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SOUTH AFRICAN SOCIAL SECURITY AGENCY

RESPONSE TO BIDDER QUERIES

Terms of Reference
15 September 2025

SASSA:07-25-CS-HO

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QUESTIONS AND ANSWERS

The Terms of Reference indicated that SASSA would respond to the enquiries five working days after the briefing session date.

Number	Bidder	Bidder Query	SASSA response
1.	TNI Security and Protection Services	In SBD 3.1, what kind of delivery basis do we put there?	Period for delivery is 36 months, and delivery basis is firm.
2.	Eden Risk Management (Thando Moatshe)	In terms of proof of address, what type of proof address, specifically where you'll be doing the site inspection of the location? What type in terms of a lease agreement, title deed of the premises where both the control room and operations, which one is required?	There are acceptable types of addresses, one is a lease agreement. Two, proof of residence from traditional leader. Three, proof of address from local councillors. Bidders are cautioned to refrain from submitting fraudulent proof of addresses as letters will be verified. For municipality bills we will give you a benefit of the doubt.
3.	Tactical security Services (Johanna Venter)	On Annexure A, is that the pricing schedule that's one page?	Yes, in case you have other details to put into the documents you are allowed to. Type or develop your own Annexure A or pricing schedules. However, in the process of doing that, just make sure that everything that you type should be the same as that which we have provided and you must return the originally issued document, nothing else. We do not want you to disadvantage yourself by submitting something that is outside any of the Annexure A charge that we have provided for the purposes of this bid. NB: NB: Kindly reflect the total monthly cost, annual cost and the three years cost at the bottom of the pricing schedule/annexure. Your price must include VAT..
4.	Fullserve Services (Mapule Moatshe)	Regarding the UIF compliance, since the Department of Labour does not issue the certificates in the long run, what is expected from the bidders to submit?	The requirement is under admin requirements, as we are aware of the circular that was issued by the department in 2022, which indicated that they are no longer issuing tender compliance letters.

			This requirement is in page 16 of the terms of reference. A certified copy of the registration certificate obtained when you were registering your company is required, not a compliance certificate. The requirement was put under Administrative Compliance requirements for the purposes of fairness.
5.	Capro Security Services (Franz Mashilo)	In relation to your Annexure A, the pricing template, just the sequence of how your pricing columns are. A sequence there you've got guards and then you've got number of days, then you've got total amount and I wasn't sure whether you needed to have rate per guard and I'm trying to understand how it is set up so that it's easier to price like for instance on the number of days, what are you expecting under that?	Our full complement of the security officers is 14. And in terms of the pricing schedule, we have indicated for day, we have indicated for Saturday and Sunday, the night shift. The required grades are grade C, there's Monday to Friday for both Dayshift and nightshift. You are required to price us for 9 security officers for dayshift, and then 5 security officers for nightshift. Saturday and Sunday (Public Holiday) costs should also be reflected in your pricing. Remember the rates for Saturday for both Saturday and Sunday are not the same. Please reflect the cost be per month. The total amount reflected in the attached annexure is for the number of guards indicated, for example, where it is 9 security officers you must give the total cost of 9 security officers and where it is one, you must give or reflect the cost of one security officer. NB: Kindly reflect the total monthly cost, annual cost and the three years cost at the bottom of the pricing schedule/annexure. Your price must include VAT.

6.	KNM Security – (Sandile)	The template A shows per month but I just want to understand on the total price that we transferred to SBD 3.1, do we include 36 months price or only the per month price?	There will be price escalations per year, so it is advisable for you to put the monthly price and the first-year price into the pricing as that will be a benchmark for the following years.
7.	Tactical security Services (Johanna Venter)	Also staying on the pricing, if you can look at, you've got the first column that says name of office, then you've got the Monday to Friday. The column after that says number of days day shift. There's no column for your night shift price. I think that's where the confusion is, if you can explain that.	Let's populate the pricing schedule as provided and leave no space empty, because that is going impact you negatively. You only populate where there are security officers and the numbers. The absence of number of night shift days will not have a material impact on your bid. Complete all the areas that you are required to complete because failing to do so will disadvantage you and then you get disqualified.
8.	GS Protection (Sello Kgapela)	Are there no equipment required for the services?	It was indicated in the terms of reference that you need to factor in all the costs, including equipment and everything else that might be required. And also, if you look in the terms of reference, the paragraph dealing with penalties, reflects the required equipment.
9.	Fullserve Services (Mapule Moatshe)	Is it possible for SASSA to revise this pricing schedule and design it in a way that it will be easier for the bidders to work on. So that you can come to, you know, an amount of working 36 months because of that pricing schedule. I for one, it looks very much complicated. I don't know about the other bidders.	Let's populate the pricing schedule as provided and leave no space empty, because that is going impact you negatively. You only populate where there are security officers and the numbers. Price according to the number of guards provided per shift, per month and base your calculations on these numbers, taking into account the other applicable costs as provided for in the relevant illustrative pricing schedule. Also reflect the monthly cost, annual cost and the three year cost inclusive of tax.
10.	Capro Security Services (Franz Mashilo)	I was also of the view that perhaps it might assist to revisit the pricing schedule, just to	Bidders are encouraged to structure their pricing according to the number of guards provided per

		make it a bit clearer and including issues like VAT and so on. Because I'm afraid that the way it is, we're not going to price the same things here as it is the confusion caused by the number of days, the shifts and all of that. Colleagues, I think please do assist us here. It's not going to help us if it's the way it is currently. Thank you.	shift, per month and base your calculations on these numbers, taking into account the other applicable costs as provided for in the relevant illustrative pricing schedule. Also reflect the monthly cost, annual cost and the three year cost inclusive of tax
11.	TNI Security and Protection Services	The PSIRA illustrative pricing expired in March 2025. We are bidding for 3 year contract from 2026-2029. Are these rates still relevant? Should we use NBCPSS Illustrative pricing rather?	Bidders are encouraged to submit their bids in line with the requirements set in the TOR which stipulate that “SASSA will consider PSIRA pricing structures. Therefore, bidder(s) who deviate from the applicable PSIRA Illustrative pricing structures/guidelines by quoting below the current year (2024/2025) PSIRA illustrative pricing structure threshold of A+B+C will be deemed non-compliant and therefore disqualified”.
12.	Hlongwane Security and projects (Thomas Hlongwane)	When the control room and operations address are in the different address can you submit both?	The requirement is very clear there, we are saying provide us with the details of where we are going to conduct infrastructure compliance inspection. Bidders are to submit one address where infrastructure compliance inspection will be conducted, not more than one address.
13.	Shandu Vip Security (Londiwe Makhanye)	Are we allowed to use our pricing schedule, or do we only use the one provided? Do we include VAT, Overheads and escalations in your pricing schedule as it requires us to put total amount?	Bidders are encouraged to use the pricing schedule as provided or alternatively retype the one provided in line with all the columns given. Pricing must include VAT and other costs relevant to this service.