



**TERMS OF REFERENCE
FOR
THE CREATION OF DEBT FILES THROUGH
TRACING AND DATA COLLECTION
FOR THE SOUTH AFRICAN SOCIAL SECURITY
AGENCY KWAZULU NATAL REGION**

ACRONYMS

- | | | | |
|-----|--------|---|--|
| 1. | B-BBEE | : | Broad Based Black Economic Empowerment |
| 2. | CSD | : | Central Suppliers Database |
| 3. | CIPC | : | Companies and Intellectual Property Commission |
| 4. | DSD | : | Department of Social Development |
| 5. | EMEs | : | Emerging Micro Enterprises |
| 6. | GCC | : | General Conditions of Contract |
| 7. | QSE | : | Qualifying Small Enterprise |
| 8. | KZN | : | KwaZulu Natal |
| 9. | SAA | : | Social Assistance Act |
| 10. | SABS | : | South African Bureau of Standards |
| 11. | SANAS | : | South African National Accreditation System |
| 12. | SANS | : | South African National Standards |
| 13. | SAPS | : | South African Police Services |
| 14. | SASSA | : | South African Social Security Agency |
| 15. | SBD | : | Standard Bidding Documents |
| 16. | SCC | : | Special Conditions of Contract |
| 17. | VAT | : | Value Added Tax |
| 18. | AOD | : | Acknowledgement Of Debt |

1 INTRODUCTION

- 1.1 SASSA was created in terms of the South African Social Security Agency Act of 2004 as a schedule 3A public entity in terms of the Public Finance Management Act of 1999. The principal aim of the South African Social Security Agency Act is to make provision for the effective management, administration, and payment of social assistance.
- 1.2 The Agency is a national Agency of government (comprised of a Head Office located in Gauteng Province [Pretoria] and 9 Regional offices. The Regional Office of SASSA KwaZulu Natal Province, located in Pietermaritzburg, is statutorily mandated to administer and pay the following social grants:
- a) Old Age Grant;
 - b) Grant in Aid;
 - c) War Veteran Grant;
 - d) Disability Grant;
 - e) Child Support Grant
 - f) Care Dependency Grant;
 - g) Foster Child Grant
 - h) Social Relief of Distress and
 - i) Child Support Grant Top-up

2 OBJECTIVE

- 2.1 The objective of the project is to assist SASSA KwaZulu Natal with the recreation of grant debtors' files through tracing of grant debtors, facilitating the signing of any form of agreement by debtors

3 BACKGROUND

- 3.1 SASSA was established in terms of the South African Social Security Agency Act, 2004 (Act no. 9 of 2004) to administer social security grants in terms of the Social Assistance Act, 2004 (Act no. 13 of 2004).
- 3.2 The Agency is mandated to ensure effective and efficient delivery of service of high quality with regard to the management and administration of social grants such that the entire payment process and system from application to receipt of social grants by a beneficiary, is done in a manner that is sensitive, caring and restores the dignity of the beneficiaries as well the integrity of the whole system.

4 DURATION

- 4.1 The project will run for a period of 4 months from November 2024 to February 2025 to complete the recreation of 12731 grant debtors' files.
The project plan will detail the scope of work within the duration of the project

5. BRIEFING SESSION

- 5.1 There will be no compulsory briefing session.

6. SCOPE OF WORK

The appointed service provider(s) will be required to:

- 6.1 Supply tracing services on recreating files for collection purposes
- 6.2 Supply the hybrid information and updates on data debt collection.
- 6.3 Supply supporting documents from integrated systems such as reports, stamped documents of debtor's (**Annexure B**)
- 6.4 Supply the latest debtor's information that will assist in the debt management process
- 6.5 Supply employment information of debtor for debt collection purposes.
- 6.6 Provide online storage facilities for data and files recreated

- 6.7 Supply the statistics recreated weekly to the project manager
- 6.8 Supply files in soft copy format as per SASSA requirement
- 6.9 Supply the services of signing any form of agreement by debtors for public servants, Transnet debtors, and all debtors found to be employed.
- 6.10 Supply report with supporting documents for unemployment / undue hardship
- 6.11 Supply a detailed close-up report of data as per the project plan
- 6.12 Provide service of collecting data for debtors found deceased, such as home affairs death certificate or any confirmation of the death from home affairs
- 6.13 In a case confirmation is unsuccessful as per 6.12 the data should be submitted to SASSA
- 6.14 Supply data collection service for unemployment from the Department of Labour or SARS the documentation should be on the letterhead of the SARS / Department of Labour for authentication purposes

7. PROJECT EXECUTION PLAN

- 7.1 The service provider must prepare and submit a project plan, which indicates how it is going to complete the project within the scope and time frames of the contract, as per the SASSA project plan
- 7.2 The weekly progress reports to be addressed
- 7.3 Detailed Contingency Planning
 - NB: Travel and subsistence costs should be included in pricing.

8 RESPONSIBILITIES - The Service Provider Obligation is to:

- 8.1 Provide the services in a professional manner and in accordance with SASSA standards, more particularly perform the services within normal working hours on business days as well as any additional hours as may reasonably be required by the Agency
- 8.2 Deliver the good services of tracing and creation of debtor's files –soft copies and any form of agreement from the debtor
- 8.3 Make available sufficiently qualified and experienced personnel to render the

Services for the duration of the contract

- 8.4 Liaise exclusively with and take instructions exclusively from the authorised representative of the Agency
- 8.5 Under no circumstances have any authority whatsoever to contract in the name of, or to create any liability whatsoever in the name of, or on behalf of the Agency without prior written consent
- 8.6 The services rendered must be performed diligently and to the standards of SASSA and conform to all applicable legislation as well as appropriate policies and procedures of the agency.

8.7 SASSA shall:

- 8.7.1. Professionally manage the contract.
- 8.7.2. Provide appropriate information as and when required and only in situations where the service provider needs it to fulfill their duties
- 8.7.3. Provide KZN debt book database for the creation of file
- 8.7.4. Pay a contract fee as per service rendered every month
- 8.7.5. Reconcile the debtor's listing from work completed by the service provider every month
- 8.7.6. Update the individual debtor's account with the latest information received

9 BID CONDITIONS OF THE CONTRACT

- 9.1 The only or lowest offer will not necessarily be accepted.
- 9.2 The contract shall be concluded between SASSA and the successful service provider(s).
- 9.3 SASSA reserves the right not to award the bid.
- 9.4 SASSA reserves the right to award the bid fully or partially.
- 9.5 SASSA reserves the right to award the bid to one or more service provider(s).
- 9.6 SASSA reserves the right to negotiate the price with the successful bidder(s).
- 9.7 SASSA will enter contract with the successful bidder(s).
- 9.8 The successful bidder will be responsible for the cost of any charges involved in

tracing, Collection of data and any other form of agreement on behalf of SASSA

- 9.9 SASSA reserves the right to invite bidders that progressed to the functional evaluation phase to present their proposals to the relevant Bid Evaluation Committee.
- 9.10 SASSA will not be held responsible for any costs incurred by the bidder in the preparation, presentation and submission of the bids.
- 9.11 SASSA reserves the right to conduct reference checks and site inspections.
- 9.12 SASSA reserves the right to cancel the bid, should it be required to do so, at any time.

10 EVALUATION OF THE BID

The evaluation shall be conducted as follows:

- **STAGE 1:** Special Condition & Functionality Evaluation
 - Phase One: Special Condition
 - Phase Two: Functionality Criteria
- **STAGE 2:** Administrative Compliance and Price & Preference Points
 - Phase One: Administrative Compliance Price
 - Phase Two: Price and Preference Points

STAGE 1: Special Condition & Functionality Evaluation

10.1.1 Phase One: Special Condition

Failure to meet the following special condition will result in the disqualification of the bid.

- a) Bidder to fully complete and submit **Annexure A**. Bidder to submit reference letters from companies where the work was successfully executed **stating contract period, nature of service, service performance rate etc.** in support of the information provided in **Annexure A**.

- b) Bidder to have successfully completed accumulative contracts to the value not less than R500 000 in the field of tracing and data collection within the last 3 years of the closing date of the bid.
- c) Bidders must quote for all categories (Tracing services, Document creation and soft copies, data cleansing and any other form of agreements with identification of undue hardship.
- d) The service provider must prepare and submit a project plan, which indicates how it is going to complete the project within the scope and time frames of the contract as per the SASSA project plan. Travel and subsistence costs should be included in pricing.

10.1.2 Phase Two: Functionality criteria

- a) The bidder will be evaluated for functionality (listed in the table below) as stipulated in these Terms of Reference.
- b) A bidder that scores less than **70** points out of **100** in respect of functionality will be regarded as submitting a non-responsive bid and will be deemed disqualified.
- c) Only the bidder scoring a minimum of 70 points for functionality will proceed to be further evaluated on Stage Two.

d) Bidders will be evaluated in terms of the following values:

1- Very Poor, 2 Poor, 3-Good, 4- Very Good, 5 – Excellent

EVALUATION CRITERIA		WEIGHT
Experience in the tracing and data collection industry		100
A. Capability and Experience		
Bidders must provide:		15
Company profile detailing their organizational structure, national footprint, and infrastructure to render services and the bidder's background and expertise.		
Bidder to have successfully completed accumulative contracts to the value not less than R500 000 in the field of tracing and data collection within the last 3 years of the closing date of the bid.		
Value of Contracts	Score	20
From R500 000 - R1000 000	1	
Above R1000 000 – R1500 000	2	
Above R1500 000 – R2 000 000	3	
Above R2 000 000 – R2 500 000	4	
Above R2 500 000	5	
Tracing and Data collection rate		
The information supplied on the reference letter will be used to evaluate the rate of tracing and data recovery		
Bidders must indicate the average data collection rate achieved	Score	15
0% -20%	1	
Above 20% - 40%	2	
Above 40% - 60%	3	
Above 60% - 80%	4	
Above 80%	5	

EVALUATION CRITERIA		WEIGHT
Project Manager		
The bidder must provide a dedicated Project Manager who will attend to regular contract review meetings with the Agency. The bidder should provide a CV of the Project Manager indicating the experience in the tracing and data collection A replacement of the project manager must have the same skills, experience, or more as per the CV provided on initial stage by the bidder:		
The bidder to provide a CV of the Project Manager indicating the work experience in tracing and data collection:	Score	15
0 to 1 years	1	
Above 1 year to 2 years	2	
Above 2 years to 3 years	3	
Above 3 years to 4 years	4	
Above 4 years	5	
Infrastructure		15
a) Bidder to provide information that demonstrates the availability of an IT infrastructure. (Server room, storage facility, laptops/ computers & printers)		
b) Detail the type of the system and its availability, as well as the sample of the template for the report generated.		
c) Detail the networks of agencies/Department available for tracing		
d) Verify the existence of the premise/s /office in South Africa		
NB: Bidders to submit proof of office ownership (Municipal Rates Account). In terms of leasing, the Bidder is to submit the valid lease agreement signed by both the lessor and lessee or a letter of intention to lease the premises to the service provider for the duration of the project.		

EVALUATION CRITERIA		WEIGHT
Data Collection Process		20
Bidder to demonstrate and present to the Agency :		
a) how the data collection process will be conducted in ensuring that tracing services is effective and efficiently. Explain the process from beginning to end.		
b) Bidder to provide any value added services and/or local economic development initiatives as a competitive advantage.		
(c) Identify possible recovery of data and challenges/risks, the impact of the risk, the likelihood of the risk and the risk magnitude. Explain how the risk will be mitigated and monitored.		
NB: Detailed Project Plan must be included as part of tracing and data collection process		

10.2 STAGE TWO: ADMINISTRATIVE COMPLIANCE PRICE & PREFERENTIAL POINTS

10.2.1 Phase One: Administrative Compliance

To simplify the evaluation process, bidders are required to submit their bids in the following manner: -

Administrative Requirement
Standard bidding documents SBD 3.1, 4, 6.1 are fully completed and signed
HANNES certificate (Home Affairs) MOU (Home Affairs) is acceptable
Access to Department of Labour and sworn affidavit / MOU with SARS is acceptable
Proof of registration with the National Treasury Central Supplier Database
Tax compliance status PIN.
BBBEE certificate or Sworn Affidavit

Administrative Requirement

NB: The validity period of all certified copies of documents must not exceed six (6) months.

Failure to submit the above documents may lead to disqualification of the bid.

10.2.2 Price and preference point

This bid will be evaluated in terms of 80/20 or 90/10 preference point system.

Price and Preference	100	100
Price	80	90
BBBEE Status level of contributor	20	10

- (a) Points awarded for BBBEE Status level of contribution will be evaluated for preference as follows:
- (b) In terms of Regulation 5(2) and 6(2) of the Preferential Procurement Regulations, preference points must be awarded to a service provider for attaining the BBBEE status level of contribution in accordance with the table below:

BBBEE level of Contributor	Status of	Number of Points (80/20 system)	Number of Points (90/10 system)
1		20	10
2		18	9
3		14	6
4		12	5
5		8	4
6		6	3
7		4	2
8		2	1
Non-compliant contributor		0	0

- (c) Bidders are required to submit proof of B-BBEE Status level of contributors. Proof includes valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids or price quotations, to substantiate their B-BBEE rating claims.
- (d) Bidders who do not submit B-BBEE Status Level Verification Certificates or who are non-compliant contributors to B-BBEE do not qualify for preference points for B-BBEE but will not be disqualified from the bidding process. They will score points out of 80 for price only and zero (0) points out of 20 for B-BBEE.
- (e) Bidders must ensure that the B-BBEE Status Level Verification Certificates submitted are issued by the following agencies:
 - i. **Bidders other than EMEs or QSE**
 - Verification agencies accredited by SANAS; or
 - ii. **Bidders who qualify as EMEs or QSE**
 - Affidavit signed by the EME representative and attested by a Commissioner of oaths.

NB: Certificates issued by IRBA and Accounting Officers have been discontinued and the bidder(s) who submit such certificate(s) will be considered invalid certificate and points for B-BBEE level of contribution will not be awarded.

11. PROJECT COST/PRICE

11.1 Project Cost

- a) The bidder must provide a price proposal for the duration of the contract.
- b) Cost must be VAT inclusive and quoted in South African Rand for VAT-registered companies.
- c) All costs (direct and indirect costs) will form part of the contract price

- d) Evaluation will be based on the Contract price as costs of the value per category of services offered

11.2 Pricing Schedule in percentage/ Amounts

CATEGORIES OF SERVICES	NUMBER OF FILES	SERVICE FEES	TOTAL AMOUNTS INCLUSIVE OF VAT (VAT VENDORS ONLY)
TRACING SERVICES	12731		
File construction soft copies including any form of agreement by Debtors as per Annexure B	12731		

12. METHOD OF PAYMENT / REMUNERATION OF THE SUCCESSFUL BIDDER

- a) Monthly billing as per the agreed contract fee on the total service rendered as per SASSA instructions.

13. BRIEFING SESSIONS

There will be a **NO PHYSICAL BRIEFING SESSION**,

A **non-compulsory VIRTUAL** briefing session will be held on 25th **October 2024 from 10:00 to 12:00** to provide clarity about this project. Bidders are required to send their email addresses to kzndebtorstender@sassa.gov.za so that the briefing meeting link can be sent to all prospective bidders who submitted their email addresses on the 21st October 2024.

14. ENQUIRIES

The following officials can be contacted in respect of bid enquiries, from the date of advert until 30 October 2024

Enquiries should be directed to the following officials:

Name and Surname	Designation	Email	Contact	Physical Address
Nomalanga Mnyandu	Technical	nomalangan@sassa.gov.za	012 400 2558	1 Bank Street; Pietermaritzburg 3201
Lucky Shandu	Supply Chain Management	luckyGS@sassa.gov.za	033 846 9532	1 Bank Street; Pietermaritzburg 3201

15. SUBMISSION OF BID DOCUMENTS

Bid documents will be submitted/deposited at the tender box that is in the foyer of the Building situated at the following address:

SASSA KwaZulu Natal Regional Office

Reception area (Ground Floor)

NO.1 Bank Street

Pietermaritzburg

3201

ANNEXURE A

NB: SASSA shall verify the contents of this list directly with the bidders' clients. Bidders are required to complete this table in full.

TABLE OF EXPERIENCE CURRENT AND PREVIOUS CONTRACTS (CLIENT BASE)

A list of current and previous contracts not older than three (3) years, accompanied by referral letters, which are relevant to the service required in the bid specifications must be attached to the bid proposal. This template must be used and must be completed in full. **Failure to complete the table correctly shall invalidate the bid.**

Indicate all the current and previous contracts accompanied by referral letters, which should be from the clients indicated in the table below and **ONLY** those relevant to services required in the bid specifications.

Name of client / organization where services of similar nature has been rendered/implemented successfully (tracing, data collection)	Contract period (indicate start and end dates) e.g. 1 April 2020 to 31 March 2023	Nature of services rendered (e.g. Tracing and data collection services)	Contract Amount of service rendered	Contact persons details telephone numbers E-Mail addresses of your client

ANNEXTURE B

	REGION: KZN		
	Name Of Debtor..... Identity number Contact Details	Tick Box Yes / No	Comments
1	Copy of Identity Document/report from Home Affairs to prove identification		
2	Copy of Birth Certificate for (Child Support Grant /Foster Care Grants)		
3	Copy of Death Certificate/ Letter of notice of death for all types of grants		
4	Pay slip/proof of employment / AOD		
5	A letter from the Department of Labour / SARS report confirming unemployment		
6	Proof of residential address / E-Mail address		