

ERRATUM TENDER ADVERT- NOTIFICATION

Bid Number: SASSA: 75-22-ICT-HO

Bid Description: The South African Social Security Agency hereby invites proposals from potential service provider for the Social Relief of Distress (SRD) System Support and Maintenance - 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: 28 March 2023

Closing Date / Time: 21 April 2023 @11:00am

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Where bid documents can be obtained: Website: <https://etenders.treasury.gov.za/>
<https://sassa.gov.za>

Point of correction on first error:

It is reading:

Specific Goal	Number of points
B-BBEE Status Level 1-2 contributor with at least 51% youth or disabled ownership	8

And it is therefore replaced with:

Specific Goal	Number of points
B-BBEE Status Level 1-2 contributor with at least 51% black youth or disabled ownership	8



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

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Point of correction on second error (Returnable documents for other races and disabled)

It is reading: B-BBEE Status Level 1-2 contributor with at least 51% youth or disabled ownership

And it is therefore replaced with: B-BBEE Status Level 3-4 contributor with at least 51% women ownership

The corrected Terms of Reference are attached.

Apologies for any inconvenience caused



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SOUTH AFRICAN SOCIAL SECURITY AGENCY

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Social Relief of Distress (SRD) System Support and Maintenance Terms Of Reference



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ACRONYMS

Acronym	Description
AD	Account Domain
AGSA	Auditor General of South Africa
API	Application Programming Interface
AVS	Account Verification Service
B-BBEE	Broad-Based Black Economic Empowerment
BSC	Business Solution Centre
CEO	Chief Executive Officer
CFO	Chief Financial Officer
DBA	Database Administrator
DSD	Department of Social Development
DPSA	Department of Public Service Administration
CSV	Comma Separated Values
EFT	Electronic Funds Transfer
E-KYC	Electronic Know your client
GEPF	Government Employees Pension Fund
HAProxy	High Availability Proxy
LOB	Line of Business
MS AD	Microsoft Account Domain
NGINX	Engine-X
NSFAS	National Student Financial Aid Scheme
NT	National Treasury
NRP	Non-Repudiation Program
HO	Head Office
ICT	Information Communication Technology
IJS	Integrated Justice System

ICCAS	Integrated Customer Care Solution
IBM MQ	International Business Machine s- Message Queues
JPA	Java Persistence API
OTP	One Time Pin
OS	Operating System
PCA	Oracle Private Cloud Appliance
PERSAL	The Personal and Salary System
PERSOL	The Personnel Salary System used by SANDF and the Department of Defence
RAC	Real Applications Cluster
RO	Regional Offices
SASSA	South African Social Security Agency
SARS	South African Receiver of Revenue
SAFPS	Southern African Fraud Prevention Service
SFTP	Secure File Transfer Protocol
SRD	Social Relief of Distress Operational Application used by internal SASSA
SRDOPS	Social Relief of Distress Application
SMS	Short Message Service
SOA	Service Oriented Architecture
Service Provider	In this document reference to Service Provider also means Bidder and vice versa
Response Template	Microsoft excel spread sheet provided by SASSA to all Bidders to complete with Resources information and costs
UIF	Unemployment Insurance Fund
USSD	Unstructured supplementary service data
VM	Virtual Machine

SECTION A – OBJECTIVES AND BACKGROUND

1. OBJECTIVES

1.1. Objectives of Terms of reference

- 1.1.1. The main objective of this Terms of Reference is to acquire an all-inclusive SRD System Support & Maintenance Service for the South African Social Security Agency for a period of three (3) years from period of award.
- 1.1.2. SASSA requires a comprehensive service which should include any aspect related to support and maintenance of the current application, including any possible application of patches, upgrades and adding new functionalities to the SRD web application system and SRD Ops admin system (The SRD Ops admin system interfaces with systems like the Non Repudiation (NRP) programme to authenticate transactions)
- 1.1.3. SASSA also requires new development on the solution which will at a minimum include the below:
 - a. Implementation and support and maintenance of SASSA WhatsApp for grant application, re-confirmation and enquiries of all SASSA grants (Social grants and SRD 350 or equivalent)
 - a. Implementation and support and maintenance a standalone capability to create and send payment files for social grants in accordance in accordance to Bankserv file format using the Net Connector service of BankservAfrica, with reference to the below capabilities, including receiving the reconciliation files (VET and EF70 files) and provisioning to the Grants system for reconciliation. This will include:
 - i. Performing basic verification with banks means testing verifications, cellphone number verifications to ensure that provided social grant data is correct and data integrity is in place in order to facilitate payment.
 - ii. Performing payment extract for qualifying social grant records.
 - iii. Processing pay runs for social grants (i.e. SOCPEN payments), including generating Control and Data files and sending these files to Bankserv through a standalone capability to generate payment files in accordance to Bankserv file format for any SASSA applications.
 - iv. Processing BankServ VET and EF70 return files.
 - v. Synchronising return files with the social grant (Socpen) system.

-
- b. Implementation and support and maintenance of License and Electronic Know Your Client (eKYC) verification solution making use of facial recognition and risk management technology to biometrically identify grant applicants and staff members, removing the need for grant applicants to visit SASSA offices for identity confirmation. This solution will require integration into various enterprise Grant Administration processes. The solution must support both web channel and Mobile Application channel implementation. The solution must also facilitate the biometric verification of cell phone numbers against an applicant's ID Number to facilitate mobile or cash send payments.
 - c. Implementation and support and maintenance of system driven verification and reverification process v/s the current data scripting driven verification process that requires high levels of access and manual data processing. This will include the following:
 - i. Orchestration of 3rd party data acquisition processes.
 - ii. Redesign and implementation of new data structures to facilitate verification outcome history.
 - iii. Data pre-verification to identify potential errors in 3rd party data files.
 - iv. Verification metadata reports.
 - v. Verification data audit reports.
 - vi. Automated verification rollback processing.
 - vii. Performance optimisation of affected system components for example the payment extract and payment processing modules.
 - d. Implementation and support and maintenance of a solution to facilitate the "Account Referral" solution where SASSA will integrate with commercial banks (via BankServ) to provide banks with customer details (For SRD 350 and Social grants) for account opening and receiving bank account details back from participating banks.
 - e. Implementation and support and maintenance of Oracle SOA Suite to Orchestrate long running and file based integration processes. This will have included the automation of file based, MQ based and service based integration processes through the use of Oracle SOA Suite. (This capability is currently done manually with minimal orchestration). SASSA has licence Oracle SOA Suite for this purpose and service providers will not have the option to introduce other integration and orchestration tools. It should be noted that SASSA will provide

the required hardware and infrastructure for the implementation of Oracle SOA Suite. The following processes are explicitly included:

- i. Orchestration of File movement process (Bankserv, NT, UIF, GEPF, DPSA, SARS, etc.)
- ii. Orchestration of Payment Process
- iii. Orchestration of Verification Process
- iv. Orchestration of MQ process (SARS)

1.1.4. It must be noted that the majority of this contract workload is attached to the support and maintenance of current functionality and any enhancement (Bidders to note that enhancements will also include any enhancements to rules on how the SRD 350 grant works should the regulations change during the 3-year period) to the current functionality (**Refer to TOR Section 2: Background to the organisation, page 10-16 on the entire solution components**)

1.1.5. Bidders to also note that the subscription for the KRAKEND API gateway must be included as part of the support and maintenance

1.1.6. Bidders to also note that the support and maintenance for the below implementations required will form part of the current functionality support and maintenance once implemented.

a. Implementation of system driven verification and reverification process v/s the current data scripting driven verification process that requires high levels of access and manual data processing. This will include the following:

- i. Orchestration of 3rd party data acquisition processes.
- ii. Redesign and implementation of new data structures to facilitate verification outcome history.
- iii. Data pre-verification to identify potential errors in 3rd party data files.
- iv. Verification metadata reports.
- v. Verification data audit reports.
- vi. Automated verification rollback processing.
- vii. Performance optimisation of affected system components for example the payment extract and payment processing modules.

b. Implementation of a solution to facilitate the "Account Referral" solution where SASSA will integrate with commercial banks (via BankServ) to provide banks

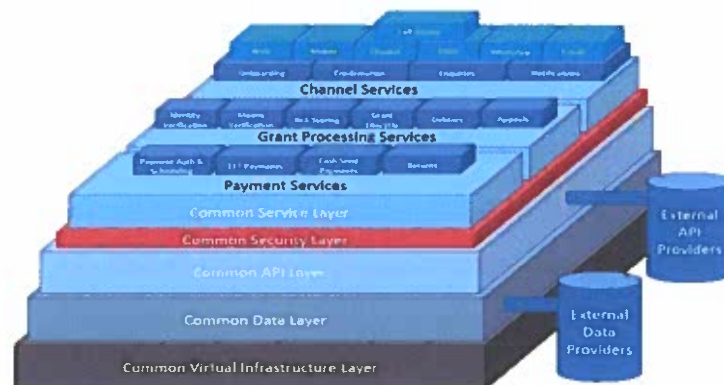
with customer details (For SRD 350 and Social grants) for account opening and receiving bank account details back from participating banks.

- 1.1.7. Implementation and support and maintenance (see 1.1.6 above for the exclusion of the support and maintenance for the 2 implementation as specified) of required implementations as outlined in 1.1.3 above is not included in support and maintenance for current functionality and will be paid for upon successful implementation.

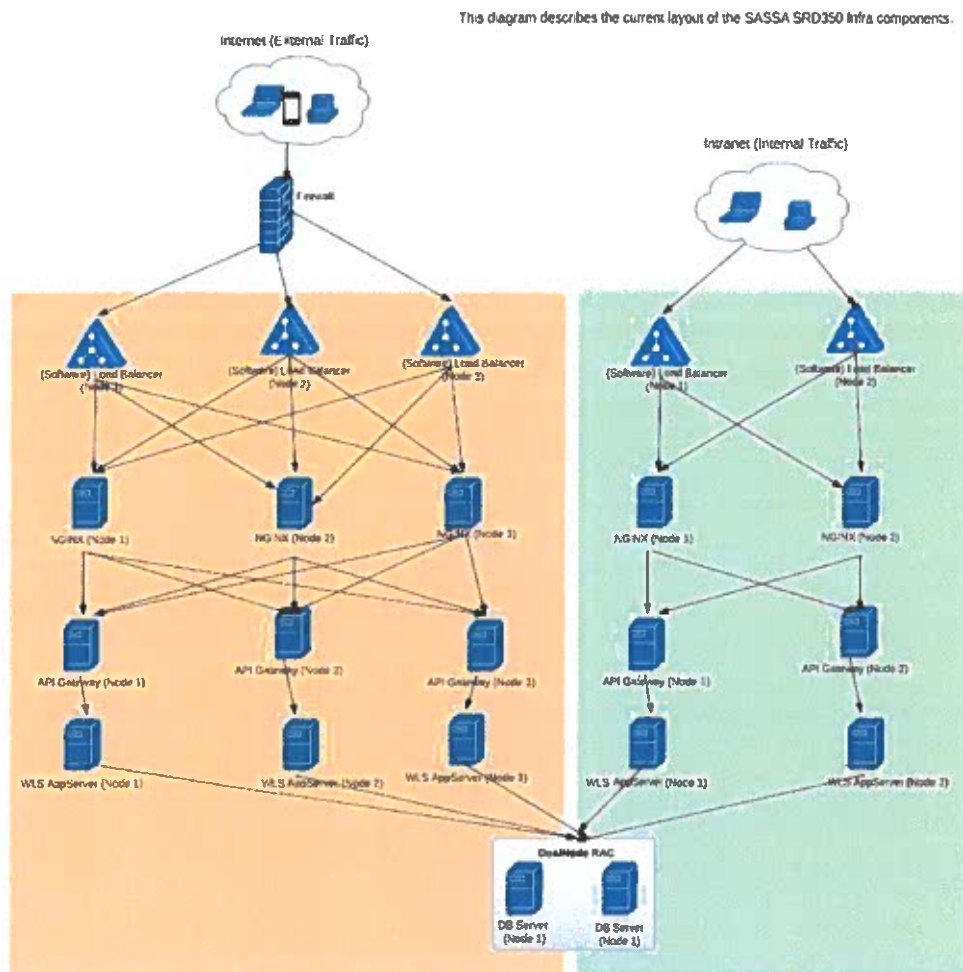
2. BACKGROUND

2.1. Background to the Organisation

- 2.1.1. As a government entity, SASSA executes an important mandate as part of the service delivery model to alleviate poverty. In meeting its mandate, it is required to have processes, structures and systems in place to ensure that the services are delivered efficiently, cost-effectively and to the satisfaction of those who benefit from these services, namely the customer.
- 2.1.2. SASSA has implemented a web application (SRD 350) running on Oracle Private Cloud Appliance (PCA) which consist of the following:
- 2.1.2.1. Oracle database (RAC)
 - 2.1.2.2. WebLogic application server (Application server)
 - 2.1.2.3. NGINX (Web Server)
 - 2.1.2.4. KRAKEND (API Gateway)
 - 2.1.2.5. Load Balancers (HAProxy)
 - 2.1.2.6. OS (Oracle LINUX +ALPINE LINUX)
- 2.1.3. The SRD system consist of the (1) Common Services layer (2) Common Security Layer (3) Common API Layer (4) Common Data Layer and (5) Common Virtual Infrastructure Layer – As depicted in the below diagram:



- 2.1.4. The solution is developed using Angular in an open source Typescript - based
- 2.1.5. Any internal user web consoles use Oracle access manager for API access tokens and MS AD for authentication.
- 2.1.6. The Infrastructure Architecture of the system can be explained using the Architecture Diagram depicted below



2.2. Usage of the SRD system and Solution Implemented

2.2.1. SASSA Implemented a SRD solution with the following scope of work:

- a. Capability for citizens to submit applications through multiple channels, including Website, WhatsApp and Mobile Application
- b. Capability to assess applications against application information
- c. Verification against databases from external entities including Identity verification through IJS,
- d. Perform means testing with the Banks and
- e. Capability to verify the bank account details through National Treasury web service
- f. Capability to assess application risk through Risk mitigation companies i.e. SAFPS, TransUnion, as well as internal risk scoring criteria.

- g. Capability to provision to and receive files from external entities for verification through APIs, SFTP, IBM MQ, Batch files modalities.
- h. Capability to provision data to internal systems through internal API's and SFTP i.e. ICCAS, Online grants application system, Socpen and Bi
- i. Provision outcome of application through SMS, Mobile Application message push and enquiry, enquiry on WhatsApp and USSD
- j. Capability for clients to select preferred method of payment which currently includes EFT, Cash send with different banks, and Postbank (Virtual cards payments).
- k. Capability to provide outcome per application assessed on a monthly basis
- l. Capability to create the payment files according to the specifications agreed with Banks and payment service providers as well as reconcile the payments not successful i.e. VET file responses, EF70 responses and returned cash send responses.
- m. Capability to reconcile payments not redeemed from Postbank and Cash send facilities.
- n. Capability to notify Postbank clients of their applicable payment dates.
- o. Capability for SASSA employees to modify client's sensitive information through the SRD Operations Support (SRDOPS) module using the Non-repudiation programme which uses fingerprint and card to authorise transactions.
- p. Capability for clients to cancel and reinstate SRD grants on the Website and MobileApp.
- q. Capability for clients to Appeal their rejected applications with DSD using the Website.
- r. Capability for DSD to use verification data to adjudicate Appeal applications.
- s. Capability to interface the Grants module and Appeals module to update the status of the Appeal outcome, pay the successful Appeal applications and avail the outcome on the Website, Mobile Application and WhatsApp.

The usage of the system can be further explained through the below process:

- 2.2.2. **Onboarding:** Applicant submit SRD grant application using various channels (Web site, USSD and GovChat,). The website is the main application submission channel as the GovChat and USSD channels capture minimum information and

further linked to the website for application completion, including providing responses to employment and income questions as well as capturing of payment method and banking details (Note that SASSA has a capability with banks to source the bank account information directly or request pre –account opening where client gives such consent). This process on the website is linked to a Managed Network Operator services for OTP functionality to authenticate user through cellphone number provided

- 2.2.3. Beneficiaries can confirm their need for the grant as well as updating contact and personal details, cancel and reinstate the application through the web and Mobile Application channels. Applicants can also check their application and payment status through the existing channels as well as change their payment method and details. It should be noted that the solution caters for and requires support and maintenance for three distinct onboarding systems:
- a. Onboarding of applicants who have a 13-digit South African ID number for the SRD R350 grant.
 - b. Onboarding of Asylum Seekers and Special Permit Holders who do not have a 13-digit South African ID Number for the SRD R350 grant.
 - c. Onboarding of applicants from SOCPEN for payment of non-SRD R350 grants.
- 2.2.4. **Payment/Banking details verification:** As and when an applicant is approved for the first time, or if already approved historically for one or more periods, the system looks for the latest bank/payments detail record for the applicant. If this record is not verified, the record is included in an Account Verification file, which is submitted to National Treasury on a daily basis for verification via a web portal provided by them. National Treasury also returns verification response files to SASSA on a daily basis, which must be manually downloaded via the same portal.
- 2.2.5. **Postbank account provisioning:** Applicants have the option of selecting a payment channel through Postbank virtual card accounts. As and when an applicant is approved for the first time, or if already approved historically for one or more periods, new Postbank account requests are extracted in a specific file format and sent to Postbank via an SFTP service. Postbank then opens accounts for these applicants and sends account details back to SASSA via the same SFTP file interface. The newly created accounts are then manually uploaded into the SRD system where they are then ready to be used for payment. Under normal circumstances, SASSA will send and receive these files to Postbank on a weekly basis.

The Postbank account applicants can claim their payments from a group of retailers, where the applicant's cell phone number is used to send a redemption code. It is therefore critical that the cell phone number details captured by applicants on the SRD system be in synch with the cell phone number details at Postbank. For this reason, SASSA provides Postbank with all changed and/or new cell phone numbers every 3 days via an SFTP file interface. It should further be noted that Postbank accounts are requested and provisioned for both South African 13-digit ID nr holders, as well as Asylum Seekers and Special Permit Holders.

2.2.6. Verification: All applications submitted via the 3 on-boarding applications mentioned above, are de-duplicated and staged in a table for monthly full reverification and assessment in the respective three systems using application (screening) questions as well as verification against various data sources.

a. The following data sources are included:

- i. DHA PIP service for identity verification and Life status confirmation
- ii. Verification against Internal database Socpen and well as external databases including SARS, UIF, PERSAL, PERSOL GEFP, NSFAS, Department of correctional services databases and any other additional databases as determined from time to time by SASSA
- iii. Banking details against the AVS service of National Treasury.
- iv. Means check against set thresholds through the Banks
- v. On average, two sets of means test files are submitted to participating banks every month.
- vi. Part of the response processing includes the generation of invoice files that are used to check the invoices that banks submit to SASSA for this process. Checking the submitted invoices against these files and communication with SASSA finance and the banks in this regard forms part of the support process.
- vii. Applicant risk assessment through Experian, TransUnion and SAFPS. Applicants identified as high risk are placed on referred status to enable the affected clients to confirm identity through the Biometric (Facial) authentication application linked and other internal fraud prevention methods before payment can be released.

- viii. All of the files received from internal and external providers are transformed to prepare the data for the verification process.
- ix. For audit and reprocessing purposes, copies of all verification data sets in the raw and transformed formats are held for each verification run, of which there are many each period/month.
- b. The verification process is run for the following 3 scenarios at a minimum:
 - i. SA ID holder, historic (carried forward) applications.
 - ii. SA ID holder, new applicants who applied in the month of verification.
 - iii. Asylum Seekers and Permit Holders.
 - iv. Appeals applicants.
- c. The solution involves high volumes verification processing and therefore business rules for verification purposes are implemented and compiled in JAVA programs, based on the below principle:
 - i. Transformation rules are applied to the external and internal files received, wherein the output thereof is files used for verification purposes
 - ii. Verification process rules are kept simple to facilitate performance
 - iii. Extensive large data caches are used as part of executing (i) and (II) above
- d. Communication of outcome to the applicant as well as communication i.e. failed account verification, of is done through automated SMS capability linked to an event (Using Mobile Network Operator services)
- e. Approved applicants with valid payment details are extracted to a staging table and flagged for payment on a specific date for a specific period. It should be noted that both. Current period and historic period payments are processed on a regular basis. Provision for almost constant payments are therefor made. Payment files for these records is extracted for payment using the Banker prescribed file format and controls and send to Banker for payment.
- f. Funds are paid through EFT or Cash Send services
- g. Reconciliation of funds not successfully credited is received from Bankserv (through VET &EF70 files) and records payment status updated with the status

2.2.7. **Appeals:** Applicants whose application has been declined have a choice to Appeal the outcome through the Department of Social development (DSD)

Independent Tribunal. The capability is a standalone channel created for DSD which is interfaced to the SASSA system.

2.2.8. The SRD Operations Web Application (SRDOPS) is used by the internal SASSA delegates to assist clients to change their details and other administrative processes.

2.2.9. It must be noted that the processing volumes for this solution (SRD 350) are high i.e. the solution process applications up to 15 million per month

SECTION B – SCOPE AND EXTENT OF THE SERVICES

1. SCOPE OF THE TERMS OF REFERENCE

1.1. REQUIRED SERVICES

1.1.1 The successful bidder will be expected to execute and conduct the following services / tasks for the Agency for a period of 3 years:

1.1.2 Provide centralised (based in Head Office) 50 % on-site and 50 % off-site support and maintenance services to the Agency by supporting all SRD web application and SRD OPS application and any future new developments, as well as the users and business users whose work is related to the system or integrates with the system, with effective and efficient direct support and maintenance services which will accrue to the benefit of SASSA Head Office as well as the SASSA Regions, District and Local Offices.

1.1.3 Support & Maintenance services of the environment entail the below:

The successful Bidder will be required to provide a comprehensive service to SASSA for all Business Support and Maintenance services for a period of 3 years, as detailed below:

1.1.3.1. First Line Support

- a. Support services will firstly include the attendance to all incidents reported through an (existing SASSA Incident management system) call management system which will sit at first line support.
- b. In this regard and in line with the requirement for the provision of on-site services, the bidder must ensure that it will provide support staff with appropriate skills, experience and fluency in English language to carry out the services defined. Despite this being a fully provided services contract; resources must be available at a minimum between 07:30 in the morning till 17:00 in the afternoon.
- c. The following activities relating to the Application are to be done as part of the on-going inclusive services for the 3-year period:
 - i. Problem Analysis;
 - ii. Allocation of severity and priorities
 - iii. Obtaining user acceptance where required
 - iv. Informing SASSA users of progress
 - v. Following up with Oracle Support for problem resolution;

- vi. Applying / Testing / Demonstrating corrective processes suggested by Oracle with assistance of Support Staff / DBA;
- vii. Guiding users;
- viii. Following BSC change management procedures;
- ix. Assisting / guiding problem identification / resolution of problems not related to Application but affecting the service delivery to users of the Application;
- x. Performing user access function and workflow management

Important to note that 80-90% of service requests must be resolved at first-line support – i.e. telephonically whilst users are still online, as well as e-mail.

1.1.3.2. Second Line Support - Functional

Support services will firstly include all the services mentioned under first line support, as well as the attendance to all incidents reported through a call management system. It thus pertains to the investigation, analysis and solution design of requested assistance and enhancements, such as:

- a. Report Modifications and new Reports
- b. Change of processes / New Processes mapping within the Solution implemented
- c. Changes for improvements of existing processes
- d. Software version upgrades & all enhancements;
- e. Following BSC & organisational change management procedures;
- f. The bidder will organise additional resources for that time without any additional cost when there are increased problems, increase in call volumes or urgent resolutions that need additional resources
- g. On occasion, communication with support is needed round the clock or other critical situations; at least one resource should be present round the clock (24/7) until FULL resolution has been achieved
- h. Responsible for all investigations, development of test scenarios and test scripts and development / updating of all test related documentation in terms of all implementations, re-implementations, enhancements and system upgrades. (Please note that all enhancements and upgrades are included in the support and maintenance services and will not be costed and paid for separately)

- i. Also responsible for investigation and communication to SASSA of future Functionality and Technical releases
- j. Complete the update of system documentation
- k. Maintenance of system management guides and procedures.
- l. Provision of ad-hoc training to SASSA Business on an ad-hoc basis when required
- m. Skills and knowledge transfer to SASSA resources

1.1.3.3. Second Line Support - Technical

Technical Support services include all the services which are required to be performed by Technical resources which includes but not limited to developers, WebLogic Administrators, NGINX Administrators, Oracle IAM Administrator Applications Database Administrator (DBA) and the System Administrator, detailed below:

- a. 1st line and 2nd Line user support
- b. Corrective and preventative maintenance to SRD R350 grant Administration platform, DSD module and SRDOPS module and underlying technologies
 - i. Oracle database (RAC)
 - ii. WebLogic application server (Application server)
 - iii. Reactive Java VM based APIs for use in file and data preparation and verification processes (Application server)
 - iv. NGINX (Web Server)
 - v. KRAKEN D (API Gateway)
 - vi. Load Balancers (HAProxy)
 - vii. OS (Oracle LINUX +ALPINE LINUX)
- c. The integration of payment processing for non-current/historic period payment processing
- d. Supporting the DSD operational team
- e. Providing data files to the DSD operational team and uploading appeals responses to the SRD database
- f. **Database Support Functions – Oracle**
 - i. Database Administration

- ii. Support and Maintenance Management
 - iii. Patch Management
 - iv. Backup and Recovery
 - v. DR Testing
 - vi. Performance tuning
- g. SASSA's SRD System interface. The successful bidder will be expected to Maintain/Improve current Integrations and Integration with new External Data Resources as they become available SASSA's SRD System interfaces, amongst others, to the following systems and or Third Party products:

Interface Party	Interface Type
Social Pensions system (SOCPEN)	SFTP – CSV file
Business Intelligence System (BI)	SFTP - data tables
UIF	SFTP -CSV
Bankserv	STFP - Net connector service
Banks	API/SFTP-Net connector service
NSFAS	External Repository - CSV
National Treasury	Web service -CSV
PERSAL/Persol	External Repository - CSV
SARS	IBM MQ
Home Affairs	IJS PIP Service BIZ Talk
DPSA	SFTP – CSV file
GPAA	SFTP– CSV file
Correctional Services	External Repository - CSV
ICCAS	Internal API – data tables
Vodacom	API - SMS gateway

1.1.3.4. Operational Support

- a. Maintenance of the Website and the SRD Ops system
- b. **SRD R350 File administration:** Moving, copying, downloading and uploading of all files related to the SRD grant processing cycle.
- c. Verification processing, including verification using external entities database
- d. Payment extraction and providing Pay Run Reports for sign-off
- e. Payment file management operations between of the SRD R350 file and the social grants payment environment for EFT file processing and sending to Bankserv
- f. Processing of returned/failed payments for SRD 350 and Social grants payment files
- g. Sending of SRD grant and social grant related notifications to applicants/beneficiaries
- h. Administration of the account verification process for SRD grant
- i. Administration of the Post Bank Account bulk creation process
- j. Administration of the Post Bank collection notification process
- k. Administration of the account opening process for SRD and social grant Beneficiaries
- l. Administration of the Integration software (KrakenD, MS BIZTALK, IBM MQ etc.) used to source external entities data or share data with external organisations
- m. Administration of internal interfaces (API/SFTP) to provision raw data i.e. APIs build with Integrated Customer Care Application (ICCAS). This enable customer care to access SRD350 grant status
- n. Maintain the Android and Apple iOS based mobile application, downloadable from the respective app stores
- o. API Management Platform Support and Maintenance:
 - viii. API policy configuration on the API gateway
 - ix. API implementation support for internal and external API consumer technical teams

x. API Analytics monitoring, including monitoring of API consumption patterns and anomalies

xi. API Gateway Server Administration

1.1.3.5. Other Support and Maintenance

- a. Project management, change management and project governance activities related to the delivery of the agreed scope
- b. Upgrades
- c. 24-hour monitoring of Service Requests,
- d. Supporting the project audit and governance processes
- e. Support to facilitate fraud and payment risk management processes.
- f. On-going training and skills transfer etc.,
- g. Operational Reporting
- h. Month and year-end closures;
- i. User access and workflow administration
- j. System Reports development/creation and enhancements;
- k. System Enhancements and Upgrades;
- l. System Configuration Management
- m. System Change Control
- n. Version Control
- o. Release Management
- p. Quality Assurance i.e. testing, acceptance, standards and procedures
- q. Risk and Issue Management
- r. Resource and Time Management
- s. Stakeholder Management
- t. System Enhancements and System upgrades;
- u. Performance tuning
- v. Disaster Recovery testing (Disaster recovery infrastructure in place on the secondary hosting centre)
- w. Continuous update of core training material (incorporating business processes; system processes etc. into one training delivery platform)

- x. Ensuring SASSA sustainability in terms of comprehensive training updates, knowledge and skills transfer, implementation and roll-out of existing, new enhancements and upgrades when required

The below Application Support functions are required on a 24-hour basis

- y. Service Management
- z. Audit Management
- aa. Programme and Project Management
- bb. User Support (Typical Helpdesk function)
- cc. User access management
- dd. Technical Services
- ee. Application Database Administration
- ff. System Administration
- gg. Solution Architects

1.1.4 Implementation Services and Support & Maintenance for the following:

- a. Development of SASSA WhatsApp for grant application, re-confirmation and enquiries of all SASSA grants (**Social grants and SRD 350 or equivalent**)
- b. Implementation and support and maintenance of a standalone capability to create and send payment files for social grants in accordance in accordance to Bankserv file format using the Net Connector service of BankservAfrica, with reference to the below capabilities
 - i. Performing basic verification with banks means testing verifications, cellphone number verifications to ensure that provided social grant data is correct and data integrity is in place in order to facilitate payment.
 - ii. Performing payment extract for qualifying social grant records.
 - iii. Processing pay runs for social grants, including generating Control and Data files and sending these files to Bankserv through a standalone capability to generate payment files in accordance to Bankserv file format.
 - iv. Processing BankServ VET and EF70 return files.
 - v. Synchronising return files with the social grant (Socpen) system.

-
- c. License and implementation of an Electronic Know Your Client (eKYC) verification solution making use of facial recognition and risk management technology to biometrically identify grant applicants and staff members, removing the need for grant applicants to visit SASSA offices for identity confirmation. This solution will require integration into various enterprise Grant Administration processes. The solution must support both web channel and Mobile Application channel implementation. The solution must also facilitate the biometric verification of cell phone numbers against an applicant's ID Number to facilitate mobile or cash send payments.
 - d. Implementation of system driven verification and reverification process v/s the current data scripting driven verification process that requires high levels of access and manual data processing. This will include the following:
 - i. Orchestration of 3rd party data acquisition processes.
 - ii. Redesign and implementation of new data structures to facilitate verification outcome history.
 - iii. Data pre-verification to identify potential errors in 3rd party data files.
 - iv. Verification metadata reports.
 - v. Verification data audit reports.
 - vi. Automated verification rollback processing.
 - vii. Performance optimisation of affected system components for example the payment extract and payment processing modules.
 - e. Implementation of a solution to facilitate the "Account Referral" solution where SASSA will integrate with commercial banks (via BankServ) to provide banks with customer details (For SRD 350 and Social grants) for account opening and receiving bank account details back from participating banks.
 - f. Implementation of Oracle SOA Suite to Orchestrate long running and file based integration processes. This will have included the automation of file based, MQ based and service based integration processes through the use of Oracle SOA Suite. (This capability is currently done manually with minimal orchestration). SASSA has licence Oracle SOA Suite for

this purpose and service providers will not have the option to introduce other integration and orchestration tools. It should be noted that SASSA will provide the required hardware and infrastructure for the implementation of Oracle SOA Suite. The following processes are explicitly included:

- i. Orchestration of File movement process (Bankserv, NT, UIF, GEPP, DPSA, SARS, etc.)
- ii. Orchestration of Payment Process
- iii. Orchestration of Verification Process
- iv. Orchestration of MQ process (SARS)

1.1.5 It must be noted that the Social grant database is currently in excess of 18 million grants, with over 12 million Beneficiaries.

1.2. SPECIFIC SKILLS REQUIRED

The successful bidder will be expected to have the below specific skills to be able to provide support and to maintain the required functions as part of the comprehensive inclusive service:

1.2.1. General: Deep understanding of the below technologies:

- a. Enterprise Integration Architecture
- b. Analytics and Data Science
- c. Frontend: Angular (also requires typescript-based skills)
- d. API Layer: Java Enterprise Edition, including JPA persistence.
- e. API Layer: Reactive Java VM development skills.
- f. Database: Oracle 12c
- g. Mobile Application management, including WhatsApp

1.2.2. Admin skills required on these servers/platforms:

- a. Oracle database (RAC)
- b. WebLogic application server (Application server)
- c. NGINX (Web Server)
- d. KRAKEN D (API Gateway)
- e. Reactive JVM and Docker container administration

- f. Load Balancers (HAProxy)
- g. OS (Oracle LINUX +ALPINE LINUX)

1.2.3. Integration skills:

- a. IBM MQ integration (JEE based) skills
- b. IBM MQ Queue Manager configuration and administration skills
- c. Oracle Identity Manager Web Service Connector development skills
- d. MS BizTalk skills
- e. API integration
- f. Web service integration

1.3. Oracle SOA Implementation skills in: (Oracle SOA suite 12c)

- a. Oracle Service Bus
- b. Oracle Business Process Execution Language (BPEL) Process Manager
- c. Oracle Event Processing.
- d. Oracle Business Activity Monitoring.
- e. Oracle We service Manager
- f. Oracle Business Rules.
- g. Oracle Java EE Connector Architecture (JCA) adapters.
- h. Oracle B2B and Managed File Transfer

1.4. LOGISTICS AND TIMING

1.4.1. Support and Maintenance Services Location

- a. 50% of the support and maintenance services will be performed on-site from the SASSA Head Office premises in Pretoria and 50% can be performed remotely. Sufficient space, desks and equipment is made available for the Bidder in this regard. Regional support will be provided telephonically, via conferences etc. from the Pretoria location.
- b. Bidder resources will adhere to all applicable SASSA policies such as the code of conduct, dress code etc.

1.4.2. Office Accommodation and Other Facilities

To enable the Bidder to provide onsite services, SASSA will provide, at such time as the Parties shall agree, the following to the Bidder:

a. Office Accommodation and Related Equipment

- i. Office accommodation sufficient to accommodate the Bidder's personnel.
- ii. The necessary furniture for use by the Bidder's personnel.
- iii. Where relevant, the necessary network infrastructure, appropriately configured for use by the Bidder's personnel.
- iv. The successful service provider must provide their resources with laptops that comply with SASSA's security policy.
- v. SASSA can provide the following when the laptops are added to SASSA's domain:
 - o Anti-virus software and updates on the laptops if required.
 - o Windows Operating system patching of the laptops if required.
 - o SASSA will implemented full disk encryption on all laptops used on the SASSA domain
- vi. Where relevant, access to the necessary server(s), appropriately configured with the required operating system, database and relevant software modules.
- vii. Telephone and e-mail facilities, provided that these facilities shall be used solely for purposes of the Project.
- viii. Such other facilities as the Parties may agree from time to time.

1.4.3. Safety

- a. Practices as observed by the Basic Conditions of Employment Act will be observed.
- b. The Bidder shall ensure that its personnel comply, at all times, with all SASSA safety regulations, such as signing "in and out" every day where applicable.

1.4.4. Working hours

Despite this contract being a full services contract, in other words the Bidder is fully responsible for the provision and successful implementation of all services, SASSA will provide clarity in terms of elements such as office hours and resource numbers and resource levels given the SASSA experience in this regard.

a. Normal Working Hours

- i. Maintenance and support should be available from 07:30 to 17:00 Monday to Friday, with a facility for 24x7 support and maintenance

outside these hours, as well as over weekends at no additional cost to SASSA.

- ii. It should be noted that the DBA usually performs quite a number of his services and functions during the evening.
- iii. These timeframes are applicable to all resources.
- iv. In the event of a problem which SASSA classifies as critical (e.g. system not functioning), the response time must not exceed 2 hours.

1.4.5. Commencement date

- a. Commencement date is immediately after receipt of Purchase Order
- b. The Service Level Agreement might be concluded afterwards, but within 30 days after the award. All resources included in the bid documents must be available with effect from Commencement date.

1.4.6. Duration

- a. The support and maintenance contract will be valid for a period of 3 years and will automatically end without any parties giving notice.
- b. The Bidder will be notified in time if any early termination or further extension might be required

SECTION C – SERVICE ELEMENTS

1. DETAILED REQUIRED ROLES, RESPONSIBILITIES, LEVELS AND STANDARDS

1.1. EXPECTED ROLES AND RESPONSIBILITIES

1.1.1. Service Management

The Service Management component consists of a dedicated; service manager (Programme Manager) and Project and administration (Project Management Office (PMO) for project management, audit management, quality assurance and configuration management) that will be called on to maintain existing baselines and provide regular status snapshots on conformance and quality adherence.

1.1.2. The Service Manager

The Service Management components include the following roles and responsibilities which includes the development, establishment, implementation and co-management of all of the following aspects:

- a. Providing the framework, guidelines and development, of documentation for establishment of service levels between the BSC and other SASSA LOB's (HO and Regions).
- b. Definition and implementation of policies and procedures for the Business Support Centre
- c. Definition of; enhancement of; and provision of SASSA SRD system support configuration management standards and procedures.
- d. Definition, implementation of system support and version control policies and procedures.
- e. Planning and management of system enhancements, (inclusive of monitoring of resource percentage of time allocation on enhancements), system changes, system patches, upgrades, testing cycles.
- f. Establishment of release management policies and procedures.
- g. Resource management and planning
- h. Resource requirements will be driven around system support and system enhancement requests including minor and major system changes. The

identification of Business and system process changes and the planning of training and knowledge transfer to key SASSA staff to implement developed and approved changes.

- i. Resource management can be summarised in the following categories:
 - i. Identifying scope of work
 - ii. Mapping of scope of work to existing resources
 - iii. Identifying specific/additional resource needs
 - iv. Completion of resource schedules and resource plan, inclusive of staffing practices, leave; replacements etc.
 - v. Regular monitoring of resource compliment and scope of work.
- j. Definition of the knowledge and skills transfer strategy and plan; implementation thereof and regular monitoring of planned progress against planned activities.
- k. Change Control policies and procedures
 - i. Maintenance and enhancement of system change control procedures and policies
 - ii. Maintenance and enhancement of BSC change control management forum where necessary
 - iii. Management and planning of approved change requests including: requirements definition, system testing, acceptance and implementation
 - iv. Identifying of resource required to complete approved change requests.
- l. Finalising of monthly invoicing, inclusive of:
 - i. Identification and tracking of deliverables where applicable; and
 - ii. Comprehensive monthly progress and status reports on all application; technical and call management environments.
- m. Provision a management tool to monitor service requests and consolidate knowledge gained, should the current SASSA systems be unsupportive / not meeting the specific requirements of meeting the SRD system requirements.

1.1.3. Project Management Office – PMO (Administration Function)

The Administration Function components include, amongst others, the following roles, responsibilities and aspects:

a. Project Management

This includes, but is not limited to; functions such as:

- i. Development of Business Case, with risk and cost management
- ii. Development and maintaining of project plans, reports, spending etc.
- iii. Ensuring development of training material etc.
- iv. Ensuring all project documentation (i.e. functional and technical specifications are developed and maintained)
- v. Ensuring full SDLC cycle is followed
- vi. Ensuring all sign-off is obtained

b. Reporting, Issue and Risk Management

This includes functions such as:

- i. Business report for SASSA
- ii. BSC reports (weekly, monthly, quarterly etc.)
- iii. Issue and Risk Management (development and safekeeping of Risk and Issue logs, Risk memo's, etc.)

c. Configuration and other management process

This includes functions such as:

- i. Version control
- ii. Release management
- iii. Change control
- iv. Quality control
- v. Problem and issue management

d. BSC Library

This includes the development (where not already in existence), support and maintenance of the following:

- i. Structures and Naming conventions
- ii. Standardization and Templates
- iii. Procedures and access
- iv. Indexing

v. Training and test scripts - regular updates

The PMO resources should be able to manage the full SDLC life-cycle of any projects as will be defined from time to time in the BSC. A senior project manager is required and could be supported by other administrative resources.

1.1.4. Audit and Help-desk Management

The audit manager will be responsible for amongst others the following tasks:

- a. Ensuring that all monthly audit requirements are attended to;
- b. Ensuring all monthly audit requirements are documented and signed-off;
- c. Reviewing all previous audit findings and ensuring that the improvements are implemented and enhanced as required;
- d. Managing the full BSC audit by the AGSA from initiation to completion, inclusive of all documentation, meeting minutes etc.
- e. The help-desk manager will be responsible for amongst others the following tasks:
- f. Defines SRD system support call management and resolution policies and procedures and oversee the integration with national SASSA help-desk call logging software solution.
- g. The help-desk defines support tasks, allocates tasks to support staff and monitors SRD help-desk resources workload and support progress.
- h. The help-desk manager defines metrics to measure support effectiveness and to assist in measuring resource performance management.
- i. The help-desk manager is responsible to maintain a consolidated view of service requests across SASSA's Head Office and Regions.
- j. The help-desk manager monitors the status of service/support calls and oversees the process of service request allocation to SASSA coordinators and system controllers.
- k. The help-desk manager ensures that support protocol is followed for, service requests, system change requests, configuration baseline requests and releases of approved system changes.
- l. The help-desk manager ensures that all reports required by SASSA (for monitoring, presentations, reporting etc.) are supplied timeously and correctly.
- m. The on-going management and reporting of service request will be monitored in weekly and monthly summary that will be conducted by the services and help-desk managers.

- n. The Agenda for the WEEKLY meetings will cover most of the monthly meeting items in greater detail, as well as the following possible additional items:
 - o. Help-desk reports
 - p. Outstanding deliverables
 - q. Ratio of open to closed calls
 - r. Categories of calls
 - s. Severity of calls
 - t. Action items
- u. The Agenda for the MONTHLY meetings will generally consist of the following items:
 - i. Summary of support calls for the broken down per area and category of call
 - ii. Process and technical optimization
 - iii. Pressing matters
 - iv. Action item reviews
 - v. Future activities
 - vi. Prioritizing
 - vii. Accomplishments
 - viii. Skills and knowledge transfer progress
 - ix. Review service levels to date
 - x. Progress against plan – budget (financial control)

The audit and help-desk manager can be combined into a single resource as long as all of the activities are actively and sufficiently dealt with.

1.1.5. SRD Helpdesk Resources

- a. SASSA SRD system users will report any system queries and/or system problems to the SASSA helpdesk (1st line support) whereby the help-desk operator will allocate the call to a SRD Business Support Centre resource.
- b. These calls may also include calls that have been escalated for resolution by SASSA. Each request is termed a Service Request (SR) (not to be confused with the Oracle Service Requests) and will be issued with a service request identifier number.

- c. Logging a service request enables the help-desk to track, categorise and report on the progress of all SR's logged by the SASSA SRD user community.

1.1.6. Functional Application Specialists

- a. The functional specialists (2nd line support) identify user requirements, design solutions, configure the system, test, implement, roll-out and support the SRD systems within their support responsibility including the following:
 - i. Solution Support
 - ii. Solution/s Enhancements
 - iii. Functional Requirements definition
 - iv. Requirements mapping
 - v. System design and Build
 - vi. System testing and acceptance
 - vii. Implementation and Roll-out
- b. Providing assistance and appropriate communication to the help-desk
- c. Identifying of Resource shortfalls and Gap's
- d. Advice SASSA on SRD system enhancements feasibility and impact
- e. Oracle Upgrades
- f. Implementation and testing of new Functionality
- g. Adherence to Change Control policies and Procedures
- h. 3rd Party Interfaces
- i. SRD System Processes and Procedures
- j. System Procedures Manual
- k. Assistance with Training Material completion
- l. Assistance with month-end, as well as financial year-end closures
- m. Training and Knowledge transfer

1.1.7. Technical Application specialist

- a. These specialist teams (also part of 2nd line support) design, test, implement and support the Solution within their support responsibility including, amongst others, the following:
 - i. SRD System Support

-
- ii. SRD System Enhancements
 - iii. Technical Requirements definition
 - iv. Requirements mapping
 - v. System design and Build
 - vi. System testing and acceptance
- b. Identifying of Resource shortfalls and Gap's
 - c. Providing assistance and appropriate communication to SRD help-desk
 - d. SRD System maintenance
 - e. SRD System Monitoring
 - f. Oracle Backup and Recovery
 - g. Advice SASSA on SRD system enhancements feasibility and technical impact
 - h. Oracle Patch Application
 - i. Oracle Upgrades
 - j. Implementation, testing and support of new Functionality
 - k. System and Database Upgrades
 - l. Configuring Management including
 - i. Change Control
 - ii. Version Control
 - iii. Release Management
 - m. 3rd Party Interfaces
 - n. System Procedures Manual
 - o. Assistance technical material completion when required
 - p. Technical Assistance (interfaces, workflows, reports, extracts etc.) with month-end, as well as financial year-end closures

(Refer to the functions of the DBAs mentioned earlier for a more detailed and comprehensive list).

1.2. RESOURCE REQUIRED: EXPECTED ROLES LEVELS

1.2.1. SASSA specific Roles Numbers and Levels- Different levels of consultants can be identified namely:

- a. **Senior Consultant level:** At least 3 years' experience as Senior Consultant in the relevant field
- b. **Consultant** - At least 5 years' experience in the relevant field

1.2.2. SASSA requires at a minimum the following roles on Senior Consultant level years' experience in the relevant field:

- a. An experienced Services Manager as specified.
- b. A Senior Project Manager to head the Project Management Office,
- c. An Audit Manager/Help Desk Manager. One person can also perform the services of the Audit and Help Desk Manager as long as both duties are completed in full.
- d. Solution Architect
- e. System Administrator
- f. Oracle DBA
- g. Application Server Admin (#1)
 - i. Oracle database (RAC)
 - ii. WebLogic application server (Application server)
 - iii. NGINX (Web Server)
 - iv. KRAKEN D (API Gateway)
 - v. Load Balancers (HAProxy)
 - vi. OS (Oracle LINUX +ALPINE LINUX)
 - vii. BizTalk, IBM MQ or any message based integration
- h. System Analyst Design and Delivery Management
- i. System Analyst – Testing & Support Delivery Management
- j. Data Analyst
- k. API Developer x2
- l. Angular Developer

- m. Mobile App Developer
- n. Web developer x2
- o. Infrastructure Administrator
- p. Database Administrator (#1)
- q. Oracle SOA developer x2

1.2.3. SASSA also requires at a minimum the following roles on Consultant years' experience in the relevant field:

a. Application Server Administrator (#2)

- i. Oracle database (RAC)
- ii. WebLogic application server (Application server)
- iii. NGINX (Web Server)
- iv. KRAKEN D (API Gateway)
- v. Load Balancers (HAProxy)
- vi. OS (Oracle LINUX +ALPINE LINUX)
- vii. BizTalk, IBM MQ or any message based integration

b. Database Administrator (#2)

The Bidder will be fully responsible and accountable for the management and delivery of services to SASSA and if the service is impacted negatively in any way; SASSA reserves the right to bring on board additional consultants at the expense of the Bidder.

In relation to the aforementioned SASSA requires the CV's of all the recommended resources. Please note that all these resources MUST be available from Commencement Date.

1.3. CONTRACT AND SERVICE STANDARDS

1.3.1. Contract

The successful bidder will enter into a contract with SASSA which will outline the overarching timelines and services to be provided under this agreement.

a. Service Level Agreement

SASSA requires that all service standards set must be met at all times. In this regard further detailed service standards will be defined and agreed in a Service Level Agreement by the parties once the contract has been signed.

SASSA requires that all service standards set must be met at all times. In this regard further detailed service standards will be defined and agreed in a Service Level Agreement by the parties once the contract has been signed.

b. Measurement of Services and penalties

The Service Level Agreement between SASSA and the Bidder will address the measurement and prioritization of service levels, as well as the response and resolution times.

Penalties associated with the prioritization of service levels and the response and resolution times will be implemented and detailed in the Service Level Agreement.

c. Reporting and Communication

The recurring reporting and communication requirements between SASSA and the Bidder will be defined in a Service Level Agreement. It is recommended that communications be open and formal to promote transparency and buy-in (commitment).

d. Payment of Resources and other Bidder costs

The issue of payment cycles, penalties and other matters will be elaborated on in the service level agreement. It is important to note that SASSA does not want to be prescriptive on the management of the Bidders operational and resource Bidder costs; however, the Bidder should note the following:

- i. The Bidder should at all relevant times of bidding, invoicing and payment of services from SASSA to the Bidder be registered and verified on Central Supplier Database. SASSA will impose their right not to pay a Bidder without the relevant required legislative documents and a lack of these at any time; may also be seen as a breach of contract by the Bidder.
- ii. The Bidder must be in a position to and should issue a monthly statement when submitting invoices to SASSA.
- iii. The Bidder will be paid within 30 days of an invoice being received by SASSA.
- iv. SASSA reserves the right to deduct and pay Bidder resources and especially third party service providers contracted by the Bidder (if the latter is unable to do

so) from the monthly service fee. Bi-lateral meetings will be conducted before doing so, and this will be outlined in more detail in the Contract.

e. Vetting of all Bidder Resources

Please note that SASSA will request all Bidder resources to undergo a vetting process – given the confidential nature of the SASSA information.

SECTION D – BID REQUIREMENTS

1. SPECIFIC CONTENTS OF THE PROPOSAL

The proposal must be submitted both in hard and electronic copies

The original version of the proposal must be submitted with one (1) memory stick. Failure to submit the original plus one (1) memory stick and to include all attachments in the memory stick will result in automatic disqualification. Bidder(s) will also be disqualified for submitting a blank memory stick or for not submitting a memory stick at all. All electronic data submitted must be an exact copy of the hard copy documents. Any discrepancies between the electronic bid copy and the hard copy, the hard copy will take precedence.

The proposal must include as a minimum the following details:

1.1. PREVIOUS EXPERIENCE

Annexure A must be fully completed: At least 1 implementation experience per implementation must be indicated in Annexure A. Column B to G must be completed in full per implementation indicated by Bidder.

1.1.1. Bidder must provide Implementation Approach used during their previous work experience (per category) for each of the following:

- b. Implementing of customised web application solution using open source, Integration using IBM's MQ, APIs and MS BizTalk, with reference to the below capabilities
 - i. Orchestration of 3rd party data acquisition processes.
 - ii. Implementation of data structures to facilitate verification outcome history.
 - iii. Data pre-verification to identify potential errors in 3rd party data files.
 - iv. Verification metadata reports.
 - v. Verification data audit reports.

- vi. Automated verification rollback processing.
- vii. Performance optimisation of affected system components for example the payment extract and payment processing modules.
- c. Implementation of a standalone capability to generate payment files in accordance to Bankserv file format using the Net Connector service of BankservAfrica, reference to the below capabilities
 - i. Performing extraction of payment instructions in alignment to Bankserv file format.
 - ii. Processing pay runs, including generating Control and Data files and sending these files to Bankserv using the Net Connector service of BankservAfrica.
 - iii. Processing BankServ VET and EF70 return files.
- d. Implementation of Integration projects where Oracle SOA Suite was used to Orchestrate long running and file based integration processes, with reference to the below capabilities
 - i. automation of file based transmission, where messaging services was used based and service based integration processes through the use of Oracle SOA Suite (SASSA currently uses MQ, APIs and MS BizTalk)
 - ii. How the SOA standards and interoperability of an SOA composite application were implemented

1.2. RESOURCES KNOWLEDGE AND EXPERIENCE

Annexure C must be fully completed:

- 1.2.1. Resources knowledge and experience (Please use Annexure C to complete for template) Please refer to Section 2 page 37-38 with the Level required per role
- 1.2.2. Curricula Vitae of all roles should be provided. All resources should be available from Commencement date.
- 1.2.3. A resource's CV used in the bid may be replaced with another resource's that has equal or better knowledge/qualifications and experience.

1.3. COST BREAKDOWN

Annexure B must be fully completed

- 1.3.1. The term of the contract is 3 years and comprises of enhancement, new development and support and maintenance services.
- 1.3.2. It must be noted that the majority of this contract workload is attached to the support and maintenance of current functionality and any enhancement (Bidders to note that enhancements will also include any enhancements to rules on how the SRD 350 grant works should the regulations change during the 3-year period) to the current functionality (Refer to TOR Section 2: Background to the organisation, page 10-16 on the entire solution components)
- 1.3.3. Bidders to also note that the subscription for the KRAKEND API gateway must be included as part of the support and maintenance
- 1.3.4. Bidders to also note that the support and maintenance for the below implementations required will form part of the current functionality support and maintenance once implemented:
 - a. Implementation of system driven verification and reverification process v/s the current data scripting driven verification process that requires high levels of access and manual data processing. This will include the following:
 - i. Orchestration of 3rd party data acquisition processes.
 - ii. Redesign and implementation of new data structures to facilitate verification outcome history.
 - iii. Data pre-verification to identify potential errors in 3rd party data files.
 - iv. Verification metadata reports.
 - v. Verification data audit reports.
 - vi. Automated verification rollback processing.
 - vii. Performance optimisation of affected system components for example the payment extract and payment processing modules.
 - b. Implementation of a solution to facilitate the "Account Referral" solution where SASSA will integrate with commercial banks (via BankServ) to provide banks with customer details (For SRD 350 and Social grants) for account opening and receiving bank account details back from participating banks.

1.3.5. Implementation and support and maintenance (see 1.1.6 above for the exclusion of the support and maintenance for the 2 implementation as specified) of required implementations as outlined in 1.1.3 above is not included in support and maintenance for current functionality and will be paid for upon successful implementation.

1.3.6. A cost breakdown of the entire service including VAT detailing must be populated on **Annexure B**

- a. Total Support and maintenance service cost
- b. Total implementation and support & maintenance cost per implementation:
 - i. Implementation and support of a standalone capability to generate payment files in accordance to Bankserv file format for any SASSA applications
 - ii. Implementation and support of WhatsApp
 - iii. Implementation and support of Licence and Implementation of E-KYC
 - iv. Implementation of system driven verification and reverification process v/s the current data scripting driven verification process that requires high levels of access and manual data processing
 - v. Implementation of a solution to facilitate the "Account Referral" solution where SASSA will integrate with commercial banks (via BankServ) to provide banks with customer details for account opening and receiving bank account details back from participating banks.
 - vi. Implementation and Support of SOA software and the Orchestration

SECTION E – EVALUATION INFORMATION

1. EVALUATION OF THE BID

1.1. BID EVALUATION PRINCIPLES

1.1.1. The bid proposals shall be evaluated in accordance with the 90/10 principle. The evaluation shall be conducted as follows:

- i. **First Stage;**
 - a) Phase 1: Administrative Compliance;
 - b) Phase 2: Functionality Criteria
- ii. **Second Stage – Price and Preference Points.**

I. First Stage

Phase 1–Administrative Compliance
<p>Bidders are requested to submit the following:</p> <ol style="list-style-type: none"> a. Tax Status Verification Pin b. Central Supplier Database (CSD) report c. B-BBEE Certificate issued by SANAS / Sworn Affidavit to claim points in line with the below Special Goals d. Fully completed and signed SBD Forms <p>NOTE: Failure to submit the above may invalidate your bid.</p>

Phase 2: Functionality Criteria

- 1.1.2. Bidders who score less than **70 of the 100** points of the Functionality Points will be disqualified, and thus will not be evaluated further.
- 1.1.3. The table below contains details of the evaluation criterion and the weights of each Functional Requirements component.
- 1.1.4. Criteria below will be evaluated according to the following values

1=Poor 2=Average 3=Good 4=Very Good 5=Excellent

EVALUATION CRITERIA													
Phase 2 – Functionality Criteria	Weights												
<ul style="list-style-type: none">Provide Implementation approach which outlines how you implemented the below solutions:	60												
<table><tr><th>Category implemented</th><th>Sub- weights</th></tr><tr><td>Implementing customised web application, multi-tier, high availability solution</td><td>15</td></tr><tr><td>Implementing Payment solutions using Bankserv as the clearing house</td><td>15</td></tr><tr><td>Implementing of Integration solution using messaging based services ,SFTP and API's</td><td>15</td></tr><tr><td>SOA software and the Orchestration implementation</td><td>15</td></tr></table>		Category implemented	Sub- weights	Implementing customised web application, multi-tier, high availability solution	15	Implementing Payment solutions using Bankserv as the clearing house	15	Implementing of Integration solution using messaging based services ,SFTP and API's	15	SOA software and the Orchestration implementation	15		
Category implemented		Sub- weights											
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SOA software and the Orchestration implementation	15												
Resources and Roles													
<ul style="list-style-type: none">Comprehensive CV(s) for all required 22 resources (senior consultants and mid- level consultants) highlighting relevant experience and skills as per Section 2: RESOURCE REQUIREMENTS: EXPECTED ROLES LEVELS (Page 36-37 par 1.2) of Resource Requirements: Expected Roles	20												
<table><tr><th>Experience : Senior Consultants</th><th>Sub- weights</th></tr><tr><td>1-2 years</td><td>1</td></tr><tr><td>Above 2 –less than 3 years</td><td>2</td></tr><tr><td>3 years</td><td>3</td></tr><tr><td>Above 3 - 5</td><td>4</td></tr><tr><td>Above 5 years</td><td>5</td></tr></table>		Experience : Senior Consultants	Sub- weights	1-2 years	1	Above 2 –less than 3 years	2	3 years	3	Above 3 - 5	4	Above 5 years	5
Experience : Senior Consultants		Sub- weights											
1-2 years		1											
Above 2 –less than 3 years		2											
3 years		3											
Above 3 - 5	4												
Above 5 years	5												

		20
Experience Senior Mid-Level	Sub- weights	
1-2 years	1	
Above 2 – less than 5 years	2	
5 years	3	
Above 5 - 7	4	
Above 7 years	5	
TOTAL		100

SECOND STAGE: PRICE AND PREFERENCE POINT (SPECIFIC GOALS)

Points awarded for price and specific goals

Price and Preference point system	100
Price	90
Specific Goals	10

Price

$$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

Preference Point (Specific Goals)

Specific Goals	Number of points (90/10 system)
B-BBEE Status Level 1-2 contributor with at least 51% black women ownership	10
B-BBEE Status Level 3-4 contributor with at least 51% women ownership	9
B-BBEE Status Level 1-2 contributor with at least 51% black youth or disabled ownership	8
B-BBEE Status Level 1-2 contributor	7
B-BBEE Status Level 3-8 contributor with at least 51% youth or disabled ownership	5
B-BBEE Status Level 3-4 contributor	3
B-BBEE Status Level 5-8 contributor	2
Others	0

a) Bidders should submit a B-BBEE verification certificate from a verification agency accredited by the South African National Accreditation System (SANAS) and/or CSD MAAA number and/or a sworn affidavit indicating the percentage of all shareholders and signed by the commissioner of oaths, all the company shareholders and/or owners. A sworn affidavit should be submitted over and above the B-BBEE certificate or CSD MAAA number to claim for the below contributor level points:

- B-BBEE Status Level 3-4 contributor with at least 51% women ownership
- B-BBEE Status Level 3-8 contributor with at least 51% youth or disabled ownership

b) Failure to submit shall be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.2. COMPULSORY BRIEFING

- 1.2.1. Bidders must register their company name and contact details of one representative for the briefing session. Physical briefing session will be conducted.
- 1.2.2. Bidders will be expected to identify themselves (company representing) during the briefing session. The session will be recorded for confirmation purposes.
- 1.2.3. Details (to register their company name and contact details of one representative for the briefing session) must be send to email address: srd2023@sassa.gov.za

- 1.2.4. Bidders will have 5 days from date of advertisement to submit their registration details via email.

NB: Failure to attend the compulsory briefing will render your bid invalid.

1.3. BID CONDITIONS

- 1.3.1. Bidders who score less than 70 out of 100 points under the Functional Evaluation will be disqualified and will not be considered further.
- 1.3.2. It's the bidder's responsibility to submit valid evidence such as B-BBEE verification certificate issued by South African National Accreditation System (SANAS) and/or a sworn affidavit signed by Commissioner of oaths, shareholder or owners of company) and/or CSD MAAA number reflecting the percentage of the company ownership including B-BBEE status level of contribution to enable claiming of point for specific goals. A sworn affidavit should be submitted over and above the B-BBEE certificate or CSD MAAA number to claim for the below contributor level:
- B-BBEE Status Level 3-4 contributor with at least 51% women ownership
 - B-BBEE Status Level 3-8 contributor with at least 51% youth or disabled ownership
- 1.3.3. 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. The highest points will be confirmed with the BBBEE Certificate/Sworn Affidavit submitted by bidder/CIPC, etc.
- 1.3.4. Bidders need to declare their independency on this bid. Please refer to SBD 4
- 1.3.5. Bid rigging (or collusive bidding) is prohibited and this occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.
- 1.3.6. SASSA reserves the right to negotiate price with the preferred bidder.

- 1.3.7. SASSA reserves the right to terminate the service in part or wholly before the end of the 3-year period
- 1.3.8. SASSA reserves the right not to award the bid at all.
- 1.3.9. SASSA reserves the right to conduct due diligence on the bidder. Note that any misrepresentation identified during due diligence checks will invalidate the bid
- 1.3.10. The General Conditions as stipulated by the National Treasury will be applicable.
- 1.3.11. SASSA will contract and also conclude Service Level Agreement with the successful bidder.
- 1.3.12. SASSA reserves the right to perform due diligence related to any information provided by the bidder and any misrepresentation of the information may lead to disqualification of your proposal or termination of the contract.