



MINUTES: VIRTUAL NON-COMPULSORY BRIEFING SESSION FOR APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY, INSTALL AND MAINTAIN QUEUE MANAGEMENT SYSTEM FOR FIVE (5) PSiRA REGIONAL OFFICES FOR A PERIOD OF 36 MONTHS PSiRA/2023/RFB/06

HELD ON 22 SEPTEMBER 2023 @ 10:00 VIA MICROSOFT TEAMS

No	Items	Discussions
1.	Opening & welcoming	<p>Ms. Tsakani Maluleke opened the meeting and welcomed all bidders. She introduced PSiRA team in attendance.</p> <p>It was mentioned to bidders to note that the briefing session was non-compulsory; therefore, bidders do not have to write the name of the company they are representing on the chat box. It was further mentioned to bidders that given that the briefing session was non-compulsory, service providers who had not attended the briefing would still be evaluated based on the criteria that has specified on the published Terms of Reference.</p>
2.	Attendance	<ul style="list-style-type: none"> ▪ Ms. Sophy Mahura – Manager: IT services (Presenter) ▪ Mr. Rocco Van Zyl – Manager: Registration ▪ Ms. Tsakani Maluleke - SCM Officer: Bid Administration ▪ Ms. Nkhuliseni Tshilimandila – SCM Assistant: Bid Administration ▪ Mr. Kenny Makoena -SCM Intern
3.	Presentation	<p>Ms. Sophy Mahura presented the following, in line with the Terms of Reference published:</p> <ul style="list-style-type: none"> ▪ Purpose. ▪ Scope of Work. ▪ Technical Specification. ▪ Hardware Requirements. ▪ Addresses of PSiRA Offices

		<ul style="list-style-type: none"> ▪ Evaluation Criteria - Criterion 2: Technical Evaluation ▪ Evaluation Criteria - Criterion 3: Presentation <p>Ms. Tsakani Maluleke presented the following:</p> <ul style="list-style-type: none"> ▪ Criterion 1- Compulsory/mandatory requirements as listed on page 11 of 17 of the terms of reference. ▪ Conditions of tender. ▪ Instruction to bidders ▪ Reporting of incidents.
4.	Discussion and Questions	<p>Below were questions raised by bidders with the answers provided.</p> <p>Q1. On page 8 in terms of the dimension of the screen 38x24 is there any other alternative or bidders are required to supply what has been specified?</p> <p>Ans: Bidders must supply the screen as per the Authority's specification; bidders can propose any brand name and the proposed screen must still meet the minimum requirement specified.</p> <p>Q2. On page 9, under Johannesburg office total number is 10 meaning 8 consultants and 2 supervisors, does it mean 8 consultants or 8 counters, because the number of consultants equal the number of counters?</p> <p>Ans: Yes, 8 consultants equal to 8 counters.</p> <p>Q3. Regarding regional offices, how many waiting areas does each regional offices have?</p>

	<p>Ans: Each regional office has one waiting area and the receptionist will be responsible for issuing ticket numbers to visitors.</p> <p>Q4. With regards to hardware requirements on page 7 where it refers to ticket dispenser, where will those ticket dispenser be placed, will the ticket dispenser be placed on the table, or will it be a self-service at a kiosk?</p> <p>Ans: Ticket dispenser refers to kiosk in general and each office will have one ticket dispenser and the receptionist will be responsible for issuing tickets, so the ticket dispenser will be placed at the reception.</p> <p>Q5. The requirement on page 8 of touch screen is it a minimum requirement or a hard requirement?</p> <p>Ans. It is important that bidders stick to the specification because evaluation will be based on what was requested, this will also enable the Authority to compare bidders on the same requirements.</p> <p>Q6. On the requirements of the LED screen, if there are other screens that are based on technologies other than LED are they ruled out completely even if they still serve the same purpose?</p> <p>Ans: Only LED screens will be considered as per the specification issued.</p> <p>Q7. With regards to ticket dispenser, does it mean that any kind of self-service by customers will be completely ruled out?</p>
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	<p>Ans: Bidders can provide self-services solution as a value-added service, the issuing of tickets by our official at the reception is a requirement.</p> <p>Q8. In terms of the hardware, on point 6, hosting is said to be hosted in one central location that the Authority will control, if a bidder proposes a cloud-based system will the bidder be disqualified?</p> <p>Ans: As stated on terms of reference that the system should be hosted at our Head Office, bidders are encouraged to propose as per specification.</p> <p>Q9. Under paragraph 5.5. supervisor’s activities bullet number 5 and sub bullet 6 it states that errors made by the consultants when capturing the client information in a form of percentage, can the Authority’s team clarify on that?</p> <p>Ans: It is a performance related information.</p> <p>Q10. What will happen in a case where the proposed system is not capable of having providing percentages of errors, due to that functionality not being technically possible on a system?</p> <p>Ans: The system should have the capabilities of reporting on errors made as errors made when printing tickets will be a cost to the Authority.</p> <p>Q11. If there is a function which you have requested in a specific way, however bidders provide it in a different manner and achieve the same results will that bid be considered?</p>
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	<p>Ans: The most important thing is the result regardless of the number of steps that need to be taken to reach the end results.</p> <p>Q12. If bidders have a technology that makes a thermal printer and printing necessary, would the bid proposal still qualify or does the Authority explicitly want thermal printing and printers at its premises?</p> <p>Ans: The committee will have to compare and see if there will be no cost implications for the Authority, however it does not mean that the proposal will be ruled out, the Authority still advise bidders to stick to the terms of reference so that the evaluation committee is able to compare service providers proposal.</p> <p>Q13. How many copies are bidders requested to submit?</p> <p>Ans: Bidders are required to submit 2 copies (1 indexed original hard copy and 1 copy, 1 USB containing the original proposal (Bidders must ensure that the documentation on the USB is exactly the same as the one submitted as a hard copy document).</p> <p>OTHER DISCUSSIONS:</p> <p>It was emphasised to bidders that:</p> <ul style="list-style-type: none"> ▪ They must comply with the mandatory documents and requirements as listed on the terms of reference (refer documentation where guidance was provided on how to compile a compliant bid proposal as well as completion of forms). ▪ Points claimed for specific goals must be supported by documentation, i.e., Full CSD Report, CIPC document, B-BBEE Certificate, or an Affidavit. ▪ Bid documentation are published at National Treasury E-tenders portal as well at PSiRA Website.
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5.	Closure	The Chairperson adjourned the meeting at 10:54