

M&E TOR: CCI_GF_0411_01

	Question from Bidder	Response - Answers to Bidder Questions
1	Will CCI provide an existing DHIS2 instance for customization, or should the vendor deploy a fresh DHIS2 environment?	The vendor must deploy a fresh DHIS2 environment.
2	What is the expected average and peak data volume (e.g., number of beneficiaries, transactions per day)?	A total cohort of 92 097 beneficiaries will be provided with services on a quarterly basis (every 3 months) for the duration of the grant. However beneficiaries may receive additional contact sessions/visits depending on their needs.
3	Are there any preferred cloud hosting providers or configurations for local hosting within South Africa?	Local hosting providers within South Africa is preferred.
4	Will biometric hardware be supplied by CCI, or should vendors propose compatible devices?	The vendor must propose compatible device solutions.
5	Should the system support multilingual interfaces for outreach workers and beneficiaries?	The system must be in English.
6	Are there specific POPIA compliance certifications or documentation required from the vendor?	The system itself must comply with the POPIA Act.
7	Will CCI conduct independent penetration testing, or should vendors include third-party testing in their proposal?	The vendor must propose solutions.
8	Will CCI provide predefined dashboard templates, or should vendors propose custom visualizations?	CCI will provide guidance/requirements regarding the dashboard specifications.
9	What are the key indicators and reporting frequencies expected from the system?	There are 4 core indicators and approximately 150 process indicators that will need to be factored into the system. The indicators will have validation rules that will need to be built in. Real time reporting is required in addition to the routine monthly, quarterly, semi-annually and annual reporting periods.
10	Could you please share the list of programme indicators and data elements that the system must collect, manage and report on?	
11	How many users are expected to be trained initially and annually?	40 users, TOT approach recommended.
12	Will training be centralized or conducted across all 18 districts?	Centralized training
13	What are the expected SLAs for helpdesk support and system uptime?	Helpdesk support is required especially during the initial start-up.
14	Will CCI assign a dedicated project manager or liaison for coordination during implementation?	Yes CCI will coordinate.
15	Is there flexibility in the proposed timeline for phased deployment across districts?	There is restriction on flexibility since there is an urgent need for the system to be up and running in minimal time.
16	Will consortiums or joint ventures be accepted if the lead partner meets BBBEE Level 1 or 2 requirements?	Consortiums or joint ventures will not be applicable for this application.
17	Will CCI share the detailed scoring matrix for technical evaluation prior to submission?	The scoring matrix is part of the TOR.
18	If the application exceeds email size limits, is there a preferred file-sharing platform or should all batches be sent via email only?	All batches must be clearly labelled and sent via email only.
19	Will bidders be notified individually of the outcome, or will results be published on the CCI website?	All bidders will be notified of the outcome.
20	Will CCI provide existing data schemas, indicators, or reporting templates aligned to DHIS2/Global Fund standards for system configuration?	CCI will provide information for system configuration.
21	Are there any existing systems, databases, or data sources (from previous Global Fund cycles) that the new M&ERL system must integrate or migrate data from?	Yes historic data will need to be integrated to the new system (MS Excel extracts).
22	Will historical data from previous systems or spreadsheets need to be migrated into the new M&ERL platform?	
23	Is there an existing Disaster Recovery/Business Continuity framework to align to, or should a new plan be proposed?	Disaster recovery plans must be proposed as part of the proposal.
24	What level of security certification (e.g., ISO 27001, penetration testing) is expected to ensure compliance?	ISO 270001
25	How many distinct user roles (e.g., PR, SR, field staff, M&E team, system admin) should be accommodated in the system?	PR level: 2 roles SR Level: 3 roles
26	Should bidder proposals include in-person training, online sessions, or both—and how many participants are expected?	In-person training for 40 participants (refer to line 13)
27	Does CCI have an existing helpdesk or support system to integrate with, or should bidders establish one?	The bidder must establish one.
28	Should costs be quoted inclusive or exclusive of VAT for evaluation purposes?	Costs must be broken down excluding VAT, VAT amount and including VAT.
29	Should bidders include all potential software licensing fees (if proprietary solutions are used) or only open-source components?	All costings are to be clearly detailed in the proposals.

30	Should the system include APIs to integrate with Department of Health, SANAC, or other national M&E platforms?	The system must be able to integrate with other systems, these need to be clearly specified in the proposals and should include a breakdown of the associated costs.
31	When does CCI expect the system to go live within the 30-month grant period (e.g., within first quarter)?	Within the 1st quarter
32	From which month or quarter in 2026 does CCI anticipate the system should be operational for use?	
33	Will CCI provide test data and acceptance criteria for UAT, or should bidders prepare these?	Test data can be provided.
34	Will service providers have an opportunity to present the pilot system to SRs and key stakeholders for review before rollout?	Yes
35	If CCI publishes additional guidance after FAQ release, will bidders be allowed to submit further clarifications or extensions?	Publication of all FAQ received is published on the website on the 14th of November 2025.
36	Is the Tender due on the 16th of november, on a Sunday?	Yes the closing date is the 16 November 2025.
37	Do/Will these indicators align directly with the DHIS2 indicator set currently used by the Department of Health and/or SANAC (e.g., HIV Testing, PrEP, ART, GBV screening, TB services, etc.)?	The indicators are standard/custom indicators used by the Global Fund.
38	Are there any custom indicators or layered services (e.g., mental health, voucher distribution, children of sex workers) that are not part of the DHIS2 national configuration but should be included?	Yes there are approximately 150 process indicators that will be used for programme monitoring.
39	Could you share samples or copies of the current paper-based or digital tools used by Sub-Recipients (SRs) and outreach teams to collect data (e.g., risk assessment forms, peer educator registers, clinical forms, GBV screening forms, etc.)?	Data collection forms will be shared with the successful vendor.
40	If back-capturing is expected, what is the estimated data volume (records or districts) to be migrated?	Back-capturing may be required for data collected during the 1st quarter while the system is being developed. Refer to row 5 for data volumes.
41	Approximately how many users are expected to access the M&ERL system across all levels?	Approximately 700 individual users.
42	Does CCI require a phased rollout (e.g., pilot - national) or full deployment at once?	A phased roll-out.
43	Will CCI or the Global Fund define the pilot sites, or should the service provider recommend them?	CCI will provide guidance/requirements regarding the pilot sites.
44	Will CCI provide the local cloud hosting environment, or is the appointed service provider expected to provision and manage it under the proposal's cost?	The proposal must include costing for local cloud hosting environment within CCI.
45	Are there any existing data-sharing agreements or APIs we must conform to?	POPIA Act
46	Could CCI clarify the expected duration and level of post-implementation support within the 30-month cycle?	The grant cycle is for 30 months which ends on the 31 March 2028.
47	Are there expectations for annual system enhancements or feature additions tied to evolving programme indicators, should we have that cost as part of the proposal?	System enhancements can form part of the proposal or could be incorporated as part of the phased approach.
48	Are we expected to deliver a demo in the proposal or is it not a requirement?	Not necessarily a demo of the scope of work but proposals must include examples and proof of similar work conducted.
49	Indirect Costs (IDC) and recoveries cost: If applicable, what percentage or cost base should be applied?	A detailed costing must accompany the proposal.
50	Indirect Costs (IDC) and recoveries cost: If not allowed, should all costs be presented as direct project expenses only?	
51	Is there a specific template required for submission of the technical proposal and the budget/financial proposal.	There is no specific template for the technical proposal. Guidance is provided in the TOR for the costing structure.
52	Is there an existing instance of DHIS2 that has data structures and existing data - is this managed by an existing service provider?	The vendor must deploy a fresh DHIS2 environment.
53	Are there existing data and systems that would need migration of data into an alternate instance of DHIS2 ?	Yes historic data will need to be integrated to the new system (MS Excel extracts). *Please see similar enquiry raised.
54	What is the maximum amount of value vouchers and emergency vouchers allowable per participant over the period ?	There is no maximum specified.
55	Are there frequency rules as to how often a voucher can be issued to a participant ?	There are eligibility criteria for beneficiaries to receive a voucher.
56	What sort of redemption mechanisms are envisaged, eg: Checkers/Shoprite Spaza Shop and local commerce Cash from ATM (Eg. Standard Bank Instant Money/ Cash Send)	Supermarket vouchers.

57	In addition the below, is there an indication of the number of users to be supported and trained. in terms of: 1. M&E Team members 2. Outreach Team members	Please refer to questions 25 and 26.
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