



Response 2

SCMU6-22/23-0019: Request for proposal from suitable qualified service providers for provisioning of project management services which shall include procurement, warehousing, inventory management (furniture) and delivery of both electronic and paper learning and teaching support material (LTSM and E-LTSM) for a period of three (3) years with an option to renew the contract for a period not longer than two (2) years at the discretion of ECDOE inform by budget availability, the need including the performance of the service provider.

No.	Question	Response
1.	<p>The current bid is a service based bid and not a manufacturing, please explain the relevance of the mandatory certification, ISO quality management system and post award timeframe to achieve the implementation of such.</p> <p>As service providers are able to apply Quality Assurance measures, ISO 9001 certification for a bid of this nature would be assumed to be post award? Please clarify urgently.</p>	<p>ISO 9001 is an international standard that specifies requirements for quality management system (QMS). Organisations use the standard to demonstrate the ability to consistently provide products and services that meet customers and regulatory requirements.</p> <p>ISO 9001 does not only apply to manufacturing but covers all areas of quality control assessment including all areas of the process that need to be reported and improved. Quality management certification becomes very essential and relevant even for the services oriented work to optimize the service delivery processes, customer satisfaction, service quality monitoring to mention the least. These are critical requirements that must be maintained throughout the lifespan of the project and shall be monitored by the department as such.</p>
2.	<p>Previously on tenders of this nature, there was a % of the projected Annual Project Value required due to the cost implication of a Service Provider acquiring a letter of such.</p> <p>An example of this would include that a projected Project Value of R100m, it is recommended that the 10% is held as a bank guarantee for a period of approximately three months.</p> <p>Please provide clarity on the necessity for a Letter to the value of R100m.</p>	<p>For a project of this nature this is imperative to ensure service providers are financially strong to finance, maintain and invest in systems, people and capex etc.</p> <p>Notwithstanding the Department could have delayed payments. This will ensure all operations at all levels are able to proceed whilst awaiting payments.</p>