



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

TERMS OF REFERENCE

For the appointment of a Service Provider
to

**Conduct Induction Training for SASSA Officials
Serving in the Ethics Committee.**



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

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Terms of reference for Service Provider to conduct ethics induction training for SASSA officials serving in the Ethics Committee.

1. SERVICE REQUEST

- 1.1 This is a Terms of Reference which serves as an invitation to prospective service providers to assist the South African Social Security Agency (SASSA/Agency) to conduct induction training for the Agency's officials who serve as the SASSA Ethics Committee.

2. BACKGROUND AND INFORMATION

2.1 Background on the Agency

- 2.1.1. The South African Social Security Agency (SASSA) was established in April 2006 in terms of section 2(1) of the South African Social Security Agency Act, 2004 (Act No. 9 of 2004). SASSA is an organ of state in terms of section 239(b) (ii) of the Constitution and a Schedule 3A National Public entity, in terms of the Public Finance Management Act, 1999 as amended (Act No 1 of 1999).
- 2.1.2. Its functions include administration of social assistance in terms of Chapter 3 of the Social Assistance Act, 2004 as amended (Act No 13 of 2004) and to perform any function delegated to it under the Social Assistance Act.
- 2.1.3. The function also includes the collection, collation, maintenance and administration of such information as is necessary for the payment of social assistance, as well as for the central reconciliation and management of funds transfer, in a national database of all applicants and beneficiaries of social assistance.
- 2.1.4. The objectives of SASSA (in terms of SASSA Act of 2004) is to:
- 2.1.4.1. serve as a consultant for the administration and payment of social assistance.
 - 2.1.4.2. serve as an consultant for the prospective administration and payment of social security.
 - 2.1.4.3. to render services relating to such payments and for matters connected thereto.
- 2.1.5. The South African Social Security Agency currently pays 17.8 million social assistance grants to over 11 million beneficiaries through the nine (9) SASSA regions.
- 2.1.6. These regions are dealing with the registration, processing and administration of social assistance programme on a daily basis.

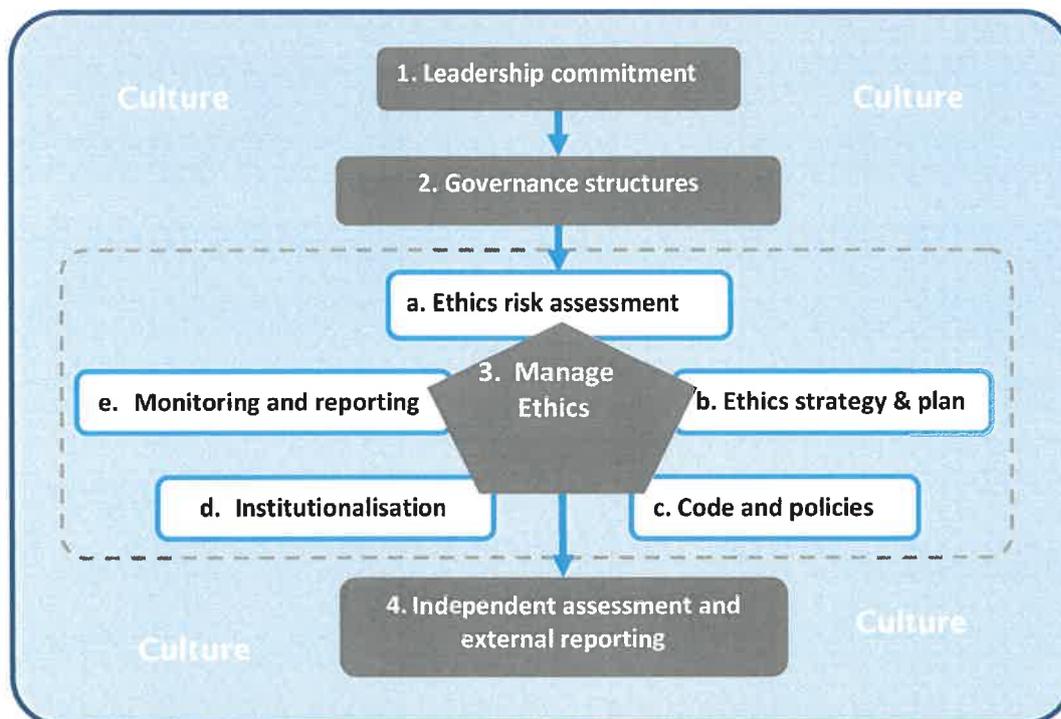
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2.1.7. SASSA has a total staff complement of 7747 permanent staff as at 10 December 2021, located at the Head Office in Pretoria and across nine Regions (SASSA refers to Provinces as Regions).

2.2 Background to the SASSA Ethics Committee Members' Induction Project

2.2.1. The Department: Risk Management, among other functions, exists to promote integrity of the Agency's systems, processes and people to increase public confidence in the Agency as a sole provider of Social Assistance.

2.2.2. SASSA has adopted a model for managing its ethics programme which is an ethics management cycle that shows a clear flow of components/phases of managing ethics in an organisation.



2.2.3. As part of the adoption and institutionalisation of the structured management of ethics within the Agency, the Agency developed an Ethics Policy Manual which was approved by the EXCO in 2021.

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- 2.2.4. The Ethics Policy Manual consists of the Ethics Management Policy and Procedures for implementing the different facets of the ethics management programme outlined in the ethics management cycle.
- 2.2.5. Since the approval of the Ethics Policy Manual, the Department has been, among others, establishing the SASSA ethics infrastructure.
- 2.2.6. Among the components of the ethics infrastructure being established, is the SASSA Ethics Committee whose establishment was approved by the CEO in 2021.
- 2.2.7. The SASSA Ethics Committee started with its work in the third quarter of 2022/23.
- 2.2.8. It is one of the good governance requirements that upon its establishment, every governance structure must receive induction.
- 2.2.9. Ethics Committee refers to a regulatory structure that is set up to provide strategic direction and oversight on the ethics management of the Agency.
- 2.2.10. Some officials of the Agency serve in the Ethics Committee as members of the committee whilst others serve to provide secretariat services and support to the Committee.
- 2.2.11. The Committee provides leadership and guidance on implementation of Ethics Strategy of the Agency so that it is able to comply with its responsibilities to act in the public interest, with integrity, objectivity, professional competence, due care, confidentiality, and in compliance with all relevant laws and regulations.
- 2.2.12. It is against this background that a service provider with requisite experience, expertise and skills is sought to conduct induction training for the SASSA officials serving in the Ethics Committee (Committee members and members of the Committee Secretariat and support).

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3. INTRODUCTION TO THE TERMS OF REFERENCE

3.1 Services Required

3.1.1. In line with the aforementioned requirement, it was resolved to appoint subject experts to facilitate required project deliverables in the ethics management field to conduct induction training for SASSA officials serving in the Ethics Committee.

3.1.2. The Service Provider is required to conduct induction training for SASSA officials serving in the Ethics Committee of the Agency (total of 13 officials).

4. SERVICE SCOPE AND OBJECTIVES

4.1 Induction Training

4.1.1. The main objective of providing induction training for officials serving in the Ethics Committee within SASSA is to ensure that the knowledge, skills, expertise and capacity to build and maintain an ethical culture translate into organizational performance efficiency and effectiveness.

4.2 Scope of Work

4.2.1. The scope of work for the project, to the extent possible, will include, but not be limited to:

- i. Train SASSA officials serving in the Ethics Committee.
- ii. Produce and submit a report on the induction training conducted.

5. EXPECTED DELIVERABLES

5.1 Aspects of the Deliverables

The deliverables for this scope of work consist of two aspects which should be considered:

5.1.1. Induction training conducted for SASSA officials serving in the Agency's Ethics Committee.

5.1.2. A report on induction training conducted.

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6. CONTRACT OBJECTIVES

6.2.1. Specific Roles and Responsibilities

- i. The role of the successful service provider, amongst others, is to:
 - a. Apply world-class ethics management approach to the management and attainment of the project.
 - b. Cooperate, collaborate and actively engage with SASSA staff and other stakeholders as required.
 - c. Provide timeous and accurate report on the project.
 - d. Production of deliverables in accordance with the requirements and timeframes of the Terms of Reference.
 - e. Training of 13 SASSA officials.

7. RELEVANT SKILLS AND EXPERIENCE

7.1 Company Level

7.1.1. The successful service provider will be required to demonstrate skills, expertise and experience in the following areas:

- i. An extensive proven understanding of- and experience in Ethics Management induction programme.
- ii. Prior experience of providing similar service in the public administration sector.
- iii. Excellent Report writing and Facilitation skills.

7.2 Resource Level

7.2.1. The successful service provider will be required to include CVs of all facilitators (resources) that will be deployed to this training. These CV's should demonstrate the skills, expertise and experience of these resources as it refers to change management and the skills and experience outlined above.

7.2.2. The successful service provider will be required to outline the role of all of the resources in the training project.

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8. ASSUMPTIONS AND RISKS

8.1 Assumptions underlying this Intervention

8.1.1. The communication channel between service providers and SASSA officials is open and constructive.

8.1.2. Service Provider will have enough knowledge and experience to effectively deliver this project.

8.2 Risks

8.2.1. The non-availability of appropriate service providers to effectively conduct induction training.

9. LOGISTICS, COMMENCEMENT AND TIMING

9.1 Project Location

9.1.1. The training is expected to be conducted on a face to face or in person session and the service provider is also expected to provide the venue for the training.

9.2 Project Equipment

9.2.1. No procurement of equipment is foreseen. The Service Provider is required to furnish their own equipment necessary for the execution of the project.

9.3 Project Commencement

9.3.1. It would be expected of the successful Service Provider to assume duties within five business days of the award of the project.

9.4 Project Duration

9.4.1 It is expected that this project will be completed in two (2) days from commencement.

10. RESPONSE REQUIREMENTS

10.1 Terms of Reference

Terms of reference for Service Provider to conduct ethics induction training for SASSA officials serving in the Ethics Committee.

10.1.1. The Prospective Service Provider shall provide a proposal covering all aspects of this Terms of Reference.

10.1.2. The Prospective Service Providers are advised to:

- i. Acquaint themselves with the contents of this document.
- ii. Assess the extent and nature of requirements.
- iii. Understand that no belated claim on the grounds of lack of knowledge in respect of the aforementioned will be entertained.

10.1.3. Should the content of these specifications not define sufficiently the execution of the scope of the development and implementation, the Prospective Service Provider is obliged to contact SASSA for further details.

10.1.4. All costs accepted from successful Service Provider will remain fixed and firm from date of acceptance for a period of the contract.

10.2 Submissions

Prospective Service Providers are invited to provide proposals which will outline and address all aspects covered in this Terms of Reference with special attention to matters covered under point 11.3 Special Conditions and 11.5 Functional Evaluation. The proposal should include at a minimum:

10.2.1. Profile of the Service Provider Company outlining:

- i. experience and expertise of the company relating to Ethics Management and training.
- ii. the company track record, including a description of similar work undertaken, within the public administration sector.

10.2.2. Attach at least three contactable references with reference letters.

10.2.3. The proposal should include CVs of all Consultants that will be deployed for the task by the Service Provider and outline their role in the project and time allocated to the project.

10.2.4. Proposed methodology and approach to meet the required deliverables.

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10.2.5. The submission should provide inclusive quotes for the comprehensive project and should include aspects such as VAT.

10.2.6. The responses should be submitted on an original hard copy of the proposal and at least one read-only soft copy of the proposal.

11. EVALUATION PROCESS

11.1 Principles

11.1.1 Proposals will be evaluated in accordance with the 80/20 preference point system, as contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000).

11.2 Evaluation of Bid Proposals

The evaluation of the bid proposals shall be conducted as follows:

11.2.1 First Stage

Phase 1: Special Conditions

Phase 2 Administrative Compliance

Phase 3: Functional Evaluation of written response

11.2.2 Second Stage

Phase 1: Price and Specific Goals.

11.3 Phase 1: Special Conditions**

11.3.1 Prospective Service Providers must attach at least three contactable references with reference letters of at least 3 public administration institutions where similar work, as in

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the scope of work, relating to Ethics Management, including induction training of ethics committee members, was undertaken and was successfully implemented between 2016 and 2023. The letter must:

- Be on the client's company letterhead
- Be signed by the client
- Indicate the name of training intervention.
- Indicate the duration of the training intervention (start and end date).
- Have contact person and contact details (number and email).

11.3.2 Prospective Service providers must submit a CV of the Project/Team Leader who will be deployed by the service provider, outlining number of years of his/her relevant industry experience in relation to the project (facilitating training and discussions), academic credentials as well as experience in ethics.

**** Prospective Service Providers not complying with these requirements or not submitting proof to this extent will be disqualified and will not be further evaluated.**

11.4 Phase 2: Administrative Compliance

11.4.1 Phase 2 of the evaluation will cover Administrative Compliance.

EVALUATION CRITERIA
Phase 2: Administrative Compliance
Bidders must submit the following: <ul style="list-style-type: none">• Tax Compliance Status PIN• Proof of company registration with Central Supplier Database• Submission of Technical Proposal and all SBD forms in response to the requirements outlined in the tender document is compulsory
NB: FAILURE TO COMPLY WITH THE ABOVE MENTIONED REQUIREMENTS MAY RESULT IN YOUR PROPOSAL BEING DISQUALIFIED

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11.5 Phase 3: Functional Evaluation

11.5.1 Important to note that proposals scoring below 70 points for functionality will not be evaluated further on price and specific goals.

11.5.2 Evaluation criteria for functionality are listed below:

Values: 1=Poor, 2=Average, 3= Good, 4 = Very Good, 5 = Excellent

Evaluation Criteria		Weight
Technical Proposal		
1.	<p>Number of reference letters of public administration institutions where similar work, as in the scope of work, relating to Ethics Management, including induction training of ethics committee members, was undertaken and was successfully implemented in the recent past five years from 2018 (attach reference letters):</p> <ul style="list-style-type: none"> • 0–3 reference letter = 1 point • 4 reference letters = 2 points • 5 reference letters = 3 points • 6 reference letters = 4 points • 7+ reference letters = 5 points 	40
2.	<p>Quality of the training content covering the following topics:</p> <ol style="list-style-type: none"> 1. Concept of corporate governance 2. Governance of Ethics 3. Governance of corporate citizenship 4. The statutory mandate of the social and ethics committee 5. The purpose and the role of social and ethics committee 6. Monitoring and reporting framework <p>(The bidder should submit a proposal which, amongst others, should outline training content as stipulated above):</p> <ul style="list-style-type: none"> • 0–1 topic addressed = 1 point • 2 topics addressed = 2 points • 3 topics addressed = 3 points • 4 topics addressed = 4 points • 5+ topics addressed = 5 points 	30
3.	<p>Number of years of deployed Project/Team Leader’s experience in relation to the project (attach CV):</p> <ul style="list-style-type: none"> • 0–1 year experience = 1 point • 2 years’ experience = 2 points • 3 years’ experience = 3 points • 4 years’ experience = 4 points • 5+ years’ experience = 5 points 	30
TECHNICAL		100

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11.6 Stage 2: Phase 1- Price and Specific Goals

11.6.1 Points awarded for price and specific goals:

Price and Specific Goals	100
Price	80
Specific Goals	20

11.6.2 Bidder should note that 80 points will be for price and the 20 points will be for specific goals:

11.6.2.1 Price

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{min} = Price of lowest acceptable tender

11.6.2.2 Specific Goals

Preference points will be awarded to a bidder for attaining the specific goals in accordance with the table below:

Specific Goals	Number of points (80/20)
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
Others (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.	

- Bidders must submit a B-BBEE verification certificate from a verification agency accredited by the South African National Accreditation System (SANAS) or certified copies thereof and/or a CSD MAAA number and/or a sworn affidavit indicating the percentage of ownership of all shareholders and/or owners and signed by the commissioner of oaths.

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- Failure to submit the required documents shall be interpreted to mean that preference points for specific goals are not claimed.
- Bidders are requested to provide a clear agreement regarding joint venture/consortia. The percentage involvement of each company in the joint venture agreement should be indicated on the agreement. A trust, consortium or joint venture must submit a consolidated B-BBEE status level verification certificate for every separate bid.
- Bidders should not subcontract more than 25% of the bid (attach subcontracting agreement/letter).

12. BID CONDITIONS

- 12.1 SASSA reserves the right to negotiate the price with the successful Prospective Service Provider.
- 12.2 A contract will be concluded between SASSA and the successful service providers.
- 12.3 The letter of acceptance to the successful service provider, together with the original tender documents and the proposal of the successful service provider will form part of the binding contract.
- 12.4 A service level agreement between the parties will be drafted.
- 12.5 The Agency reserves the right not to award the contract.
- 12.6 The Agency reserves the right to conduct vetting and preliminary checks of the successful Service Provider.
- 12.7 The successful Service Provider will be expected to provide SASSA with the same staff/consultants for which CVs have been submitted. CVs must have at least 3 contactable references for similar work and SASSA reserves the right to conduct reference checks.