

TENDER QUESTIONS - SCI/ADS/07/2026: — APPOINTMENT OF A SERVICE PROVIDER FOR THE PRODUCTION OF TWELVE (12) ANIMATED DIGITAL STORIES FOR SOCIAL AND BEHAVIOUR CHANGE CAMPAIGNS

QUESTION 1: I saw your tender advert on LinkedIn but cannot find the tender documents. Please advise

ANSWER: Tender documents are available on our website: <https://www.soulcity.org.za/opportunities/appointment-of-a-service-provider-for-the-production-of-twelve-12-animated-digital-stories-for-social-and-behaviour-change-campaigns>

QUESTION 2: The briefing link was not working; can we get a copy of the presentation

ANSWER: Kindly note that the compulsory briefing session was attended by more than 150 prospective bidders who successfully accessed the Microsoft Teams meeting using the link provided in the tender documents. The meeting did not require a meeting code or password.

The briefing presentation has since been published on the Soul City Institute website for the benefit of all prospective bidders. However, bidders are reminded that attendance at the compulsory briefing session formed part of the tender requirements, which cannot be amended retrospectively.

QUESTION 3: I wanted to ask to ensure that all the work does not get lost, our company does not have a clearance letter from SARS, however we do have a letter of good standing which has worked for all our pitches / Bids. Will this be allowed or will we be disqualified for compliance?

ANSWER: No. As stipulated in Annexure A, bidders are required to submit a valid SARS Tax Compliance Status (TCS) Pin or Tax Clearance Certificate confirming that their tax affairs are in order. No alternative document will be accepted in place of this requirement.

QUESTION 4: When it was said that the animation should be 2D, does this mean how it's produced (technicalities) or how it appears (aesthetics)?

I'm asking because it's possible to have a 3D presenting 2D animation and vice versa.

ANSWER: The requirement relates to the final visual output rather than the production methodology. Service providers may use any appropriate production techniques or software, provided the final deliverables meet the requirements of the Terms of Reference and present as high-quality 2D animated digital stories.

QUESTION 5: During the briefing session it was reiterated that the concept and script development would come from Soul City but the tender documents state the contrary, please advise:

ANSWER: SCI will provide the approved concepts and scripts for all twelve (12) animated digital stories. The appointed service provider will be responsible for translating these into storyboarded, animated, and final production-ready outputs in accordance with the requirements of the tender.

Annexure B has been amended accordingly.

QUESTION 6: The formula presented at the briefing reads $P_s = 80 \times ((P_t - P_{min}) / P_{min})$. As written, this would award the lowest-priced bid the fewest points, which appears to be the reverse of the intended outcome. Kindly

confirm the exact formula that will be applied for the 80-point price evaluation (for example, whether it is $P_s = 80 \times (1 - (P_t - P_{min}) / P_{min})$), so that all bidders price on a common basis.

ANSWER: The formula displayed during the briefing presentation contained a typographical error. Bidders are advised that the price evaluation formula contained in **Annexure A – Instructions to Bidders** is the correct formula and will be applied during the evaluation process, namely:

$$P_s = 80 \times (1 - ((P_t - P_{min}) / P_{min}))$$

Where:

- **P_s** = Points scored for price
- **P_t** = Price of the bid under consideration
- **P_{min}** = Lowest acceptable bid price

QUESTION 7: Annexure B (Terms of Reference) states that the successful bidder will be required to produce all twelve (12) animated digital stories and describes a contract running until completion and acceptance of all deliverables. Other tender material refers to a panel appointment under which no minimum work allocation is guaranteed. Kindly confirm which applies: is the successful bidder contracted to produce all twelve (12) stories, or is work allocated on a call-off basis with no guaranteed volume? This materially affects how bidders structure their pricing.

ANSWER: This tender is for the appointment of a single service provider to produce all twelve (12) animated digital stories.

The reference to a panel appointment contained in the briefing presentation was an administrative error. Bidders are requested to rely on the tender documents issued by SCI, which correctly reflect the scope and nature of this procurement.

QUESTION 8: Annexure B (§4.3) requires multilingual voice-over capability where requested by SCI, while Annexure C provides no line item for optional or on-request services, and the pricing instructions state that no additional charges will be accepted unless approved through a formal contract variation. Kindly confirm how bidders should reflect the cost of on-request multilingual voice-over: whether it should be excluded from the Annexure C total and provided as a separate schedule of rates, or included, and if so on what assumed number of languages.

ANSWER: The pricing submitted in Annexure C should be based on the scope of work contained in the tender documents.

Where SCI subsequently requests multilingual voice-over services outside the agreed scope, such services will be dealt with separately in accordance with SCI's contract management processes.

QUESTION 9: Kindly confirm that B-BBEE points will be allocated strictly per the status-level table provided, and confirm the specific evidence required to be recognized at the maximum 20 points — for example, whether this must be reflected on the B-BBEE certificate or on a sworn affidavit

ANSWER: B-BBEE points will be allocated strictly in accordance with the evaluation criteria and scoring table contained in Annexure A.

To be considered for the maximum allocation of 20 points applicable to a Level 1 contributor that is at least 50% Black Women Owned, bidders must submit a valid SANAS-accredited B-BBEE Verification Certificate or, where applicable, a valid sworn affidavit clearly reflecting both their B-BBEE status level and Black Women Ownership.