

BID NUMBER DHA03-2026: THE APPOINTMENT OF A SERVICE PROVIDER(S)/JVs/CONSORTIUMS FOR THE DIGITISATION OF CIVICS SERVICES, IMMIGRATION AND OTHER DEPARTMENTAL RECORDS THROUGH SITA RFB CONTRACT 1183 FOR A PERIOD OF 36 MONTHS

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 23 April 2026.

No.	QUESTIONS	ANSWERS
1.	Number of Graduates in the first intake (already employed)	The last intake had 1700 graduates for skills development, however the contract with the Department ended, the current SP has employed the same number.
2.	Total Graduates of 3000 (intake timelines), replacement guidelines	The expected graduates intake by the prospective bidders is 3000.
3.	Employment contract / terms, is it 24/36 months?	36 months aligned with the proposed contract duration of the successful bidder
4.	Salary funding terms, is funding received in advance?	No funding is not provided in advance, it should form part of the services billed by the successful bidder on a monthly basis.
5.	Are funded salaries aligned to BCEA remuneration rules?	Yes
6.	Would the Department be open to a 3 week extension as there is a considerable amount of work that's required to fulfill the request and more than one service provider will be needed for the services, contracting and consortium requirements will take some time to put together?	The Department is not in a position to extend the timeline for the following reasons: • The bid is already open for a full 28 days, from 02 April to 30 April 2026, which provides a substantial period for preparation and submission. • The current contract will expire on 31 July 2026, and any further extension to the bid period would compress the time available for evaluation, award, and transition, creating risks to service continuity. • This is the second time the bid has been published, and extending the deadline again would unnecessarily delay the procurement process.

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7.	How many staff are currently employed?	The Department had contracted 1700 officials for the Service Provider for skills development, however the contract ended. The current SP had to recruit their own staff of the same number.																																																								
8.	Is it expected that the staff compliment will comprise of the 3000 positions listed in Annexure C?	Yes																																																								
9.	If the current staff employed are less than 3000 will be bidder be required to recruit the remainder or will the DHA recruit them?	The Service Provider will be expected to recruit all the 3000 human resources required.																																																								
10.	11. Please provide a list of servers and workstations for each digitisation site, along with their corresponding daily log sizes, to be used in calculating SOC monitoring pricing. <table><tr><th>Digitisation Site</th><th>Number of Servers</th><th>Number of Workstations</th><th>Total log size to be monitored</th></tr><tr><td>BVR</td><td></td><td></td><td></td></tr><tr><td>Brits</td><td></td><td></td><td></td></tr><tr><td>Church Square</td><td></td><td></td><td></td></tr><tr><td>Silverton</td><td></td><td></td><td></td></tr><tr><td>Rosslyn</td><td></td><td></td><td></td></tr><tr><td>TOTAL</td><td></td><td></td><td></td></tr></table>	Digitisation Site	Number of Servers	Number of Workstations	Total log size to be monitored	BVR				Brits				Church Square				Silverton				Rosslyn				TOTAL				<table><tr><th>Digitisation Site</th><th>Number of Servers</th><th>Number of Workstations</th><th>Total log size to be monitored</th></tr><tr><td>BVR</td><td>150</td><td>50</td><td>300TB</td></tr><tr><td>Brits</td><td>10</td><td>80</td><td>50TB</td></tr><tr><td>Church Square</td><td>10</td><td>400</td><td>50TB</td></tr><tr><td>Silverton</td><td>120</td><td>1000</td><td>500TB</td></tr><tr><td>Rosslyn</td><td>2</td><td>20</td><td>5TB</td></tr><tr><td>TOTAL</td><td></td><td></td><td></td></tr></table>	Digitisation Site	Number of Servers	Number of Workstations	Total log size to be monitored	BVR	150	50	300TB	Brits	10	80	50TB	Church Square	10	400	50TB	Silverton	120	1000	500TB	Rosslyn	2	20	5TB	TOTAL			
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12.	Please provide a list of firewalls and their make/model, to be included in the monitoring scope, noting that the exclusion of firewall monitoring may result in an increased risk of undetected external intrusions within the digitisation environment.	The firewalls are out of scope
13.	Please provide a list of Active Directory (AD) servers to be included in the monitoring scope, noting that the exclusion of AD server monitoring may increase the risk of undetected external intrusions within the digitisation environment? Please indicate the expected log volume per AD server per day?	6 AD Servers 50GB per day per server
14.	Please confirm which Endpoint Detection and Response (EDR) solution is currently deployed at DHA (e.g., Symantec, SentinelOne, Trellix, Trend Micro, etc.), and whether it is included in the monitoring scope. Please note that the exclusion of EDR monitoring may increase the risk of undetected external intrusions within the digitisation environment. Does the departments EDR functionality provide native controls for Device Management, Application Whitelisting/Control, and IPS (Host-based Intrusion Prevention)?	Trellix Endpoint security is deployed in the environment. Yes, it does.
15.	If you are using Trellix End Point Security, do you have the licenses for the API?	N/A

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16.	Are the digitisation site workstations running Office 365 (O365)? If so, how many.). Are these users segmented from the rest of DHA network?	The Office365 is licensed per user not per workstation. There are certain Digitisation users who have the Office365 licenses. Digitisation users are segmented from the rest of the DHA network.
17.	The tender allows for JVs/Consortiums to be part of the respondents. In this case, is it allowed where one or more partners to the JV/Consortium, is/are be accredited to RFB1183?	In line with National Treasury Supply Chain Management (SCM) Instruction Notes, the Preferential Procurement Policy Framework Act (PPPFA), and the requirements of SITA RFB1183, bidders are advised as follows: Where a Joint Venture (JV) or Consortium submits a bid, it is permissible for one or more members of the JV/Consortium to hold the required SITA RFB1183 accreditation, provided that: 1. The accredited JV/Consortium member(s) are directly responsible for, and materially involved in, the execution of the scope of work for which RFB1183 accreditation is required; 2. The roles, responsibilities, and scope allocation of each JV/Consortium member are clearly defined and contractually binding, as reflected in the JV/Consortium agreement; 3. Valid and current proof of SITA RFB1183 accreditation is submitted for the relevant JV/Consortium member(s) at the time of bid submission; and 4. The bid does not constitute fronting, misrepresentation, or circumvention of mandatory accreditation requirements, as

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		contemplated in Treasury SCM Instruction Notes and applicable legislation. All JV/Consortium members must individually comply with all other mandatory administrative, legal, tax, and compliance requirements of the tender, where applicable. Failure to meet the above conditions will render the bid non-responsive.
18.	With reference to the question above on accreditation to RFB1183, which name should be used to tender? Should we use the JV/Consortium name that is not accredited, or use the name of the accredited partner?	Where a bid is submitted as a Joint Venture (JV) or Consortium, the bid must be submitted in the name of the JV/Consortium, and not in the name of an individual partner. In alignment with National Treasury SCM Instruction Notes and SITA RFB1183 requirements, bidders are advised of the following: 1. The JV/Consortium is regarded as the bidding entity and must therefore submit the bid under its JV/Consortium name, supported by a duly signed and legally binding JV/Consortium agreement. 2. Where RFB1183 accreditation is a requirement: ○ The accredited partner(s) within the JV/Consortium must be clearly identified; ○ The accredited partner(s) must be directly responsible for the execution of the scope of work requiring such accreditation; and

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		Valid proof of SITA RFB1183 accreditation must be submitted for the relevant JV/Consortium member(s).
19.	Still on accreditation, which name should be used to respond/submit via eTenders? Can we respond and submit with any of the partners (that might not be accredited to RFB1183), including the JV/Consortium name?	Where a bid is submitted as a Joint Venture (JV) or Consortium, the response and submission on the eTender portal must be made in the name of the JV/Consortium, being the intended contracting and accountable bidding entity.
20.	The submission folders on eTenders doesn't cater for all the required documents. Where do we include the information that doesn't have folders? As an example: a. OEM/OSM letters b. Programme Manager CV and certifications c. Lead resources d. List of professional team members experience and certifications e. List of technical staff with certifications f. Project Plan g. Skills development plan h. Reference letters i. Solution Overview/technical j. Registration with ETDP SETA k. Registration with MICT SETA	Refer to page 33 of 56, paragraph 9.4, first bullet – “The bidding company’s profile, including proof of compliance with all the requirements as per the TOR document.”

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21.	Under Stage 4, page 36, number 5, the guideline for evaluation criteria talks to 'Combined experience of the professional team that will lead and oversee the implementation of the Digitisation project:' a. What is the lead team? Please assist with a guideline. The lead team. is it related to the Section 6, from page 18? How many people are expected and what are the roles that are expected to lead the team? b. For the lead team, do you require CVs and certificates	Team Leads expectations are as follows: a. 1.Production Manager Digitisation 2. Project Manager Digitisation 3.Project Manager Enterprise Content Management b. Submit CVs and populate summary in the table below <table><tr><th>No.</th><th>Name of Professional</th><th>Role in Digitisation</th><th>Experience</th></tr><tr><td>1.</td><td></td><td></td><td></td></tr><tr><td>2.</td><td></td><td></td><td></td></tr><tr><td>3.</td><td></td><td></td><td></td></tr></table>	No.	Name of Professional	Role in Digitisation	Experience	1.				2.				3.			
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22.	Under special conditions, the OSM and OEM technical staff, you require certifications. Do you also require CVs?	Certifications only																
23.	Is there a limit of size to the whole or part of the folders? As an example, the company profiles might be big for the different partners in a consortium, especially with graphics and all that; is there a limit on the size that can be uploaded per folder; and as a whole for the entire submission (all folders combined)?	For large documents such as company profiles with graphics and other documents, we recommend compressing files where possible to ensure they remain within the allowable size.																
24.	Can a site visit be organised?	No, a site visit will not be permitted during the bidding stage																

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25.	Would it be possible to procure /open up the list of material to i2S brand scanners (flatbed scanners competitors to Zeutschel)?	The Department is not inclined to open the material list to alternative scanner brands at this stage, for the reasons set out below. Rationale for Maintaining Standardisation on Zeutschel 1. Existing Standardisation and Investment Protection The Department has already standardised on Zeutschel scanning technology, which includes: - Existing deployed equipment; - Trained technical and operational personnel; - Established support, maintenance, and warranty arrangements. Introducing an alternative brand would undermine existing investments and result in avoidable duplication of infrastructure and skills, contrary to Treasury's value-for-money principle. 2. Compatibility and Integration Risks The current Zeutschel scanners are fully compatible with the Department's existing digitisation ecosystem, including: - Software drivers; - Image processing workflows; - Archival standards; - Document management and downstream systems.

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		Introducing i2S or other scanner brands may result in: • Driver and firmware incompatibilities; • Variations in image output formats or quality; • Additional system integration requirements; • Increased risk of document integrity and consistency issues. These risks could disrupt operational continuity and compromise the quality and reliability of digitised records. 3. Support, Warranty, and Maintenance Complexity Maintaining a single OEM scanner environment allows the Department to: • Deal with one OEM support framework; • Simplify warranty and SLA enforcement; • Reduce turnaround times for repairs; • Strengthen accountability in the event of system failures. Introducing multiple brands would: • Fragment support arrangements; • Increase dependency on multiple OEMs and agents; • Complicate fault isolation and resolution; • Increase administrative and contract-management overhead. This would negatively affect operational efficiency and system availability.

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		4. Skills, Training, and Operational Readiness Zeuschel standardisation ensures: • Uniform training across operators and technicians; • Reduced learning curves; • Lower risk of user errors; • Consistent operational procedures across sites. Introducing i2S or other brands would require: • Additional training programmes; • Parallel skill sets; • Increased risk of operational inconsistency; • Higher change-management costs. Such costs are not justified given the existence of a fit-for-purpose, already deployed solution. 5. Lifecycle Cost and Total Cost of Ownership (TCO) While alternative brands may appear competitive at acquisition stage, introducing them would increase the total cost of ownership, including: • Integration costs; • Training costs; • Dual support contracts; • Spares management;

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		Increased operational risk. Treasury SCM Instruction Notes require evaluation of full lifecycle costs, not only purchase price. On this basis, standardisation remains the most cost-effective and sustainable option.
26.	Are service providers permitted to operate a two-shift working model (e.g. two 8-hour shifts per day) at the DHA digitisation centres?	Digitisation services must be rendered strictly within the approved single-shift operational hours determined by the Department. Any deviation from this, including extended hours or multiple shifts, is not allowed. This restriction is necessary to: - Maintain controlled security, access, and supervision environments; - Ensure consistency with existing infrastructure and operational arrangements; and - Avoid additional risks and unplanned cost implications related to security, facilities management, and operational oversight.
27.	If so, are there any restrictions on the hours during which scanning operations may be conducted at DHA premises (e.g. building access hours, security requirements)?	N/A
28.	Will DHA provide or facilitate extended building access to support multi-shift operations, or is this the responsibility of the service provider to arrange?	N/A

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29.	How many documents require flatbed overhead camera scanning? And how many records can be digitized with sheetfed scanners?	45 million require flatbed camera scanning, and the balance of records stated in the Tender specification will be digitised with sheetfed scanners.
30.	Can you provide more information about the different documents and records (pictures, condition report, inventory)?	No we cannot provide pictures at this stage. The documents and records generated and handled as part of the DHA digitisation process relate to official Department of Home Affairs citizen records, which are confidential, sensitive, and protected by law.
31.	As there is only one company in South Africa that has an OEM accreditation to sell, implement and maintain all existing hardware (Avison, InoTec, Zeutschel) and that this accreditation is required to bid, does it mean that this company is the only one allowed to bid for the tender?	The assertion that “only one company in South Africa is allowed to bid due to OEM accreditation across Avison, InoTec and Zeutschel” is not accepted as fact by the Department, as there are many certified resellers who are accredited with SITA. The tender remains open to all qualifying bidders accredited on SITA RFB1183.
32.	The Terms of Reference (Stage 3 — Mandatory Requirements) require the bidder to hold Original Software Manufacturer (OSM) accreditation to sell, implement and maintain all software listed in Annexure B. As there is only one company in South Africa holding this accreditation, does it mean that all other suppliers are not allowed to bid	The assertion that “only one company in South Africa is allowed to bid due to OSM accreditation is not accepted as fact by the Department, as there are many certified resellers who are accredited with SITA. The tender remains open to all qualifying bidders accredited on SITA RFB1183.
33.	If the OSM and OEM requirements as currently drafted must be met by a single entity, we respectfully draw the Department's attention to the fact that this appears to restrict eligibility to a single market participant in South Africa, which may be	The Department notes the assertion in the query; however, this interpretation is incorrect . The bid document explicitly allows for participation by Service Provider(s), Joint Ventures and/or Consortiums , and does not require that

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	inconsistent with the principles of open, fair and competitive procurement as required under the Preferential Procurement Policy Framework Act and the Public Finance Management Act. We respectfully request that the Department considers whether these requirements should be amended to allow accreditation to be demonstrated collectively across a consortium, in order to broaden market participation and ensure genuine competition.	all OSM and OEM-related requirements be held by a single legal entity. Where bidders elect to participate as a Joint Venture or Consortium, they are required to comply fully with all applicable PFMA and SCM prescripts governing JVs/Consortiums, including joint accountability, contractual liability and governance requirements. In such instances, technical capability and OEM authorisation may be demonstrated collectively by the JV or Consortium members, in line with the bid conditions.