

BID NUMBER DHA17-2026: THE APPOINTMENT OF A SERVICE PROVIDER FOR INSTALLING, MOVING, ADDING, CHANGING AND DISPOSAL (IMACD) OF BRANCH QUEUE MANAGEMENT SYSTEM (BQMS) EQUIPMENT AND CONSUMABLES AT DHA OFFICES, BANKS AND MALLS DHA BRANCHES NATIONWIDE FOR A PERIOD OF THREE (3) YEARS THROUGH SITA RFB 2009 CONTRACT.

Firms may request clarification on the tender document, or any part thereof, up to the close of business one (1) week before the bid submission deadline. The closing date for clarification requests 11 September 2026.

No.	Questions	Answers
1.	How many counters are there on each of your sites. in your offices, like when you enter an office, how many counters are facing the public or serving the public	The sizing of counters will much relate to the proposed request RFQ, if you have realized that in the main, we have said these services are already existing. From bidders, we only expect you to help in maintaining the equipment that exists in those offices. It will be unless where it's a new office that we need to bring up and the counters will vary as and when we know the scope of the office that comes. But at the moment, primarily is for you to service the already existing equipment so I don't think the number of counters, it's much relevant to the current request.
2.	Where new branches are required, you would be asking for new equipment. So, if we can know that if this is like in the new branches, so how many branches currently have a system? Are all the 400 branches that are listed in that queue have already have a system and you are just trying to maintain it? And if some branches do not have a system, will this bit allow. a new system to be offered? Or is it just targeted towards maintenance only? Thank you.	We have 230 something offices that already have this service. And the main priority is to maintain those 200 and the rest of the 400 is to say, should in any point in time and given, one of those offices needs to be included. That's where bidders will be expected to provide the system as a new installation in those sites. And as we have already outlined to say, we are anticipating that if we have to add a new site, it will be a maximum of two TVs in a site. It won't be more than that. It will be one or two TVs in those sites to accommodate those, because most of those sites that are remaining,

No.	Questions	Answers
		should we continue installing in those that we call smaller offices in our categorization
3.	What is the validity period of the tender.	The validity of bids (90 days)
4.	Bill of Materials (BOM): Please provide a Bill of Materials for all equipment, clearly indicating which equipment is to be replaced, relocated, or retained as-is.	The material is explained on the specifications (TVs, Amplifiers, Sound bars, Speakers, and consumables)
5.	BOM per Site: Please provide the Bill of Materials broken down per individual site.	As indicated, a site with have 2 Tvs, Speakers/soundbars and where its speakers there will also be Amplifier
6.	Microphones: Microphones are not specifically mentioned in the tender documentation. Please confirm whether the system is required to include push-to-talk microphones for manual calling.	Not Applicable
7.	Screens: It is indicated that there are two screens per site. Please provide a schedule per site indicating the screen sizes and whether the existing screens are to remain or be replaced. Where replacement is required, please provide the required screen sizes.	Screen size from 43' to 55'
8.	Screen Mounting Brackets: Should the screens require replacement, please confirm whether the existing mounting brackets are to be retained. If new brackets are required, please	When is required you will have to justify whether old brackets are usable or not

No.	Questions	Answers
	confirm whether flat wall-mounted brackets or swing-arm brackets are required.	
9.	Solution Software: Does DHA have software installed to support the solution or should we provide costings that will be paired with the hardware proposed.	Your support will be limited to the hardware
10.	Preferred Brands: Please advise whether there are any preferred or specified brands for the audio equipment and screens.	Reputable brands
11.	Tender Submission: Please confirm the required method of submission, specifically whether submission is via the e-Tender Portal and whether hand delivery is also required.	submission is via the e-Tender Portal
12.	How many services categories are in each branch -	Not Applicable, the tender is limited to the supply, maintenance, and support of audio and visual hardware infrastructure, together with the associated IMACD support services.
13.	What screen size of Self-service kiosk are needed for Ticket issuance	Not Applicable
14.	Is appointment-based ticket issuance on web, SMS or whatsapp channel needed?	Not applicable.
15.	Does DHA have LCD TV to display Queue status	Yes

No.	Questions	Answers
16.	Can QMS be connected on the DHA network (lan) in each branch.	Not Applicable, The tender is limited to the supply, maintenance, and support of audio and visual hardware infrastructure, together with the associated IMACD support services.
17.	Please confirm the required method of submission, specifically whether submission is via the e-Tender Portal and whether hand delivery is also required. @Lettie Makhudu	submission is via the e-Tender Portal
18.	With reference to the above tender I would like to confirm that the submission is for ONLY the supply of audio and visual hardware infrastructure and its associated IMACD support services and DO NOT require the supply or hosting of a new Queue Management Solution or application as well?	Confirmed. The tender is limited to the supply, maintenance, and support of audio and visual hardware infrastructure, together with the associated IMACD support services. The supply, hosting, or implementation of a new Queue Management Solution (QMS) or application is not required.