assessment NQF Level (2-4)	150							
Training of candidates on NQF Level 2	50							
Training of candidates on NQF Level 3	25							
Training of candidates on NQF Level 4	25							

Monitoring and Reporting (Inception, monthly and close out report)	Overall enrolled number							
Certification of Qualified candidates	As per the qualified number							
Total	Quantity							

9. SUBCONTRACTING

- 9.1 Sub-contracting of the services to other companies or individuals is not permitted without the prior written approval of MISA. A contractor is not allowed to sub-contract more than 25% of the contract value to another enterprise that does not have equal or higher B-BBEE status level, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.

10. MISA'S RIGHTS

- 10.1 MISA reserves the right to cancel this solicitation in whole or in part, at its sole discretion, at any time before the Agreement is fully executed.
- 10.2 This bid does not commit MISA to award an Agreement, to pay any costs incurred by bidders in the preparation of their proposals submitted in response to this bid, or to procure or contract for services.
- 10.3 MISA reserves the right to conduct vetting and verify the validity of all certificates.
- 10.4 MISA will reject any proposal as non-responsive that does not provide evidence of the specified mandatory requirements. MISA may or may not request additional information and clarification during the evaluation and selection process from any or all bidders regarding their proposals.
- 10.5 MISA reserves the right to request the company's latest audited financial statement in order to ascertain financial stability of the bidder prior to the award of the bid.

11. REPORTING

- 11.1 The appointed bidder will report to the appointed MISA Programme Manager. The detailed reporting requirements will be provided to the successful bidder; and
- 11.2 The bidder must submit a written report monthly to the MISA Programme Manager on performance against the service level agreement objectives.

12. PAYMENTS

- 12.1. MISA does not pay any amount in advance. Only original signed invoices containing work done on the programme as per the approved rates must be submitted for payments. The appointed service will be paid within 30 days after receipt of valid invoice, when the services have been fully rendered to the satisfaction of MISA, and this done by means of electronic transfer directly into the bidder's bank account. Payments will be made against the milestones as set in the inception report to be approved by MISA and the appointed Bidder.

13. BRIEFING SESSION (COMPULSORY)

- 13.1. Bidders are invited to attend a compulsory virtual briefing session. The link to the briefing session will be made available on MISA website on the specified date and time of the briefing session.

14. SUBMISSION OF PROPOSALS

- 14.1. The Tender Documents must also include a soft copy (DVD or Memory Stick - all in PDF Format) of the proposal, and to reach the offices of the MISA before **11:00am** on 01 February 2022 and must be enclosed in a sealed envelope clearly inscribed on the outside:

BID REFERENCE NUMBER: MISA/RPL/055/2021/22

CLOSING DATE: 01 FEBRUARY 2022

14.2. Tender documents are to be submitted to MISA Reception and deposited in the tender box. (At MISA Offices, Letaba House, 1303 Heuwel Road, Riverside Office Park, Centurion, 0046.

14.3. Please note that the tender closes punctually at **11h00** on **01 February 2022**.
No late submissions will be considered under any circumstances.

15. PERIOD FOR ACCEPTANCE OF PROPOSALS

15.1. In order to allow for adequate evaluation, MISA requires a response to this solicitation to be valid and irrevocable for 90 working days after submittal date and time.

16. COMMUNICATION WITH MISA OFFICIALS

16.1 Bidders and their representatives may not communicate with MISA officials except in writing. Bidders and their representatives must communicate in the manner set forth in this Bid. There shall be no communication with MISA officials except as may be reasonably necessary to carry out the procedures specified in this Bid. Nothing herein prohibits bidders and their representatives from making oral statements or presentations in public to one or more MISA officials during a public meeting.

17 CONFIDENTIALITY

17.1 All responses to this Bid become property of MISA and submissions after closing of bid may be subject to public inspection and disclosure in accordance with the MISA SCM Policy and provisions of applicable legislation.

18 QUESTIONS AND REQUESTS FOR CLARIFICATION

18.1 Bidders must carefully examine the bid documents and in the event of doubt of anything contained in the documents:

18.2 All enquiries should be made at the briefing session and can be made in writing five (5) working days before the closing date of the Bid. For queries, please contact the following person:

Ms. L. Tyikwe

E-mail: lumka.tyikwe@misa.gov.za