



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA

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RFQ QUESTIONS AND REPLIES:

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SUPPORT TO THE OFFICE OF THE MINISTER ON THE ADJUDICATION OF APPEAL APPLICATIONS SUBMITTED TO THE DEPARTMENT IN TERMS OF SECTION 8(6) OF THE IMMIGRATION ACT, 2002 (ACT NO. 13 OF 2002) FOR A PERIOD OF 6 MONTHS, AS AND WHEN REQUIRED

#	QUESTIONS	REPLIES	COMMENTS
1.	Wanted to know how many permits and visas are required to be adjudicated on monthly?	Number of cases adjudicated daily TRA: 7 x 20 =140 files per month per adjudicator PRA: 5 x 20 =100 per month per adjudicator	
2.	Page 4, Para 3.1.3 What is meant by retrieving files, would the DHA's electronic system be interfaced with our electronic operational systems, or will we be granted access to the DHA electronic systems? Or HOW would we have to retrieve the files?	Access will be granted on Departmental system (VAS) retrieval of files will be done on that platform.	
3.	How will we be expected to sort and store electronic files, are we expected to use our own electronic database and physical archives facilities?	DHA will provide data received from VFS and tools to be utilized by service provider.	
4.	Para 3.1.3 and 3.1.4 By allocating or assigning files, and appointing of adjudicators, do you mean the internal adjudicators in our firm, or would the DHA expect us to allocate and assign	Allocation of files will be done through Director: Appeals office. Adjudicators will be	

	to an external list of adjudicators not necessarily employed by our firm?	personnel working for the firm or hired specifically for the project	
5.	Para 3.1.7: by filing do you mean filing within our firm's internal filing system, or on a DHA filing system?	DHA filing system will be utilized. Service provider is expected to keep stats/records, trends analysis, weekly and monthly reports.	
6.	Para 3.1.9: What do you mean with adoption of existing points for submission, do we have to receive appeal applications through VFS thus will we receive access to the DHA's VFS Appeal Applications login platform to access appeal applications? Or are we required to create our own electronic submissions platform?	Adopt to DHA/VFS systems. Service provider may indicate areas of improvement of current systems used, suggest future systems that can be utilized.	
7.	Para 3.1.9(ii) would we have to provide a receiving point for applicants to physically submit applications or collect application forms, eg our office as a satellite nodal point of DHA appeal applications?	Files are received electronically through VAS. Director Appeals office will have access and assign applications to be worked on.	
8.	Para3. 1.9(iii) distribution point meaning what in practical terms, please? What are we expected to distribute? May we have a copy of the SOPs referred to?	Distribution of files to be adjudicated, this is done electronically on the VAS system. This is done daily and weekly. Court matters and urgent enquiries distributed daily. This will be done by DHA Official in conjunction with Hub Manager.	
9.	Para 3.1.9(iv) May we have a copy of the Annual Operational Plan to see set targets for turnaround times?	Yes a copy of AOP will be shared. Section 8(6) turnaround time is 240 days. Assignment for adjudication within 200 working days	

		<p>Adjudication & quality assurance within 15 days</p> <p>Approval/rejection and issuing of outcomes within 25 day.</p> <p>Priority to be given to APP Applications.</p> <p>Visas: s19(4) Critical Skills Work Visas; s19(2) General Work Visas; s15(1) Business Visas; s11(1)(a); Visitor's Visas (Tourist/General); s11(6)(a)</p> <p>Permits: s27(b) Critical Skills Work Permit; s27(c) Business Permit; s26(a); General Work Permit;</p>	
10.	<p>Para 6.1 Project location is at DHA, does it mean we would have to place adjudicators at the DHA's offices, or just attend that location to conduct appeals Adjudication but not necessarily be stationed at the Hatfield premises on a full time basis for duration of the contract?</p>	<p>Adjudicators will be based at Ministry FSI Hatfield Pretoria or an alternative venue to be provided by the Department around Gauteng.</p> <p>The Duration of the contract is 6 month.</p>	