

SASSA 01 (QO)

INVITATION FOR QUOTATIONS

THE SOUTH AFRICAN SOCIAL SECURITY AGENCY INVITES QUOTATIONS FOR THE
PROVISION OF *description of works*

Project title:	PROCUREMENT OF ITIL 5 FOUNDATION TRAINING FOR FOUR (4) OFFICIALS TO ATTEND FOR A DURATION OF FIVE (5) DAYS.		
RFQ No:	RO/10/10/2026	Closing Date:	15/10/2026
Closing time:	11:00	Validity period:	60 days

1. COMPLETION OF QUOTATION/BID DOCUMENTS:

- 1.1 All quotation documents must be fully completed and duly signed by an authorized person (Directors / Representative).
- 1.2 All quotations and fully completed Standard Bidding Documents (SBD) forms must be addressed to the South African Social Security Agency and must be emailed to QuotationsEC@sassa.gov.za or hand delivered in a sealed envelope marked with the RFQ number stated above.
- 1.3 Service Providers that hand delivers their quotations must deposit it in the **QUOTATION BOX** situated at the reception at **SASSA, BKB BUILDING ENTRANCE, CNR MERINO AND FITZPATRICK RD, QUIGNEY, EAST LONDON**
- 1.4 NB: THE QUOTATION REGISTER AT THE RECEPTION MUST BE SIGNED AFTER QUOTATIONS ARE SUBMITTED.
- 1.5 Quotations that are emailed to any other email address other than the one mentioned above WILL not be considered.
- 1.6 Late quotations will not be accepted.
- 1.7 This quotation is subject to the GCC (General Conditions of Contract) and any other special conditions of contract where applicable.
- 1.8 Quotations equal to or above R 2,000 Vat inclusive shall be evaluated on 80\20 preference point system.
- 1.9 The taxes of the successful supplier must be in order, or satisfactory arrangements must be made with the South African Receiver of Revenue (SARS) to meet the supplier's tax obligations prior to award.
- 1.10 Quotations must be accompanied by A COPY of the following documents:
 - 1.10.1 ID Copies of All Directors
 - 1.10.2 CK document (Company registration document)
 - 1.10.3 Valid SARS Tax Pin Document
 - 1.10.4 A valid BBBEE Verification Certificate from a verification agency accredited by the South African National Accreditation System (SANAS) or a valid BBBEE certificate issued by the Companies and Intellectual Property Commission (CIPC), or
 - 1.10.5 Exempted Macro Enterprise (EME's) and Qualifying Small Enterprise (QSE) must submit a Sworn Affidavit signed by EME's representative and attested by commissioner of oath



*paying the right social grant, to the right person,
at the right time and place. NJALO!*

South African Social Security Agency
Head Office

SASSA House • 501 Prondisa Building Cnr Beatrix & Pretorius Street
Pretoria • Private Bag X55662 Arcadia • Pretoria 0083
Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za

1.11 Mandatory Requirements

1.11.1 Quotations submitted to SASSA by Suppliers should include the following information:

- a) Addressed to SASSA
- b) Letterhead of the Company / Company Stamp
- c) Company physical address
- d) Contact details
- e) Detailed Description of goods and services aligned with the specification issued and, where the specification is itemized, the quotation submitted must indicate price for each line item
- f) Total cost / price inclusive of VAT
- g) VAT registration number (where applicable)
- h) Company registration number
- i) Signature of Director / Representative

Quotations that do not comply with the above requirements will be disqualified

1.12 Administrative Requirements

- 1.12.1 Quotations submitted to SASSA need to include the validity period
- 1.12.2 Quotations submitted to SASSA need to include the delivery period
- 1.12.3 Submission of fully completed SBD 4 and SBD 6.1

SASSA reserves the right to negotiate with the service provider about the quotation price

2. DESCRIPTION OF SERVICE REQUIRED:

Description of Goods / Services	Quantity
PLEASE REFER TO THE ATTACHED SPECIFICATION/ TERMS OF REFERENCE	

NB: Please find attached Detailed Specification or Terms of Reference (TOR) and Standard Binding Document (SBD) Forms.

3. ENQUIRIES RELATED TO DOCUMENTS MUST BE ADDRESSED TO:

BUYER:		Telephone no:	
Cell no:	N/A	Fax no:	N/A

Name: N. Gqirana

Signature: 

Date: 10 October 2026



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SPECIFICATION FOR ITIL® 5 FOUNDATION TRAINING



1. PURPOSE OF TRAINING

The purpose of the ITIL® 5 Foundation training is to introduce participants to the key concepts, principles, and practices of modern IT service management (ITSM) based on the ITIL® 5 framework. This training provides a comprehensive understanding of how IT services align with business needs and how value is co-created through effective service management. ITIL® 5 Foundation Virtual training (Includes online Exam, 1-year PeopleCert Plus membership, which provides Retake, and Mock exam for the duration of the membership, Access to the full Library)

2. DETAILED SPECIFICATION

Service Providers must submit detailed and itemized quotations with the correct descriptions and correct quantities in line with the table below.

Note: Service Providers who deviate from the below specification by providing incorrect description or incorrect quantity will be disqualified.

Item No	Description	Quantity	Unit Price
1.	Provision of ITIL® 5 Foundation Training for a duration of 5 days. Method Of Training: Virtual Training. Officials to write an international ITIL® 5 Foundation certification exam.	04	
2.	Provision of a detailed proposal methodology covering the following: -list of modules and course content of the training. -Training approach	01	
3.	Provision of Training Manuals	04	
4.	Services of the Training Facilitator	01	



3. EVALUATION CRITERIA FOR QUOTATIONS

3.1 Mandatory Compliance

- (a) The Service Provider must submit a certified or a valid digital copy of accreditation certificate issued by PeopleCert Accredited Training Organization (ATO).
- (b) Provision of a detailed proposal methodology covering the list of modules, course content of the training and training approach.
- (c) Service Providers must be registered with National Treasury Central Supplier Database (CSD) and submit a CSD report.
- (d) Addressed to SASSA.
- (e) Quotations must be on a Letterhead of the Company or have a Company Stamp.
- (f) Company physical address.
- (g) Contact details.
- (h) Detailed Description of goods and services aligned with the specification/table on paragraph (2) and, where the specification is itemized, the quotation submitted must indicate price for each line item.
- (f) Total cost / price inclusive of VAT.
- (g) VAT registration number (where applicable).
- (h) Company registration number.
- (i) Signature of Director / Representative.

Note: Service Providers who Fail to fully comply with all the above requirements on mandatory compliance will be disqualified.

3.2 Administrative Compliance

- (a) Quotations submitted need to include the validity period.
- (b) Quotations submitted need to include the delivery period.
- (c) Submission of fully complete and sign SBD 4 and SBD 6.1.
- (d) Submit ID copies of all the Director of the company.
- (e) Submit CK document (Company registration document).
- (f) Valid SARS Tax Pin Document.

SPECIFICATION FOR ITIL® 5 FOUNDATION TRAINING



- (g) A valid BBBEE Verification Certificate from a verification agency accredited by the South African National Accreditation System (SANAS) or a valid BBBEE certificate issued by the Companies and Intellectual Property Commission (CIPC), or Exempted Macro Enterprise (EME's) and Qualifying Small Enterprise (QSE) must submit a Sworn Affidavit signed by EME's representative and attested by commissioner of oath.

THE SERVICE PROVIDER SHALL:

- ✓ Travelling and accommodation costs for the facilitator will be incurred by the service provider.
- ✓ Service Providers offering ITIL 5 Foundation courses must be registered with AXELOS and PeopleCert, SETA (Sector Education and Training Authority), QCTO (Quality Council for Trades and Occupations) or any other sectoral board.
- ✓ The Service Provider to provide Agency and all participants to be in possession of the official training manual.
- ✓ The service provider delivers a high-quality training standard throughout the duration of the training.
- ✓ Service providers to provide quotations price inclusive of VAT.
- ✓ The service provider issue training certificates at the end of the training.

SASSA SHALL:

- ✓ The Agency reserves the right to appoint a service provider for training or not to appoint any service provider at all.
- ✓ The general conditions of contracts (GCC) as set out by the National Treasury will be applicable in all instances.
- ✓ The service provider shall invoice the Agency in respect of services rendered.
- ✓ The Agency shall pay the service provider within 30 days for services rendered.

SPECIFICATION FOR ITIL® 5 FOUNDATION TRAINING

THE COMES OF TRAINING



By completing this training, participants will:

- ✓ Gain a foundational understanding of the ITIL® 5 service value system (SVS) and service value chain.
- ✓ Learn the guiding principles of ITIL and how they support continuous improvement
- ✓ Understand key ITSM practices such as incident management, change enablement, and service request management
- ✓ Be prepared to take the ITIL® 5 Foundation certification exam
- ✓ Provide comprehensive understanding of IT service management (ITSM) principles and practices,
- ✓ Equipping individuals with the knowledge to improve service delivery,
- ✓ Enhance customer satisfaction and optimize organizational performance.
- ✓ It covers key concepts, guiding principles, and the ITIL Service Value System, focusing on value creation, continual improvement, and collaboration.

ENQUIRIES

All enquiries regarding the bid may be directed to the following officials in writing:

Technical Enquiries:

Name: Ms. N. Mahlaza - Tel: 043 – 707 7645

Email: Quotationsec@sassa.gov.za

Supply Chain Management Enquiries

Name: Mr T. Tyaliti - Tel: 043 – 707 6328

Email: Quotationsec@sassa.gov.za

	NAME	DESIGNATION	SIGNATURE	DATE
Compiled By:	Ms N. Mahlaza	Assistant Manager: HCD		06/10/2026
Approved By:	Ms Y. Zotwa	Acting General Manager: CS		2026/10/06

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

- 2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

3 **DECLARATION**

I, _____ the _____ undersigned,
 (name)..... in
 submitting the accompanying bid, do hereby make the following
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....	
Signature	Date
.....	
Position	Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

1.2 To be completed by the organ of state

(a) The applicable preference point system for this tender is the 80/20 preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \mathbf{Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)} \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) \text{ or } P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$$

Where

- P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership	20	
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership	18	
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership	16	
B-BBEE Status Level 1 - 2 contributor	14	
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership	12	
B-BBEE Status Level 3 - 4 contributor	8	
B-BBEE Status Level 5 - 8 contributor	4	
Non-compliant	0	
Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points		

Returnable document to claim points	Please tick below for the attached document
1. B-BBEE Certificate	
2. Sworn Affidavit (EME or QSE)	
3. CSD registration number	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:
.....

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

.....