

Tender Number: V/325/2025/10

Tender description: Appointment of an Independent Panel of Preferred Service Providers for the Business Support Programme

Question and Answers Version 1

No.	Question	Type	Answer
1	We are interested in submitting a bid for this opportunity. However, our company is not registered on the Central Supplier Database. Is it a requirement that a bidder must be registered on the Central Supplier Database before submitting a bid for this opportunity?	Commercial	No, it is not a requirement to be registered on the Central Supplier Database (CSD) in order to submit your bid. You can proceed with preparing and submitting your competitive bid for this opportunity without being registered. However, please note this critical condition: Registration on the CSD is mandatory after you have been successfully appointed as the bidder. You will be required to register before any work is allocated to you or any service provision begins.
2	With reference to clause 6 page 8, the requirement for the Tender Security Deposit. Could you explain why we need to provide a tender security deposit of R37,500.00 (Thirty-Seven Thousand Five Hundred Rand)?	Commercial	The requirement for a Tender Security Deposit/Performance Security is a standard and crucial component of Vuka Trade and Enterprise Development Agency's corporate procurement processes. Its purposes are multifaceted, designed to protect both the Vuka Trade and Enterprise Development Agency (the "Client") and the integrity of the bidding process itself.
2.1	What is the reason behind the tender security deposit requirement?		The primary reasons for the tender security deposit requirement are: • the deposit acts as a financial guarantee that your bid is serious and submitted in good faith • the deposit will compensate VUKA for losses should you decide to withdraw your offer after the award is announced but before the contract is signed • to prevent the winning bidder from making material changes to the terms of their proposal after submission, which could unfairly alter the competitive landscape negotiated during the tender. • to demonstrate financial stability and operational capacity of the bidder.

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2.2	In the RFP document, you state that, Proposals that are not accompanied by a mandatory refundable tender security deposit of R37,500.00 (Thirty-Seven Thousand Five Hundred Rand) will be deemed invalid and shall not be considered for further evaluation. Can you clarify on this statement?	Commercial	The requirement for the R37,500 refundable tender security deposit is still mandatory. However, you do not need to submit the physical deposit or proof of payment at the same time as your proposal. Here is the correct two-step process: 1) Submit Your Proposal: Submit your bid proposal by the deadline without the deposit. 2) On receipt /acknowledgement, furnish the Deposit: You then have a grace period of 3 business days after you receive a formal acknowledgment from VUKA that your bid has been received. Within these 3 days, you must complete provided form and provide the tender security deposit.
2.3	In the RFP document, you state that, the successful tenderer will be required to provide a performance security of R200,000.00 (Two Hundred Thousand Rand) in the form of an irrevocable Performance Bank Guarantee from a registered South African financial institution and that the guarantee must be valid for the entire contract period. How long will the service contracts be for?	Commercial	The service contracts shall be for a 5-year term period.
3	If a company is already a service provider with VUKA on the business support programme with a few months before the contract to lapses, do we need to reapply for the business support programme	Commercial	Yes, all bidders on the current panel of service providers for Business Support Programme must re-apply as the current contracts will not be renewed when they lapse.

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4	We operate in the IT risk management and IT consulting arena. We frequently assist our clients with IT turnaround services. Our services apply to all the "Service Categories" that you have identified. Which sector do we choose?	Commercial	Bidders may apply for any service category that they have the requisite skills for.
5	Our company is a global company operating in 65 countries. We recently opened an office in SA (about 2 years) and have been building our business here steadily. If we tender as our global entity we would tender as a large entity and if we tender as our SA business we would tender as small entity. Which would work best for you at the VUKA? To have a local partner with global expertise or to have a global company with international resources and a local office/ partner?	Commercial	It is in the bidders' discretion to determine how they structure themselves for responding to VUKA tenders. However, it must be noted VUKA supports the development of local skills.
5.1	If we do tender as the global company we would not qualify for BEE? But if we use our SA company it is 70% internationally owned, in that case are we at a disadvantage to SA based companies?	Commercial	The B-BBEE points are allocated to bidders on the basis of their B-BBEE contribution level as prescribed in the PPPFA Regulations. Bidders can access the PPPFA Regulations from the National Treasury website in order to determine how points are allocated.
5.2	We are a Euro rated company and all our consultants are senior with vast experience. Would we put all these under Director General level? As the rate that we are expected to charge is lower than our usual rate that we charge at corporate level. We are happy to tender in line with your rates, but would we then need to tender as director general level for our entire team?	Commercial	Bidders may determine the relevant rates for their consultants considering all relevant factors e.g. consultant's level and experience etc. However, the VUKA reserves the right to consider the guidelines on consultancy rates as set out in the National Treasury Instruction 01 of 2013/2014: Cost Containment Measures which took effect from 01 January 2014, where relevant.
6	We would like to provide S.H.E services in all nine provinces. Does that mean our response should include nine (9) times of the RFP response submission.	Commercial	For any Service Categories other than Functional Management Areas and General Business Support, the bidder is not required to provide a bid for each province. However, it will be helpful if the bidder indicates the province(s) the bidder has presence in.

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7	Do we need to supply a cost per hour for our services?	Commercial	Yes, as indicated on page 41 of our bid document.
8	We believe we have a unique service offering that could benefit the VUKA and would not mind working with companies throughout the country, so will travel be compensated if not in our own province?	Commercial	Bidders are required to only tender for province they have presence in. Service providers on the panel will be re-imbursed according to the agreement that would be reached for each engagement/ project.
9	There is mention this is a 5-year contract, would that be retainer based or specific to projects as they arise?	Commercial	Contract structure for this opportunity is a hybrid contract model designed to create a long-term, strategic partnership rather than a simple vendor relationship. It shall include; • Retainer-Based Fee Component • Project-Based Work (As They Arise) What this means is, VUKA will pay you a fixed, recurring fee to "retain" your services, and in addition to the retainer, VUKA will commission specific, defined projects with their own objectives, deliverables, timelines, and budgets.
10	My question is with regard to the service providers in the Functional Management Area. Are we able to bid for one or two specific areas, for example, Cost and Management Accounting and Financial Accounting or do we have to bid for the Functional Management Area as a whole and therefore have expertise in all the functions listed therein. If we can bid for one or two areas, do we have to submit a separate tender document for each function or can we submit one document for all the functions?	Commercial	The bidder is not required to have expertise in all areas of expertise in the Functional Area. However, the bidder must clearly indicate their area of specialisation/ expertise. Bidders are not required to provide a separate bid for each functional area. Separate bids are required for different provinces wherein the bidder has presence to provide the required functional management expertise.
11	Please advise us of the time and venue details of the site visit for the above RFP.	Commercial	Please note that there is no site visit for this tender.
12	I would like to know if VUKA will accept a joint venture between my company and an individual who does not own a company. If the answer is yes, what documents, if any, must the individual submit.	Commercial	Yes, the VUKA accepts Joint Ventures. We need Full Names of Individuals, ID Numbers, Copies of ID's, Tax Clearance Certificate, BEE Certificate /SWORN AFFIDAVIT.

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13	I refer to the above proposal and have some queries regarding the submissions to be made. On page 34 item 2 the note requires that "Bidders that are bidding for General Business Support and/ or functional Management Areas must submit responses for each province that the bidder has presence in".	Commercial	The bidder must bid for the province they have presence in.
14	If a subcontractor to a prime contractor is an individual and not a legal entity, is it still necessary to meet the conditions under Returnable Schedule 1; numbers 1.3-1.7, 1.9-1.11, & 1.15?	Commercial	Yes, the individual will need to meet these conditions: 1.3; 1.9; 1.11; and 1.15.
15	Kindly advise whether there is a particular preferred format in which the bids should be submitted.	Commercial	The response format is on pages 5 and 6 of our bid document.
16	I would like to make an enquiry with regards to the B-BBEE certification requirement. I am the sole director and the company is wholly owned by myself. Will an affidavit suffice in this instance as opposed to a B- BBEE certificate?	Commercial	A sworn affidavit will suffice if your company annual turnover is below R50 million.
17	We provide professional consulting service, for example: Quantity Surveying, Project Management, etc. and we could not find a Category that is allocated for Professional Services. Please advise on which Category, we should consider bidding on as none of the listed Categories are clear regarding Professional Services Provision.	Commercial	Bidders should only bid for services that are clearly listed in the tender document.
18	Is the Tax Clearance Certificate issued by the SARS E-filing website acceptable or an original copy from SARS is required.	Commercial	Yes, the TCC issued by SARS e-filing website is acceptable.
19	The bid documents indicate that a separate bid response is required for service category for example, General Business Support and Functional Management areas, as well as for each area/ province within a category. Does this only mean separate bid responses in terms of Annexure 2 for each category, or will we need to attach all the Returnable Schedule 1 docs to each service category as well?	Commercial	The Returnable Schedule 1 documents must only be submitted once, and the separate bid responses are required for each service category as outlined in Annexure 2.
20	Regarding CV's of the resources and experts, can this be a bio highlighting the qualifications and area of experience/competence of these resource and experts or does the Agency require formal CV's in appropriate CV format.	Commercial	Yes, the CV can be a bio highlighting the qualifications and area of experience/competence of the resource and experts.

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21	Given the time and resources involved in preparing and submitting our bid. Can we send the tender documents through e-mail?		VUKA encourages a paperless workflow and as such is embracing digital alternatives for communication and documents in its everyday operations. And YES, you must send the tender documents through e-mail. The VUKA will only accept bids that are sent electronically as stated on paragraph 5.1 (page 7). Bids must be submitted electronically to RFP325@VUKA.ORG.ZA
22	If we are for example submitting the following three categories e.g. AGRO/1000 in KZN. KZN- GEN/1003 Gauteng Province – GEN/1009 Gauteng Province- FUN/1008 Do we have to submit our bid in one (1) email submission?	Commercial	You may submit your bid your bid in one (1) email submission or you may split-up and submit your bid in separate emails. You can also submit your bid using the following electronic easy-to-use link sharing feature mediums: • WeTransfer, go to www.wetransfer.com • Dropbox, go to www.dropbox.com • Google Drive • Microsoft OneDrive
23	The requirement stipulated for submission My question is- do we have to do a separate electronic submission for each response i.e. per service area and/or per province.	commercial	No, the bidder may submit one electronic email. However, the electronic copies must be for each service category the bidder is bidding for.
24	What are the supportable file format and size for document upload or submission?		File formats: xls.xlsx.ppt.pptx.doc.docx.eml.jpg.jpeg.pdf.png.txt with size up to 25MB each are supportable for upload or submission.
25	VUKA is also a partner to our organisation. Could we ask our contact person at the Agency for a letter of Reference for this Bid, or is there a conflict of interest if this is done?	Commercial	The may bidder may submit a relevant reference from the VUKA.
26	As we are new in the South African market, we do not possess the SAR's tax clearance certificate and company registration documents. Can we still submit a response to this tender regardless?	Commercial	The bidder must submit all the required documents as outlined in Returnable Schedule 1.

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27	Can I use one postal address when applying for more than one province because the other address is not reliable?	Commercial	The bidder is only required to provide their address on Annexure 1 which should be part of Returnable Schedule 1.
28	On Annexure 7 of tender document V/325/2025/10, page 42 we are asked for a code, could you please tell us which code is being referred to? Thank you.	Commercial	The code referred to is for the service category you are bidding for.
29	The company provides a marketing service that can be done on a national basis and is applicable in all service categories, is it not possible to provide one comprehensive document for all categories? The reason being that there would be a lot of duplication if each is done separately. If it is required that a separate document is required for each, must they each be hand written or are copies allowed?	Commercial	The bidder must submit a separate bid response for each service category that the bidder is bidding for. Our bid document does not prescribe if the bid responses should be hand written or typed etc. Therefore, bidders may use their discretion in this regard. However, the bidder must ensure that their response is eligible and readable. Electronically completed bid responses will be accepted.
30	I have 15 subcontractors working for me and I have a service level agreement with them. I don't pay them a basic salary; I only pay them for the work completed. These contractors are individuals and do not have registered entities. Do I register these consultants as subcontractors or will they form part of my permanent staff because they do not work for other companies. Please advise on how I can structure this according to your criteria.	Commercial	It is in the bidders' discretion to determine how they structure themselves for responding to VUKA tenders. However, we would advise that the bidding structure must seek to harness the capacity of all parties.
31	I just wanted to clarify, if our team consists of many individuals who are not necessarily our full time employees but will be working with us in their capacity as individuals (not as companies) how would that work with regards to the returnable; would we be considered a consortium or not – Key Accounts would be the contracting company and they would all be consultants to Key Accounts and not directly to the VUKA.	Commercial	It is in the bidders' discretion to determine how they structure themselves for responding to VUKA tenders. However, we would advise that the bidding structure must seek to harness the capacity of all parties.

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32	Page 5 of the bid document; paragraph 1.7 (latest financial statements). My consulting firm is a newly formed company (registered in April 2025) and therefore it does not have financial statements as yet. Will non submission of financial statements lead to disqualification?	Commercial	No, none submission on financial statements will not lead to disqualification. However, the bidder must submit a letter from their registered Accountants to confirm the financial position of the company.
33	Page 11; paragraph 13.2.1 first table (reference letters and relevant experience of the bidder's team). The bidder is a new company and it has not done similar work before, but myself as the Managing Director (key personnel) have gained many years work experience while I was permanently employed in the fields of Governance and Compliance, Risk Management and Financial Management/Accounting. I am also a Professional Accountant (SA) and a Compliance Practitioner. Is my work experience from my previous permanent employment going to be considered; if yes, what evidence is required?	Commercial	Yes, work experience from your previous permanent employment will be considered. For the evidence the bidder must submit a CV and reference letter.
34	On the technical evaluation if one is an SME and they have completed section 12 i.e. pg. 22-24 do they need to also complete section 13 i.e. pg. 25-27.	Commercial	No, pages 25-27 are only meant for Large Entities.
35	Page 5 of the Tender Document. Point 1.7 Latest financial statements – our financial statements are in the process of being signed off by Head office. Would it be possible to provide you with a letter from an independent reviewer, member of SAICA, to verify our turnover for the period concerned? If not, please advise what would be required instead.	Commercial	Yes, the bidder can submit the letter from independent reviewer, member of SAICA, and also submit the financial statements of the previous financial year.
36	Page 9 of the Tender Document. Point 10.6 National Treasury Instruction – As we are a specialist management consulting company, do we need to comply with the rates, as set out in the National Treasury Instruction 01 of 2013/14, with adjustment made by- DPSA (Hourly Fee Rates for Consultants – with effect from 1 April 2015)? If possible, could we submit a rate card and provide discounted rates, based on project size. Furthermore, as there is no industry board regulating management consulting fees. Would this be acceptable or prejudice us in the tender process.	Commercial	Yes, the bidder must comply with National Treasury Instruction 01 of 2013/14, with adjustment made by- DPSA (Hourly Fee Rates for Consultants – with effect from 1 April 2015). The bidder may submit a rate card and provide discounted rates; however, the proposed rates should be in line with National Treasury Guidelines.

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37	Page 41 of the Tender Document. Annexure 6 – Pricing Schedule, As an SME, we would possibly use both local and international resources, based on timing, availability and project size. We are also in the process of recruiting for our SA office. Would we be allowed to state only the resource Designation, with estimate years of experience and an hourly rate, or do you actually require the actual resource name and CV to be included? This might change from project to project. Would this be acceptable or not?	Commercial	Bidders may state only the resource Designation with estimate years of experience and an hourly rate.
38	Page 42 of the Tender Document. Annexure 7 – Bidders experience and proposed Project Team – Table A. Do you require that we only fill in the table below and provide details of previous projects or would you require a letter of reference as well from the clients?	Commercial	For the purposes of Table (a) of Annexure 7, the bidder is only required to complete the details of previous projects. However, the bidders are required to submit letters of references as stipulated on page 23 for Small/Medium and 26 for Large Entities.
39	Page 43 of the Tender Document. Annexure 7 – Details of bidder's current and past experience in working with youth entrepreneurs – Table C. Being a young SME, we have no experience working with youth entrepreneurs, will this automatically disqualify us from bid?	Commercial	No, this will not automatically disqualify a bidder.
40	On the GENERAL BUSINESS SKILLS/ SUPPORT – can a bidder from one Province also submit a separate proposal for another Province in addition to the Province of his/ her residence?	Commercial	Bidders must submit proposals for provinces where they have presence in.
41	On the FUNCTIONAL MANAGEMENT AREA – can a bidder also submit a separate proposal for another Province in addition to the Province of his/ her residence?	Commercial	Bidders must submit proposals for provinces where they have presence in.
42	On costing – Seeing that duration for the project will be determined at the discretion of VUKA and allocated to a qualified panelist at the time, how do we cost on the project? Are we expected only to indicate an hourly rate and or total cost to company on the project?	Commercial	The bidder is required to only indicate hourly rates as stipulated on page 41 of the tender document.

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43	Could you please confirm that bidders responding to the above call do not need to add information to Annexures A and B of the SLA (Annexure 10 – Schedule 1)?	Commercial	Yes, bidders will not be required to add any information to annexure A and B of the SLA.
44	How many panels will you appoint?		VUKA reserves the right to appoint a limited number of bidder's to the panel of Experts/ Service Providers for the provision of Professional Services to the VUKA and its clients, and will apply the provisions of the PPPFA in determining the Top Scoring Bidders.
45	How long does the process take before you award typically		120 days.
46	On page 42 of the Tender document- [Note to the Bidder: The bidder must complete the information set out below in response to the requirements stated in Section 2 of this bid document. If the bidder requires more space than is provided below it must prepare a document in substantially the same format setting out all the information referred to below and return it with this Returnable Schedule 3] This RFP has no Schedule 3- is the underlined a typo? If not please clarify requirements of Schedule 3.	Commercial	The reference to Schedule 3 is a typo. Bidders are required to complete Annexure 7 and submit it as part of Returnable Schedule 2.
47	In order to specify which functional areas, we are applying for, can we use a table, that depicts which areas we have selected and also shows the credentials in the same table where multiple functional areas were required for a single project? Most of our projects are across more than one functional area listed in table on page 44.	Commercial	Yes, the bidder may use a table to depict such information.