

## ANNEXURE A

### SPECIFICATIONS FOR MEDIA MONITORING FOR A PERIOD OF 12 MONTHS

The Service Provider will be expected to provide the following services:

- Monitor local and international news on print, online and broadcast media on a daily basis using 3 keywords i.e. SASSA, South African Social Security Agency (SASSA) and social grant during 7 days of the week.
- Monitor social media, provide analytics and reputation analysis on Facebook, YouTube, Instagram, Periscope and Twitter.
- To provide confirmation of Database to include all 114 Caxton community titles and at least 90 independent community newspapers spread over the 9 provinces.
- To monitor at least three community radio stations per province.
- Provide daily updated e-mail alerts at least thrice a day to SASSA Media Liaison staff as well as senior management staff.
- Provide access to a portal updated hourly.
- Provide archive facility for all material even post contract period as well as a disk at end of contract.
- Access to all broadcast clips at no extra cost for copyright.

#### Special Condition

- The service provider to provide confirmation that company database includes media outlets (National, Regional and community) that cover all 9 provinces.
- The Service provider to provide proof that they own/lease physical infrastructure for media monitoring.
- Failure to comply with the above will lead to disqualification

#### General Conditions

- Service Provider to provide archive facility for all material even post contract period as well as a disk at the end of contract.
- SASSA reserves the right to conduct site inspection in order to verify that the bidder own/lease physical infrastructure for media monitoring.
- The appointed Service Provider to give detailed presentation of service including portal functionality.
- The appointed Service provider will be expected to provide quantitative and qualitative analysis reports based on adaptable reputation pillars on a monthly, quarterly and annual basis.
- The contract to run for a period of one year.



*paying the right social grant, to the right person,  
at the right time and place. N/A!O!*

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