

BID NUMBER DHA02-2026: APPOINTMENT FOR THE PROVISION OF CASH-IN-TRANSIT SERVICES AT OFFICES OF THE DEPARTMENT OF HOME AFFAIRS FOR A PERIOD OF FIVE (5) YEARS.

Firms may ask for clarification on the tender document or any part thereof, up to close of business 1 week before the deadline for the submission of the bids – The deadline close of business of 30 April 2026.

| No. | QUESTIONS | ANSWERS |
|-----|---|---|
| 1. | Collection of cash from the Head Office's building to departmental banking institutions, once per month on page 14 and on page 27, indicates that it is twice per month. Please confirm which one is correct | The service that is required at the Head Office is twice a month |
| 2. | In terms of extended liability, what is the risk amount that they should tender for? Is it R40 000 cover per collection per site? There is no specific amount stipulated in the bid to confirm which amount they must quote for. | Since there is no stipulated amount in the bid document, bidders are advised to go for general liability. |
| 3. | I just want to understand that on page 13, it states that the collection and delivery are at a financial institution. Am I correct in the assumption that this bid does not contain cash Processing, but purely cash transport and delivery? | That's correct. When we refer to a departmental banking institution, we are referring to a bank. For example, a service provider will be required to collect from Hallmark, then transport it to the banking institution of the department. |
| 4. | We were referred to general liability. Can you just clarify that for me? Because I understood the context of the previous question, to ensure that insurance cover is for the cash from collection to delivery. So, you cannot provide us with a value for insurance, is that correct? | Please note that on the bid document, the service provider must have Public Liability cover of R 10 million from an accredited insurance company. The bidder will be required to have full cover of liability within 14 days of appointment (where a quotation was submitted during bidding). |
| 5. | On the fee structure, which is for a five-year period, is there a requirement to have a fixed fee for the full five years, or are we allowed to propose a one-year plus? | Page 13 of 37 under special conditions of contract "Prices to remain fixed for the duration of contract". |

BID NUMBER DHA02-2026: APPOINTMENT FOR THE PROVISION OF CASH-IN-TRANSIT SERVICES AT OFFICES OF THE DEPARTMENT OF HOME AFFAIRS FOR A PERIOD OF FIVE (5) YEARS.

| No. | QUESTIONS | ANSWERS |
|-----|---|---|
| 6. | <p>Please can you assist in clarifying one point regarding the DHA requirement that the "price remain fixed for the duration of the contract".</p> <p>Given the current global uncertainties affecting all cost drivers within the Cash in Transit environment — including vehicle pricing, parts availability, and the significant impact of fuel costs — we would appreciate guidance on the following:</p> <ul style="list-style-type: none"> • Is a fully fixed price for the full five year term required, or may suppliers submit a Year 1 price with contractually agreed annual increases through discission? • If a five year fixed price is mandatory, will the DHA provide a mechanism that allows suppliers to adjust fees through levies or similar instruments should material cost escalations occur during the contract period? | <p>Suppliers must factor potential cost fluctuations into their initial pricing models to ensure sustainability over the contract period.</p> |