

BID NUMBER DHA10-2026: THE APPOINTMENT OF A SERVICE PROVIDER FOR DEVELOPMENT AND SUPPORT OF A BIOMETRICS CASE MANAGEMENT SYSTEM (BCMS) FOR INSPECTORATE AND TO PROCURE HANDHELD DEVICES WITH BUILT-IN BIOMETRIC READERS FOR THE PERIOD OF THIRTY-SIX (36) MONTHS ON AN AS-AND-WHEN-REQUIRED BASIS OF WHICH AFTER CARE SERVICES FOR SUPPORT AND MAINTENANCE WILL BE PROVIDED FOR THE SAME 36-MONTHS PERIOD, WITH A POSSIBLE EXTENSION OF A FURTHER TWO (2) YEARS, THROUGH SITA RFB1183

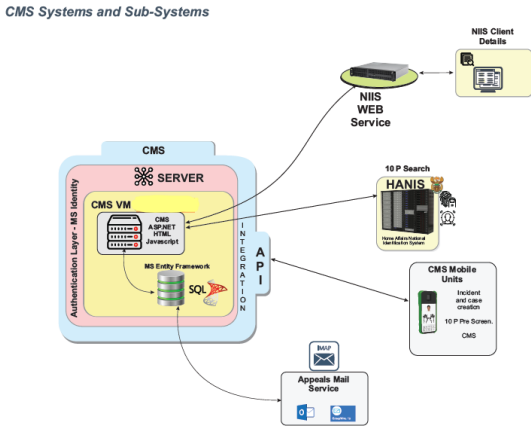
Firms may ask for clarification on the tender document or any part thereof, up to close of business 1 week before the deadline for the submission of the bids – The deadline close of business of 17 July 2026.

No.	Questions	Answers
1.	We have noted that participation in this tender is restricted to suppliers accredited under SITA RFB1183. We would appreciate your guidance on the following: - Whether there is any mechanism for specialist technology developers such as ourselves to participate directly where we are the original engineering developers of the deployed solution. - Alternatively, whether the Department would support or recognise a consortium or subcontracting arrangement with an existing RFB118 accredited prime contractor.	Yes, a consortium or subcontracting arrangement are welcomed to bid.

No.	Questions	Answers
2.	The Special Conditions of Contract pg.14 clause 11 "".....The service provider must be accredited on the SITA RFB 1183 Transversal Contract on the following categories: ➤ Business Solution Implementation ➤ Business Solution Delivery Services ➤ Application Development Services...."" Kindly can you confirm the following:- Will our registration on the National Treasury Central Suppliers Database (CSD) be enough for us to not be disqualified? Do we need to be ALSO REGISTRED on the SITS RF8 1183 TRANSVERSAL CONTRACT? If yes :- Were do we registered and how long will this take. If we provide proof of registration will be still disqualified if we submit our tender	As a bidder you should be registered on SITA RFB1183 as this tender requires bidders who are registered under that contract. The CSD and SITA RFB contracts are different things.

No.	Questions	Answers
3.	<u>Scope of the BCMS development — new-build vs modernisation</u> The briefing described the current CMS (built on .NET Framework / .NET Core, Microsoft SQL Server, IBM MQ ESB / RESTful API integration, and Active Directory authentication) and its functional scope. Please confirm whether the Department requires: &#34; the development of a new Biometrics Case Management System (BCMS) to replace the current CMS; or &#34; the enhancement / modernisation of the existing CMS codebase and platform.	Kindly note that the recommended technology stack for the development of BCMS by the prospective bidders: • Development: Latest .Net framework and .net core • Database: Microsoft SQL Server • Integration: IBM - MQ ESB /Restful API • Authentication: Active Directory
4.	<u>MCS interface</u> <u>The briefing noted that the current system's interface to the MCS "still needs to be developed." Please confirm whether the development or completion of the MCS interface falls within the scope of this bid, and if so, that the necessary MCS interface specifications and access will be made available to the successful bidder.</u>	Kindly note that the prospective bidder is required to develop interface/integrate to the existing operational systems is part of the scope.

No.	Questions	Answers
	<u>These points affect the development and data-migration scope and therefore the pricing, and we would be grateful for written responses in line with the clarification process.</u>	
5.	I please need some assistance, on the etenders portal i only find 2 documents, the general conditions only go to page 15. Do you have any additional documents. for example - scope of work ...	There are no additional documents. Its only two document the Invitation to Bid and General Conditions that are uploaded.
6.	Is DHA10-2026 being procured under the SITA RFB1183 contract vehicle?	Yes, the procurement executed through the SITA RFB 1183 Transversal Contract
7.	If so, are bidders expected to include the software development, software licensing and handheld devices as part of their proposal under RFB1183?	Yes, the scope of the RFQ is very clear, the prospective bidders are expected to include the software development, software licensing and handheld devices on their proposal and pricing
8.	Has SITA issued an addendum or revised engagement model that permits this scope?	Please engage with SITA for the above-mentioned question.
9.	If the software and hardware components are being procured separately, should bidders respond only to the professional services portion of the requirement?	The RFQ is inclusive of both hardware components and software, therefore, the prospective bidders are expected respond to full scope of the RFQ as clearly stipulated in the specification document and also outlined during the briefing session.
10.	Is participation restricted to suppliers accredited on the current SITA RFB1183 panel, or are consortiums and subcontracting arrangements with accredited panel members acceptable?	Yes, Bidders are required to refer to the engagement model for SITA RFB1183.

No.	Questions	Answers
11.	Department of Home Affairs – DHA10-2026 Clarification Questions for the Compulsory Briefing Session Existing BCMS and System Architecture Can the Department provide a high-level architecture of the existing Case Management System (CMS)? Will the Department provide development, testing, staging and production environments? What technology stack is the current CMS developed on (e.g., Java, .NET, Oracle APEX)? Will the successful bidder be granted access to the current CMS documentation and database schema? Will source code of the existing CMS be made available where required for migration and integration? Will the Department provide development, testing, staging and production environments?	The existing the Inspectorate CMS (Case Management System) high-level architecture is stipulated below:  The diagram, titled 'CMS Systems and Sub-Systems', illustrates the high-level architecture. At the center is the 'CMS SERVER' box, which contains a 'CMS VM' (with sub-components: CMS ADO.NET, HTML, JavaScript) and an 'MS Entity Framework' connected to a 'SQL' database. The server is also associated with 'MS Identity' and an 'Authentication Layer'. To the right, an 'API' box labeled 'INTEGRATION' connects the server to external services: 'NIS WEB Service' (which links to 'NIS Client Details'), '10 P Search HANIS' (labeled 'New Administrative Verification System'), and 'CMS Mobile Units' (labeled 'Incident and Case Creation' and '10 P Pre Screen CMS'). At the bottom, the 'API' connects to 'Appeals Mail Service' (labeled 'BAP'). The prospective bidder will be required to compile an architecture document for the BCMS as defined in the scope of work. The department will provide the different environment platforms (development, QA, testing and production). The recommend technology stack for the development of the BCMS is stipulated below:

No.	Questions	Answers
		• Development: Latest .Net framework and .net core • Database: Microsoft SQL Server • Integration: IBM - MQ ESB /Restful API • Authentication: Active Directory The successful bidder will be granted access to all the relevant documentation and servers for reference. The source code will not be available; however, data will be available for migration from the existing CMS to the newly developed BCMS. The successful bidder will provide access to the existing web services for integration purposes to the existing systems.
12.	Biometric Integration Which biometric platform is currently deployed by the Department?	There are multiple systems that have been deployed on the biometric platform (.eg. Live Capture, ASMS, BMCS and other systems). The successful bidder will be provided additional information on the biometric platform utilized by the department.

No.	Questions	Answers
	Which biometric engine is currently being used for fingerprint matching? What interface standards are currently supported (REST, SOAP, SDK, Web Services or proprietary)? Does the Department require ANSI/NIST or ISO 19794 biometric standards? Will a sandbox or test environment be available for biometric integration testing? Does the Department require 1:N fingerprint identification in addition to the specified 10P, 2P and 1:1 verification?	The biometric engine is currently utilizing the HANIS (Home Affairs National Identification System) biometric platform. All the mentioned interface standards that is currently supported by the department. Both standards are currently are accepted the department, the technical session will be discussing the best the standard to be utilized with the successful bidder. The test environment will be available for the biometric integration testing for the successful bidder. The department requires the 1:1, 2P, 10P search capability on the proposed solution by the prospective bidder.
13.	Fingerprint Scanner Requirements Is an FBI Appendix F certified fingerprint scanner required? What FAP size is required (FAP20, FAP30, FAP45 or other)? Is fingerprint liveness detection required? Are there minimum fingerprint image quality requirements (e.g. NFIQ score)? Which fingerprint image and template formats are required?	The proposed solution must be able to scan the 4:4:2 as clearly stipulated during the compulsory briefing session.

No.	Questions	Answers
14.	Handheld Device Specifications The specification states the device must be "rugged". Could the Department specify the required ruggedisation standard (e.g. MIL-STD-810H)? What ingress protection (IP) rating is required (IP65, IP67 or IP68)? Are drop-test requirements specified? Are hot-swappable batteries required? Must the cameras include OCR functionality in addition to QR code scanning? Are barcode scanning capabilities required beyond QR codes?	The prospective bidder must recommend a device that is rugged, can utilized during the operations and will not easily break or damaged. The proposed device must include the QR code as specified in the specification document.
15.	Security Requirements Are there any mandatory encryption standards for data at rest and data in transit? Is TLS 1.2 or TLS 1.3 required? Is device certificate authentication required? Does the Department utilise an existing PKI infrastructure that the solution must integrate with?	The minimum encryption standard for data at rest and data in transit is TLS 1.2 or latest version. The device must authenticate utilizing Active Directory (AD) as clearly stipulated in the specification and briefing session. The department does not currently have a handheld device for the existing Inspectorate CMS. Therefore, the prospective bidder must recommend the best practice solution in the market. Yes, the audit system logs will be required for reporting and investigation purposes.

No.	Questions	Answers
	Is secure boot or verified boot required on the handheld devices? Will the handheld devices be managed through an existing Mobile Device Management (MDM) platform? If yes, which MDM solution is currently deployed? Are audit logs required for all transactions? What are the Department's password, authentication and access control requirements in addition to fingerprint login?	The device must authenticate utilizing Active Directory (AD) as clearly stipulated in the specification and briefing session.
16.	Active Directory Integration Is Microsoft Active Directory on-premises or Azure Active Directory in use? Will LDAP integration be sufficient? Are role-based access controls already defined by the Department?	The Active Directory is currently hosted premises and roles will be defined during the technical sessions will be successful bidder. Yes, LDAP integration be sufficient.

No.	Questions	Answers
17.	Data Migration The tender refers to approximately 45,000 records. Could the Department confirm the number of fingerprint records, photographs, supporting documents and the total database size? Is data cleansing expected as part of the migration? Will historical archived records also be migrated? What downtime window will be permitted during migration?	As part of the migration, data cleansing will be necessary during the process. There are no historical archived records that will be required to migrated from the existing Inspectorate CMS to the BMCS. The system downtime for the migration will be discussed during the technical sessions with successful bidder.
18.	Interfaces and Integrations Please provide a list of all systems that the BCMS must integrate with. Will interface specifications be provided before development commences? Are any third-party licensing costs expected to be included by the bidder?	The full list of the systems of the systems to be integrated will be communicated during the BRS and FRS documentation. Yes, the interface specifications be provided before development commences No, the third-party licensing costs are already covered by the department. In case, there is an increase of licenses, the department will cover the costs.
19.	Offline Functionality How long must the device support offline operation?	Minimum of 8 hours or more as specified in the specification document.

No.	Questions	Answers
	What volume of information is expected to be stored locally? How should conflicts be resolved when synchronising offline data? Is automatic synchronisation required once connectivity is restored?	The data will be store temporary in the device prior syncing to the database. The device must have the capability to store as much as possible data during the 8 hours in the field. The service provider must recommend on how conflicts be resolved when synchronising offline data. Yes, the automatic synchronisation required once connectivity is restored as specified in the specification document.
20.	GPS Tracking Should GPS tracking be real-time? Is historical location reporting required? Will geofencing functionality be required? Will the Department provide mapping services?	Yes, the GPS tracking be real-time. Yes, the historical location reporting required The department will provide to the successful bidder mapping services.

No.	Questions	Answers
21.	Support and SLA What support model is expected (8x5, 12x5 or 24x7)? What are the required response and resolution times? Will on-site support be required nationally? Are spare devices expected to be maintained by the successful bidder?	08:00 to 17:00 support model is required. The SLA will be compiled and agreed by the relevant stakeholders (Department and Service Provider. No, the support will be provided remotely to the different sites. All procured devices must maintained and supported by the successful bidder.
22.	Training Approximately how many users will require training? How many technical administrators require training? Will training only be conducted at Head Office or nationally? Are training manuals and user guides required?	The users and system administrators to be trained are not yet confirmed, however, the training will be done in Head Office, train the trainer approach will be utilized as stipulated in the specification document. Yes, the training materials will be required during the training sessions
23.	Testing and Acceptance	The UAT and testing criteria will be discussed and agreed with the prospective bidder.

No.	Questions	Answers
	What User Acceptance Testing (UAT) criteria will be applied? Are there minimum biometric matching accuracy requirements? Are there minimum system performance requirements? Will penetration testing be required before production deployment? Will security assessments be conducted by the Department?	The security assessment and penetration testing will be conducted independently by the department.
24.	Warranty Does the three-year warranty include batteries? Are accessories covered under warranty? Is accidental damage included? What turnaround time is expected for hardware repairs? Is advance replacement required?	Yes, three-year warranty includes batteries Yes, accidental damage must be included The SLA will be compiled and agreed by the relevant stakeholders (Department and Service Provider).

No.	Questions	Answers
25.	Additional Strategic Questions Are there any cybersecurity standards (such as ISO 27001, CIS Controls, NIST, or the South African Minimum Information Security Standards) that the solution must comply with? Is the solution expected to be hosted within the SITA environment, the DHA data centre, or another hosting platform? Are there any third-party software licences that will be supplied by the Department, or should all licensing be included in the bidder's pricing? Will the Department require source code escrow or ownership of all source code developed under this project? Is the successful bidder expected to provide disaster recovery and business continuity capabilities as part of the solution? Can the reference letter be the same company for supplying and maintenance and Software Development and System Integration of mobile devices?	The prospective bidder must recommend the best cybersecurity standard practices utilized in the market. The solution will be hosted on premises, the exact site will be discussed with the successful bidder. No, the department will carry third party related costs of licenses Yes, the department will require source code escrow or ownership of all source code developed under this project. No, the successful bidder is not expected to provide disaster recovery and business continuity capabilities as part of the solution Yes

No.	Questions	Answers
26.	SITA RFB 1183 accreditation in a joint venture or consortium The Special Conditions of Contract require that the service provider be accredited on the SITA RFB 1183 Transversal Contract for Business Solution Implementation, Business Solution Delivery Services and Application Development Services, and the Stage 1B compliance checklist requires that the bidder be accredited on the SITA RFB 1183 contract. Clause 1.4 of the Instructions to Bidders permits expertise to be secured under a joint venture or consortium arrangement Where a bid is submitted by a joint venture or consortium, is the accreditation requirement satisfied if one member holds valid accreditation in the three required categories, or must each member hold accreditation in its own name?	Bidders are required to refer to the engagement model for SITA RFB1183.

No.	Questions	Answers
27.	Stage 3 mandatory requirement — OEM accreditation The mandatory requirement calls for an accreditation letter or certificate from the Vendor / Original Equipment Manufacturer for the handheld device. Please confirm: Whether the letter must name the specific device model being offered, or whether a general partner or reseller accreditation from the OEM is sufficient; and In a joint venture or subcontracting arrangement, which party's OEM accreditation is assessed.	The letter from OEM must specify the device and accredited supplier for the reselling product.

No.	Questions	Answers
28.	Stage 4 functionality — reference letters Please confirm whether a single reference letter that covers both software development and system integration of handheld mobile devices, and the supply and maintenance of handheld devices, may be counted under both criterion 1 and criterion 2, or whether separate letters are required for each criterion. We would be grateful for a written response, and confirmation of whether these clarifications will be issued to all bidders.	Yes, if the reference letter meets the clearly stipulated requirements specified in the specification document,
29.	Kindly consider request for the closing date to be extended.	The department will not consider any requests for extension due to very tight timelines for the implementation and rollout of them BCMS Solution.
30.	Based on international standards; normally up to a 10 MP camera on a device is acceptable, is there a technical reason the department is looking for a 20 MP specification?	The department is not in a position to deviate from the approved published specification, the reason for 20 MP specification is to ensure the quality of pictures or supporting documents that are captured in the field.
31.	Biometric capture & device specification TOR p.14 – Device specification; Briefing session 10 Jul 2026 The briefing indicated the scanner must capture four (4) fingers per slap or all ten (10) fingerprints at a time (i.e. not sequential single-finger capture). Please confirm this in writing, and confirm the minimum required FBI Appendix F / FAP	The device must be able to capture 10-print (4-4-2) slap capture, the prospective bidder must recommend the best market related certificate that will support the quality fingerprint capturing.

No.	Questions	Answers
	certification level of the fingerprint capture device (e.g. FAP 45 / FAP 60) for 10-print (4-4-2) slap capture.	
32.	Biometric capture & device specification TOR p.14 – 10P and 2P search; p.14 'transmit to relevant departmental systems' Please confirm the required fingerprint image and transmission standards for compatibility with the Departmental Biometric Solution — e.g. ISO/IEC 19794-4, ANSI/NIST-ITL, WSQ compression — and image resolution (500/1000 ppi).	The prospective bidder must recommend the best market related fingerprint image that will support the quality fingerprint capturing and retrieval as specified in the specification document.
33.	Biometric capture & device specification TOR p.14 – 10 fingerprints; TOR p.12–14 – enrolment of new suspects on CMS For enrolment of newly detected suspects onto the BCMS/Departmental Biometric Solution: are flat/slap fingerprint captures sufficient, or are rolled fingerprints required for enrolment records? Are palm prints in scope now or anticipated in future? Please also confirm the minimum enrolment quality standard expected by the ABIS (e.g. NFIQ 2 threshold).	The palm prints are not part of the scope of the RFQ. The minimum enrolment quality standard expected by the HANIS platform will be discussed during the technical sessions with the successful bidder.
34.	Biometric capture & device specification TOR p.14 – Built-in front and rear camera (minimum 20 MP), ICAO standard Does the 20 MP minimum apply to both front and rear cameras or the rear camera only? Is on-device ICAO (ISO/IEC 19794-5 / ICAO Doc 9303) facial	The 20 MP minimum apply to both front and rear cameras.

No.	Questions	Answers
	image quality assessment software required, or is compliance of the captured image sufficient?	
35.	Biometric capture & device specification TOR p.14 – 'The devices must be rugged' / 'waterproof' Please specify the minimum ruggedness ratings required: IP rating (e.g. IP65/IP67/IP68), MIL-STD-810G/H compliance, and minimum drop specification.	The question was previously responded, please refer to question 14.
36.	Biometric capture & device specification TOR p.14 – 'include scanning capability for documents and QR code' Is document scanning via the device camera acceptable, or is a dedicated scanning module required? Is machine-readable travel document (MRZ) reading and/or e-passport NFC chip reading (ICAO 9303) required for verifying travel documents?	Yes, document scanning via the device camera is acceptable and also have the capability for machine-readable travel document (. e.g. passports, IDs, permits, etc)
37.	Biometric capture & device specification TOR p.14 – Electronic signatures utilizing the finger For electronically endorsed signatures, is a captured signature image sufficient, or is an Advanced Electronic Signature as defined in the ECT Act (Act 25 of 2002) required?	Electronic signatures utilizing the finger is the only requirement that is acceptable as specified in the specification document.
38.	Biometric capture & device specification TOR p.14 – Battery lasting minimum 8 hours Please confirm the usage profile against which the 8-hour battery requirement will be measured (screen-on time, biometric captures per hour, cellular data	The battery must last for a minimum of 8 hours while being utilized in the field with the functions specified in the specification document.

No.	Questions	Answers
	active), and whether removable/hot-swappable batteries are required for extended field operations.	
39.	Device management (MDM) & device security Device management (MDM) & device security TOR pp.13–14 – Scope (no MDM requirement stated) The TOR does not reference Mobile Device Management (MDM/EMM/UEM). How are the 600 devices to be enrolled, configured, secured, patched and remotely managed over the 36-month period? Does DHA have an existing MDM platform (e.g. Microsoft Intune) into which devices must be enrolled, or must the bidder supply and price an MDM solution, including licences, for the contract duration?	The department currently does not have any mobile devices; therefore, the service provider must recommend the solution to enable device management and security. The cost of licenses must be incorporated as part of their cost of procuring devices
40.	Device management (MDM) & device security TOR p.14 – Scope; p.15 – Support and maintenance If the bidder is to provide the MDM: where must it be hosted (DHA data centre, SITA, or cloud), and are there departmental security policies governing cloud-hosted device management?	DHA data centre.
41.	Device management (MDM) & device security TOR p.14 – Warranty for duration of contract (3 years) Is a minimum OEM commitment for Android OS version upgrades and monthly security patches required for the duration of the contract (e.g. security patch support for 5 years)?	Yes, this will part of the support and maintenance scope.

No.	Questions	Answers
42.	Device management (MDM) & device security TOR p.14 – Devices used for tracking positions of officials In the event of a lost or stolen device: is remote wipe/lock mandatory, who bears the replacement cost, and must incidents be reported under a defined security procedure?	The department will carry the costs for lost of devices by the officials as per the approved internal processes.
43.	Device management (MDM) & device security TOR p.14 – 'communication purposes' Must devices be locked down (kiosk mode) to the BCMS application and approved apps only, or will they be used as general-purpose devices? Please clarify 'communication purposes' — voice calls, push-to-talk, secure messaging within BCMS, or standard GSM services?	Yes, the devices must be locked for official use and other applications must be disable. The devices will not be utilized for communication purposes.
44.	Authentication, network & connectivity Authentication, network & connectivity TOR p.13 – 'integrate with the existing departmental Active Directory (AD) for authentication and Authorisation'; Briefing session Given that devices operate in the field on DHA-provisioned SIM cards, please clarify the expected authentication path to Active Directory: is this on-premises AD only, or is Microsoft Entra ID (Azure AD) available? Is authentication expected via VPN/private APN to on-prem AD (LDAP/Kerberos), via ADFS, or via Entra ID federation with modern authentication?	The devices will be required to authenticate via AD (LDAP) while is connected through the departmental network via VPNRA. The exception for logging during offline will be discussed during the technical sessions with the successful bidder.
45.	Authentication, network & connectivity TOR p.14 – 'The Department will provision all sim card for connectivity'	The department will provide SIM cards connectivity and manage the entire process.

No.	Questions	Answers
	Will the DHA-provided SIM cards operate on a private APN routing directly into the DHA network, or on public internet with VPN overlay? Which mobile network operator(s) will be used, who manages the APN, and will the successful bidder be provided with the network architecture and firewall change process for integration?	
46.	Authentication, network & connectivity TOR p.14 – 'Accessibility to be restricted by fingerprint login' Please clarify how fingerprint login must operate: (a) local device biometric unlock linked to an AD-authenticated session, or (b) 1:1 fingerprint verification of the official against the Departmental Biometric Solution/enrolled template at each login?	The local device biometric unlock will be utilized and further technical details will be discussed during the technical sessions with the successful bidder.
47.	Authentication, network & connectivity TOR p.14 – Connectivity: 5G (Dual SIM) Is 5G mandatory, with LTE/4G fallback acceptable in areas without 5G coverage? Please confirm, given current 5G coverage in operational areas.	The minimum connectivity that is accepted is 5G as specified in the approved and published specification document.
48.	Offline capability Offline capability TOR p.14 – 'Temporarily store data on the device when on field and when offline' Please clarify the scope of offline capability: is store-and-forward sufficient (captures queued on the device and transmitted when connectivity is restored),	The scope of offline capability: is store-and-forward sufficient (captures queued on the device and transmitted when connectivity is restored).

No.	Questions	Answers
	or is offline verification/identification against a locally stored gallery also required while disconnected?	
49.	Offline capability TOR p.14 – Offline storage; POPIA What categories of data may be temporarily stored on the device, for how long, and what encryption standards are required for data at rest and in transit? Must locally stored data be automatically purged after successful transmission to the server?	The data will be stored temporary and will be sync immediately connected to the network.
50.	Integration & existing DHA systems Integration & existing DHA systems TOR p.13 – 'Biometric Case Management system must integrate with the existing DHA applications' Please list the specific DHA applications the BCMS must integrate with (e.g. NIIS, MCS, ABIS/HANIS, VAS), the integration mechanisms available (APIs, ESB, web services), and confirm that interface specifications and documentation will be made available to the successful bidder.	Please refer to question 18 response.
51.	Integration & existing DHA systems TOR p.13 – 'integration with the Departmental Biometric Solution'; p.14 – 10P/2P and 1:1 Please confirm which Departmental Biometric Solution (ABIS) performs the 10P/2P searches and 1:1 verification, that matching is performed centrally by DHA (with the bidder transmitting captures), the expected search response	The HANIS platform has the capability to perform 1:1, 2P, 10P search, SDKs and a test environment will be provided for the pre-procurement device testing to the successful bidder.

No.	Questions	Answers
	times, and whether SDKs and a test environment will be provided for the pre-procurement device testing.	
52.	Integration & existing DHA systems TOR p.14 – '1:1 verification which can be used to identify South African citizens' Please confirm that access to the relevant citizen biometric database (HANIS/ABIS) for 1:1 verification will be provided by DHA, and under what data-sharing/legal arrangements.	The access will be granted to the successful bidder for integration purposes.
53.	Integration & existing DHA systems TOR p.13 – Development, implementation, support and maintenance Where will the BCMS be hosted — DHA data centre, SITA, or cloud? Who provides the server infrastructure, database and middleware licences, and the development, testing, QA and production environments?	The department is responsible to provide the different environments (development, QA, production) and infrastructure required.
54.	Current CMS & data migration Current CMS & data migration TOR p.12 – Background par. 5 Please describe the current CMS technology stack (application platform, database, hosting), and confirm whether source code and system documentation will be made available to the successful bidder.	Please refer to question 3 response. The relevant documentation will be provided, however, the source code of the current CMS will not be shared with the prospective since this new development not system enhancement.
55.	Current CMS & data migration TOR p.13 – 'approximately forty-five thousand (45 000) volumes of data'	45 000 transactions inclusive of documents.

No.	Questions	Answers
	The stated figure is ambiguous — 'forty-five thousand (45 0000)'. Please confirm the correct number (45,000 or 450,000), define what constitutes a 'volume' (cases, person records, documents), and confirm whether the migration includes biometric images, photographs and attached supporting documents.	
56.	Current CMS & data migration TOR p.13 – Data migration Who is responsible for data cleansing and quality remediation of the legacy CMS data, and will DHA provide a data dictionary and mapping support during migration?	The prospective bidder is also responsible for data cleansing.
57.	Rollout, scale, training & operations Rollout, scale, training & operations TOR p.15 – Project location: Hallmark-Pretoria; TOR p.13 – 600 devices Project location is stated as Hallmark, Pretoria only. Please confirm the geographic distribution of the 600 devices (national rollout across provinces/offices/ports of entry?), the number of Inspectorate offices/sites involved, and the delivery point(s) for devices.	The devices will be distributed at the central venue, Hallmark Building, Pretoria and no travel costs must be incorporated.
58.	Rollout, scale, training & operations TOR p.13 – Scope; system sizing Please confirm the expected number of total and concurrent BCMS users (web and mobile) and expected transaction volumes, for solution sizing purposes.	The detailed requirements will be discussed during the technical session.

No.	Questions	Answers
59.	Rollout, scale, training & operations TOR p.14 – 'Devices to be used for tracking positions of officials' Please clarify the tracking requirement: continuous GPS tracking or per-operation, where tracking must be displayed and stored, retention period, and any policy/consent requirements applicable to tracking of officials.	
60.	Rollout, scale, training & operations TOR p.13 – Training / train-the-trainer; SCC p.15 – on-site training, groups of min 10 Please confirm the total number of end users and technical resources to be trained, the number of training groups/sessions envisaged, and that train-the-trainer sessions occur at Head Office only.	Please refer to question 22 response.
61.	Commercial & contractual Commercial & contractual TOR p.16 – Fee structure; SCC p.15 – ad-hoc additional devices The fee structure shows device supply as 'Once Off' while the contract is on an as-and-when-required basis. Please confirm that the initial 600 devices constitute a firm order upon award, and whether Support & Maintenance pricing should be based on 600 devices with provision for ad-hoc growth.	Yes
62.	Commercial & contractual SBD 3.3 p.23 – Ceiling price	Yes

No.	Questions	Answers
	Please confirm that the ceiling price on SBD 3.3 must equal the 3-year total of the fee structure table (all-inclusive, VAT included), and that price evaluation (80 points) is on this total.	
63.	Commercial & contractual SCC p.15 – 'The Department will enter into an SLA with the service provider' To price Support & Maintenance accurately, please indicate the expected SLA parameters: support hours (8x5 or 24x7), response and resolution times, on-site vs remote support, and whether advance-swap/spares stock for devices is required.	Please refer to question 21 response.
64.	Commercial & contractual TOR p.14 – Warranty (3 years) Does the 3-year device warranty cover manufacturer defects only, or also accidental/field damage? What repair/replacement turnaround time is expected, and are loan devices required during repair?	Please refer to question 24 response.
65.	Commercial & contractual SCC p.15 – 'Conduct device testing at no cost to the department'; TOR p.13 – prior approval For the pre-procurement device testing and integration with the Departmental Biometric Solution: how many proof-of-concept devices are required, what is the expected test duration, and what are the acceptance criteria?	Minimum of 2 devices.

No.	Questions	Answers
66.	<u>Front Camera 20 MP specification</u> We know that the question was asked whether the front camera must be 20 MP We would like to give maybe some perspective thought in this regard None of the world leading facial recognition system require a 20MP resolution They all specify 5 MP as a completely sufficient resolution We completely agree that document scanning requires a higher resolution but this is close to always performed by the rear camera so that one can see the document to be scanned on the device display We have really researched the market and did not find any Facial / Fingerprint scanning device with the specification of 20MP front camera They are all around 10 MP cameras for the front camera There are some very few high-end cell phones with this specification but that would not be the ideal solution for this requirement We really plead to change the front camera specification to 10 MP	The department is not in a position to deviate from the approved published specification, the reason for 20 MP specification is to ensure the quality of pictures or supporting documents that are captured in the field.

No.	Questions	Answers
67.	<u>Reference sites in SA or in Africa</u> We would like to know whether the reference sites have to be in South Africa or whether we also can use reference sites in other African states where we have implemented such a solution	The reference letters can be in South Africa or in other African organizations.
68.	<u>Fingerprint scanner</u> Can the fingerprint scanner also be a software solution that works on a tablet devices and performs a 4X4X2 fingerprint scanning with 10P and 2P verification	Yes
69.	<u>Fingerprint scanner</u> Does the document scanning, facial recognition and fingerprint system have to be in one physical device. Or could the fingerprint system possibly a second device.	The functionality specified in the scope must be incorporated in one device.
70.	Special conditions lists 1183 categories for the supplier as the following categories: ➤ Business Solution Implementation ➤ Business Solution Delivery Services ➤ Application Development Services...."" • Does registration in one of the above SITA 1183 categories satisfy the mandatory requirement ?	The prospective must be accredited all three (3) categories listed of the SITA RFB 1183 Transversal Contract.

No.	Questions	Answers
	- Kindly outline the high-level requirements of the current CMS solution in order for us to understand the complexity and system workflows as per the approved legislation. Alternatively, list key use cases, user journeys and workflows that we need to provide for in order to assess the complexity of the development - On page 13 system functionalities section, it is mentioned that the BCMS must integrate with existing DHA systems. Kindly list the key these Department Systems and interface methods that each provide for to assist us with scoping the development effort. - Mention is made of 45000 records to be migrated from the current CMS. Please elaborate on the what type of data e.g. Open or concluded cases biographic data, biometrics, documents ??	Please refer to the response of question 11 for the high-level existing CMS architecture document. The use cases including the workflows will be drafted by the successful bidder based on the BRS document that will compiled by the internal Bas as stipulated in the published specification document. Please refer to the question 18 response. Please refer to question 55 response.
71.	Regarding BIDDING PROCEDURE ENQUIRIES: - Regarding tender DHA10-2026, could you please advise how bidders can become accredited on SITA RFB1183? - Please can you also advise when the Compulsory Briefing Presentation slides will be shared? - Please advise when will the list of questions asked in the compulsory briefing as well as their accompanying answers will be shared?	Bidders are required to refer to the engagement model for SITA RFB1183. The presentation slides will be uploaded on the eTender portal together with the question-and-answer document. Regarding the deadline extension, please refer to the question 29 response.

No.	Questions	Answers
	• Would like to formally request an extension to the submission deadline so as to provide sufficient time for a well structure proposal to be presented for the department to evaluate?	
72.	Regarding TECHNICAL ENQUIRIES: • Biometric Case Management system must integrate with the existing DHA applications ". Can more information be provided with regards to the number of applications, their interfaces (REST API, MQ, FTP, etc.) as well as any response and performance considerations that are applicable? • What is the total size of the approx. 45,000 existing cases that need to be migrated to the new system (in Mbytes or GBytes)? • Is there an expectation that the new BCMS will perform any 1:N fingerprint searches, or will this be submitted to another DHA system? • Is there an expectation that the new mobile biometrics devices will perform any 1:N fingerprint searches locally, or will this be submitted to the new BCMS or another DHA system? • Is there an expectation that the current 45,000 cases need to be stored onto each new mobile biometrics devices as well? • “ for tracking positions of officials ” Is there a requirement for the device to include a GPS device, or will 5G based location be sufficient? • In what format will fingerprints be received from relevant department systems?	• Please refer to question 18 response. • Please refer to question 55 response. • The BCMS will also perform 1:1, 2P, 10P search • The specification document is very clear that the 45 000 transactions must be migrated from the current CMS to the newly developed BCMS Solution not directly in the mobile device's storage. • Any recommended solution by the prospective BBD that will be enable the department track devices and officials • Please refer to the question 12 response.

No.	Questions	Answers
	In what format must fingerprints be transmitted to relevant department systems?	
73.	Consortiums, Joint Ventures and Subcontracting May consortium or subcontracting partners contribute their relevant customer references towards the functionality evaluation, or must all reference letters be in the name of the lead bidder only?	Bidders are required to refer to the engagement model for SITA RFB1183. Furthermore, in a case of subcontracting, the department will appoint the lead contractor as the custodian of the contract. All subcontracting arrangements are at the discretion of the lead contractor. Therefore, all reference letters must be in the name of the lead bidder only. In a case of a consortium or Joint Venture, all parties involved in a consortium or joint venture may contribute their relevant customer references towards the functionality evaluation.
74.	Handheld Biometric Device • Please confirm the required FBI certification level for the fingerprint reader (e.g. FAP 50, FAP 60 or another certification level). • Please confirm whether the fingerprint scanner must support simultaneous four-finger capture (4-4-2 capture), or whether sequential single-finger capture is acceptable provided that all ten fingerprints can be enrolled. • Is an OEM Authorisation Letter mandatory, and if so, must it be issued directly to the lead bidder, or may it be issued to a consortium member or authorized reseller?	• Please refer to the question 31 response. • Please refer to the question 13 response. • Yes, the letter must be issued by the OEM to the leading bidder.
75.	Hosting Environment • Will the solution be deployed within the Department's existing infrastructure, SITA infrastructure or another hosting environment?	• The solution will be deployed in the Department's existing infrastructure • Yes, please refer to the question 11 response

No.	Questions	Answers
	Will development, test, UAT and production environments be provided by the Department?	
76.	Software Licensing Should bidders include all third-party software licensing required to implement the solution, or will existing Department enterprise licences (such as Microsoft SQL Server, Windows Server and related Microsoft components) be utilized?	The bidder must cost licences related to the solution, however, existing Department enterprise licences (such as Microsoft SQL Server, Windows Server and related Microsoft components) will be utilized.
77.	Support and Service Levels - Could the Department provide the required Service Level Agreement (SLA) targets for: - High-priority incidents; - Device replacement; - Hardware repairs; and - Application support response and resolution times?	Please refer to the question 21 response.
78.	We kindly request your consideration for an extension to the closing date of Bid DHA10-2026: The Appointment of a Service Provider for the Development and Support of a Biometrics Case Management System (BCMS) and the Procurement of Handheld Devices with Built-in Biometric Readers . This bid involves a highly complex and specialised solution that requires significant technical design, solution architecture, OEM engagement, and integration planning to ensure that the proposed solution fully complies with the tender requirements and meets the Department's operational objectives.	Please refer to question 29 response.

No.	Questions	Answers
	Given the complexity of the solution, additional time would enable bidders to conduct the necessary due diligence, obtain the required technical inputs and confirmations from OEMs, and prepare a comprehensive, accurate, and compliant proposal. This will ultimately benefit the Department by encouraging higher-quality submissions and ensuring that the proposed solutions are robust, sustainable, and fit for purpose. We would therefore appreciate your consideration in granting an extension to the bid closing date to allow sufficient time for the preparation of a complete and technically sound response.	
79.	My previous email has reference. Due to unique hardware requirements , it's taking longer to receive feedback from hardware manufacturers. Kindly consider request for two extension of the closing date.	Please refer to question 29 response.
80.	Hereby request an Extension for SITA RFB 1183 for Biometrics Case Management System(BCMS). Gijima would like to offer an undivided attention to these Bids thus committing to a good quality solution that can meet your standards supplier development requirements, Gijima were asking for 2 weeks extension because of short notice. Gijima want to respond with a highly comprehensive Bid	Please refer to question 29 response.
81.	Is the DHA expecting a solution to be developed or can we use a COTS (Commercially of the shelf) solution that we can customise for the DHA?	The DHA is expecting the solution to be developed by the prospective bidder as per the approved BRS that will be provided to the successful bidder.
82.	What are the specific systems that the BCMS will have to interface with other than the ABIS. Is it the Population Register, Immigration Control etc.?	The full list of the required system interface will be provided during the BRS and FRS documentation to the successful bidder.

No.	Questions	Answers
83.	With respect to the devices, can we have slight variations in the specifications, e.g. 4G, 5.0-inch display, 12MP?	No, the department will not accept any deviation from the specified and published specification.
84.	For subsequent device order, we have minimum order quantities of 200-500, will subsequent order be in this range?	The range of order will be discussed with successful bidder during the project phases.