

The following questions were received by the Financial Sector Conduct Authority (FSCA) on bid FSCA2025/26-T019 and are responded to accordingly:

NO.	QUESTION	RESPONSE
1.	This email serves to enquire about certain requirements stipulated in your tender documents for security services:	
	1.1. Under Contract Conditions, point number 28.1.19 requires us to submit proof that Response Officers have necessary training, and certificates must be submitted but it has not been communicated to us how many certificates we should attach. Kindly clarify whether 2 Certificates are sufficient or should we submit more.	Contract conditions relating to the validity of certification of officers will be addressed at contracting stage.
2.	Kindly assist me with clarity regarding the Physical Guarding services with bid number: FSCA 202526-T019:	
	2.1. Where do we get SAIDSA certificate is mentioned under 28. Contract conditions and is it mandatory to have it?	The certification can be obtained from the regulatory body (SAIDSA). Contract conditions will be addressed at contracting stage
	2.2. We have head office based in Pietermaritzburg. However, we do have a satellite office in Gauteng with specialized and competent guards. 2.2.1. Which office will you inspect during site inspection, and which municipal rates do we include or attach with document?	Bidders must submit proof (current lease agreement, recent municipal bill not older than three months from closing date of the bid or proof of ownership) of a fully functional operating control room which is telephonically contactable 24/7 in the Gauteng region refer to paragraph 31 Functional evaluation Criteria.

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	2.3. Do you require a letter from Armed response company that will be used or subcontracted, or can we write a letter which says during award Armed response services will be subcontracted?	The bid will be evaluated based on the information submitted. Bidders must meet this requirement for purposes of evaluation.
	2.4. Issue of provident fund should we submit the latest PSSPF complaint certificate together with proof of registration.	The bidder must submit a valid and current letter of good standing and proof of up-to-date contributions to the Private Security Sector Provident Fund (PSSPF) refer to paragraph 24.1.3.
3.	Under the Infrastructure requirements (page 20 of 42), please confirm whether bidders are required to submit the following as proof of a fully functional 24/7 control room in Gauteng: • Lease agreement or proof of ownership • Rates and taxes (municipal bill not older than 3 months) • SAIDSA certificate • Control room photos 3.1. Kindly confirm if the above documentation is correct and sufficient.	Yes, bidders must submit proof (current lease agreement, recent municipal bill not older than three months from closing date of the bid or proof of ownership) of a fully functional operating control room which is telephonically contactable 24/7 in the Gauteng region refer to paragraph 31 Functional evaluation criteria.
4.	4.1. In the bid document (page 17 of 42, paragraph 28.1.14), it is stated that a SAIDSA or similar certificate must be submitted. Could you kindly clarify what certifications would be considered equivalent to SAIDSA for the purposes of this tender?	The control room must have strict access control and it must be according to SAIDSA or similar requirements and standards. Any association which could be available in the country which certifies similar requirements

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	4.2. Additionally, please advise whether submission of this certificate is mandatory, and if failure to submit it would result in the tender not being evaluated further.	Submission of this certificate is not mandatory at this stage of tender and bidders will not be disqualified for failing to submit.
5.	5.1. I see one of the requirements for a successful bidder for the above-mentioned bid is the provision of proof of armed response/reaction unit. Is it acceptable if we have a service provider providing us with these services? Can we submit that proof?	Bidders must submit proof (current lease agreement, recent municipal bill not older than three months from closing date of the bid or proof of ownership) of a fully functional operating control room which is telephonically contactable 24/7 in the Gauteng region refer to paragraph 31 Functional evaluation criteria.
6.	6.1. Kindly assist me with clarity regarding pricing schedule. Scope of work 27.1.1 states that guards work different working days and shifts that affect the pricing rates, others work Mondays to Fridays and others work weekends and public holidays. But your pricing schedule requires us to price for all 10 of them. Which rates do we apply for normal rates from Monday weekends including public holidays or do we divide and submit detailed pricing on a company letterhead?	You can submit detailed pricing on a letterhead but indicate and complete the total Year 1-5 pricing.
7.	7.1. Is there a possibility to receive the link to the recording of the non-compulsory briefing session? (Held on the 9 April)	No. The session was not recorded.
8.	8.1. This email is in reference to the tender document: FSCA2025/26-T019, Bid submission: Paragraph 4.3. Kindly clarify if all two (2) hard copies are to be submitted in one envelope or are to be separated into two (2) envelopes.	Bidders can submit one original and one copy in one envelope

