



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

DATE: 09 JULY 2025

TIME: 10:00 to 12:00

TENDER NUMBER: DHET169

DESCRIPTION APPOINTMENT OF A PANEL OF AGENCIES/SERVICE PROVIDERS TO RENDER SERVICES TO THE NATIONAL SKILLS FUND FOR 36 MONTHS: BRAND MANAGEMENT AND INTERGRATED MARKETING COMMUNICATIONS; PUBLIC RELATION AND CONTENT MANAGEMENT; GRAPHIC DESIGN AND PRINTING; SIGNAGE PRODUCTION AND INSTALLATION; AND MULTIMEDIA/VIDEO PRODUCTION AND PHOTOGRAPHY

1. WELCOME AND INTRODUCTION

Ms Qwabe welcomed everyone and request the Department of Higher Education and Training (DHET) team to introduce themselves and the service provider to introduce themselves in the chat box; Ms Nkuna, Ms Maokeng (Supply Chain Management) and Mr Somo, Mr Msileni (Project Manager).

BID PRESENTATION

Presentation of the Terms of Reference (TORs) by Mr Msileni.

2. SUPPLY CHAIN MANAGEMENT (SCM) MATTERS

The SCM indicated that:

- The briefing session was compulsory as indicated in the Tender advert. Non-attendance to the briefing session will lead to disqualification of the Bidders' proposal/s.
- The tender is closing on **09 July 2025 at 11:00**. A bid which is submitted after 11:00 on the closing date will be regarded as late and will not be accepted by the DHET.
- The documents must be submitted as hard copies, emailed documents will not be accepted.
- Bid documents will only be considered if received by the Department before or on the closing date and time, regardless of the method used to send or deliver such documents to the Department.
- The Bidder(s) are required to submit two (2) copies of each file, (one (1) original, one (1) duplicate copy) and one (1) Memory-Stick of each file. The information must be marked correctly and sealed separately for ease of reference during the evaluation process. Furthermore, the files and information in the Memory-Sticks must be labelled and submitted to the Department in two separate envelopes and format as follows:
- The clarity seeking questions should be done at least five (5) days before the closing date as indicated in the tender advert. The questions should be directed to Tenders@dhnet.gov.za. The discussions during the briefing session
- and the questions raised after the briefing session will be consolidated, responded to and uploaded on the
- Department's website (www.dhnet.gov.za) and eTender Portal (www.etenders.gov.za) where the tender advert and documents are published.

- Bidders must read the Mandatory Requirements carefully as listed in the TORs and ensure that they respond as required.

3. QUESTIONS RAISED AND RESPONSES PROVIDED (during the briefing session)

No	Question raised	Response/Clarity
1.	Clarify what is required from the bidder side when it comes to the tables that are on the terms of reference. Are they supposed to complete it as it is for example? Reference letters B, the way it is, it looks like bidders need to provide a reference letter on the printed letterhead and description and give them to their clients to rate them.	Yes, bidders must use the template tables exactly as provided in the ToR. Reference letters must be on client letterhead, follow the specified format, and include the rating criteria and service list from the ToR Exhibit 6 (pages 32–34 for Brand Management; pages 39–40 for PR).
2.	On the reference letters I don't see where it says from which year it only says up to this year, are we allowed to attach the letters that date back or do you only want the recent one?	The cut-off is 10 years. However, bidders are encouraged to prioritise recent and relevant references to better reflect current capabilities.
3.	Is the approach Brand strategy or PR strategy?	The approach is Integrated Marketing Communication Strategy that encompasses Brand and PR strategy.
4.	Are we allowed to be part of the panel on selected certain aspects of the delivery service? We won't want to do everything on the list.	Yes. Bidders can submit for one or more of the five key service areas. You are not required to bid for all or one.
5.	Are we allowed to submit the document with USB that has got some of the work that we did or is not important?	Yes. However, ensure that everything in the USB must align to what is in the original printed bid documents (see page 25, section 1.1.3).
6.	Is joint venture allowed or the partnership?	Yes. Joint ventures, consortia and partnerships are permitted (page 22, section 9.3.1. & page 23 section 10).
7.	Kindly clarify background on point 1.10 Bidders that meet the criteria for more than one activity in the project package are to submit responses in full for each area of activity they will be bidding for.	Yes. Your submission must clearly separate your responses per category with full documentation and exhibits as required for each (see ToR page 25, section 1.2).
8.	If you are interested in more than one services, do you have to complete a separate document of the services that you are interest in. for example Branding management you complete the document and if you are also interested in photography, you complete another document?	Yes. Your submission must clearly separate your responses per category with full documentation and exhibits as required for each (see ToR page 25, section 1.2).

9.	When we submit for the panel, do we need to include price or is it just purely on our technical proposal and the evaluation criteria?	No. This tender is not evaluated on pricing at this stage. Pricing will be requested via RFQs from the appointed panel later (page 6, section 2.2).
10.	I just want to confirm with the reference letters. We must ask our clients to redo reference letters based on the template given?	Yes. Only letters following the ToR format will be scored. Clients must complete the template rating table (see page 32/39).
11.	Kindly clarify section under 4.2 PR and Content Management Services 4.2.1 Public awareness or advocacy campaigns for the NSF and/or PSET system were developed and implemented (at least one national campaign quarterly). I wanted to check, because usually monitoring is a service offering on its own. The question is whether we will be using the existing monitoring tool that the directorate uses or is there an expectation that we bring our own?	Yes. The bidder will need to provide monitoring and analysis services, including media and social media tracking, perception surveys, etc.
12.	Our team has eighty people and eighty qualifications. The question is the department listed twelve 12 qualifications; however, it is not clear whether the team must present all these 12 qualifications, is it fine if we submit less than the required number?	No. Each team member must have a relevant qualification as per the minimum (NQF Level 6). You don't need all 12 fields covered, but relevance to the scope will be evaluated (page 13, section 5.1).
13.	Kindly elaborate on the potential for collaboration or integration between the different service providers on the panel, like for instance all the graphic design team need to work closely with the brand management or multimedia teams, are there specific requirements, expectations or coordination between service providers?	No. However, panel providers must support integration and internal coordination (pages 6, 7, and 8 for service scopes). There is an expectation of cooperation, especially through bi-monthly Brand Management Task Team meetings.
14.	Since this is going to be a panel, I wanted to check how it is going to work, is it going to be on a rotational base or still going to send RFQs within the panel and the choose from that?	Refer to Engagement Model: Procuring from the Approved Panel (page 64- 68)
15.	On the videos, can we send via link? Maybe google drive and or we must follow the USB route	The ToR requests a USB or flash disk (page 25). If submitting links it might not open or work and that would dis include them in a document stored on the USB.
16.	The categories for services required is five services in different categories, just on	Three per category, however, The NSF reserves the right to appoint a panel per service, and final numbers will depend on the quality of submissions.

	estimation, how many service providers are you looking for in each category?	
17.	Clarity In terms of the evaluation criteria and achieving the 70 points to go into the panel. In summary, I can say the bidder that submits 5 categories and a bidder that submits one or two categories in terms of your scoring, where you say 15 points, 40 points and 30 points to get to the minimum of 70, I just want to understand how you will evaluate them?	Yes. Each category has its own evaluation grid. You need to score 70/100 per category to qualify for that part of the panel.
18.	In terms of submitting a sample design do I have to design something and then translate it into a soft copy, or can I submit the work that is already done?	Only previously completed work is acceptable, provided it is relevant to the service you are bidding for and matches the requested format.
19.	Clarity on the Joint venture. Are we allowed to do form Joint Venture with the suppliers or partners that have already attended this compulsory briefing session meeting, or are we also allowed to form with those who did not attend?	The main bidders must have attended the compulsory briefing session. Joint ventures, consortia and partnerships are permitted (page 22, section 9.3.1. & page 23 section 10).
20.	With the RFQs, is there going to be a budget stipulated for the project or are we going to be requested to quote the amounts based on the services we provide?	RFQs will allow for open quoting, depending on the NSF's needs (page 6, section 2.2).
21.	How many reference letters should be submitted?	To score full points, submit 10 or more reference letters in the specified format (see page 79 of ToR for the scoring matrix).
22.	Are we submitting three hard copies, one original, two copies and one USB?	One (1) original print copy Two (2) hard copies One (1) USB/flash drive (See page 25, section 1.1.1 – 1.1.3 and page 27 section 8.3.)
23.	Can you provide more information on the target audience for the service	Skills development beneficiaries (youth, unemployed) Stakeholders in the PSET sector Government and political leadership Media, employers, and the general public

24.	Do you have any minimum or maximum number of references that need to be submitted?	Only references in the ToR format will score points (page 79). You may attach existing references, but they will not be scored unless reformatted accordingly.
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4. CONCLUSION

Bidders were reminded:

- To be mindful of the tender closing date and time as indicated in the tender advert.
- That they can still ask questions until at least five (5) days before the closing date; questions should be directed to Tenders@dhet.gov.za

Ms Qwabe thanked the Bidders for attending the briefing session and wished them well with the preparation and submission of their bids.

The session was adjourned.

5. QUESTIONS RAISED (after the briefing session) AND RESPONSES PROVIDED

No	Question raised	Response/Clarity
1.	On page 27 of TOR point 8.3 requests 8.3 Bidder(s) are required to submit 2 copies of each file, one (1) original and (1) copy. Each file must be marked correctly and sealed separately for ease of reference during the evaluation process. AND on page 31 of TOR point 1,1,1 and 1,1,2 requests 1.1.1 One original print file with all relevant annexures completed and signed; 1.1.2 Two hard copies of the complete submission; So, do we need to provide 1 original AND 1 or 2 copies???	One (1) original print copy Two (2) hard copies One (1) USB/flash drive (See page 25, section 1.1.1 – 1.1.3 and page 27 section 8.3.)
2.	For the references required. Page 79 of TOR • More than 10 past and current references (5 points) • NB: No reference letter submitted, or reference is not in the specified format (0 points) • Do we need to use the table on the TOR or can we supply existing reference letters that our clients have provided us? • Or do you require both existing references and some on the table format requested – if so, how many minimum references do you require on the table format provided?	Only references in the ToR format will score points (page 79). You may attach existing references, but they will not be scored unless reformatted accordingly.
3.	On page 69 of the TOR point 10.10.3 Project plan / methodology to indicate what procedure / methodology is going to be used to execute the	Both interpretations are correct. You must provide a high-level methodology for the 36-month scope and detailed plans for specific deliverables (e.g., 2–3 minute videos). See Exhibit 5 (pages 31 and 66).

	service or project; as well as provide a project plan with final outputs must be linked to the timeframes; Are you referring to the entire scope over 36 months for the PHOTOGRAPHY, MULTIMEDIA AND VIDEO PRODUCTION SERVICES or Are you referring to as per page 66 Exhibit 5: Methodology It must contain a short description of the envisaged methodology, processes and procedures that the service provider will deploy to develop a 2 – 3-minute video to promote NSF development funding at the required level of quality. Furthermore, it must contain a project plan/activity sheet and milestone plan showing how the service provider will complete and manage the assignment. Any other information that will be useful?	
4	Could you please confirm whether we need to submit physical samples of our work, or if a digital portfolio supported by reference letters confirming satisfactory completion of the projects will suffice?	Digital portfolios are required (USB). For graphic design and print, the ToR also requires physical print samples (page 25, section 1.1.4).
5	enquire regarding annexure a, page 15 of 18 item 6. It advises bidders to submit a compulsory valid and complaint BBBEE certificate. My question is, are we allowed to submit a BBBEE sworn affidavit instead of the BBBEE certificate or will this automatically cause us to get disqualified?	Page 68 first table number 5 stated "BBBEE certificate or sworn affidavit for EME or QSE; Copy of CIPC (Companies and Intellectual Property Commission) shareholder registration"
6	<i>POPI Act Form Enquiry</i> - Where do I get this form?	In the tender document between SBD 4 and Terms of Reference. Titled "COMPULSORY DOCUMENT (PLEASE COMPLETE AND SIGN) TO BE SUBMITTED WITH THE RFQ/BID RESPONSE. PERMISSION BY BIDDER:"
7	<i>"It must contain proposed activities and plan on how to transfer skills to the NSF."</i> I do not understand this statement, can I please get clarity on it?	Your proposal must include a plan to build capacity within the NSF, for example, through workshops, training, or mentoring in marketing/communications functions (see page 31 and Exhibit 4 across categories).

The discussions during the briefing session and the questions raised after the briefing session will be consolidated, responded to and uploaded on the Department's website www.dhet.gov.za and the National Treasury website www.etenders.gov.za where the tender advert and documents are published.