



Q & A FOR RFB 3242-2026/ RFB 378012- PROCUREMENT OF A QUEUE MANAGEMENT SYSTEM FOR THE WESTERN CAPE GOVERNMENT

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Title:	RFB 3242-2026/ RFB 378012 PROCUREMENT OF A QUEUE MANAGEMENT SYSTEM FOR THE WESTERN CAPE GOVERNMENT
Closing Date for questions / queries	10 June 2026

A: QUESTIONS AND ANSWERS

ITEM NO	QUESTION	RESPONSE
1.	Kindly tell us (1) the numbers per site, (2) the TV sizes- typically in inches, (3) do they have at least one spare HDMI slot?	<p>1. The required quantities per site are as stated in the specification. WCMD Cape Town CBD: 9 counters, 9 queue management keypads with LCD, 9 feedback pads, 1 floor-standing kiosk with ticket-issuing printer and 100 thermal rolls. WCMD Vangate: 17 counters, 17 queue management keypads with LCD, 17 feedback pads, 1 floor-standing kiosk with ticket-issuing printer and 100 thermal rolls. First Thursdays mobile setup: 16 counters, 15 queue management keypads with LCD, 2 feedback pads, 2 concierge tablets, 5 floor-standing kiosks with ticket-issuing printers and 100 thermal rolls. Display/monitor screens will be provided by the Department/Ce-I. TV sizes and HDMI availability are not prescribed in the specification. Bidders must ensure that their proposed solution includes all required accessories, cabling and configuration, excluding the display/monitor screens.</p> <p>2. TV Sizes range from – 40inches – 70inches</p> <p>3. Once Spare HDMI - yes</p>
2.	The number of screens available per branch across all three branches.	<p>Display/monitor screens will be provided by the Department/Ce-I.</p> <p>The number of screens available per site is as follows:</p> <ul style="list-style-type: none"> • WCMD Cape Town CBD: 2 TVs • WCMD Vangate: 2 TVs • Premier’s First Thursdays mobile setup: 2 TVs <p>The TV sizes range between 40 inches and 70 inches. At least one spare HDMI port is available.</p> <p>Bidders must ensure that their proposed solution includes any additional media players, cabling, configuration, integration or accessories required for their proposed QMS solution, excluding the display/monitor screens themselves.</p>

ITEM NO	QUESTION	RESPONSE
3.	On page 8 of the specification document, Note (2) states: "OEM/OSM using Partner/Reseller model are not eligible to participate for this bid." Could you please provide further clarification on this requirement?	Accredited OEM/OSM partners, resellers or supporting agents are eligible to participate, provided that they submit valid proof of accreditation or authorisation from the OEM/OSM to provide, implement and support the proposed Queue Management System. Note 2 will be corrected/removed to avoid ambiguity.
4.	The Safe Harbour Certification required on page 17 no longer exist and is required for US companies. Please clarify if applicable for this bid.	The Safe Harbour requirement will be corrected, as Safe Harbour is no longer an active certification framework. Bidders must demonstrate compliance with applicable data protection, privacy and data sovereignty requirements, including POPIA and, where applicable, GDPR or equivalent data protection controls.
5.	The requirement stating that "Survey Data services must comply with Data Sovereignty – GDPR (General Data Protection Regulation) compliance." As GDPR is an EU regulation, could you please clarify how this requirement applies within the South African context, particularly in relation to POPIA? (Refer to page 17 of the specification document.)	The requirement is intended to ensure proper protection, lawful processing and secure handling of survey/customer feedback data. In the South African context, POPIA applies. GDPR compliance or equivalent controls may be relevant where the bidder's solution, hosting, subcontractors or data processing arrangements involve jurisdictions where GDPR applies. Bidders must provide evidence of applicable data protection and privacy compliance.
6.	What are the key drivers for this tender, including the main operational or service challenges WCG is seeking to address through the new Queue Management System?	The key drivers are to provide a scalable, reliable and simple-to-install Queue Management and Citizen Feedback System for citizen walk-in centres. The system must improve the citizen experience, support ticket issuing and queue routing, enable customer feedback, and provide reporting metrics on the queuing process and citizen feedback.
7.	Is there currently a Queue Management System in place at any of the listed sites?	Yes, however for purposes of this bid, bidders must respond to the full scope as specified. The bid requires the lease of the entire Queue Management solution for the listed sites. Bidders should not assume that any existing solution, equipment or integration will be retained or reused unless expressly stated by WCG.
8.	Are any integrations required during the initial 12-month contract period, or should the solution operate as a standalone closed system with reporting/export capability only?	No integrations with the WCG network are required during the initial 12-month contract period. The system must operate as a standalone closed system, with internet connectivity via 4G/5G for software updates, reporting, feedback data and infotainment updates. Reporting/export capability must be provided as specified.
9.	The specification references "Safe Harbour Certification" under Survey Data Sovereignty and Compliance. As Safe Harbour	The Safe Harbour requirement will be corrected, as Safe Harbour is no longer an active data transfer framework. Bidders must provide evidence of compliance with applicable data protection, privacy

ITEM NO	QUESTION	RESPONSE
	is no longer an active data transfer framework, please clarify the current compliance standard or evidence expected from bidders for this requirement	and data sovereignty requirements, including POPIA and, where applicable, GDPR or equivalent data protection controls.
10.	Are SMS, WhatsApp or other mobile citizen notifications required as part of the “smartphone alerting” requirement? If so, should bidders include messaging costs within the pricing submission	The specification includes smartphone alerting and SMS capability. Bidders must include the costs of any required messaging capability in their pricing submission. WhatsApp is not specifically prescribed as a mandatory requirement, but bidders may propose it as part of their solution, provided all mandatory requirements are met and all related costs are included.
11.	Are the Department-provided display/monitor screens already installed at each site? Please also confirm whether bidders are required to provide any media players, mounting equipment, cabling, configuration or integration to enable queue calling and infotainment on those screens.	Display/monitor screens will be provided by the Department/Ce-I. Bidders must include all required media players, cabling, configuration, integration and accessories required for their proposed QMS solution, except for the display/monitor screens themselves.
12.	Should the stated 100 thermal rolls per site be priced as a fixed 12-month allocation, or should bidders allow for additional supply based on actual consumption during the contract period?	The specification indicates 100 thermal rolls per site as the 12-month supply, subject to consumption. Bidders must price for the stated supply and must also ensure that paper replenishment is included as part of the support and maintenance responsibility during the contract period.
13.	What are the required support hours and expected response/resolution times for faults? Please also confirm whether any onsite support SLA applies for hardware issues at the listed sites.	Support must be provided telephonically and by email from Monday to Friday, 07:30 to 16:30. The expected response time is within one business day. On-site support requests must be scheduled within three working days. Quarterly maintenance must also be provided, including system logs, hardware failure checks, inspection and testing, and resolution of faults and failures.
14.	For the Premier’s First Thursdays mobile setup, the specification states that the service provider will provide technical training to a core team responsible for assembling and setting up the mobile system, but also states that the service provider is responsible for setup. Please clarify whether the successful bidder is required to attend and physically set up the equipment	For the Premier's First Thursday’s mobile setup, the service provider must provide initial technical training to the identified WCG/Ce-I core team. WCG/Ce-I technical staff will be on-site to setup and manage the equipment during the session. The service provider must be on standby on event days in the event of issues and should provide periodic checks for maintenance of the system and hardware to confirm that everything is in working order.

ITEM NO	QUESTION	RESPONSE
	every month, or whether WCG / Centre for E-Innovation staff will perform the monthly setup after initial training.	
15.	If a current system is in place, is WCG seeking to replace the existing solution entirely, or are there any elements of the current solution that should be retained, re-used or integrated with?	Bidders must price and propose a full Queue Management solution as specified. No existing solution, component or integration should be assumed to be retained, reused or integrated unless expressly confirmed by WCG.
16.	Should bidders assume that all networking infrastructure required for the proposed solution must be newly supplied, including LAN cabling, routers and connectivity equipment, or are there any existing elements at the sites that may be re-used?	Bidders must assume that all infrastructure required for their proposed solution must be provided by the service provider, including the 4G/5G router, GSM SIM, data bundle, LAN/HDMI cabling, power-related sundries and any other required accessories, excluding Department-provided display/monitor screens.
17.	Is the successful bidder expected to remove, decommission, store, return or dispose of any existing queue management hardware currently installed at the sites?	The removal, decommissioning, storage, return or disposal of any existing queue management hardware is not included as a stated requirement in the specification. Bidders should not include this as part of the scope unless later specifically instructed by WCG.
18.	Is there a preferred Cloud Service Provider or hosting model for the software solution, or may bidders propose their own compliant hosting approach?	No preferred Cloud Service Provider or hosting model is prescribed in the specification. Bidders may propose their own compliant hosting approach, provided that the solution meets the bid requirements, operates independently from the WCG network, and complies with applicable data protection, privacy and data sovereignty requirements.
19.	Is there a preferred Internet Service Provider or mobile network provider for the required 4G/5G connectivity? If an existing ISP or mobile network provider is currently used, please can this be confirmed?	No preferred Internet Service Provider or mobile network provider is prescribed. The bidder must provide the required 4G/5G router, GSM SIM and data bundle as part of the service offering where internet connectivity is required and must ensure that connectivity is monitored and maintained.
20.	Are there any specific data hosting location or data residency requirements for the Queue Management System, including whether the solution must be hosted within South Africa? Alternatively, is compliant	The specification requires data sovereignty and data protection compliance. It does not expressly state that the solution must be hosted only within South Africa. However, bidders must demonstrate compliance with POPIA and applicable privacy/data protection requirements. Where hosting or processing occurs outside South Africa, bidders must demonstrate that the

ITEM NO	QUESTION	RESPONSE
	cloud hosting in another jurisdiction acceptable, provided GDPR, POPIA and applicable data	arrangement remains compliant with applicable data protection and data transfer requirements.
21.	sovereignty requirements are met?	This question appears to continue from item 20. Bidders must demonstrate compliance with POPIA and applicable privacy/data protection requirements, including any relevant cross-border data transfer controls.
22.	Can SITA confirm whether a foreign-based OEM/OSM may participate in this bid with a South African partner, either through a Joint Venture, Consortium, subcontracting arrangement, or with the South African entity acting as Prime Contractor? In particular, are there any restrictions on which party must act as the Prime Contractor where the software OEM/OSM is foreign-based and the local South African partner is responsible for local delivery, support and services?	A foreign-based OEM/OSM may participate through a South African partner, reseller, supporting agent, consortium, joint venture or subcontracting arrangement, provided that the bidding entity complies with all mandatory bid requirements, including CSD registration where applicable, and provides valid OEM/OSM authorisation/accreditation documentation. The bidder submitting the response remains accountable for delivery, support and compliance with the bid requirements.
23.	The Technical Mandatory Requirements state that the bidder must be an OEM/OSM or accredited with an OEM/OSM as a partner/reseller/supporting agent to provide the QMS. However, Note 2 states that "OEM/OSM using Partner/Reseller model are not eligible to participate for this bid." Please clarify whether an accredited South African partner/reseller may submit as the Prime Contractor where they provide a valid OEM/OSM authorisation letter for the proposed Queue Management System.	Yes. An accredited South African partner/reseller/supporting agent may submit as the Prime Contractor, provided that it submits valid OEM/OSM authorisation/accreditation documentation confirming that it is authorised to provide, implement and support the proposed Queue Management System. Note 2 will be corrected/removed to avoid ambiguity.
24.	Is there an approved budget range or affordability threshold for this procurement that bidders should be aware of when preparing their pricing submission? If no budget range can be disclosed, should bidders price strictly against the full	No approved budget range or affordability threshold will be disclosed. Bidders must price strictly against the full stated scope for the 12-month lease period across the listed sites, including all required hardware, software, connectivity, installation, training, maintenance, support services, accessories and related costs as per the pricing schedule provided in the bid.

ITEM NO	QUESTION	RESPONSE
	stated scope for the 12-month lease period across the listed sites, including all required hardware, software, connectivity, installation, training, maintenance and support services?	
25.	What is the expected go-live date or required implementation timeframe following award? Please also confirm whether all three listed sites must be live at the same time or whether a phased rollout will be accepted.	The implementation and go-live timeframe will be agreed with WCG following award. Bidders must provide a realistic implementation plan covering supply, installation, configuration, testing and sign-off. The specification allows delivery timeframes to be agreed with WCG.
26.	Section 2.1.2 states: " ...In the case of First Thursdays, the service provider will provide technical training to a core team who will be responsible for assembling and setup of the mobile system every First Thursday of the month ." Can you kindly clarify what is meant by mobile system?	The mobile system refers to the Queue Management setup required for the Premier's First Thursdays event, which is only required one day per month, to be held at a different site (as determined by the Premier) within the western cape. All QMS hardware will be stored at the Department of the premier offices for the remainder of the month. It includes the required mobile QMS components such as kiosks/tablets, queue management devices, feedback pads, connectivity and related accessories needed to operate the service at the First Thursdays location.
27.	Is there a specific requirement for the tablet size?	The specification does not prescribe a specific tablet size. Bidders must propose tablet devices that are fit for purpose and capable of meeting the functional, operational and support requirements of the bid.
28.	Is it possible to get pictures of the current system UI?	Pictures of the current system UI are not part of the bid specification. Bidders must respond to the stated functional and reporting requirements and provide substantiating evidence such as system architecture, documentation, diagrams or screenshots of their proposed solution.
29.	How data used in the surveys collected, is it collected in the Queue Management System as the user is getting a 'q'-number or in some other fashion?	Survey/feedback data must be collected through the feedback pads or feedback functionality provided as part of the Queue Management and Citizen Feedback System. The citizen may be prompted by the agent/staff member to provide feedback after the service interaction. The collected data must support reporting as specified.
30.	Please confirm whether bidders accredited as OEM/OSM partners, resellers, or supporting agents are fully eligible to meet the requirement in Clause 4.2.2,	Yes. Bidders accredited as OEM/OSM partners, resellers or supporting agents are eligible, provided that they submit valid proof of accreditation or authorisation from the OEM/OSM. Note 2 will be corrected/removed to avoid ambiguity.

ITEM NO	QUESTION	RESPONSE
	given the apparent contradiction with Note (2)	
31.	Please confirm If a lease reference letter from the OEM will be acceptable	A lease reference letter from the OEM alone will not be sufficient unless it clearly confirms the bidder's relevant leasing experience and contains all mandatory information required by the specification. The bidder must provide reference details and/or reference letters from at least one customer, with a minimum of five sites, to whom the Queue Management System was leased in the last five years.
32.	Annexure 5B – Section 4.2.2: Technical Mandatory Requirements (Stage 2) Hardware Substitution (Keypads and Feedback Pads) For queue management keypads and feedback pads (LCD-based devices), please confirm whether Android tablets or equivalent smart devices may be used, provided they deliver the required functionality.	Android tablets or equivalent smart devices may be proposed for queue management keypads and feedback pads, provided they meet or exceed the required functionality, are fit for purpose, and the bidder provides substantiating evidence that the proposed devices meet the functional and support requirements.
33.	Annexure 5B – Technical Functional/Product Requirements (Annex B Addendum 1) (Defines functional requirements but does not prescribe exact hardware types, creating interpretation dependency) GDPR and Safe Harbour Requirements Kindly clarify the GDPR and Safe Harbour requirements, including: The specific compliance expectations The definition and applicability of “Safe Harbour Certification” in this context Whether equivalent data protection frameworks are acceptable	The Safe Harbour requirement will be corrected, as Safe Harbour is no longer an active certification framework. Bidders must demonstrate compliance with applicable data protection, privacy and data sovereignty requirements, including POPIA and, where applicable, GDPR or equivalent data protection controls. Equivalent data protection frameworks and controls may be accepted where they demonstrate compliance with the required privacy and data protection outcomes.
34.	Specification states that the system will not initially be linked to the WCG network and will operate as a closed system, with internet access via 4G router for	The bidder/service provider must provide and host the QMS server/application infrastructure required for the proposed solution. The system must operate independently from WCG infrastructure and the WCG network, with internet connectivity via 4G/5G used for software updates, reporting and feedback

ITEM NO	QUESTION	RESPONSE
	<p>software updates, reporting and feedback data.</p> <p>Please confirm whether the bidder/service provider must provide and host the QMS server/application infrastructure as part of the proposed solution; or SITA/WCG will provide the server/hosting infrastructure for the QMS.</p>	<p>data. SITA/WCG will not provide the QMS hosting/server infrastructure unless otherwise expressly stated.</p>
35.	<p>We would like to offer Software Web based Key pad to call customers, Transfer Customer to other services. A software-based calling Web application can be customised to give more value to SITA in the future, and incase customisations in future & based on enhancement in future.</p>	<p>A software/web-based keypad may be proposed, provided it meets the functional requirements, including calling customers, routing/transferring customers to other services, closing tickets, reporting, security, support and operating independently from the WCG network as specified. All required infrastructure, licensing, configuration and support costs must be included.</p>
36.	<p>Instead of LCD Counter Display, can we offer LED Counter Displays (CDUs) showing the customer's ticket # at the respective Counter? (Why we are suggesting LED CDUs as they are more durable and have long life, give a wider angle for customers to see the Display from far. Department of the Premier: First Thursdays event (Mobile, only required 1 day per month and will be in storage at DOTP for remainder of month)</p>	<p>LED counter displays may be proposed instead of LCD counter displays, provided they meet or exceed the required functionality and are fit for purpose. The bidder must clearly substantiate that the proposed LED displays support the required queue calling/display functionality.</p>
37.	<p>Can we offer Cloud-based Queuing with Whatsapp Queuing for the mobile site.</p>	<p>Cloud-based queuing with WhatsApp queuing may be proposed for the mobile site as an additional or alternative capability, provided all mandatory requirements are met, POPIA/data protection compliance is demonstrated, all costs are included, and the solution can operate in line with the specified closed/independent system and 4G/5G connectivity requirements.</p>
38.	<p>What's the difference between Queue Management keypad with LCD and Feedback Pads?</p>	<p>The Queue Management keypad with LCD is used by agents/counter staff to manage queue actions, such as calling the next citizen, handling the service request and progressing the queue. The feedback pad is used by the citizen to provide</p>

ITEM NO	QUESTION	RESPONSE
		feedback or complete a short survey on the service received after the interaction.