



Frequently Asked Questions

Question: The supplier has lost his or her password. What must the supplier do?

Answer: The supplier must phone Votaquotes helpdesk on 012 622 5712 or email votaquotes@elections.org.za.

Question: Can the supplier e-mail or fax his or her tax clearance certificate?

Answer: The copies of tax clearance certificates are not valid. An **ORIGINAL** tax clearance certificate must be submitted. All scanned, e-mailed or faxed documents are seen as copies.

Question: What does it mean if a supplier received a quotation/ tender/ request for a quotation.

Answer: The supplier actually received a notice. The purpose of the notice is to point the supplier to the Electoral Commission (EC) website so that the supplier can look at the specifications published there to see if the supplier complies before placing the bid on the website. To find the specifications the supplier must follow the steps below:

- Go to <http://votaquotes.elections.org.za>
- Choose 'auctions' from the menu.
- Find the number of the auction on your notice.
- Click on the line that contains the matching number.
- In the middle of the page find the section '**Auction Lines**'
- Find the sub-heading '**File**' on the right hand side of the screen and click on the 'View' link.
- A word document will open up that contains the specifications.
- Please scrutinize it carefully and make sure you comply with what is requested.

Question: The bidder placed a bid and his or her company is number one on the list. Why was the auction not awarded to the leading bidder?

Answer: This is because even though the bidder placed an online bid, the bidder might not have complied with the specifications. Below are some pointers:

- Did you submit all the documents/ samples required?
- Did you submit by the due date and time?
- Did you submit to the correct address?
- Does the product/ service comply with the parameters stated?

Question: It is the day that the auction closes. The supplier cannot get an original tax clearance to the EC on time. Is there any way the EC can approve the registration so that supplier may place a bid?

Answer: The submission of an original tax clearance certificate is a statutory requirement and cannot be waived. The registration can only be approved upon receipt of an original and valid tax clearance certificate.

Question: The supplier has just completed an on-line registration. What documents must the supplier submit?

Answer: Check the printed registration form; it lists all the required documents.