RESPONSE TO BIDDER QUERIES

Terms of Reference

10 July 2026

SASSA:02-26-ICT-HO

Contents

QUESTIONS AND ANSWERS

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

Number	Bidder	Bidder Query	SASSA response
1.	Francois Terblanche (Gijima Technologies)	Is the SBCs at the two data centers already configured in active-active state and set up for 2,500 concurrent calls.	Yes, that's correct.
2.	Vanessa Osterroht (FirstNet Technology Services)	We were not informed of the first round of this tender, so this is the first time we are seeing it. There's a lot of feasibilities involved and I'm just asking if the assessor would entertain any sort of extension on this bid?	It is the responsibility of Service Providers to check advertised bids and to respond should they be interested. Unfortunately, we will not be able to extend the duration or the closing date of the bid.
3.	ZA JHB Monza	For the datacentres, Is Tier 3 standard or certification required, and must one certificate from the list provided be submitted?	Bidders are required to comply with tier 3 standard and should refer to the ToR for the certificate required (one from the list provided). Over and above the Tier level facilities certificate, ISO 27001 and ISO 9001 certificates are required. Bidders are encouraged to thoroughly go through the ToR
4.	Navin Sammy, (Vodacom)	Should we price the take-on at this stage?	The total bid price must include the take-on phase, and bidders should plan for a 2–3-month transition. Overall, the bidders should have plans to take over as early as possible.
5.	Jacques Hattingh (FirstNet Technologies)	Will the value of equipment to be insured during relocation be shared?	Yes, the value of equipment to be relocated is approximately 65 million.
6.	Johan Cronje – (BCX)	Can SASSA confirm whether the required SD-WAN orchestrators must be deployed on-premises within the Primary and Secondary Hosting Centres, or whether a cloud-hosted (SaaS)	The cloud-based based orchestrator is acceptable, however, it must be within the borders of SA, not outside of the country.

		orchestration platform will be considered acceptable? Can SASSA confirm whether the successful bidder is required to take over and manage the incumbent's existing WAN access links, or whether all WAN connectivity is expected to be newly provisioned as part of the implementation	The winning bidder must provide WAN connectivity All office and partner connectivity must be provided by the winning bidder, with only SAPO links requiring outdoor transfer.
7.	Lerato Masuku, (Vodacom)	Will SASSA assist with escalations if the incumbent delays transition?	Yes, SASSA will work with the winning bidder and assist facilitate the execution of transition activities
8.	Jacques Hattingh (FirstNet Technologies)	Are the racks going to be moved or only the equipment will be moved?	Racks belong to SASSA and must be moved.
9.	Johan Cronje – (BCX)	Please confirm the number of end users who will require identity-based access and multi-factor authentication and whether this requirement applies to all users or perhaps only a subset, privileged users, remote or administrative users?	SASSA has implemented its own multifactor authentication for all users. Bidders should also ensure that the team responsible for managing and maintaining the proposed solution uses multifactor authentication, so there is confidence that only duly authorised personnel work on the implemented solutions. Especially for VPN services that will be provided with the Firewall, and the number will be shared. The current number for VPN Multifactor is 448
10.	Ephraim Kgwedi (AKB Technology)	Can a Joint Venture partner who did not attend the briefing still participate.?	In terms of supply chain management rules Joint Ventures are allowed; attendance by one partner suffices.
11.	Brenda Mahlangu (PEO Information Technologies)	Will we be provided with the list of equipment that needs to be moved. Will it be shared with people that attended the briefing session, or it will be online?	List will be shared with briefing attendees
12.	Lungi Khambule, (Vodacom)	Will the new provider manage the incumbent before cutover?	The new provider only manages their own activities until cutover.

13.	Victor De Abreu (iOCO Infrastructure Services (Pty) Ltd)	Given this is a reissue, why was the tender reissued, and are there major changes or its pretty much the same? if it's allowed to be mentioned	The previous bids were non-responsive and there are no major changes, but bidders should focus on the current TOR. The cancellation was published
14.	Scott Paton (NTT DATA)	For the managed services, are we able to get the historical ticket volumes and availability reports for the last 6 to 12 months? For the ITSM that's leveraged by SASSA, is there any integration required into the service provider's ITSM? and which modules are required to be integrated.	we don't believe that the old tickets will completely be relevant due to the change in technology We are moving away from MPLS to SD-WAN. Bidders are encouraged to focus on proposing a solution that will meet SASSA requirement stipulated in the ToR As per Annexure F, for service management, an ITIL compliant management tool is required. ITIL-compliant integration is needed, covering incident, problem, change, configuration, knowledge, and request fulfilment. This is important for effective and efficient management of services between SASSA and the winning bidder (the SASSA team and Provider will collaborate accordingly)
15.	David Kola (BCX)	The RFx is internally inconsistent on mail security: S16.2 requires the bidder to "Implement, support, maintain and manage" a mail filtering solution (implying a NEW deployment), whereas S14.1 and S15.2 state that mail filtering, journaling and archiving is already activated and that "all configurations… shall be made available to the successful bidder" (implying a TAKE-OVER). Please confirm whether a new solution is required or the existing one is to be taken over, and rectify the inconsistency.	SASSA clarifies that bidders are not required to replace the existing email journaling or archiving capabilities. The requirement under Section S16.2 relates only to the **provision, implementation, support, maintenance, and management of an email threat filtering solution.** SASSA will continue to utilise its existing Microsoft 365 E5 capabilities for journaling, archiving, retention, and compliance functions. Accordingly, the scope of this requirement is limited to email threat filtering

			services, and bidders must ensure that their proposed solution integrates with the existing environment without duplicating or interfering with these services. The successful bidder will therefore be responsible for the email threat filtering component only, while existing Microsoft 365 E5 journaling, archiving, and compliance services will remain in place.
16.	David Kola (BCX)	The applicable Preferential Procurement Regulations are cited inconsistently: SBD1 (Part B, clause 1.3) states the bid is subject to the Preferential Procurement Regulations, 2017, whereas SBD 6.1 and the Terms of Reference (S26) apply the 2022 Regulations (90/10). Please confirm which Regulations govern the evaluation and rectify the inconsistency.	Please ignore the PPR 2017 and consider PPR 2022. The SBD 1 form will be updated accordingly by SASSA.
17.	David Kola (BCX)	The issued pricing schedule (SBD 3.1) is a single-line firm price for "WAN services to SASSA Head Office", yet the solution spans 461 offices plus hosting, security and SIP, and Annexure F S5 requires a "clear per-site/per-bandwidth" pricing model. Please confirm the required pricing breakdown format and provide the detailed per-site/per-service pricing template.	Please ignore the mentioning of Head Office on SBD 3.1 as this project is for SASSA as a whole as detailed in the ToR. The amount on SBD 3.1 should be for the grand total, including all costs. This relates to the overall total cost of the bid. Bidders must also use the pricing template provided in Section J of the ToR, which covers per-service pricing. Section F, which defines the performance baseline that will be used during the contracting phase, requires a further breakdown of pricing. i.e. 1. SDWAN; what is the cost of each link per office, 2. Partner links; what is the cost of each partner link The detailed breakdown is mainly for recurring costs, not for one-off service transition and take-on cost (refer to the pricing template in section J of the ToR). The detailed

			breakdown will form part of the SLA. The SLA will include penalties which will be applied against the total cost of the item that misses the SLA i.e. SDWAN link. Formulas will be discussed and concluded at the SLA stage.
18.	David Kola (BCX)	ToR S26.4 requires "completion of all SBD forms", but the issued pack contains only SBD1, SBD 3.1, SBD 4 and SBD 6.1. Please confirm the complete list of mandatory SBD forms (e.g. whether SBD 8 and SBD 9 are required).	Only SBD 1, 3.1, 4 and 6.1 should be completed. SBD 8 and 9 are no longer applicable.
19.	David Kola (BCX)	Please confirm that the ADHOC request price-list template (ToR Annexure B) is provided in a completable format, and clarify its relationship to the separately-issued "Annexure B1/B2" (hosting-centre equipment inventories) to avoid a naming conflict.	Annexure B will be shared (editable copy). As per the ToR, Annexure B1 and B2 contains a list (inventory) of equipment that will be moved from the current Data Centres to the bidder's proposed Data Centres. There is no relationship between Annexure B and Annexure B1/ B2
20.	David Kola (BCX)	Please clarify the calculation basis, measurement period, per-site versus per-service application and maximum cap of the "up to 50%" service credits, and whether service credits are the sole financial remedy.	The formulas for penalties will be discussed and finalised during the contracting phase and finalisation of the SLA. Yes, service credits are the sole financial remedy. Penalties will be applied per link per site and up to 50% of the link cost.
21.	David Kola (BCX)	For the mandatory reference letters, may a single reference client cover more than one of the required services (SD-WAN, mail filtering, SIP), or is a separate reference required for each service?	Yes, if you are offering all 3 services (SD-WAN, Mail Filtering and SIP) to a single client. If not, bidders can submit separate letters
22.	David Kola (BCX)	Does SASSA require a minimum geographic separation between the Primary and Secondary Hosting Centres for disaster recovery, or are both acceptable within the same metropolitan area provided each is within 150 km of Head Office?	Yes, minimum separation is required for PHC and SHC

23.	David Kola (BCX)	We respectfully request that SASSA consider extending the submission date for Bid SASSA:02-26-ICT-HO by two weeks. The tender was released on 30 June 2026, with the compulsory briefing only taking place on 7 July 2026. Given the scale, complexity and strategic nature of this opportunity, meaningful OEM engagement, solution development, commercial modelling and the required internal governance and executive approvals can only commence following the briefing session. This leaves a relatively short period before the current submission date of 22 July 2026. A **two-week extension** would enable bidders to develop more comprehensive, fully validated and competitive proposals, ultimately benefiting SASSA through stronger competition and higher-quality submissions. We appreciate your consideration of this request.	Regretably, the bid closing date cannot be extended