

BID NUMBER DHA05-2026: APPOINTMENT OF AN APPROPRIATELY QUALIFIED SERVICE PROVIDER/S WITH SUITABLE EXPERIENCE TO RENDER INTERNAL AUDIT SERVICES AND FORENSIC INVESTIGATION ON BEHALF OF THE DEPARTMENT ON AN “AS-AND-WHEN REQUIRED” BASIS, OVER A PERIOD OF THREE (3) YEARS, WITH AN OPTION TO EXTEND WITH A FURTHER TWO (2) YEARS SUBJECT TO SATISFACTORY PERFORMANCE AND AVAILABILITY OF FUNDS.

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 19 June 2025.

No.	Questions	Answers
1.	The contact numbers and email address on the Invitation of Ms Mbatha are wrong.	The correct email address and contact numbers are: Lettie.makhudu@dha.gov.za , contact number (012) 406 2750
2.	I refer to the above tender and would like to find out if sub-contracting is allowed and if so, what are the requirements to be met.	Bidders are allowed to sub-contract. Please refer to paragraph 2.5 on page 2, paragraph 1.4 on page 3, paragraph 1.20 on page 4 in the tender document and paragraph 20 on page 10 in the GCC.
3.	The average calculation and ceiling price on SBD 3.3	<ul style="list-style-type: none"> • The average total rate is calculated after adding VAT on the Hourly rates. • The price to be reflected on the SBD 3.3 should be the hourly total rates for internal audit and forensic services, for Year 1, 2, & 3.
4.	It would be appreciated if clarity could be provided on the submission of Compliance Certificate done by an Independent Reviewer relating to Category 2: Forensic Investigations	<ul style="list-style-type: none"> • An Independent Reviewer refers to a suitably qualified external party who is independent of the bidder and who has assessed the bidder's forensic investigation practices, methodologies, quality assurance processes, and compliance with applicable professional standards.

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		<ul style="list-style-type: none"> The Compliance Certificate should confirm that such an independent review has been conducted and should clearly identify the bidder, the reviewer, and the date of the review. Bidders are required to submit any existing independent review certificate that demonstrates compliance with the above requirement. 																				
5.	<p>We comply with all necessary ACFE and ICFP standards, and, considering the confidential nature of investigations and NDAs, independent external review may contravene such client confidentiality and non-disclosure. Please clarify our understanding of this requirement so that we may comply</p> <table border="1" data-bbox="280 785 1214 1197"> <tr> <td></td> <td></td> <td></td> <td></td> <td style="text-align: center;">10</td> </tr> <tr> <td>6.</td> <td>Quality Control of Deliverables</td> <td colspan="3">Service providers must demonstrate their quality control processes for forensic investigation deliverables, including evidence verification, review and sign-off procedures, adherence to chain-of-custody principles, legal sufficiency checks, and tools/templates used for ensuring completeness and accuracy.</td> </tr> <tr> <td></td> <td></td> <td colspan="3">Note: Bidders must provide a compliance certificate from an independent quality reviewer done in the past five (5) years.</td> </tr> <tr> <td></td> <td>Independent External Quality review</td> <td>Compliance certificate done by the independent reviewer = 10 points</td> <td></td> <td style="text-align: center;">10</td> </tr> </table>					10	6.	Quality Control of Deliverables	Service providers must demonstrate their quality control processes for forensic investigation deliverables, including evidence verification, review and sign-off procedures, adherence to chain-of-custody principles, legal sufficiency checks, and tools/templates used for ensuring completeness and accuracy.					Note: Bidders must provide a compliance certificate from an independent quality reviewer done in the past five (5) years.				Independent External Quality review	Compliance certificate done by the independent reviewer = 10 points		10	<p>The requirement for a Compliance Certificate issued by an Independent Reviewer is intended to provide assurance regarding the bidder's forensic investigation practices, methodologies, governance, and quality assurance processes. It does not require the disclosure of confidential client information.</p>
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6.	<p>Could DHA please clarify the expected resource levels/seniority required under the RFP, and specifically how these should be aligned to the relevant SAICA Circular table and rate level?</p> <p>For example, the RFP refers to an IT Security Specialist with a minimum of three years' experience. Based on the SAICA Circular, this appears to align to a resource at approximately IT Auditor level with a rate of R730 per hour. However, it is unclear how DHA intends this requirement to be interpreted if the work to be performed requires a more senior resource, such as an IT Manager or Senior Manager.</p> <p>Could DHA therefore confirm:</p> <ul style="list-style-type: none"> • whether the minimum experience requirement is intended to determine the resource level for pricing purposes; and • how bidders should price situations where DHA may require delivery by a more senior resource level than the minimum experience stated in the RFP. 	<ul style="list-style-type: none"> • The minimum experience requirements in the invitation to bid indicate the basic competency expected for each role and are not intended to determine pricing based on specific SAICA rate categories. SAICA Circular guidance may be used as a reference by bidders when preparing their rates, together with their own resource structures and capabilities. • If more senior expertise is required for a particular assignment, this will be confirmed at the time of engagement and agreed in line with the contract and panel arrangements.
7.	<p>What is the size of the IA Plan hours and what portion of the IA Plan will be executed by the in-house IA team and what % of the IA plan (hours) will be outsourced to the panel?</p>	<ul style="list-style-type: none"> • The Department is establishing a panel of appropriately qualified service providers to render internal audit services on an "as-and-when required" basis. • Accordingly, bidders are requested to submit their proposals based on the requirements set out in the bid document. No representation is made regarding the extent or percentage of Internal Audit Plan hours that may be outsourced to the appointed panel during the contract period.

No.	Questions	Answers
8.	Will urgent/ad hoc requests form part of the panel scope, and if so, what response times are expected?	<ul style="list-style-type: none"> • The scope may include urgent and/or ad hoc internal audit assignments that arise during the contract period. • Where urgent or ad hoc services are required, the Department will communicate the specific requirements, expected deliverables, and required timeframes at the time of requesting quotations or proposals from panel members.
9.	How many service providers does DHA intend to appoint to the panel?	The Department has not specified the number of service providers to be appointed to the panel. The final number will depend on the outcomes of the evaluation process and the need to ensure sufficient capacity and specialist expertise.
10.	<p>On page 33 of the RFQ, reference is made of a Compliance Certificate issued by an independent reviewer. We note that this requirement is different than in the previous RFQ DHA21-2025.</p> <p>Please can you clarify what such an independent reviewer will entail, as I have not come across such a process or certificate in my 30 years in the industry? I am aware that big firms such as KPMG, PWC and EY have international peer reviews of quality control, but that is still conducted by a member firm and is therefore not independent.</p>	Refer to the answers for question 4 & 5 above.
11.	With reference to Stage 4 – Functionality requirements, under Category 2 for Forensic Investigations, number 6 refers to Quality Control of Deliverables. Please clarify what is required as a “compliance certificate from an independent quality reviewer”. We have	Refer to the answers for question 4 & 5 above.

No.	Questions	Answers
	internal processes and peer reviews for quality control purposes based on guidance by professional bodies such as the Association of Certified Fraud Examiners.	
12.	<p>To clarify our understanding, could the Department please provide insight on the following:</p> <ol style="list-style-type: none"> 1. What are the specific POPIA obligations and compliance expectations guiding this engagement? 2. Are there additional privacy regulations or directives, beyond POPIA, that should be considered within scope? 3. Has an Information Officer and supporting Deputy Information Officers been formally appointed and registered in line with POPIA requirements? 4. Are there established data classification standards to differentiate personal, special personal, and sensitive information? 5. Will the service provider play a role in validating or developing data inventories and mapping information flows? 6. Is independent assurance over security controls safeguarding personal information expected? 7. Will third-party risk management and privacy compliance assessments form part of the engagement scope? 8. Are formal data retention and disposal policies in place and aligned with POPIA requirements? 9. Does the Department process or store personal information outside of South Africa? 	<p>Please note that this bid seeks the appointment of suitably qualified service providers to a panel for the provision of Internal Audit Services and Forensic Investigation Services on an "as-and-when required" basis. Assignment-specific requirements (including the scope, objectives, and deliverables for individual assignments) and information requested will be communicated through the relevant Terms of Reference "as and when required" basis issued during the contract period.</p>

No.	Questions	Answers
	<p>10. Is there an existing enterprise cyber security strategy or roadmap that service providers will be expected to support or evaluate?</p> <p>11. What is the expected cadence and depth of cyber security reviews (e.g., annual, ad-hoc, or continuous assurance)?</p> <p>12. Is a vulnerability management process currently in place, and will service providers be expected to assess or operate it?</p> <p>13. Does the Department have a formal incident response capability, and is it within scope for review?</p> <p>14. Will the engagement require technical disaster recovery testing, or will it focus on governance-level assessments?</p> <p>15. Are there established forensic protocols, including chain-of-custody requirements and reporting standards?</p> <p>16. Will service providers be expected to offer expert testimony in cyber-related matters?</p> <p>We appreciate your guidance and expertise in addressing these questions. Please let us know if you require further details, or if there are additional considerations we should include. We value your insights and look forward to a collaborative and successful engagement.</p>	
13.	<p>We respectfully request an extension of the bid submission deadline for the above-mentioned tender. The extension would allow us additional time to complete the necessary due diligence and compile a comprehensive submission that fully addresses the bid requirements.</p>	<p>The extension would not be acceptable because, the information required to meet the mandatory and functionality requirements of the bid should be readily available to bidders at the time of submission. As such, sufficient</p>

No.	Questions	Answers
	We remain committed to participating in this opportunity and would greatly appreciate your consideration of our request for a two week's extension	time has been provided within the tender period for bidders to prepare and compile their responses.