

NOTIFICATION OF TENDER ADVERT

Bid Number:SASSA:11-26-ICT-HO

Bid Description: The South African Social Security Agency hereby invites proposals for the appointment of a service provider for the provision of a Cloud-Based Omnichannel Contact Centre as a Service (Ccaas) and Contact Centre Operations services for the South African Social Security Agency for a period of three (3) years.

Name of Institution:South African Social Security Agency

Place where goods, works or services are required:

SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria

Date Published: 17 September 2026

Closing Date / Time: 09 October 2026 @11:00AM

Enquiries:

Contact Person:Mr. Mandla Sibeko

Email: ccaasbid@sassa.gov.za

Telephone number: 012 400 2634

- All questions and/or enquiries related to this bid, should be submitted in writing and addressed to the following email address, ccaasbid@sassa.gov.za
- No meetings or telephonic enquiries will be entertained or responded to.
- All questions and/or enquiries should be raised within 5 working days from the date of the bid advertisement. No questions and/or enquiries will be considered beyond that period.
- Responses will be provided within 7 working days from the date of the bid advertisement.

Where bid documents can be obtained:

Website:<https://etenders.treasury.gov.za/> <https://sassa.gov.za>

Physical Address: Where bids should be delivered:

Tender Box situated at SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria