PO Box 10335, Centurion, 0046
TCTA, Byls Bridge Office Park, Building 9,
Corner of Olievenhoutbosch & Jean Ave, Doringkloof, Centurion
Tel: +27 12 683 1200 | Fax: +27 12 683 1361
Email: info@tcta.co.za | Website: www.tcta.co.za

6 November 2026

CLARIFICATION NO. 3

APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF DESKTOPS, LAPTOPS AND ACCESSORIES, INCLUDING WARRANTY AND SUPPORT FOR A PERIOD OF THREE (3) YEARS; RFB NO: 019/2026/EWSS/LAPTOPS/RFB

Herewith please find clarification No.3 which forms an integral part of the above-mentioned RFB

PLEASE ACKNOWLEDGE RECEIPT OF THIS CLARIFICATION AS FOLLOWS:

1. Complete the section below and **without delay** email a copy of this page to TCTA, email address tenders09@tcta.co.za; for the attention of The Receiving Officer to confirm that you have received this clarification.

Regards

Signed by:TINA YVONNE MKHULISE MK
Signed at:2026-11-06 11:31:28 +02:00
Reason:Witnessing TINA YVONNE MKHL

Tina Mkhulise
SCM Acquisition Manager: Corporate

I/We herewith acknowledge receipt of CLARIFICATION NO 3 for **RFB NO: 019/2026/EWSS/LAPTOPS/RFB**

SIGNATURE: ..... DATE: .....

ON BEHALF OF: .....

Ms PN Sibiya [Chairman], Mr GT Dumas [Deputy Chairman], Mr NM Tladinyane, Ms VN Vedalankar, Mr GNJ White, Ms ME Mamabolo, Mr PR Mnisi, Ms MJ Ramataboe, Mr PJ Mofokeng
Mr DKP Sechemane [Chief Executive Officer], Adv W De Witt [Company Secretary]

QUESTIONS

#	Question	Response
1.	Centralised hardware management portal: Could you please provide further details regarding the requirement for a centralised hardware management portal? Specifically: Does TCTA already have a portal that can be used, or is a new portal required? If a new portal is required, where should it be hosted? At In2IT's cloud or at TCTA's cloud? As it needs to be hosted on the cloud provider or hosting location. Whether it should be hosted or managed by In2IT, TCTA or a third party. As Annexure C does not include a dedicated software or portal line item, where should bidders include the costs for licensing, hosting, implementation and support?	No. TCTA does not have a centralised hardware management portal. The OEM does provide this. We are at present using HP portal to manage our devices tracking serial numbers, warranty status etc.
2.	Is a portal demonstration required during evaluation or before contract award?	No
3.	Does the mandatory OEM/distributor partnership letter requirement also apply to the proposed portal provider?	No. it does not apply to the portal provider. See note below Table 1 of the RFB
4.	**Hardware Maintenance & Standby Units** With reference to potential maintenance events, please clarify whether the appointed service	TCTA will manage the standby units as the turnaround time is 2 days.

	provider is required to supply equivalent loan or standby units (swap stock) on-site during hardware repair or maintenance cycles, or whether TCTA manages internal backup units for affected users.	
5.	**Annexure H (Request for Access to TCTA Premises)** Please confirm the submission procedure and lead time for Annexure H. Specifically, should bidders submit this form via email prior to the tender closing date to obtain a security access code in advance of hand-delivering the bid	Bidders must submit Annexure H at least 48 hours before submission via email to tenders09@tcta.co.za
6.	**Annexure I (Tender Receiving Form)** **R**egarding the physical hand-delivery process, please confirm that Annexure I should be presented separately (outside the sealed tender pack) in duplicate, enabling both the TCTA receiving officer and the bidder's representative to retain a signed acknowledgement of receipt.	Yes, Annexure I should be attached on the outer cover of the submission envelope