MINUTES: VIRTUAL COMPULSORY TENDER BRIEFING SESSION FOR APPOINTMENT A SERVICE PROVIDER TO DEVELOP AND IMPLEMENT THE FACIAL RECOGNITION SYSTEM FOR PSiRA FOR A PERIOD OF 24 MONTHS.

(PSiRA/2024/RFB/10)

HELD ON 21 January 2025@ 10:00 VIA MICROSOFT TEAMS

No	Items	Discussions/ Presentation
1.	**Opening & welcoming**	Mr. Rudolph Mohlala officially opened the briefing session and welcomed all the bidders who attended the briefing session. ▪ Bidders were informed that the tender briefing session was compulsory; therefore, they must ensure that they write the name of the company that they are representing on the chat box for record purposes. ▪ Bidders were also informed that the only way to verify their attendance at the compulsory briefing session is through verification of their company names in the chat box.

		▪ Failure to capture the company name you are representing in the chat box will be considered non-attendance of the briefing session, as the meeting attendance report captures only the names of representatives who attended the briefing session and not the company they represent.
2.	**Attendance**	The following PSiRA officials attended the compulsory virtual briefing session: ▪ Mr. Hofney Moepi – Senior Manager: Business and Information Systems (BIT) ▪ Mr. Monica Kekena – IT Business Analyst: BIT ▪ Ms. Nomathemba Mendu – Team Leader: Supply Chain Management ▪ Mr. Rudolph Mohlala - Supply Chain Management Officer ▪ Ms. Nkhuliseni Masikhwa - SCM Assistant: Bid Administration (Secretariat) ▪ Ms. Nhlamulo Mabasa - Administration Assistant: Supply Chain Management ▪ Ms. Bonolo Makaleng - SCM Intern
3.	**Presentation**	Mr. Hofney Moepi presented the following aspects, in line with the published Terms of References: ▪ Purpose. ▪ Background. ▪ Scope of Work ▪ Project Plan ▪ Implementation Methodology

		▪ Evaluation Criteria- Criterion 2 – Functionality ▪ Evaluation Criteria- Criterion 3 – Live Presentation. Mr. Rudolph Mohlala presented the following supply chain management processes, in line with the published Terms of References and Bid Document: ▪ Evaluation Criteria- Criterion 1 – Mandatory Returnable Requirements ▪ Evaluation Criteria- Criterion 4 – Specific Goals ▪ Compliance ▪ PSiRA Rights. ▪ General Information. ▪ Instruction to Bidders. ▪ Reporting of Incidents. ▪ Contact Persons.
	Presentation Questions	<u>**Below were questions asked by the bidders with the answers provided:**</u> **Question 1: Will they be a server provided to the appointed service provider or will the appointed service provider be hosting?**

Answer: We offer our services and can also host them on cloud. We have an Azure cloud, which we will provide for you. For hosting, we will give you the platform and access. You will be responsible for managing it, although we will work closely with our security department to ensure everything runs smoothly. However, the primary responsibility will be on your side.

Question 2: With expected transactional volumes, do have an indication of what the annual usage would be?

Answer: In terms of the volumes, they were not included due to their significant fluctuations.

Question 3: Considering that our organization operates internationally and has references globally, should we limit them to the Department of Home Affairs database, or demonstrate the technology's functionality with larger databases in various other regions worldwide?

Answer: It is very crucial for the appointed service provider to have experience with dealing with home affairs because when implementing with home affairs from and you want support, they will not give you a support and PSiRA will also not be able to give support but only give you a technical spec.

Question 4: Regarding contactable references on the CVs, is it the resource previous contactable references or project client's contactable references?

Answer: Preferable we require the client contactable reference. The company details can be in a form of email or telephone numbers.

Question 5: Will there be an API available to interface with your system?

Answe: Yes, the appointed service provider will be provided with the APIs information to enable you to post information both forward and backward.

Question 6: Regarding section 5.3.4, is it mandatory for all source code to be handed over to PSiRA development team?

Answer: The main purpose of section 5.3.4 is to ensure that once the appointed service provider leaves, PSiRA can be able to sustain and enhance the system on its own without depending on the service provider.

Therefore, yes, the appointed service provider will be required to submit the source codes and related materials. This ensures that we can maintain the system ourselves after the contract ends.

Question 7: Can tenders be submitted online?

Answer: Submissions must be made physically to our head office in Centurion. The address is provided in the bid document. We do not accept online submissions; only physical submissions are accepted.

Question 5: Is there a formal format we need to follow, or can we use our company's format? The type of commercial submission should be the standard format that you follow because I haven't received any standard format that you expect us to submit the commercial proposal in.

Answer: No there is no format, as long as your response is in line with our bid requirements.

Question 7: Is the scope for bidders limited to designing the verification system for the back end, or does it also include developing the enrolment app for both PC (Windows) and smartphones (Android and iOS)?

Answer: Yes, we can develop it in an Internet-compatible format. This format will be adaptable, ensuring readability and accessibility on various devices, including mobile apps. The URL can be provided, linked to the mobile app. You can integrate the code into your parent mobile app as well or use an API to ensure it works seamlessly. We will provide the necessary support from our side.

Question 10: We have successfully integrated systems in various countries. Given our extensive experience in these integrations, can we leverage this as a reference from an IT perspective? Essentially, the core requirements are similar across these countries, meaning we can apply the same approach to the Home Office.

Answer: No, this project is specifically with the Republic of South Africa, or more precisely, the Department of Home Affairs in the Republic of South Africa.

Question 11: Home Affairs already has a biometric matching system in place. The scope of this RFP is specifically to design a system that will send face requests to the existing biometric matcher for verification. Therefore, we believe that the current scope does not require the delivery of a new biometric matcher. Is our understanding correct? Additionally, in the pre-qualification, you have requested three experiences with facial recognition. Could you please confirm this requirement?

Answer: We do not require biometric matching, such as face or fingerprint matching. We only need photo matching.

Question 12: If we need further clarification regarding deployment, commercials, or reference letters, can we communicate via email, or is this session the only way to do so?

Answer: You can find the email address at the end of the tender document. The correct email address is bids@psira.co.za. You can send your emails to this address.

Question 13: will this recording be shared with us all?

| | | **Answer:** No, the recording will not be shared, but the briefing minutes will be shared with on the eTender site for service providers who are attending the briefing.

OTHER DISCUSSIONS:

It was emphasised to bidders that:

- They must ensure that they write the name of the company which they are representing on the chat box.
- 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, B-BBEE Certificate or An Affidavit.
- Bid documentation are published at National Treasury E-tenders portal as well at PSiRA Website.
- Service providers were advised to read the bid documentation thoroughly and understand the content of the document to meet the mandatory requirements specified on the terms of reference and avoid being disqualified.
- Bidders should make sure that they initial every page and sign last page of the GCC (General Conditions of Contract and TOR (Terms of Reference).

		- All SBD forms must be completed in full and signed by the bidder. - Bidders must give clear instructions to courier companies who delivers the proposals on their behalf; they must ensure that the courier company register the bid submitted in the register availed on the tender box. - Service providers must ensure that they mark their proposals and USB and put them in one envelope, and the USB must contain the same information per proposal for which the Authority does not do cross reference. - Bidders must hold their bid validity for a period of 120 days. - Cut-off date and time for queries to be sent no later than 31 January 2025 to avoid omission of information that might lead the bid not to be submitted on time. - It was emphasised to the bidders that the proposals must be submitted before or by the specified closing date and time **(03 February 2025, PSiRA Head Office @11:00).** - Bidders must use the designated email address for all enquiries, bids@psira.co.za. **E-mail submissions will not be accepted.**
5.	**Closure**	The Chairperson adjourned the meeting at 10:59