



transport

Department:
Transport
REPUBLIC OF SOUTH AFRICA



BRIEFING NOTES NO. 1

TENDER NO:

DOT/13/2026/CS

APPOINTMENT OF A SERVICE PROVIDER TO RENDER MAINTENANCE TO EXISTING ELECTRONIC SECURITY SYSTEM INCLUDING PROCUREMENT, DELIVERY, REPLACEMENT, INSTALLATION AND COMMISSIONING OF ANY NEW ELECTRONIC SECURITY SYSTEM WHEN REQUIRED AT THE NATIONAL DEPARTMENT OF TRANSPORT FOR A PERIOD OF 36 MONTHS

BRIEFING NOTES AND RESPONSES TO ADDITIONAL QUESTIONS DURING AND AFTER THE COMPULSORY BRIEFING SESSION HELD ON 15 SEPTEMBER 2026

SECTION A: INTRODUCTION

(a) Introduction

These Briefing Notes are issued in terms of the Department of Transport's Compulsory Briefing Session held on 15 September 2026 for the above-mentioned tender, as part of the formal procurement process and are subject to all terms and conditions contained in the Tender Document, Terms of Reference (TOR), Rules of Bidding and all associated annexures.

Unless otherwise expressly stated, or the context otherwise requires, words and expressions defined in the TOR shall bear the same meanings in these Briefing Notes as those ascribed to them in the tender documentation.

(b) Purpose of the Briefing Notes

The purpose of these Briefing Notes is to:

- a. Provide responses to questions raised during and after the compulsory briefing session.
- b. Clarify certain technical, operational and pricing aspects of the tender.

c. Promote a common understanding of the requirements amongst all prospective bidders.

(c) Schedule of Briefing Notes Issued

Briefing Notes No. 1

- Responses to bidder questions received up to and including 21 September 2026.

DISCLAIMER

These responses are provided in good faith and without prejudice to the Department. The Department reserves the right to verify, amend or supplement any response where necessary, provided that such amendment is communicated to all bidders through the same procurement process.

Questions / Comments for Clarification	Reference	Responses
The scope mentions that the SLA does not cover replacement of components, call-out costs or repair works and refers to "CALL" provisions. Can the Department confirm that spare parts and repair costs are not required to be quoted and that only the monthly maintenance fee and call-out rates are required?	SLA / Pricing	The tender operates on a hybrid contract model. Bidders are required to provide pricing for the scheduled preventative maintenance component and applicable labour/call-out rates in accordance with the pricing schedules. Replacement parts, equipment and repair materials are not required to be priced upfront as fixed quantities. Where repairs, replacements or upgrades are required, quotations will be requested and approval obtained from the Department before such work is undertaken.
The scope refers to submission of maintenance reports. Can the Department confirm whether the report is limited to visual inspection findings if repairs are not included in the pricing?	Reporting Deliverables	No. Monthly maintenance reports must include preventative maintenance activities performed, system status, identified faults, recommendations, corrective actions undertaken, and any repairs or replacements recommended. The report is not limited to a visual inspection report.
The TOR provides maintenance guidelines for the X-Ray machines. Can the Department provide the exact model number of the X-Ray machines?	Existing Equipment	The existing X-Ray machines are Rapiscan units as indicated in the TOR. Bidders are required to base their proposals on the information provided in the tender documentation. Additional equipment details may be made available to the successful

Questions / Comments for Clarification	Reference	Responses
		bidder during contract implementation where required.
The TOR requires warranties. Please confirm whether the successful bidder will be responsible for historical warranties on existing equipment or only workmanship and newly supplied equipment.	Warranty Requirements	The warranty requirement applies to workmanship, services rendered and any new equipment, replacement parts or installations supplied under this contract. The successful bidder will not be required to assume responsibility for pre-existing manufacturer warranties or historical defects on equipment installed prior to commencement of the contract.
Clause 1.8 refers to a price structure. Kindly clarify what pricing structure is required.	Pricing Schedule	Bidders must complete Annexure B and SBD 3.3 as provided. Pricing must cover the preventative maintenance component together with applicable labour and call-out rates. Ad hoc repairs, replacements, upgrades and installations will be subject to quotations and approval by the Department.
During the site briefing, certain areas on the 7th Floor and Basement were visited. Please confirm whether the contract applies only to those areas.	Scope of Work	No. The contract applies to all electronic security infrastructure listed in the TOR. The areas visited during the briefing session were intended only to facilitate the site inspection and do not limit the scope of the contract.
The maintenance service and coverage hours table gives the impression that	Clause 2.3: Maintenance	No. The requirement relates to scheduled preventative maintenance, which must be

Questions / Comments for Clarification	Reference	Responses
technicians must be available throughout the month for eight hours per day. Please clarify.	Service and Coverage Hours	conducted three (3) days per month, with each maintenance visit planned for up to eight (8) working hours per day. Technicians are not required to be dedicated exclusively to the Department for the entire month. The successful bidder must however ensure the availability of suitably qualified personnel to respond to faults, repairs and emergency call-outs within the turnaround times prescribed in the TOR.
Kindly provide guidance on how to complete Annexure B2 - Deliverables Template, specifically the "Person Days", "Duration Days" and related fields.	Annexure B2	The Department noted concerns regarding the alignment of Annexure B2 with the TOR deliverables during the compulsory briefing session. Following a review, a revised Annexure B was issued on 17 September 2026 to correct the identified inconsistencies and ensure alignment with the deliverables contained in the TOR. Bidders are required to utilise the revised Annexure B and disregard the previous version.

IMPORTANT REMINDER

Bidders are reminded that:

1. Requests for clarification close on **22 September 2026** in accordance with the tender advertisement and RFP.
2. All responses contained in these Briefing Notes form part of the tender documentation and must be read together with the RFP, TOR, Rules of Bidding and all annexures.
3. Other than the clarifications provided in these Briefing Notes, all requirements of the original tender documentation remain unchanged.