

BID NUMBER DHA03-2024: THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER FRONTLINE VISA FACILITATION SERVICES ON BEHALF OF THE DEPARTMENT OF HOME AFFAIRS AND MANAGE THE RECEIPT, DISPATCH, AND DELIVERY OF VISA AND PERMIT OUTCOMES AT VARIOUS CENTRES GLOBALLY, INTERNATIONALLY AND LOCALLY WITHIN THE REPUBLIC OF SOUTH AFRICA.

Firms may ask for clarification on the tender document or any part thereof, up to close of business 1 week before the deadline for the submission of the bids – The deadline close of business of 15 March 2024.

No.	Questions	Answers
1.	“Page 13, point 6.1: Establish and manage visa facilitation centres globally, internationally (where RSA has diplomatic relations) and/ domestically in all the 9 Provinces of the Republic of South Africa as per identified locations to be specified by the Department of Home Affairs, subject to periodic review”. We would request you to give us: 1. The volumes country wise for the visa outsourcing and 2. The volumes province wise for the permit outsourcing.	
2.	On Page 27: Pricing schedule is given for professional services. What do you mean by professional services and under what heads you would like the pricing to be given for professional service? Kindly clarify.	• The SBD 3.3 form that is indicated on page 27 is a Standard Bidding Document that is used for tenders in the RSA government sphere. • In this tender, a pricing schedule on page 26 has been developed which must be completed and the service providers to indicate a total all-inclusive price at the end. • The same total all-inclusive price that is from the pricing schedule must be indicated on paragraph 2 of the SBD 3.3 form.

No.	Questions	Answers
3.	“Page 10 point 4.5 last point: Award the contract or any part thereof to one or more bidders; without thereby incurring any liability to the affected bidder or bidders.” Is this an exclusive tender or how the award is divided.	The Department intends to appoint one service provider but reserves its right to award to more than one service providers, should it deem fit.
4.	Till what time does the current incumbent is serving DHA?	31 December 2024.
5.	Page 1, last section: IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? DOES THE ENTITY HAVE A BRANCH IN THE RSA? DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW. Kindly clarify if a foreign bidder needs a tax compliance status pin or its subsidiary operating in RSA tax compliance status pin will suffice.	• The main service provider that is bidding for the tender (whether foreign or local) must be registered on the National Treasury Central Supplier Database (CSD). • The tax information that will be declared by the Foreign bidder will also be covered in the CSD registration process. • Bidders are also encouraged to read National Treasury Instruction NO. 4A of 2016/2017 for the CSD requirements and National Treasury Instruction NO.09 of 2017/2018 for the tax compliance matters.

No.	Questions	Answers
6.	Page 3, point 1.7 subsection i) and ii): All bidders submitting bids as part of joint venture, consortium, must submit the following: A valid tax clearance certificate and/ or pin issued by South African Revenue Services (SARS) for all companies that form part of a joint venture or a consortium. Kindly clarify if a foreign bidder + its RSA registered subsidiary + partner company residing in South Africa forming a consortium needs one SARS certificate?	It means all the Consortium or Joint Venture companies/partners must be tax compliant. If not tax complaint during the submission of the proposal, an opportunity to correct their tax matters will be granted.
7.	Page 3, Point 1.7 subsection iii) and iv): A consolidated Central Supplier Database (CSD) Report. A consolidated SANAS B-BBEE certificate or a consolidated B-BBEE certificate issued by the Companies and Intellectual Property Commission (CIPC). What does Consolidated report in terms of Central Supplier Database (CSD) and SANAS B-BBEE stand for? Whether subsidiary company which is registered in RSA need this or there is any other requirement for a foreign bidder + its RSA registered subsidiary + partner company	• See response to question 5 above. • Bidders are encouraged to engage with the B-BBEE Commission for B-BBEE compliance matters.
8.	Foreign company having experience in VISA & passport processing and having local subsidiary so whether combining of experience of foreign company and local subsidiary, qualifies the eligibility?	

No.	Questions	Answers
	Foreign company having enough experience in other countries but don't have subsidiary in RSA then how they will be getting the marks for pricing & eligibility criteria? Kindly clarify	
9.	As mentioned on the briefing call, SBD 3.3 includes details of professional services as part of the standard SBD format. For this tender (DHA03-2024) bidders are required to submit pricing on Annex. A Pricing Schedule only and not the SBD 3.3 form with professional services details. Would request you to confirm the same.	See response question 2 above.
10.	We would like to confirm the understanding on evaluation stages as was mentioned on the briefing call on 23rd Feb – the final award decision by the department will be based on the score on Pricing Schedule only. However, a minimum score of 70 is required for Score on technical evaluation. Bidders scoring higher than 70 on technical evaluation will be at par with bidders scoring a score of 70.	Yes.
11.	On Page 14, under section special conditions of contract - Bidders must have a proven track record of successful implementation and operation of a visa facilitation center in the Country and outside the Country. Would like to confirm bidders will still qualify on this criteria as long as they will be able to demonstrate they will be able to roll out all domestic operations with-in the set time frames	Yes

No.	Questions	Answers
12.	We kindly request the department to send the below information so as all bidders are able to provide solution to the same set of locations: - List of cities (Domestic, International & Global) where the department wishes for the visa facilitation centers to be set up - No of applications received at cities	
13.	What is the average volume of applications per city?	
14.	Which 9 locations or regions does DHA require bidder to manage visa facilitation centres at?	
15.	Further segregation / classification of cities or provinces according to the criteria of Domestic Operations, Global Operations, and International Operations?	
16.	If a technical proposal falls short of the 70 marks threshold, will there be an immediate disqualification, or will the pricing score also be taken into consideration?	- Bidders that score less than minimum of 70 points will be disqualified. - Bidders must score a minimum of 70 points on functionality to qualify for further evaluation on price and preference points, refer to page 21 of 38 of the invitation to bid.

No.	Questions	Answers
17.	Is there a maximum or minimum threshold for service fees that bidders cannot exceed when quoting charges to applicants?	No
18.	Can bidders or service providers offer 'value-added services' to applicants for an additional fee?	- For fair comparison of prices, Bidders or service providers must respond to the basic requirements of the tender. - Any 'value-added services' offer may be discussed with the successful bidder during the contracting stage and the Department reserves its right on whether to accept or not.
19.	Is it mandatory for bidders to have an existing visa facilitation centre in South Africa for initial qualification, or does it suffice if the bidder commits to launching a new centre within the prescribed timelines of DHA post granting of contract?	- Is it mandatory for bidders to have an existing visa facilitation centre in South Africa for initial qualification, - NO - does it suffice if the bidder commits to launching a new centre within the prescribed timelines of DHA post granting of contract? - YES
20.	Additional qualifying criteria requirements Evaluation Criteria Question 5 There is a need to cover the “tender deliverables and additional qualifying criteria requirements”. However, some of these elements do not appear to align with the question “Conforms to the technical requirements as specified for data integrity, security, detection, audit, up-time, time, transfer, and backup”. Can you please confirm to which paragraphs (8.1-8.4 and 8.19-8.24) are relevant to the response?	All Paragraphs from 8.5 to 8.24 are relevant to the response.
21.	SBD 3 Financial Bid Do we need to submit different Annex A and SBD 3 forms for within South Africa services and centres globally?	No

No.	Questions	Answers
22.	SBD 3 Financial Bid To be able to respond to this RFP, can you please provide the global network (countries and cities) that DHA is expecting the service provider to deliver service from	
23.	Historic Data Financial Bid Can you please provide historic volume data for each country and locations within for visa and permits those have processed in the last 5 years?	
24.	Functionality Requirements Evolution Yes Evaluation Stage As the Bidder that score less than minimum of 70 points will be disqualified. But we understand from the Q&A in the briefing call that even if the company that does not get 70 points, will still be evaluated for stage 5. Please confirm if our understanding is correct.	See response to question 16.
25.	Pricing Evaluation Stage 5 / Specific goals Evaluation We understand from the Q&A in the briefing call that the contract will be awarded to the lowest price offer. Thus, the award will be decided between the companies who have crossed stage 4 and has the lowest price. Please confirm if our understanding is correct.	• It will be awarded to the highest scoring bidder on points of 90/10 in terms of the Regulations. This means that the lowest price will get 90 and the specific goals of 10 will also be considered to determine the highest score. • For example, see the price comparison matrix below after the last question.

No.	Questions	Answers
26.	SBD6.1 General and Mandatory Requirements / Stage 5 Bidders are required to provide CIPC and Sworn Affidavit or B-BBEE Certificate- - Will bids be assessed based on the provision of CIPC and Sworn Affidavit or will B-BBEE compliance only be considered - If bidders are afforded the opportunity to provide either as supporting evidence, how will this impact the overall scoring of 10 points.	- The assessment of specific goals will be determined by using the SBD 6.1 form and the evidence supporting it, refer to page 35-36 of 38 of the invitation to bid. - If the SBD 6.1 form and its supporting evidence are not attached, no points for specific goals will be allocated. This means out of 10 points a zero score will be allocated.
27.	SBD6.1 General and Mandatory Requirements / Stage 5 Will Domestic, International and Global Operations be separated into different lots in the awarding of a successful bid? Will non-compliance of B-BBEE in South Africa impact International and Global bids / awarded?	- Will Domestic, International and Global Operations be separated into different lots in the awarding of a successful bid? – NO - Will non-compliance of B-BBEE in South Africa impact International and Global bids / awarded? No specific goals points will be allocated to companies that do not claim on the SBD 6.1 form and attach supporting evidence.
28.	Scope and Extent of the tender Section 6.3 Are we required to digitize documents to manage physical document transfers? Is integration with government system required to transmit biometric data?	
29.	Tender Deliverables / Outputs and timeframes Section 8.5 Confirm AWS hosting of data is acceptable. Is there any specific location requirement to host the data? Confirm any specific data localization requirement.	

No.	Questions	Answers
30.	Tender Deliverables / Outputs and Timeframes Section 8.14 We need a better understanding of what zip files means. Can you please elaborate on the document and bio data transfer process?	
31.	Tender Deliverables / Outputs and Timeframes Section 8.15 Payment Module Confirm if online and onsite payment are required	
32.	Tender Deliverables / Outputs and Timeframes Section 8.16 Appointment booking System Confirm if any complex rules on appointment management, modification, cancellation is required.	
33.	Tender Deliverables / Outputs and Timeframes Section 8.17 Means of data transfer (MQ) Elaborate how document and bio data will be transferred	
34.	Tender Deliverables / Outputs and Timeframes 8.20 Is there any specific website compliance requirements (e.g WCAG)	

No.	Questions	Answers
35.	Logistic and Timing Fee Structure Are there categories which will have any visa fee / service fee exemption requirements?	
36.	An analysis per country in respect of the volumes of applications processed over the last three to five years, pre and post covid.	
37.	To the extent that non-South Africans make a proposal for work to be done under the Tender within in South Africa, will they be able to perform the work without a local BEE partner?	Yes
38.	Where an international bidder does not have South African local expertise, will they still be considered for the Tender?	Yes
39.	Whether the Tender will be awarded exclusively to one service provider or whether the Tender may be awarded to more than service provider and, if the latter, how will the work in respect of the Tender be divided between each of the service providers?	See response to question 3.
40.	In respect of each type of permit, the amount of permits required for each province in South Africa.	
41.	In regard to paragraph 2 on page 20 of the invitation to bid, please advise as to the format of an acceptable payment channel vendor contactable reference letter.	An acceptable payment channel vendor contactable reference letter must meet the following requirement – <i>“the payment channel vendor contactable reference letter (on the payment channel vendor letter head) that is providing them with the payment channel.</i>

No.	Questions	Answers
		<i>The reference letter must indicate the names and contact details of the Payment Channel Vendor"</i>
42.	In regard to paragraph 2 on page 21 of the invitation to bid, please advise as to the format of an acceptable financial audit payment channel report.	

Refer to question 25 above

No	BIDDER	Lowest Bidder Price	Bidder's Price	Price	Ps	Specific Goals	Ps						Total Ps (Specific Goals)	TOTAL POINTS SCORED
							HDI		Women		Disability			
							Ps on the SBD 6.1	Ps on the evidence	Ps on the SBD 6.1	Ps on the evidence	Ps on the SBD 6.1	Ps on the evidence		
1	Bidder A	R 1 173 527.18	R 1 200 000.00	90	87.97	10	4	4	1	1	0	0	5	92.97
2	Bidder B	R 1 173 527.18	R 1 173 527.18	90	90.00	10	0	0	0	0	0	0	0	90.00
3	Bidder C	R 1 173 527.18	R 1 176 000.00	90	89.81	10	3	3	2	2	0	0	5	94.81

No	BIDDER	Lowest Bidder Price	Bidder's Price	Price	Ps	Specific Goals	Ps						Total Ps (Specific Goals)	TOTAL POINTS SCORED
							HDI		Women		Disability			
							Ps on the SBD 6.1	Ps on the evidence	Ps on the SBD 6.1	Ps on the evidence	Ps on the SBD 6.1	Ps on the evidence		
1	Bidder A	R 1 173 527.18	R 1 200 000.00	90	87.97	10	4	4	1	1	0	0	5	92.97
2	Bidder B	R 1 173 527.18	R 1 173 527.18	90	90.00	10	4	4	2	2	0	0	6	96.00
3	Bidder C	R 1 173 527.18	R 1 176 000.00	90	89.81	10	3	3	2	2	0	0	5	94.81