

COMPANY/BIDDER	QUESTIONS/ REQUESTS FOR CLARITY
1. BARNOWL SOLUTIONS	To whom it may concern We have a couple of questions for the above-mentioned bid: 1. How many users should be quoted for i.e. how many auditors will need to use the software? 2. We partner with a specialist Data Analytics provider called Arbutus – please advise how many of the users would need access to Data Analytics as it is an additional charge? 3. Page 37, 4.8.1 – what are the guest users (clients) expected to do in the software? Are you referring to the ability to allocate action plans, assessments, surveys and management comments to DoH employees for responses? Regards NDoH Response: 1. 30 Auditors 2. 5 users 3. Guest users (clients) can be granted "view-only or limited collaboration access" without consuming additional licences. Examples of access types for guest users with no extra licence required: View-only Access: where guests can see dashboards, reports, or findings but cannot edit or interact with data (i.e. sharing audit outcomes or progress updates with clients); External sharing via secure links: Platform that allows sharing of content via secure URLs. Portal or workspace access with restricted permissions: Offer client portals where guests can: - Upload supporting documents. - Respond to audit queries - View assigned tasks

2. EXCLAIM GRC	Dear Procurement Team, We're finalising our proposal for Tender NDOH 03-2025/2026 <i>Appointment of a Service Provider for the Supply, Delivery, Installation, Configuration, Maintenance and Support of an Audit Management Software for the National Department of Health</i> and would appreciate clarification on the following, as it directly affects pricing and system configuration: • The expected number of users who will access the Audit Management Software. • Whether there are any identified checklists or Compliance Risk Management Plans (CRMPs) that should be included. Thank you for your assistance NDoH Response: • 30 users • The checklist to address is as stated under paragraph 8 (8.2), from page 39 of 47 of the attached tender documents.
3. BEINEX	Dear Procurement team, Greetings from Beinex. I am writing to express our interest in the tender referenced below. The title of the tender aligns closely with the services we offer. We could not access the tender documents, so I would appreciate it if you confirmed the steps to participate. Tender Title - NDOH 03-2025/2026 - Audit Management Software At The National Department Of Health For A Period Of Three (03) Year Purchasing Authority - NATIONAL DEPARTMENT OF HEALTH Kind regards NDoH Response: Kindly complete all the tender documents as advertised and ensure all forms that require a signature are signed. Further provide the solution to the advertised terms of reference. Thereafter submit your bid before or on the closing date 28 October 2025 by 11:00 am.

4. PWC	Dear National Department of Health Trust that you are well. We received your invitation to tender: "APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY DELIVERY INSTALLATION CONFIGURATION MAINTENANCE AND SUPPORT OF AUDIT MANAGEMENT SOFTWARE AT THE NDoH FOR A PERIOD OF THREE (3) YEARS; Bid No - NDOH 03-2025/2026" We would like to provide a Proposal for our TeamMate+ Audit Software. In order for us to provide accurate pricing, can you please confirm the total number of users that would require access to the system. Just a follow up on the below query in terms of confirmation on the number of licenses as this would be required in order for us to provide accurate pricing. NDoH Response: The expected number of licenses for access to the Audit Management Software. <u>Answer:</u> 1. 30 licenses (users)
5. CURA SOFTWARE	Good morning, I trust you are well. I am following up on the email below with regards to NDoH-03(2025/2026) - APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY DELIVERY INSTALLATION CONFIGURATION MAINTENANCE AND SUPPORT OF AN AUDIT MANAGEMENT SOFTWARE AT THE NATIONAL DEPARTMENT OF HEALTH FOR A PERIOD OF THREE (3) YEARS. Kindly advise on the number of licenses that will be required for the Auditors (Super Users) so I can provide an accurate quote. Have a great day, looking forward to your response.

	NDoH Response: <u>Answer:</u> 1. 30 licenses (users)
6. SURTECH	Good day, As SurTech Solutions RSA (Pty) Ltd - the Exclusive Reseller of Diligent we are interested in responding to the NDOH 03-2025/2026 - APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY DELIVERY INSTALLATION CONFIGURATION MAINTENANCE AND SUPPORT OF AUDIT MANAGEMENT SOFTWARE AT THE NDoH FOR A PERIOD OF THREE (3) YEARS, as per the attached. In order to submit a sound response kindly provide a response to the below: 1. Due to the tender documents not mentioning user counts, kindly confirm how many users should we quote for. 2. Given the different licenses service providers offer, kindly confirm out of the user count provided above, how many users need a license that enables them to the following: • This user will be able do everything in the system such as to create their own Audit Engagement and Generate Reports. • This user will only be able to add in information into an audit engagement/fieldwork. They will not be able to create any reports or the actual projects, however they can view reports from the system. 3. Which Financial System does NDoH use at the moment? 4. Which HR and Payroll System does NDoH use at the moment? Your response in this regard is highly appreciated. Regards, NDoH Response: <u>Answer:</u> 1. 30 licenses (users) – Full licenses 2. 30 licenses (users) – Full licenses 3. Financial system – Basic Accounting System (BAS) 4. HR and Payroll system – Personnel and Salary System (PERSAL)

7. SURTECH	Good day, May I kindly pose the last question relating to the Special Goals on page 31 of the bid document. The points allocated per section is well noted however, there is no breakdown of how we should score ourselves on the specific goals. Kindly confirm whether this was mistakenly omitted or whether all bidders who have e.g. women ownership/HDI etc will score the same points despite their percentage of ownership. To elaborate further, whether you have 100% HDI ownership you score 8 points. Similarly if you have 30% ownership you score 8. Your response in this regard is highly appreciated. Regards, NDoH Response: Kindly note that the Standard Bidding Document (SBD 6.1) stipulates that the bidder should provide their Percentage ownership equity in the middle column. It is the responsibility of the bidder to indicate the number of points they are claiming based on the specific goals, in the last column.
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