



Office of the Commissioner: Border Management Authority
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ADDENDUM NO.1

ISSUE DATE: 19 NOVEMBER 2025

PURPOSE: CLARIFICATION ON THE BID SUBMISSION METHOD

RFP NO. H004L2609RFP00125

DESCRIPTION: BORDER MANAGEMENT AUTHORITY (BMA) INVITES ALL INTERESTED PARTIES TO RESPOND TO THE REQUEST FOR PROPOSAL (RFP) TO APPOINT A SERVICE PROVIDER FOR THE IMPLEMENTATION AND SUPPORT OF A CLOUD BASED (SaaS) IT SERVICE MANAGEMENT (ITSM) TOOL AND SERVICE DESK TELEPHONY FOR A PERIOD OF THIRTY-SIX (36) MONTHS INCLUDING MAINTANACE AND SUPPORT

CLARIFICATION ON THE BID SUBMISSION METHOD:

Page 38 of the bid document erroneously states that '*All proposals must be submitted to BMA through e-mail before 11h00*'. Kindly note that all responses should be submitted through e-submissions on the e-tenders portal as stated on the SBD 1 (Invitation to Bid) form.

Should you have any queries regarding the above, please contact us via email:
suppliers.enquiries@bma.gov.za

Yours faithfully

MS. Z. CHONCO
CHIEF FINANCIAL OFFICER
DATE: 19 / 11 / 2025