



RESPONSE TO BIDDER QUERIES

Terms of Reference

23 – 24 October 2024

SASSA:18-24-EWP-HO

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QUESTIONS AND ANSWERS

Bidder Query	SASSA response
Do we need to letter head on the Annexures B.	No, Bidder is expected to complete Annexure B on behalf of the client
What happens when contactable references are no longer available	When the bidder is compiling the proposal, it is advised that the bidder makes their references aware that they may be contacted by SASSA. Therefore, it is the bidder's responsibility to provide SASSA with a contactable reference.
In terms of marketing and promotion, I just want to confirm that it is digital only, that there's no printing and distribution required, because if it does require printing a distribution, Are we responsible for the actual printing costs and the actual distribution cost to all the 9 regions.	Bidder is required to have the ability to render EW services nationwide (as per SASSA's national footprint Annexure E) which includes all SASSA offices. Bidders to ensure that all direct and indirect costs are included in the Bid price. Bidders are expected to quote in line with annexure A.
When you add up your reports, it's not 17 reports because you're asking for reports per region and head office, and it has to be monthly, quarterly and annual.	Bidder is expected to compile and submit monthly, quarterly and annual reports (per region including Head Office). Therefore, all types of the reports are up to 17 reports annually. The breakdown of the 17 reports will be communicated with the appointed service provider.
In terms of the cancer screening, can we do it on the same day?	General health and cancer screenings are to be conducted on the same day.
Request clarification on the fee structure of the contract. Which line items in the pricing structure is a fee-for-service billing and which items are based on a monthly (retainer) fee?	Bidders are required to respond to the pricing template in line with the TOR - it is highlighted in TOR in terms of how and when the services are needed
If there are 55 offices and we don't know the quantity of each office example health screening, it will be difficult to quote	Bidder is required to have the ability to render EW services nationwide (as per SASSA's national footprint Annexure E) which includes all SASSA offices.

	Bidders are expected to conduct fifty-five (55) onsite screenings Nationally (Head Office and Regions) for a full day (8 hours) annually.
In terms of the company experience, which dates are we considering? Is it the appointment letter or Purchase order	Experience will be counted from the date that the service has been rendered (Award date in line with the appointment letter/contract/SLA/purchase order etc.), However SASSA will verify information.
I wanted to ask if SASSA consider small business, since this a huge tender and we don't have a footprint everywhere nationally.	SASSA always tries to empower small business in general however in this bid due to the circumstances it prompted the organization to procure SASSA national hence it is therefore required that the bidder must be able to have experience as per the Terms of Reference to be able handle the organization of this magnitude.
Should the total bid price in the SBD 3.1 includes CPI	CPI will only be subjected to the appointed service provider.
Which number are we using in calculating the health screening cost	All calculations where applicable should be based on the staff complement of 8000 as articulated in TOR. Health screening will be conducted using 55 Offices (Head Office, Regions and District Offices)