

NOTIFICATION OF TENDER ADVERT

Bid Number: SASSA: 50-21-COM-GP

BID DESCRIPTION: SOUTH AFRICAN SOCIAL SECURITY AGENCY INVITES REPUTABLE SERVICE PROVIDER WITH RELEVANT EXPERIENCE IN THE FIELD OF BRANDING TO SUPPLY, INSTALL AND REFURBISH OFFICE SIGNAGE INTERNALLY AND EXTERNALLY AT SASSA GAUTENG REGION OFFICES.

Name of Institution: The South African Social Security Agency

Place where goods, works or services are required: SASSA Gauteng District Offices and Local Offices.

Date Published: 01 February 2022

Closing Date / Time: 15 February 2022

Enquiries:

Contact Person: MR MMATHUME NKADIMENG

Email: Mmathumen@sassa.gov.za <[mailto: Mmathumen@sassa.gov.za](mailto:Mmathumen@sassa.gov.za)>

Telephone number: 011 241 8474 <<tel:011 241 8474>>

Where bid documents can be obtained:

Website: <https://etenders.treasury.gov.za> <<https://etenders.treasury.gov.za>> / www.sassa.gov.za <<http://www.sassa.gov.za>>

Physical Address:

Where bids should be delivered:

Physical Address:

SASSA Gauteng Regional Office, 28 Harrison Street 11th floor, Johannesburg, 2000

Briefing Session:

No briefing session will be held due to compliance with the covid-19 regulations.

Special Conditions:

None



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

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	SASSA: 50-21-COM-GP	CLOSING DATE:	15 February 2022	CLOSING TIME:	11:00 am
DESCRIPTION	APPOINT A REPUTABLE SERVICE PROVIDER WITH RELEVANT EXTENSIVE EXPERIENCE IN THE FIELD OF BRANDING THROUGH PROFESSIONAL INSTALLATION OF SIGNAGE IN OFFICE INTERNALLY AND EXTERNALLY.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
SASSA GAUTENG REGIONAL OFFICE: 28 HARRISON STREET, 11TH FLOOR, JOHANNESBURG, 2000					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO					
CONTACT PERSON	Mmathume Nkadimeng		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
TELEPHONE NUMBER	011 241 8474		CONTACT PERSON	Ms Nandi Mosia	
FACSIMILE NUMBER	N/A		TELEPHONE NUMBER	011 241 8326/ 8300	
E-MAIL ADDRESS	Mmathumen@sassa.gov.za		FACSIMILE NUMBER	N/A	
			E-MAIL ADDRESS	NandiM@sassa.gov.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?			☐ YES ☐ NO		
DOES THE ENTITY HAVE A BRANCH IN THE RSA?			☐ YES ☐ NO		
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?			☐ YES ☐ NO		
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?			☐ YES ☐ NO		
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?			☐ YES ☐ NO		
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA .
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

.....

(Proof of authority must be submitted e.g. company resolution)

DATE:

.....

PRICING SCHEDULE – FIRM PRICES (PURCHASES)

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder.....	BID NUMBER SASSA: 50-21-COM-GP
Closing Time 11:00	Closing date 15 February 2022

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
-	Required by:		
-	At:		
			
-	Brand and model		
-	Country of origin		
-	Does the offer comply with the specification(s)?		*YES/NO
-	If not to specification, indicate deviation(s)		
-	Period required for delivery		
			*Delivery: Firm/not firm
-	Delivery basis		

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

** "all applicable taxes" includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

*Delete if not applicable

SBD 4

DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes an advertised competitive bid, a limited bid, a proposal or written price quotation). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-
 - the bidder is employed by the state; and/or
 - the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.
2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**
 - 2.1 Full Name of bidder or his or her representative:
 - 2.2 Identity Number:.....
 - 2.3 Position occupied in the Company (director, trustee, shareholder², member):
.....
 - 2.4 Registration number of company, enterprise, close corporation, partnership agreement or trust:
.....
 - 2.5 Tax Reference Number:
 - 2.6 VAT Registration Number:
 - 2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / PERSAL numbers must be indicated in paragraph 3 below.

¹"State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

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²²"Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder presently employed by the state? YES / NO

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

Name of state institution at which you or the person connected to the bidder is employed :

Position occupied in the state institution:

Any other particulars:

.....
.....
.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? YES / NO

2.7.2.1 If yes, did you attach proof of such authority to the bid document? YES / NO

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....
.....
.....

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? YES / NO

2.8.1 If so, furnish particulars:

.....
.....
.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? YES / NO

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2.9.1 If so, furnish particulars.

.....
.....
.....

2.10 Are you, or any person connected with the bidder,
aware of any relationship (family, friend, other) between
any other bidder and any person employed by the state
who may be involved with the evaluation and or adjudication
of this bid?

YES/NO

2.10.1 If so, furnish particulars.

.....
.....
.....

2.11 Do you or any of the directors / trustees / shareholders / members
of the company have any interest in any other related companies
whether or not they are bidding for this contract?

YES/NO

2.11.1 If so, furnish particulars:

.....
.....
.....

3 Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Income Tax Reference Number	State Employee Number / Persal Number

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4 DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME SHOULD THIS
DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

November 2011

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PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2

- a) The value of this bid is estimated below R50 000 000 (all applicable taxes included) and therefore the 80/20 preference point system shall be applicable; or
- b) Either the 80/20 or 90/10 preference point system will be applicable to this tender (*delete whichever is not applicable for this tender*).

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

80/20 or 90/10

$$P_s = 80 \left(1 - \frac{Pt - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{Pt - P_{\min}}{P_{\min}} \right)$$

Ps = Points scored for price of bid under consideration
Pt = Price of bid under consideration
Pmin = Price of lowest acceptable bid

4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
------------------------------------	---------------------------------	---------------------------------

1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

5. BID DECLARATION

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 B-BBEE Status Level of Contributor: . =(maximum of 10 or 20 points)
(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	☐	NO	☐
-----	--------------------------	----	--------------------------

7.1.1 If yes, indicate:

- What percentage of the contract will be subcontracted.....%
- The name of the sub-contractor.....
- The B-BBEE status level of the sub-contractor.....
- Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES	☐	NO	☐
-----	--------------------------	----	--------------------------

- Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2017:

Designated Group: An EME or QSE which is at least 51% owned by:	EME √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		

Any QSE		
---------	--	--

8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name _____ of
company/firm:.....

8.2 VAT _____ registration
number:.....

8.3 Company _____ registration
number:.....

8.4 TYPE OF COMPANY/ FIRM

Partnership/Joint Venture / Consortium

One person business/sole propriety

Close corporation

Company

(Pty) Limited

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....
.....
.....
.....
.....

8.6 COMPANY CLASSIFICATION

Manufacturer

Supplier

Professional service provider

Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

- (a) disqualify the person from the bidding process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.

WITNESSES

1.

2.

.....
SIGNATURE(S) OF BIDDERS(S)

DATE:

ADDRESS

.....

.....

DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1 This Standard Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be disregarded if that bidder, or any of its directors have-
 - a. abused the institution's supply chain management system;
 - b. committed fraud or any other improper conduct in relation to such system; or
 - c. failed to perform on any previous contract.
- 4 **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied). The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.	Yes ☐	No ☐
4.1.1	If so, furnish particulars:		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.	Yes ☐	No ☐
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes ☐	No ☐

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4.3.1	If so, furnish particulars:		
4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes ☐	No ☐
4.4.1	If so, furnish particulars:		

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CERTIFICATION

**I, THE UNDERSIGNED (FULL NAME).....
CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION
FORM IS TRUE AND CORRECT.**

**I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT,
ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION
PROVE TO BE FALSE.**

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

Js365bW

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SOUTH AFRICAN SOCIAL SECURITY AGENCY- SASSA

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder

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SBD 9

6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

³ Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

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10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

Js914w 2

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SOUTH AFRICAN SOCIAL SECURITY AGENCY- SASSA



TERMS OF REFERENCE:

**TERMS OF REFERENCE FOR ONCE OFF SUPPLY, INSTALLATION
AND REFURBISHMENT OF OFFICE SIGNAGE FOR SASSA
GAUTENG REGION.**

1. OBJECTIVE

1.1. The objective of this project are as follows:

- 1.1.1. For visibility of SASSA offices especially in the local and district offices;
- 1.1.2. For uniformity and awareness of the SASSA brand;
- 1.1.3. For compliance by ensuring adherence to the agency's branding guidelines.

2. PURPOSE

2.1. The purpose of this TOR is to invite Suppliers (hereinafter referred to as "bidders") to appoint a reputable service provider with relevant extensive experience in the field of branding through professional installation of signage in office internally and externally.

3. BACKGROUND

3.1. The South African Social Security Agency (SASSA) was established in 2006 to administer social assistance to the poor and vulnerable citizens of South Africa. SASSA Gauteng is managed from the Regional Office (Johannesburg). It consists of five (5) District Offices namely:

- Johannesburg District
- Ekurhuleni District
- West Rand District
- Sedibeng District
- North Rand District
- Record Management Centre

3.2. The five Districts are made up of forty eight (48) Local Offices/Service Points. The majority of these offices were last branded ten years ago.

3.3. Over the years it has been apparent that SASSA beneficiaries have limited information when it comes to the services available to them and the visibility of these offices. The office signage will seek to address these as key areas aligned to service delivery initiatives.

3.4. This project seeks to brand majority of offices within Gauteng to a minimum standard. The current branding is outdated, damaged and not in line with the SASSA business process flow as well as SASSA Branding Guidelines. This will assist in ensuring visibility and promoting the SASSA brand in different communities. This affords the beneficiaries comfort of knowing where SASSA services are delivered. It makes it easy for referral cases as well as the office will be visible for all to see and access.

4. LEGAL REQUIREMENTS

4.1. The contract shall in all respects be construed in accordance with the laws of the Republic of South Africa and any disputes that may arise between the bidder(s) and SASSA in regard to the contract shall be settled within the courts of the Republic of South Africa.

4.2. Bidder(s) must comply, but not limited to, with the following relevant legislation:

4.2.1. Compensation for Occupational Injuries and Diseases Act, 1993 (Act no.103 of 1993);

4.2.2. The Occupational Health and Safety Act, 1993 (Act no. 85 of 1993);

4.2.3. The Unemployment Insurance Act, 2001 (Act no. 63 of 2001);

4.2.4. National Treasury Implementation Guide – Preferential Procurement Regulations, 2017.

4.3. Should any of the above be amended or replaced, such replacement or amendment should be adhered to.

4.4. All bidder(s) must be registered with/in the following:

4.4.1. Central Supplier Database (CSD),

4.4.2. Compensation for Occupational Injuries and Diseases Act (COIDA)

4.4.3. Unemployment Insurance Fund (UIF).

5. CONFIDENTIALITY

5.1. The bidder(s) should ensure that SASSA's interests are served at all times during the contract period. Any information gained by the bidder(s) during the course of the contract must be kept in strict confidence and may not be used without the written permission of SASSA.

6. BID CONDITIONS OF THE CONTRACT

- 6.1. SASSA reserves the right to cancel the contract forthwith and to terminate the services of the bidder(s) without prior notice to do so if the bidder(s) becomes unable for any reason whatsoever to implement any terms of the contract due to causes within his/her control or delay without proper cause, proof of which shall rest on the successful bidder(s). In such an event, the bidder(s) shall, when called to do so, hand over to SASSA all documents which are related to the contract.
- 6.2. SASSA shall not accept any responsibility for accounts/expenses incurred by the bidder(s) that was not agreed upon by the contracting parties.
- 6.3. The bidder(s) undertakes to make the relevant provisions of this agreement known to all members of the personnel provided in terms hereof as soon as is practically possible before the commencement of this agreement.
- 6.4. The bidder(s) shall notify SASSA in writing of any change of address within five days hereof.
- 6.5. The bidder(s) shall be responsible for all transport costs incurred during the supply and installation and refurbishment of office signage and branding.
- 6.6. SASSA reserves the right to inspect the services rendered by the bidder(s) at any time, in order to ensure that the service is rendered in accordance with the conditions of contract and the site specification.
- 6.7. The bidder(s) shall take all possible steps to ensure that the contract and the intended execution take place.

6.8. Bidders must also outline the activities that will be undertaken in order to implement and manage the relevant COVID-19 protocols as well as the risks associated herewith.

6.9. The successful bidder(s) will enter into a Service level Agreement (SLA) with SASSA.

6.10. SASSA reserves the right to negotiate price(s) with the successful bidder(s).

7. PUBLIC LIABILITY

7.1. The bidder(s) indemnifies SASSA from any claim from a third party and all costs or legal expenses with regard to such a claim for loss or damage resulting from the death, injury or ailment of any person, or the damage of property of the bidder or any other person that may result from or be related to the execution of this contract.

7.2. The bidder(s) will be held responsible for any damage or theft by their employees or due to their negligence whether in the normal execution of their duties or otherwise and a claim for indemnification can accordingly be imposed by SASSA against the bidder.

7.3. SASSA reserves the right to claim for damages against the bidder arising out of negligence and/or poor performance by the bidder or its employees.

7.4. In the case of the loss or damage to property resulting from providing service, the bidder(s) undertakes to repair/rectify the damage immediately after the notification by Security Management in the Agency. If the bidder(s) fails to act after such notification, SASSA will rectify the damages and the costs will be recovered from the bidder(s).

8. EVALUATIONS OF PROPOSALS

8.1. STAGE ONE

8.1.1. The proposals shall be evaluated in accordance with the 80/20 principle.

- **STAGE ONE:**

- ✓ Phase 1 – Administrative compliance
- ✓ Phase 2 – Pre-qualifying criteria
- ✓ Phase 3 – Mandatory Requirement
- ✓ Phase 4 – Functionality

- **STATE TWO: PRICE AND PREFERENCE POINTS**

9. PHASE 1: ADMINISTRATIVE COMPLIANCE

9.1. The bidders should submit the following:

Stage 1 Phase One - Administrative Compliance

- Proof of registration with CIPIC
- Compliant Central Supplier Database report(CSD)
 - Potential bidder must not be restricted
 - Bank verification status must be active
 - (Tax Compliance Status Pin)Potential bidder's Tax Status must be compliant
 - Potential bidder must not be a State employee
 - Potential bidder must not be a tender defaulter
- Certified original copies of all directors/trustees/shareholders/members Identity documents not older than 6 months.
- Completion of SBD Forms
 - SBD 1
 - SBD 3.1
 - SBD 4

Stage 1 Phase One - Administrative Compliance

- SBD 6.1 must be fully completed for claiming of preference points, a failure of which will result in points not being awarded.
 - Valid B-BBEE Status Level verification Certificate or certified copies of or certified copies thereof/ Sworn Affidavit signed by the Commissioner of Oaths must be submitted together with their bids, to substantiate their B-BBEE rating claims. In case of a trust, consortium or joint venture, a consolidated B-BBEE Status Level Verification Certificate must be submitted. Affidavits may only be commissioned by a person designated as a Commissioner of Oaths in terms of Section 6 of the Justices of the Peace and Commissioners of Oaths Act, 1963 - 10 July 1998.
- SBD 8
- SBD 9
- Bidders must submit their quotations on the company letterhead, dated and signed.

9.2. During this phase, bids will be reviewed to determine compliance with all standard-bidding documents and a duly authorized representative must sign such documents.

10. PHASE 2: PRE-QUALIFYING CRITERIA

10.1. Bidders will be pre-qualified to advance certain designated groups in terms of Regulation 4(1) of the Preferential Procurement Regulation 2017. As a pre-qualification criteria, it is required that bidders must comply with the criteria's stipulated below to respond to this bid:

- 10.1.1. EME or QSE which is at least 51% owned by the following groups with BBEE Status Level 1:
- i. Black people
 - ii. Black people who are youth
 - iii. Black people who are women
 - iv. Black people with disabilities
 - v. Black people who are military veterans

NB: FAILURE TO MEET THE PRE QUALIFICATION CRITERIA WILL RESULT IN DISQUALIFICATION

11. PHASE 3: MANDATORY REQUIREMENT

- ✓ Proof of registration with national treasury Central Supplier Database (CSD)
- ✓ Company profile
- ✓ COIDA
- ✓ UIF Certificate
- ✓ Valid Tax Clearance Pin

NB: FAILURE TO MEET THE PRE QUALIFICATION CRITERIA WILL RESULT IN DISQUALIFICATION

12. PHASE 4: FUNCTIONALITY EVALUATION

12.1. Bidders that qualified during the initial screening criteria will be evaluated on functionality. At this phase, the evaluation process will be based on the bidder's responses in respect of the bid proposal (evaluated on the minimum functional terms of reference).

12.2. Bid proposals will be evaluated on a scale of 0-5 in accordance with the criteria below. The rating will be as follows; 0=Non Submission; 1=poor; 2= Average; 3= Good; 4= Very Good and 5= Excellent.

NB: Bidders must score a minimum of 70 points on functionality. Bidders who score less than 70 points for functionality shall not be subjected to further evaluation.

13. STAGE TWO: PRICE AND PREFERENCE

13.1. The 80/20 preference points system will apply in the evaluation of proposals submitted.

Price and Preference	100
Price	80
BBEE Status level of contribution	20

13.2. Points awarded for BBBEE Status level of contribution will be evaluated for preference as follows:

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

Phase Three – Functionality Criteria	Rating					Weight	Total
	1	2	3	4	5		
1. Experience relevant to the project Bidders must demonstrate relevant experience by providing pictorial and relevant content portfolio of evidence of the work done previously and currently accompanied by reference letter/s in the form of contactable referees (on letter head of the referee and signed confirming the: • Value of one highest project or multiple projects running concurrently in the previous 5 years relating to branding will be allocated the following points. ○ Non Submission = 0 ○ R1 000 to R250 000 = 1 ○ 250 001 to R500 000 = 2 ○ R500 001 to R1 000 000 = 3 ○ R1 000 001 to R2 000 000 = 4 ○ R2 000 001 and above = 5						30	
2. Reference letters, on company letterhead, from companies or government departments where office signage and / or branding of was done within the period of 5 years. Points will be allocated as follows: (Reference letters to be on company letterheads and include contact details and signatures of referees) ○ Non Submission = 0 points ○ 1 Reference letters = 1 points						20	

[illegible]

how quality checks and controls will be done to ensure that quality products and objectives of the signage/branding are met. - Provide comprehensive details of the signage and branding (e.g. getting accurate building and glass doors/windows measurement, actual design process, production process printing images/logos, lamination, installation, durability) - Specified techniques to be used to reduce imperfections when signage and branding is installed. - Provide detailed industry standards for quality check and control to ensure branding objectives are met. - Specified cleaning procedures to be adhered to (if any), once signage is installed. - Provide details on the process of removing and installing signage to ensure the building is left in a good condition. ○ Post project activities - Provide a report on on-site inspections of the completed work accompanied by all required documents and / or certificates						(5)	
TOTAL						100	

13.4. Bidder(s) must submit a BBBEE Verification Certificate from a verification agency accredited by the South African National Accreditation System (SANAS), or sworn affidavit signed by the EME representative and attested by a Commissioner of Oaths, together with the bid. Failure to submit will be interpreted to mean that preference points for BBBEE status level of contribution are not claimed.

14.SITE STRUCTURE OF OFFICES PER DISTRICT.

District	Office
Sedibeng	Sebokeng Vereeniging Evaton Meyerton Heidelberg Ratanda
Johanneburg	De Velliers Lenasia Eldorado Park Ennerdale Orange Farm Chiawelo Orlando West Maponya Alexandra Midrand
Ekurhuleni	Ekurhuleni District Germiston Reiger Park Tembisa 1 Tembisa 2 (New Installation) Benoni Springs Nigel Kwa Thema Duduza Tsakane Vosloorus Thokoza Zonkizizwe
West Rand	West Rand District Randfontein Krugersdorp Kagiso

	Roodepoort Dobsonville Carletonville Forchville
North Rand	Bronkhorstspuit Kangala Soshanguve x2 Temba

Germiston Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/A	
	Reception Board	Reception Desk Front		1	
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Yes (Needs to be moved, one to be mounted against the wall and the other one hanging from the ceiling)	400 x 800	Existing Signage	
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1	
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers	Applications	Hanging from the ceiling	400 x 800	3	

Germiston Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Change of Method of Payment				
Application Verifications	Verifications	On the door	80 x 500	4
Medical Referrals	Disability Bookings &	Hanging from the ceiling	400 x 800	1
Medical Bookings	Disability Assessments	Hanging from the ceiling	400 x 800	1
Medical Assessment (If done at Local Office)	Doctor's Room (Re-print existing vinyl)	On the door	80 x 500	1
BRM – Ongoing Scanning Solution	Back Office	Hanging from the ceiling	400 x 800	1
Beneficiary Files Management				
Back office processing				
Transport logistics	Administrative Support	On the wall	400 x 800	1
Facilities				
HCM				
Finance				
Stationery	Stores	On the door	80 x 500	1
ICT				
Information Material & Branding				
Team Leader	Team Leader	On the door	80 x 500	1
Assistant Manager	Assistant Manager	N/A		
Local Office Manager	Local Office Manager	On the door	80 x 500	1

Germiston Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/A	
kitchen	Kitchen	N/A	N/A	N/A	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/A	
Staff Toilets	Staff Toilets	N/A	N/A	N/A	
	Female	N/A	N/A	N/A	
	Male	N/A	N/A	N/A	
Public Toilets	Public Toilets (with arrows)	N/A	N/A	N/A	
	Male	N/A	N/A	N/A	
	Female	N/A	N/A	N/A	
	Disability x 2	N/A	N/A	N/A	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/A	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	4	
Management Information (Already available)	Management Information Board (Already available)				
Office name signage	Building Banner	Outside the Office		1	

Germiston Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Perspex	Next to the Door	2 x 3m	1	
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/A	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/A	
SASSA Parking	Parking Board	On the Wall	1.2 x 2m	1	
	Parking Bays (Fibre Glass)	On the Wall	2 x 3m 300 x 500	9	

Tsakane Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/A	
	Reception Board	Reception Desk Front		1	

Tsakane Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	N/A	N/A	N/A
	Verifications	Hanging from the ceiling	400 x 800	2

Tsakane Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1
Transport logistics Facilities HCM Finance	Administrative Support	N/A	N/A	N/A
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	1
Team Leader	Team Leader	On the door	80 x 500	1
Assistant Manager	Assistant Manager	N/A	N/A	N/A
Local Office Manager	Local Office Manager	N/A	N/A	N/A
Server room	Server Room	On the door	80 x 500	1
pause area, kitchen	Pause Area	N/A	N/A	N/A
	Kitchen	N/A	N/A	N/A
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	On the Wall	400 x 800	1
Staff Toilets	Staff Toilets	On the Wall	400 x 800	2
	Female	On the door	80 x 500	1

Tsakane Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
	Male	On the door	80 x 500	1	
Public Toilets	Public Toilets (with arrows)	On the Wall	400 x 800	1	
	Male	On the door	80 x 500	1	
	Female	On the door	80 x 500	1	
	Disability x 2	On the door	80 x 500	1	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/A	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	1	
Management Information (Already available)	Management Information Board (Already available)				
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Perspex	Next to the Door	2 x 3m	1	
Frosted Entrance Glass doors (with working hours)	Frosting	On the Glass Door		2	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/A	

Tsakane Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Board	On the Wall	1.2 x 2m 2 x 3m	1

Nigel Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/A
	Reception Board	N/A	N/A	N/A
	Customer Care	N/A	N/A	N/A
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications				
Online Services	Self Service Board	N/A	N/A	N/A

Nigel Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Grant Application Capture	Applications	N/A	N/A	N/A	
SRD Applications					
Reviews					
Restorations					
Representations	Verifications	N/A	N/A	N/A	
Unclaimed Benefits					
Procurators					
Appointment of Interim					
Primary Care Giver	Disability Bookings & Disability Assessments	N/A	N/A	N/A	
Transfers					
Change of Method of Payment					
Application Verifications					
Medical Referrals	Back Office	N/A	N/A	N/A	
Medical Bookings					
Medical Assessment (If done at Local Office)					
BRM – Ongoing Scanning Solution					
Beneficiary Files Management	Administrative Support	N/A	N/A	N/A	
Back office processing					
Transport logistics					
Facilities					
HCM	Stores	N/A	N/A	N/A	
Finance					
Stationery					
ICT					
Information Material & Branding	Team Leader	On the door	80 x 500	1	
Team Leader					
Assistant Manager					
	Assistant Manager	N/A	N/A	N/A	

Nigel Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Local Office Manager	Local Office Manager	N/A	N/A	N/A	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	On the wall	400 x 800	1	
kitchen	Kitchen	N/A	N/A	N/A	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/A	
Staff Toilets	Staff Toilets	On the Wall	400 x 800	2	
	Female	On the door	80 x 500	1	
	Male	On the door	80 x 500	1	
Public Toilets	Public Toilets (with arrows)	On the Wall	400 x 800	2	
	Male	On the door	80 x 500	1	
	Female	On the door	80 x 500	1	
	Disability x 2	On the door	80 x 500	1	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/A	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	1	
Management Information (Already available)	Management Information Board (Already available)				

Nigel Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Perspex (Already Exist)	Next to the Door (Already Exist, needs refurbishment)	2 x 3m	1	
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/A	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/A	
SASSA Parking	Parking Board	On the Wall	1.2 x 2m	1	
			2 x 3m		

Kwa-Thema Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/A	
	Reception Board	Reception Desk Front		1	

Kwa-Thema Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	N/A	N/A	N/A
	Verifications	Hanging from the ceiling	400 x 800	2

Kwa-Thema Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1	
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1	
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1	
Transport logistics Facilities HCM Finance	Administrative Support	N/A	N/A	N/A	
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	1	
Team Leader	Team Leader	On the door	80 x 500	1	
Assistant Manager	Assistant Manager	N/A	N/A	N/A	
Local Office Manager	Local Office Manager	N/A	N/A	N/A	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/A	
kitchen	Kitchen	N/A	N/A	N/A	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	On the wall	400 x 800	1	
Staff Toilets	Staff Toilets	N/A	N/A	N/A	
	Female	N/A	N/A	N/A	

Kwa-Thema Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	N/A	N/A	N/A	
	Public Toilets (with arrows)	N/A	N/A	N/A	
	Male	N/A	N/A	N/A	
	Female	N/A	N/A	N/A	
	Disability x 2	N/A	N/A	N/A	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/A	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	1	
Management Information (Already available)	Management Information Board (Already available)				
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Perspex	Next to the Door	2 x 3m	1	
Frosted Entrance Glass doors (with working hours)	Frosting	On the glass door		2	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/A	

Kwa-Thema Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Bays	N/A	N/A	N/A

Springs Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/A
	Reception Board	Reception Desk Front		1
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	N/A	N/A	N/A
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Springs Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Grant Application Capture	Applications	Hanging from the ceiling	400 x 800	1	
SRD Applications					
Reviews					
Restorations					
Representations	Verifications	N/A	N/A	N/A	
Unclaimed Benefits					
Procurators					
Appointment of Interim Primary Care Giver					
Transfers	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1	
Change of Method of Payment					
Application Verifications					
Medical Referrals					
Medical Bookings	Back Office	Hanging from the ceiling	400 x 800	1	
Medical Assessment (If done at Local Office)					
BRM – Ongoing Scanning Solution					
Beneficiary Files Management					
Back office processing	Administrative Support	Hanging from the ceiling	400 x 800	1	
Transport logistics					
Facilities					
HCM					
Finance	Stores	On the door	80 x 500	2	
Stationery					
ICT					
Information Material & Branding					
Team Leader	Team Leader	N/A	N/A	N/A	
Assistant Manager	Assistant Manager	N/A	N/A	N/A	

Springs Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Local Office Manager	Local Office Manager	N/A	N/A	N/A	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/A	
kitchen	Kitchen	On the wall	400 x 800	1	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/A	
Staff Toilets	Staff Toilets	N/A	N/A	N/A	
	Female	On the door	80 x 500	1	
	Male	On the door	80 x 500	1	
Public Toilets	Public Toilets (with arrows)	N/A	N/A	N/A	
	Male	On the door	80 x 500	1	
	Female	On the door	80 x 500	1	
	Disability x 2	On the door	80 x 500	1	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/A	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	1	
Management Information (Already available)	Management Information Board (Already available)				

Springs Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Office name signage	Building Banner	Outside the Office		1
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1
Working Hours	Where there's rusted steel poles,	(Already Exist, needs refurbishment)	2 x 3m	
	Perspex (Already Exist)	Next to the Door (Already Exist, needs refurbishment)		1
Frosted Entrance Glass doors (with working hours)	Frosting	On the glass door		2
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/A
SASSA Parking	Parking Bays	On a pole		12

Duduza Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/A
	Reception Board	Reception Desk Front		1

Duduza Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	Hanging from the ceiling	400 x 800	1
	Verifications	N/A	N/A	N/A

Duduza Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Medical Referrals	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1	
Medical Bookings		Hanging from the ceiling	400 x 800	1	
Medical Assessment (If done at Local Office)	Back Office	Hanging from the ceiling	400 x 800	1	
BRM – Ongoing Scanning Solution					
Beneficiary Files Management	Administrative Support				
Back office processing					
Transport logistics	Stores	N/A	N/A	N/A	
Facilities					
HCM					
Finance					
Stationery	Team Leader	N/A	N/A	N/A	
ICT					
Information Material & Branding	Assistant Manager	N/A	N/A	N/A	
Team Leader	Local Office Manager	N/A	N/A	N/A	
Assistant Manager	Server Room	On the door	80 x 500	1	
Local Office Manager					
Server room					
pause area,	Pause Area	N/A	N/A	N/A	
kitchen	Kitchen	N/A	N/A	N/A	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	On the wall	400 x 800	1	
Staff Toilets	Staff Toilets	N/A	N/A	N/A	
	Male & Female	On the door	80 x 500	1	

Duduza Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	N/A	N/A	N/A	
	Public Toilets (with arrows)	N/A	N/A	N/A	
	Male & Female	On the door	80 x 500	1	
	Female	N/A	N/A	N/A	
	Disability x 2	N/A	N/A	N/A	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/A	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	1	
Management Information (Already available)	Management Information Board (Already available)				
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	(With Arrows)		2 x 3m		
	Perspex	Next to the Door		1	
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/A	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/A	

Duduza Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Bays	N/A	N/A	N/A

Benoni Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/A
	Reception Board	Reception Desk Front		1
	Customer Care	N/A	N/A	N/A
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications				
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Benoni Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment	Applications	N/A	N/A	N/A
Application Verifications	Verifications	N/A	N/A	N/A
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	1
Team Leader	Team Leader	N/A	N/A	N/A
Assistant Manager	Assistant Manager	N/A	N/A	N/A

Benoni Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Local Office Manager	Local Office Manager	N/A	N/A	N/A	
Admin Support	Admin Support Manager	Hanging from the ceiling	400 x 800	1	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/A	
kitchen	Kitchen	On the wall	400 x 800	1	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/A	
Staff Toilets	Staff Toilets	Hanging from the ceiling	400 x 800	1	
	Female	N/A	N/A	N/A	
	Male	N/A	N/A	N/A	
Public Toilets	Public Toilets (with arrows)	Hanging from the ceiling	400 x 800	1	
	Male	N/A	N/A	N/A	
	Female	N/A	N/A	N/A	
	Disability x 2	N/A	N/A	N/A	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/A	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	3	
Management Information (Already available)	Management Information Board (Already available)				

Benoni Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Office name signage	Building Banner	Outside the Office		2
Office name at entrance	Office Name Board	N/A	N/A	N/A
Working Hours	Where there's rusted steel poles, Blasted/ Sticker Vinyl/Perspex	On the glass door		1
Frosted Entrance Glass doors (with working hours)	Frosting	On the glass door		2
Windows	Vinyl Sticker (with brand view)	On the windows		40
SASSA Parking	Parking Board	N/A	N/A	N/A

Zonkezizwe Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/A
	Reception Board	Reception Desk Front		1

Zonkezizwe Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	N/A	N/A	N/A
	Verifications	Hanging from the ceiling	400 x 800	2

Zonkezizwe Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Medical Referrals	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1
Medical Bookings		Hanging from the ceiling	400 x 800	1
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office			
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	1
Team Leader	Team Leader	N/A	N/A	N/A
Assistant Manager	Assistant Manager	N/A	N/A	N/A
Local Office Manager	Local Office Manager	N/A	N/A	N/A
Server room	Server Room	On the door	80 x 500	1
pause area,	Pause Area	N/A	N/A	N/A
kitchen	Kitchen	On the wall	400 x 800	1
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/A
Staff Toilets	Staff Toilets	N/A	N/A	N/A
	Female	On the door	80 x 500	1

Zonkezizwe Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	On the door	80 x 500	1	
	Public Toilets (with arrows)	N/A	N/A	N/A	
	Male	On the door	80 x 500	1	
	Female	On the door	80 x 500	1	
	Disability x 2	On the door	80 x 500	1	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/A	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	1	
Management Information (Already available)	Management Information Board (Already available)				
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
	Where there's rusted steel poles,	(Already Exist, needs refurbishment)	2 x 3m		
Working Hours	Perspex (Already Exist)	Next to the Door (Already Exist, needs refurbishment)		1	
Frosted Entrance Glass doors (with working hours)	Frosting	On the glass door		2	

Zonkezizwe Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/A
SASSA Parking	Parking Bays	On a pole		12

Vosloorus Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/A
	Reception Board	Reception Desk Front		1
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Vosloorus Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Local Office Manager	Local Office Manager	N/A	N/A	N/A	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/A	
kitchen	Kitchen	On the wall	400 x 800	1	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/A	
Staff Toilets	Staff Toilets	N/A	N/A	N/A	
	Female	On the door	80 x 500	1	
	Male	On the door	80 x 500	1	
Public Toilets	Public Toilets (with arrows)	N/A	N/A	N/A	
	Male	On the door	80 x 500	1	
	Female	On the door	80 x 500	1	
	Disability x 2	On the door	80 x 500	1	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/A	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	1	
Management Information (Already available)	Management Information Board (Already available)				

Vosloorus Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Office name signage	Building Banner	Outside the Office		1
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1
Working Hours	Where there's rusted steel poles,	(Already Exist, needs refurbishment)	2 x 3m	
	Perspex (Already Exist)	Next to the Door (Already Exist, needs refurbishment)		1
Frosted Entrance Glass doors (with working hours)	Frosting	On the glass door		2
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/A
SASSA Parking	Parking Bays	On a pole		12

Thokoza Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/A
	Reception Board	Reception Desk Front		1

Thokoza Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	N/A	N/A	N/A
	Verifications	Hanging from the ceiling	400 x 800	2

Thokoza Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1	
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1	
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1	
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1	
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	1	
Team Leader	Team Leader	N/A	N/A	N/A	
Assistant Manager	Assistant Manager	N/A	N/A	N/A	
Local Office Manager	Local Office Manager	N/A	N/A	N/A	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/A	
kitchen	Kitchen	On the wall	400 x 800	1	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/A	
Staff Toilets	Staff Toilets	N/A	N/A	N/A	
	Female	On the door	80 x 500	1	

Thokoza Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Public Toilets	Male	On the door	80 x 500	1
	Public Toilets (with arrows)	N/A	N/A	N/A
	Male	On the door	80 x 500	1
	Female	On the door	80 x 500	1
	Disability x 2	On the door	80 x 500	1
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/A
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	1
Management Information (Already available)	Management Information Board (Already available)			
Office name signage	Building Banner	Outside the Office		1
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1
	Where there's rusted steel poles,	(Already Exist, needs refurbishment)	2 x 3m	
Working Hours	Perspex (Already Exist)	Next to the Door (Already Exist, needs refurbishment)		1
Frosted Entrance Glass doors (with working hours)	Frosting	On the glass door		2

Thokoza Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/A
SASSA Parking	Parking Bays	On a pole		12

Tembisa Local Office (Winnie Mandela)				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	Behind the Reception Desk		1
	Reception Board	Reception Desk Front		1
	Customer Care	Hanging from the ceiling	400 x 800	1
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications				
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Tembisa Local Office (Winnie Mandela)				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment	Applications	Hanging from the ceiling	400 x 800	1
Application Verifications	Verifications	Hanging from the ceiling	400 x 800	1
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	1
Team Leader Assistant Manager	Team Leader Assistant Manager	On the door N/A	80 x 500 N/A	1 N/A

Tembisa Local Office (Winnie Mandela)				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Local Office Manager	Local Office Manager	On the door	80 x 500	1
Server room	Server Room	On the door	80 x 500	1
pause area,	Pause Area	On the wall	400 x 800	1
kitchen	Kitchen	On the wall	400 x 800	1
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/A
Staff Toilets	Staff Toilets	On the wall	400 x 800	1
	Female	On the door	80 x 500	1
	Male	On the door	80 x 500	1
Public Toilets	Public Toilets (with arrows)	On the wall	400 x 800	1
	Male	On the door	80 x 500	1
	Female	On the door	80 x 500	1
	Disability x 2	On the door	80 x 500	1
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3
Boardroom 1, 2,3 etc	Boardroom	On the door	80 x 500	1
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	1
Management Information (Already available)	Management Information Board (Already available)			

Tembisa Local Office (Winnie Mandela)				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Office name signage	Building Banner	Outside the Office		1
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1
Working Hours	Where there's rusted steel poles, Perspex	Next to the Door	2 x 3m	1
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/A
Windows	Vinyl Sticker (with brand view)	On the windows		1
SASSA Parking	Parking Bays	On a pole		9

Ekurhuleni District Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/A
	Reception Board	N/A	N/A	N/A

Ekuhuleni District Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	N/A	N/A	N/A	
Medical Assessment (If done at Local Office)		N/A	N/A	N/A	
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	N/A	N/A	N/A	
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1	
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	1	
Team Leader	Team Leader	N/A	N/A	N/A	
Assistant Manager	Assistant Manager	N/A	N/A	N/A	
Local Office Manager	District Manager	On the door	80 x 500	1	
Server room	Server Room	On the door	80 x 500	1	
Admin Support Manager	Admin Support Manager	On the door	80 x 500	1	
kitchen	Kitchen	N/A	N/A	N/A	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/A	
Staff Toilets	Staff Toilets	N/A	N/A	N/A	
	Female	N/A	N/A	N/A	

Ekurhuleni District Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	N/A	N/A	N/A	
	Public Toilets (with arrows)	N/A	N/A	N/A	
	Male	N/A	N/A	N/A	
	Female	N/A	N/A	N/A	
	Disability x 2	N/A	N/A	N/A	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	N/A	N/A	N/A	
Boardroom 1, 2,3 etc	Boardroom	On the door	80 x 500	1	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	N/A	N/A	N/A	
Management Information (Already available)	Management Information Board (Already available)	N/A	N/A	N/A	
Office name signage	Building Banner	N/A	N/A	N/A	
Office name at entrance	Office Name Board	N/A	N/A	N/A	
Working Hours	Where there's rusted steel poles, Working Hours Frosting	Frosting on the glass door (1 st floor and 4 th Floor)		2	
	Frosting	N/A	N/A	N/A	
Frosted Entrance Glass doors (with working hours)			N/A	N/A	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/A	

Ekurhuleni District Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Bays	On the wall		7

West Rand District Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications Online Services	SASSA Branded Wallpaper	N/A	N/A	N/A
	Reception Board	N/A	N/A	N/A
	Customer Care	Hanging from the ceiling	400 x 800	1
	Assistant Manager: DMU	On the door	80 x 500	1

West Rand District Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment	Assistant Manager: BMU	On the door	80 x 500	1
Application Verifications	Assistant Manager: OMU	On the door	80 x 500	1
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Operations Management	Hanging from the ceiling	400 x 800	1
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	2
Team Leader	SCM	Hanging from the ceiling	400 x 800	1
Server room	Server Room	On the door	80 x 500	1
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the wall	A3	1

West Rand District Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Boardroom 1, 2,3 etc	Boardroom	On the door	80 x 500	1
Beneficiary Rights and Responsibility	Fixed Framed A1 Poster	On the wall	A1	1
Customer Care Charter				
Management Information (Already available)	Management Information Board (Already available)	N/A	N/A	N/A
Office name signage	Building Banner	Outside the Building (Already available, needs refurbishment)		1
Office name at entrance	Office Name Board	N/A	N/A	N/A
	Where there's rusted steel poles,			
Working Hours	Working Hours Frosting	Frosting on the glass door		1
Frosted Entrance Glass doors (with working hours)	Frosting	Frosting on the glass door		1
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/A
SASSA Parking	Parking Bays	On the wall		23
	No parking zone	On the wall		3

Dobsonville Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	Behind the Reception desk		1
	Reception Board	Reception Desk Front		1

Dobsonville Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	2
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	Hanging from the ceiling	400 x 800	2
	Verifications	Hanging from the ceiling	400 x 800	2

Dobsonville Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	2	
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	2	
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1	
Transport logistics Facilities HCM Finance	Administrative Support	N/A	N/A	N/A	
Stationery ICT Information Material & Branding	Stores	N/A	N/A	N/A	
Team Leader	Team Leader	On the door	80 x 500	1	
Assistant Manager	Assistant Manager	N/A	N/A	N/A	
Local Office Manager	Local Office Manager	N/A	N/A	N/A	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/A	
kitchen	Kitchen	On the wall	400 x 800	1	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/A	
Staff Toilets	Staff Toilets	N/A	N/A	N/A	
	Female	On the door	80 x 500	1	

Dobsonville Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	On the door	80 x 500	1	
	Public Toilets (with arrows)	N/A	N/A	N/A	
	Male	N/A	N/A	N/A	
	Female	N/A	N/A	N/A	
	Disability x 2	N/A	N/A	N/A	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	2	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/A	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	2	
Management Information (Already available)	Management Information Board (Already available)				
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Perspex	(Already Exist, needs refurbishment) Next to the Door	2 x 3m	2	
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/A	
Windows	Vinyl Sticker (with brand view)	On the windows		4	

Dobsonville Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Bays	N/A	N/A	N/A

Roodepoort Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Reception Area	Behind the Reception desk		1
	Reception Board	Reception Desk Front		1
	Customer Care	Hanging from the ceiling	400 x 800	2
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Roodepoort Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Grant Application Capture	Applications	Hanging from the ceiling	400 x 800	2	
SRD Applications					
Reviews					
Restorations					
Representations	Verifications	Hanging from the ceiling	400 x 800	2	
Unclaimed Benefits					
Procurators					
Appointment of Interim					
Primary Care Giver	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	2	
Transfers					
Change of Method of Payment					
Application Verifications					
Medical Referrals	Back Office	Hanging from the ceiling	400 x 800	1	
Medical Bookings					
Medical Assessment (If done at Local Office)					
BRM – Ongoing Scanning Solution					
Beneficiary Files Management	Administrative Support	N/A	N/A	N/A	
Back office processing					
Transport logistics					
Facilities					
HCM	Stores	N/A	N/A	N/A	
Finance					
Stationery					
ICT					
Information Material & Branding	Team Leader	On the door	80 x 500	1	
Team Leader					
Assistant Manager					
	Assistant Manager	N/A	N/A	N/A	

Roodepoort Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Local Office Manager	Local Office Manager	N/A	N/A	N/A	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/A	
kitchen	Kitchen	N/A	N/A	N/A	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	On the wall	400 x 800	1	
Staff Toilets	Staff Toilets	On the wall	400 x 800	2	
	Female	On the door	80 x 500	1	
	Male	On the door	80 x 500	1	
Public Toilets	Public Toilets (with arrows)	On the wall	400 x 800	2	
	Male	On the door	80 x 500	1	
	Female	On the door	80 x 500	1	
	Disability x 2	On the door	80 x 500	1	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	On the door	80 x 500	1	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	2	
Management Information (Already available)	Management Information Board (Already available)				

Roodepoort Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Office name signage	Building Banner	Outside the Office		1
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1
Working Hours	Where there's rusted steel poles, Perspex	On the door	2 x 3m	2
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/A
Windows	Vinyl Sticker (with brand view)	On the windows		4
SASSA Parking	Parking Bays	On the Poles		3

Carletonville Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	Behind the Reception desk		1
	Reception Board	Reception Desk Front		1

Carletonville Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	Hanging from the ceiling	400 x 800	1
	Verifications	Hanging from the ceiling	400 x 800	2

Carletonville Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1
Medical Assessment (if done at Local Office)		Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	1
Team Leader	Team Leader	On the door	80 x 500	1
Assistant Manager	Assistant Manager	N/A	N/A	N/A
Local Office Manager	Local Office Manager	N/A	N/A	N/A
Server room	Server Room	On the door	80 x 500	1
pause area,	Pause Area	N/A	N/A	N/A
kitchen	Kitchen	On the wall	400 x 800	1
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/A
Staff Toilets	Staff Toilets	On the wall	400 x 800	1
	Female	On the door	80 x 500	1

Carletonville Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	On the door	80 x 500	1	
	Public Toilets (with arrows)	On the wall	400 x 800	1	
	Male	On the door	80 x 500	1	
	Female	On the door	80 x 500	1	
	Disability x 2	On the door	80 x 500	1	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	2	
Boardroom 1, 2,3 etc	Boardroom	On the door	80 x 500	1	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	1	
Management Information (Already available)	Management Information Board (Already available)				
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Perspex	On the door	2 x 3m	1	
Frosted Entrance Glass doors (with working hours)	Frosting	On the door		2	
Windows	Vinyl Sticker (with brand view)	On the windows		3	

Carletonville Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Board	On the Poles		1

Fochville Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	Behind the Reception desk		1
	Reception Board	Reception Desk Front		1
	Customer Care	Hanging from the ceiling	400 x 800	1
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications				
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Fochville Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment	Applications	Hanging from the ceiling	400 x 800	1
Application Verifications	Verifications			
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling Hanging from the ceiling	400 x 800 400 x 800	2 1
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	1
Team Leader	Team Leader	On the door	80 x 500	1
Assistant Manager	Assistant Manager	N/A	N/A	N/A

Fochville Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Local Office Manager	Local Office Manager	On the door	80 x 500	1
Server room	Server Room	On the door	80 x 500	1
pause area,	Pause Area	N/A	N/A	N/A
kitchen	Kitchen	On the wall	400 x 800	1
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/A
Staff Toilets	Staff Toilets	On the wall	400 x 800	1
	Female	On the door	80 x 500	1
	Male	On the door	80 x 500	1
Public Toilets	Public Toilets (with arrows)	On the wall	400 x 800	1
	Male	On the door	80 x 500	1
	Female	On the door	80 x 500	1
	Disability x 2	On the door	80 x 500	1
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	2
Boardroom 1, 2,3 etc	Boardroom	On the door	80 x 500	1
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	2
Management Information (Already available)	Management Information Board (Already available)			

Fochville Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Frosting	On the door	2 x 3m	1	
Frosted Entrance Glass doors (with working hours)	Frosting	On the door		2	
Windows	Vinyl Sticker (with brand view)	On the windows		6	
SASSA Parking	Parking Board	Outside the Office	1.2 x 2m	1	
			2 x 3m		

Randfontein Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/a	
	Reception Board	Reception Desk Front		1	

Randfontein Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1	
Medical Assessment (If done at Local Office)		N/A	N/A	N/a	
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1	
Transport logistics Facilities HCM Finance	Administrative Support	N/A	N/A	N/a	
Stationery ICT Information Material & Branding	Stores	N/A	N/A	N/a	
Team Leader	Team Leader	N/A	N/A	N/a	
Assistant Manager	Assistant Manager	N/A	N/A	N/a	
Local Office Manager	Local Office Manager	N/A	N/A	N/a	
Server room	Server Room	N/A	N/A	N/a	
pause area,	Pause Area	N/A	N/A	N/A	
kitchen	Kitchen	N/A	N/A	N/a	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/a	
Staff Toilets	Staff Toilets	N/A	N/A	N/a	
	Female	N/A	N/A	N/a	

Randfontein Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	N/A	N/A	N/a	
	Public Toilets (with arrows)	N/A	N/A	N/a	
	Male	N/A	N/A	N/a	
	Female	On the door	80 x 500	1	
	Disability x 2	N/A	N/A	N/a	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	1	
Boardroom 1, 2,3 etc Beneficiary Rights and Responsibility Customer Care Charter	Boardroom	N/A	N/A	N/a	
	Fixed Framed A1 Poster	On the Wall	A1	3	
Management Information (Already available)	Management Information Board (Already available)				
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Frosting	On the door	2 x 3m	1	
Frosted Entrance Glass doors (with working hours)	Frosting	On the door		2	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/a	

Randfontein Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Board	N/A	N/A	N/a

Krugersdorp Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	Behind the Reception desk		1
	Reception Board	Reception Desk Front		1
	Customer Care	N/A	N/A	N/a
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications				
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Krugersdorp Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Grant Application Capture	Applications	N/A	N/A	N/a	
SRD Applications					
Reviews					
Restorations					
Representations					
Unclaimed Benefits	Verifications	N/A	N/A	N/a	
Procurators					
Appointment of Interim Primary Care Giver					
Transfers					
Change of Method of Payment					
Application Verifications	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1	
Medical Referrals					
Medical Bookings					
Medical Assessment (If done at Local Office)	Back Office	Hanging from the ceiling	400 x 800	1	
BRM – Ongoing Scanning Solution					
Beneficiary Files Management					
Back office processing	Administrative Support	Hanging from the ceiling	400 x 800	1	
Transport logistics					
Facilities					
HCM	Stores	N/A	N/A	N/a	
Finance					
Stationery					
ICT	Team Leader	On the door	80 x 500	1	
Information Material & Branding					
Team Leader					
Assistant Manager	Assistant Manager	N/A	N/A	N/a	

Krugersdorp Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Local Office Manager	Local Office Manager	On the door	80 x 500	1	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/A	
kitchen	Kitchen	N/A	N/A	N/a	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/a	
Staff Toilets	Staff Toilets	N/A	N/A	N/a	
	Female	On the door	80 x 500	1	
	Male	On the door	80 x 500	1	
Public Toilets	Public Toilets (with arrows)	N/A	N/A	N/a	
	Male	On the door	80 x 500	1	
	Female	On the door	80 x 500	1	
	Disability x 2	On the door	80 x 500	1	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/a	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	3	
Management Information (Already available)	Management Information Board (Already available)				

Krugersdorp Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Office name signage	Building Banner	Outside the Office		1
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1
Working Hours	Where there's rusted steel poles,		2 x 3m	
	Frosting	N/A	N/A	N/a
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/a
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/a
SASSA Parking	Parking Board	Outside the Office	1.2 x 2m	1
			2 x 3m	

Kagiso Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	Behind the Reception desk		1
	Reception Board	Reception Desk Front		1

Kagiso Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1	
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1	
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1	
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1	
Stationery ICT Information Material & Branding	Stores	N/A	N/A	N/a	
Team Leader	Team Leader	On the door	80 x 500	1	
Assistant Manager	Assistant Manager	N/A	N/A	N/a	
Local Office Manager	Local Office Manager	On the door	80 x 500	1	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/A	
kitchen	Kitchen	N/A	N/A	N/a	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/a	
Staff Toilets	Staff Toilets	N/A	N/A	N/a	
	Female	On the door	80 x 500	1	

Kagiso Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	On the door	80 x 500	1	
	Public Toilets (with arrows)	N/A	N/A	N/a	
	Male	N/a	N/a	N/a	
	Female	N/a	N/a	N/a	
	Disability x 2	N/a	N/a	N/a	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/a	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	3	
Management Information (Already available)	Management Information Board (Already available)				
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Frosting	N/A	2 x 3m N/A	N/a	
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/a	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/a	

Kagiso Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Board	N/A	N/A	N/a

Sebokeng Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Reception Area	Behind the Reception desk		1
	Reception Board	Reception Desk Front		1
	Customer Care	Hanging from the ceiling	400 x 800	3
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Sebokeng Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment	Applications	Hanging from the ceiling	400 x 800	15
Application Verifications	Verifications			
Medical Referrals	Disability Bookings	Hanging from the ceiling	400 x 800	4
Medical Bookings	&	Hanging from the ceiling	400 x 800	4
Medical Assessment (If done at Local Office)	Disability Assessments	Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	2
Team Leader	Team Leader	On the door	80 x 500	1
Assistant Manager	Assistant Manager	N/A	N/A	N/a

Sebokeng Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Local Office Manager	Local Office Manager	N/A	N/A	N/a
Server room	Server Room	On the door	80 x 500	1
pause area,	Pause Area	On the wall	400 x 800	1
kitchen	Kitchen	On the wall	400 x 800	1
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	Hanging from the ceiling	400 x 800	1
Staff Toilets	Staff Toilets	Hanging from the ceiling	400 x 800	1
	Female	On the door	80 x 500	2
	Male	On the door	80 x 500	2
Public Toilets	Public Toilets (with arrows)	Hanging from the ceiling	400 x 800	1
	Male	On the door	80 x 500	2
	Female	On the door	80 x 500	2
	Disability x 2	On the door	80 x 500	1
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3
Boardroom 1, 2, 3 etc	Boardroom	On the door	80 x 500	2
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	3
Management Information (Already available)	Management Information Board (Already available)			

Sebokeng Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Office name signage	Building Banner	Outside the Office		1
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1
Working Hours	Where there's rusted steel poles, Frosting	On the glass door	2 x 3m	1
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/a
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/a
SASSA Parking	Parking Board	Outside the Office	1.2 x 2m 2 x 3m	2

Mafatsane Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/a
	Reception Board	N/A	N/A	N/a

Mafatsane Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	N/A	N/A	N/a
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	Hanging from the ceiling	400 x 800	10
	Verifications	Hanging from the ceiling	400 x 800	2

Mafatsane Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	2	
Medical Assessment (If done at Local Office)		N/A	N/A	N/a	
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1	
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1	
Stationery ICT Information Material & Branding	Stores	N/A	N/A	N/a	
Team Leader	Team Leader	N/A	N/A	N/a	
Assistant Manager	Assistant Manager	N/A	N/A	N/a	
Local Office Manager	Local Office Manager	N/A	N/A	N/a	
Server room	Server Room	N/A	N/A	N/a	
pause area,	Pause Area	N/A	N/A	N/a	
kitchen	Kitchen	N/A	N/A	N/a	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/a	
Staff Toilets	Staff Toilets	N/A	N/A	N/a	
	Female	N/A	N/A	N/a	

Mafatsane Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	N/A	N/A	N/a	
	Public Toilets (with arrows)	N/A	N/A	N/a	
	Male	N/A	N/A	N/a	
	Female	N/A	N/A	N/a	
	Disability x 2	N/A	N/A	N/a	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	2	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/a	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	2	
Management Information (Already available)	Management Information Board (Already available)				
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	N/A	
Working Hours	Where there's rusted steel poles, Frosting	On the glass door	2 x 3m	N/A	
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/a	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/a	

Mafatsane Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Board	Outside the Office	1.2 x 2m 2 x 3m	1

Heidelberg Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/a
	Reception Board	Reception Desk Front		1
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	N/A	N/A	N/a
Online Services	Self Service Board	N/A	N/A	N/a

Heidelberg Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Grant Application Capture	Applications	N/A	N/A	N/a	
SRD Applications					
Reviews					
Restorations					
Representations					
Unclaimed Benefits					
Procurators					
Appointment of Interim					
Primary Care Giver					
Transfers					
Change of Method of Payment	Verifications	N/A	N/A	N/a	
Application Verifications					
Medical Referrals					
Medical Bookings					
Medical Assessment (If done at Local Office)					
BRM – Ongoing Scanning Solution	Back Office	N/A	N/A	N/a	
Beneficiary Files Management					
Back office processing					
Transport logistics					
Facilities					
HCM	Administrative Support	N/A	N/A	N/a	
Finance					
Stationery					
ICT					
Information Material & Branding					
Team Leader	Stores	N/A	N/A	N/a	
Assistant Manager					
	Team Leader	On the door	80 x 500	2	
	Assistant Manager	On the door	80 x 500	2	

Heidelberg Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Local Office Manager	Local Office Manager	N/A	N/A	N/a	
Server room	Server Room	N/A	N/A	N/a	
pause area,	Pause Area	N/A	N/A	N/a	
kitchen	Kitchen	N/A	N/A	N/a	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/a	
Staff Toilets	Staff Toilets	N/A	N/A	N/a	
	Female	N/A	N/A	N/a	
	Male	N/A	N/A	N/a	
Public Toilets	Public Toilets (with arrows)	On the Wall	400 x 800	1	
	Male	On the door	80 x 500	1	
	Female	On the door	80 x 500	1	
	Disability x 2	On the door	80 x 500	1	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	2	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/a	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	2	
Management Information (Already available)	Management Information Board (Already available)				

Heidelberg Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Office name signage	Building Banner	Outside the Office		1
Office name at entrance	Office Name Board	N/A	N/A	N/a
Working Hours	Where there's rusted steel poles, Frosting	On the glass door		N/A
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/a
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/a
SASSA Parking	Parking Board	Outside the Office	1.2 x 2m 2 x 3m	1

Meyerton Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/a
	Reception Board	N/A	N/A	N/a

Meyerton Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1 (Re-Print – name change)
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	Hanging from the ceiling	400 x 800	3 (Re-Print – name change)
	Verifications	N/A	N/A	N/a

Meyerton Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing		Hanging from the ceiling	400 x 800	1
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	1
Team Leader	Team Leader	On the door	80 x 500	1
Assistant Manager	Assistant Manager	On the door	80 x 500	1
Local Office Manager	Local Office Manager	On the door	80 x 500	1
Server room	Server Room	On the door	80 x 500	1
pause area,	Pause Area	Hanging from the ceiling	400 x 800	0
kitchen	Kitchen	Hanging from the ceiling	400 x 800	0
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	On the Wall	400 x 800	1
Staff Toilets	Staff Toilets	Hanging from the ceiling	400 x 800	1 (Re-print)
	Female	On the door	80 x 500	1

Meyerton Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	On the door	80 x 500	1	
	Public Toilets (with arrows)	Hanging from the ceiling	400 x 800	1	
	Male	On the door	80 x 500	1	(Re-print)
	Female	On the door	80 x 500	1	
	Disability x 2	N/A	N/A	N/a	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	2	
Boardroom 1, 2,3 etc	Boardroom	On the door	80 x 500	1	
Beneficiary Rights and Responsibility	Fixed Framed A1 Poster	On the Wall	A1	1	
Customer Care Charter					
Management Information (Already available)	Management Information Board (Already available)				
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Frosting	On the glass door	2 x 3m	1	
Frosted Entrance Glass doors (with working hours)	Frosting	On the glass door		1	
Windows	Vinyl Sticker (with brand view)	On the windows		1	

Meyerton Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Board	Outside the Office	1.2 x 2m 2 x 3m	1

Vereeniging Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	SASSA Branded Wallpaper	N/A	N/A	N/a
	Reception Board	N/A	N/A	N/a
	Customer Care	Hanging from the ceiling	400 x 800	2 (Re-Print – name change)
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Vereeniging Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Grant Application Capture	Applications	Hanging from the ceiling	400 x 800	10	(Re-Print – name change)
SRD Applications					
Reviews					
Restorations					
Representations					
Unclaimed Benefits					
Procurators					
Appointment of Interim					
Primary Care Giver					
Transfers					
Change of Method of Payment					
Application Verifications	Verifications	N/A	N/A	N/a	
Medical Referrals	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	2	
Medical Bookings					
Medical Assessment (If done at Local Office)				1	
BRM – Ongoing Scanning Solution	Back Office	Hanging from the ceiling	400 x 800	2	
Beneficiary Files Management					
Back office processing					
Transport logistics	Administrative Support	Hanging from the ceiling	400 x 800	2	
Facilities					
HCM					
Finance					
Stationery	Stores	On the door	80 x 500	1	
ICT					
Information Material & Branding					
Team Leader	Team Leader	On the door	80 x 500	1	
Assistant Manager	Assistant Manager	On the door	80 x 500	1	

Vereeniging Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Local Office Manager	Local Office Manager	On the door	80 x 500	1
Server room	Server Room	On the door	80 x 500	1
pause area,	Pause Area	Hanging from the ceiling	400 x 800	0
kitchen	Kitchen	Hanging from the ceiling	400 x 800	0
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	On the Wall	400 x 800	1
Staff Toilets	Staff Toilets	Hanging from the ceiling	400 x 800	1 (Re-print)
	Female	On the door	80 x 500	1
	Male	On the door	80 x 500	1
Public Toilets	Public Toilets (with arrows)	Hanging from the ceiling	400 x 800	1 (Re-print)
	Male	On the door	80 x 500	1
	Female	On the door	80 x 500	1
	Disability x 2	N/A	N/A	N/a
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3
Boardroom 1, 2,3 etc	Boardroom	On the door	80 x 500	1
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	2
Management Information (Already available)	Management Information Board (Already available)			

Vereeniging Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Office name signage	Building Banner	Outside the Office		1
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1
Working Hours	Where there's rusted steel poles, Frosting	On the glass door	2 x 3m	1
Frosted Entrance Glass doors (with working hours)	Frosting	On the glass door		1
Windows	Vinyl Sticker (with brand view)	On the windows		1
SASSA Parking	Parking Board	Outside the Office	1.2 x 2m 2 x 3m	3

Pretoria Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	Behind Reception Desk		1
	Reception Board	Reception Desk Front		1

Pretoria Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	2
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	Hanging from the ceiling	400 x 800	1
	Verifications	Hanging from the ceiling	400 x 800	1

Pretoria Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Medical Referrals	Disability Bookings	Hanging from the ceiling	400 x 800	1	
Medical Bookings	Disability Assessments	N/A	N/A	N/a	
Medical Assessment (If done at Local Office)					
BRM – Ongoing Scanning Solution	Back Office	Hanging from the ceiling	400 x 800	1	
Beneficiary Files Management					
Back office processing					
Transport logistics	Administrative Support	Hanging from the ceiling	400 x 800	1	
Facilities					
HCM					
Finance					
Stationery	Stores	On the door	80 x 500	1	
ICT					
Information Material & Branding					
Team Leader	Team Leader	On the door	80 x 500	1	
Assistant Manager	Assistant Manager	N/A	N/A	N/a	
Local Office Manager	Local Office Manager	N/A	N/A	N/a	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/A	
kitchen	Kitchen	N/A	N/A	N/a	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	Hanging from the ceiling	400 x 800	1	
Staff Toilets	Staff Toilets	N/A	N/A	N/a	
	Female	N/A	N/A	N/a	

Pretoria Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	N/A	N/A	N/a	
	Public Toilets (with arrows)	Hanging from the ceiling	400 x 800	1	
	Male	On the door	80 x 500	1	
	Female	On the door	80 x 500	1	
	Disability x 2	On the door	80 x 500	2	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	On the door	80 x 500	1	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	3	
Management Information (Already available)	Management Information Board (Already available)				
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	N/A	N/A	N/a	
Working Hours	Where there's rusted steel poles, Frosting	On the door		1	
Frosted Entrance Glass doors (with working hours)	Frosting	On the door		2	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/a	

Pretoria Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Bays	On the wall		10
				1 for Disability

Ga-Rankuwa Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	Behind Reception Desk		1
	Reception Board	Reception Desk Front		1
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Ga-Rankuwa Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Grant Application Capture	Applications	Hanging from the ceiling	400 x 800	1
SRD Applications				
Reviews				
Restorations				
Representations				
Unclaimed Benefits				
Procurators				
Appointment of Interim Primary Care Giver				
Transfers	Verifications			
Change of Method of Payment				
Application Verifications				
Medical Referrals				
Medical Bookings	Disability Bookings &	Hanging from the ceiling	400 x 800	4
Medical Assessment (If done at Local Office)	Disability Assessments	Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution	Back Office	Hanging from the ceiling	400 x 800	2
Beneficiary Files Management				
Back office processing				
Transport logistics	Administrative Support	Hanging from the ceiling	400 x 800	1
Facilities				
HCM				
Finance				
Stationery	Stores	On the door	80 x 500	1
ICT				
Information Material & Branding				
Team Leader	Team Leader	On the door	80 x 500	1
Assistant Manager	Assistant Manager	N/A	N/A	N/a

Ga-Rankuwa Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Local Office Manager	Local Office Manager	On the door	80 x 500	1	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/A	
kitchen	Kitchen	N/A	N/A	N/a	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	Hanging from the ceiling	400 x 800	1	
Staff Toilets	Staff Toilets	Hanging from the ceiling	400 x 800	1	
	Female	On the door	80 x 500	1	
	Male	On the door	80 x 500	1	
Public Toilets	Public Toilets (with arrows)	Hanging from the ceiling	400 x 800	1	
	Male	On the door	80 x 500	1	
	Female	On the door	80 x 500	1	
	Disability x 2	On the door	80 x 500	2	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	2	
Boardroom 1, 2,3 etc	Boardroom	On the door	80 x 500	1	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	2	
Management Information (Already available)	Management Information Board (Already available)				

Ga-Rankuwa Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Frosting	On the door	2 x 3m	1	
Frosted Entrance Glass doors (with working hours)	Frosting	On the door		2	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/a	
SASSA Parking	Parking Bays	N/A	N/A	N/a	

Mamelodi Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Reception Area	SASSA Branded Wallpaper	Behind Reception Desk		1	
	Reception Board	Reception Desk Front		1	

Mamelodi Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling		1	Re-positioning
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1	
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	N/A	N/A	N/A	
	Verifications	N/A	N/A	N/A	

Mamelodi Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	1
Team Leader	Team Leader	On the door	80 x 500	1
Assistant Manager	Assistant Manager	N/A	N/A	N/a
Local Office Manager	Local Office Manager	N/A	N/A	N/A
Server room	Server Room	On the door	80 x 500	1
pause area,	Pause Area	N/A	N/A	N/A
kitchen	Kitchen	N/A	N/A	N/a
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/a
Staff Toilets	Staff Toilets	N/A	N/A	N/a
	Female	On the door	80 x 500	1

Mamelodi Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	On the door	80 x 500	1	
	Public Toilets (with arrows)	Hanging from the ceiling	400 x 800	2	
	Male	On the door	80 x 500	1	
	Female	On the door	80 x 500	1	
	Disability x 2	On the door	80 x 500	1	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	2	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/a	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	2	
Management Information (Already available)	Management Information Board (Already available)				
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	N/A	N/A	N/a	
Working Hours	Where there's rusted steel poles, Frosting	N/A	N/A	N/a	
Frosted Entrance Glass doors (with working hours)	Frosting	On the door		2	
Windows	Vinyl Sticker (with brand view)	Vinyl sticker (with brand view)		12	

Mamelodi Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Board	Outside the Office	1.2 x 2m 2 x 3m	1

Soshanguve Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	Behind Reception Desk		1
	Reception Board	Reception Desk Front		1
	Customer Care	Hanging from the ceiling	400 x 800	2
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications				
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Soshanguve Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment	Applications	Hanging from the ceiling	400 x 800	2
Application Verifications	Verifications	Hanging from the ceiling	400 x 800	4
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	2
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	1
Team Leader	Team Leader	On the door	80 x 500	2
Assistant Manager	Assistant Manager	N/A	N/A	N/a

Soshanguve Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Local Office Manager	Local Office Manager	On the door	80 x 500	2
Server room	Server Room	On the door	80 x 500	2
pause area,	Pause Area	Hanging from the ceiling	400 x 800	1
kitchen	Kitchen	Hanging from the ceiling	400 x 800	2
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/a
Staff Toilets	Staff Toilets	Hanging from the ceiling	400 x 800	2
	Female	On the door	80 x 500	2
	Male	On the door	80 x 500	2
Public Toilets	Public Toilets (with arrows)	Hanging from the ceiling	400 x 800	2
	Male	On the door	80 x 500	2
	Female	On the door	80 x 500	2
	Disability x 2	On the door	80 x 500	1
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3
Boardroom 1, 2,3 etc	Boardroom	On the door	80 x 500	1
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	2
Management Information (Already available)	Management Information Board (Already available)			

Soshanguve Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Frosting	On the door	2 x 3m	2	
Frosted Entrance Glass doors (with working hours)	Frosting	On the door		2	
Windows	Vinyl Sticker (with brand view)	Vinyl sticker (with brand view)		2	
SASSA Parking	Parking Bays	On the Wall		4	

Temba Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Reception Area	SASSA Branded Wallpaper	Behind Reception Desk		1	
	Reception Board	Reception Desk Front		1	

Temba Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment	Applications	Hanging from the ceiling	400 x 800	1
Application Verifications Medical Referrals	Verifications Disability Bookings	Hanging from the ceiling Hanging from the ceiling	400 x 800 400 x 800	2 1

Temba Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Medical Bookings	Disability Assessments			
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution	Back Office	Hanging from the ceiling	400 x 800	1
Beneficiary Files Management	Administrative Support			
Back office processing		Hanging from the ceiling	400 x 800	1
Transport logistics	Stores			
Facilities		On the door	80 x 500	1
HCM	Team Leader			
Finance		On the door	80 x 500	1
Stationery	Assistant Manager	N/A	N/A	N/a
ICT	Local Office Manager	On the door	80 x 500	1
Information Material & Branding	Server room	On the door	80 x 500	1
Team Leader	Pause area,	On the Wall	400 x 800	1
Assistant Manager	Kitchen	On the Wall	400 x 800	1
Local Office Manager	Kitchen & Pause Area	N/A	N/A	N/a
Server room	Staff Toilets	N/A	N/A	N/a
pause area,				
kitchen				
In case Kitchen and Pause Area are in one area				
Staff Toilets				
	Female	On the door	80 x 500	1
	Male	On the door	80 x 500	1

Temba Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Public Toilets	Public Toilets (with arrows)	N/A	N/A	N/a
	Male	On the door	80 x 500	1
	Female	On the door	80 x 500	1
	Disability x 2	On the door	80 x 500	1
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	2
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/a
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	2
Management Information (Already available)	Management Information Board (Already available)			
Office name signage	Building Banner	Outside the Office		1
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1
Working Hours	Where there's rusted steel poles, Frosting	On the door	2 x 3m	1
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/a
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/a
SASSA Parking	Parking Bays			8

Ekangala Local Office					
Business Processes	Signage Branded (Customer Signage)	Position	Standard Sizes	Quantity	
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/a	
	Reception Board	N/A	N/A	N/a	
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1	
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1	
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment	Applications	Hanging from the ceiling	400 x 800	1	

Ekgangala Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Application Verifications	Verifications	Hanging from the ceiling	400 x 800	1	
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1	
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1	
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	N/A	N/A	N/a	
Transport logistics Facilities HCM Finance	Administrative Support	N/A	N/A	N/a	
Stationery ICT Information Material & Branding	Stores	N/A	N/A	N/a	
Team Leader	Team Leader	N/A	N/A	N/a	
Assistant Manager	Assistant Manager	N/A	N/A	N/a	
Local Office Manager	Local Office Manager	N/A	N/A	N/a	
Server room	Server Room	N/A	N/A	N/a	
pause area,	Pause Area	N/A	N/A	N/a	
kitchen	Kitchen	N/A	N/A	N/a	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	On the Wall	400 x 800	1	
Staff Toilets	Staff Toilets	N/A	N/A	N/a	

Ekangala Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
	Female	On the door	80 x 500	1
	Male	On the door	80 x 500	1
Public Toilets	Public Toilets (with arrows)	N/A	N/A	N/a
	Male	On the door	80 x 500	1
	Female	On the door	80 x 500	1
	Disability x 2	On the door	80 x 500	1
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	2
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/a
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	2
Management Information (Already available)	Management Information Board (Already available)			
Office name signage	Building Banner	N/A	N/A	N/a
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1
Working Hours	Where there's rusted steel poles, Frosting	N/A	2 x 3m N/A	N/a
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/a
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/a

Ekangala Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Bays	N/A	N/A	N/a

Ennerdale Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	Behind the Reception desk		1
	Reception Board	Reception Desk Front		1
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Ennerdale Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment	Applications	Hanging from the ceiling	400 x 800	1	Re-Position
Application Verifications	Verifications	Hanging from the ceiling	400 x 800	2	Re-Position
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	N/A	N/A	N/a	
Medical Assessment (If done at Local Office)		N/A	N/A	N/a	
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	N/A	N/A	N/a	
Transport logistics Facilities HCM Finance	Administrative Support	N/A	N/A	N/a	
Stationery ICT Information Material & Branding	Stores	N/A	N/A	N/a	

Ennerdale Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Team Leader	Team Leader	N/A	N/A	N/a	
Assistant Manager	Assistant Manager	N/A	N/A	N/A	
Local Office Manager	Local Office Manager	N/A	N/A	N/a	
Server room	Server Room	N/A	N/A	N/a	
pause area,	Pause Area	N/A	N/A	N/a	
kitchen	Kitchen	N/A	N/A	N/a	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/a	
Staff Toilets	Staff Toilets	N/A	N/A	N/a	
	Female	N/A	N/A	N/a	
	Male	N/A	N/A	N/a	
Public Toilets	Public Toilets (with arrows)	N/A	N/A	N/a	
	Male	N/A	N/A	N/a	
	Female	N/A	N/A	N/a	
	Disability x 2	N/A	N/A	N/a	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	2	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/a	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	3	

Ennerdale Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Management Information (Already available)	Management Information Board (Already available)			
Office name signage	Building Banner	N/A	N/A	N/a
Office name at entrance	Office Name Board	N/A	N/A	N/a
Working Hours	Where there's rusted steel poles, Frosting	On the door		3
Frosted Entrance Glass doors (with working hours)	Frosting	On the door		3
Windows	Vinyl Sticker (with brand view)	On the windows		4
SASSA Parking	Parking Board	N/A	N/A	N/a

Orange Farm Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	Behind the Reception desk		1
	Reception Board	Reception Desk Front		1

Orange Farm Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	2
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	N/A	N/A	N/a
	Verifications	N/A	N/A	N/a

Orange Farm Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1
Transport logistics Facilities HCM Finance	Administrative Support	N/A	N/A	N/a
Stationery ICT Information Material & Branding	Stores	N/A	N/A	N/a
Team Leader	Team Leader	On the door	80 x 500	1
Assistant Manager	Assistant Manager	N/A	N/A	N/A
Local Office Manager	Local Office Manager	N/A	N/A	N/a
Server room	Server Room	On the door	80 x 500	1
pause area,	Pause Area	N/A	N/A	N/a
kitchen	Kitchen	N/A	N/A	N/a
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/a
Staff Toilets	Staff Toilets	N/A	N/A	N/a
	Female	On the door	80 x 500	1

Orange Farm Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	On the door	80 x 500	1	
	Public Toilets (with arrows)	N/A	N/A	N/a	
	Male	On the door	80 x 500	1	
	Female	On the door	80 x 500	1	
	Disability x 2	N/A	N/A	N/a	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	2	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/a	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	2	
Management Information (Already available)	Management Information Board (Already available)				
Office name signage	Building Banner	N/A	N/A	N/a	
Office name at entrance	Office Name Board	N/A	N/A	N/a	
Working Hours	Where there's rusted steel poles, Frosting	On the door		1	
Frosted Entrance Glass doors (with working hours)	Frosting	On the door		2	
Windows	Vinyl Sticker (with brand view)	On the windows		11	

Orange Farm Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Board	Outside the Office	1.2 x 2m	1
			2 x 3m	

Lenasia Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/a
	Reception Board	N/A	N/A	N/a
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	N/A	N/A	N/a
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Lenasia Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Grant Application Capture	Applications	Hanging from the ceiling	400 x 800	1
SRD Applications				Re-print (The available one has old wording)
Reviews				
Restorations				
Representations				
Unclaimed Benefits				
Procurators				
Appointment of Interim Primary Care Giver				
Transfers				
Change of Method of Payment				
Application Verifications				
Medical Referrals				
Medical Bookings	Verifications	Hanging from the ceiling	400 x 800	1
Medical Assessment (If done at Local Office)	Disability Bookings &	N/A	N/A	N/a
	Disability Assessments	Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	2
Stationery	Stores	N/A	N/A	N/a
ICT				
Information Material & Branding				
Team Leader	Team Leader	N/A	N/A	N/a
Assistant Manager	Assistant Manager	N/A	N/A	N/A

Lenasia Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Local Office Manager	Local Office Manager	N/A	N/A	N/a	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/a	
kitchen	Kitchen	N/A	N/A	N/a	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	On the wall	400 x 800	2	
Staff Toilets	Staff Toilets	N/A	N/A	N/a	
	Female	N/A	N/A	N/a	
	Male	N/A	N/A	N/a	
Public Toilets	Public Toilets (with arrows)	On the wall	400 x 800	1	
	Male	N/A	N/A	N/A	
	Female	N/A	N/A	N/A	
	Disability x 2	N/A	N/A	N/A	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/a	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	3	
Management Information (Already available)	Management Information Board (Already available)				

Lenasia Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Office name signage	Building Banner	Outside the Office		1
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1
Working Hours	Where there's rusted steel poles, Frosting	N/A	2 x 3m N/A	N/a
Frosted Entrance Glass doors (with working hours)	Frosting	On the door		2
Windows	Vinyl Sticker (with brand view)	On the windows		6
SASSA Parking	Parking Bays	Outside the Office		6

Eldorado Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	Behind the Reception desk		1
	Reception Board	Reception Desk Front		1

Eldorado Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	Hanging from the ceiling	400 x 800	1
	Verifications	Hanging from the ceiling	400 x 800	2

Eldorado Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	2	
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1	
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1	
Transport logistics Facilities HCM Finance	Administrative Support	N/A	N/A	N/a	
Stationery ICT Information Material & Branding	Stores	N/A	N/A	N/a	
Team Leader	Team Leader	Hanging from the ceiling	400 x 800	1	
Assistant Manager	Assistant Manager	N/A	N/A	N/A	
Local Office Manager	Local Office Manager	N/A	N/A	N/a	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/a	
kitchen	Kitchen	N/A	N/A	N/a	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	On the wall	400 x 800	2	
Staff Toilets	Staff Toilets	On the wall	400 x 800	1	
	Female	On the door	80 x 500	1	

Eldorado Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	On the door	80 x 500	1	
	Public Toilets (with arrows)	On the wall	400 x 800	1	
	Male	On the door	80 x 500	1	
	Female	On the door	80 x 500	1	
	Disability x 2	N/A	N/A	N/A	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/a	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	3	
Management Information (Already available)	Management Information Board (Already available)	On the Wall	A2	1	
Office name signage	Building Banner	Outside the Office		1	(Re-position the available signage)
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Frosting	On the door	2 x 3m	1	
Frosted Entrance Glass doors (with working hours)	Frosting	On the door		2	

Eldorado Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Windows	Vinyl Sticker (with brand view)	On the windows		10
SASSA Parking	Parking Bays	N/A	N/A	N/a

Midrand Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	Behind the Reception desk		1
	Reception Board	Reception Desk Front		1
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Midrand Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Grant Application Capture	Applications	N/A	N/A	N/a	
SRD Applications					
Reviews					
Restorations					
Representations	Verifications	N/A	N/A	N/a	
Unclaimed Benefits					
Procurators					
Appointment of Interim					
Primary Care Giver	Disability Bookings & Disability Assessments	N/A	N/A	N/a	
Transfers					
Change of Method of Payment					
Application Verifications					
Medical Referrals	Back Office	Hanging from the ceiling	400 x 800	1	
Medical Bookings					
Medical Assessment (If done at Local Office)					
BRM – Ongoing Scanning Solution					
Beneficiary Files Management	Administrative Support	N/A	N/A	N/a	
Back office processing					
Transport logistics					
Facilities					
HCM	Stores	N/A	N/A	N/a	
Finance					
Stationery					
ICT					
Information Material & Branding	Team Leader	N/A	N/A	N/a	
Team Leader					
Assistant Manager					
	Assistant Manager	On the door	80 x 500	1	

Midrand Local Office					
Business Processes	Signage Branding (Customer Signage)		Position	Standard Sizes	Quantity
Local Office Manager	Local Office Manager		N/A	N/A	N/a
Server room	Server Room		On the door	80 x 500	1
pause area,	Pause Area		N/A	N/A	N/a
kitchen	Kitchen		N/A	N/A	N/a
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area		N/A	N/A	N/a
Staff Toilets	Staff Toilets		N/A	N/A	N/a
	Female		N/A	N/A	N/a
	Male		N/A	N/A	N/a
Public Toilets	Public Toilets (with arrows)		On the wall	400 x 800	1
	Male		N/A	N/A	N/a
	Female		N/A	N/A	N/a
	Disability x 2		N/A	N/A	N/A
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)		On the Wall	A3	3
Boardroom 1, 2,3 etc	Boardroom		N/A	N/A	N/a
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster		On the Wall	A1	1
Management Information (Already available)	Management Information Board				

Midrand Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Office name signage	Building Banner	Outside the Office		1	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Frosting	N/A	2 x 3m N/A	N/a	
Frosted Entrance Glass doors (with working hours)	Frosting	On glass door		2	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/a	
SASSA Parking	Parking Bays	Outside the Office	1.2 x 2m 2 x 3m	1	

Soweto Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Reception Area	SASSA Branded Wallpaper	Behind the Reception desk		1	
	Reception Board	Reception Desk Front		1	

Soweto Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	N/A	N/A	N/a
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	N/A	N/A	N/a
	Verifications	N/A	N/A	N/a

Soweto Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	N/A	N/A	N/a	
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	2	
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1	
Transport logistics Facilities HCM Finance	Administrative Support	Hanging from the ceiling	400 x 800	1	
Stationery ICT Information Material & Branding	Stores	On the door	80 x 500	1	
Team Leader	Team Leader	On the door	80 x 500	2	
Assistant Manager	Assistant Manager	N/A	N/A	N/a	
Local Office Manager	Local Office Manager	N/A	N/A	N/a	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/a	
kitchen	Kitchen	N/A	N/A	N/a	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	N/A	N/A	N/a	
Staff Toilets	Staff Toilets	N/A	N/A	N/a	
	Female	N/A	N/A	N/a	

Soweto Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	N/A	N/A	N/a	
	Public Toilets (with arrows)	N/A	N/A	N/a	
	Male	N/A	N/A	N/a	
	Female	N/A	N/A	N/a	
	Disability x 2	N/A	N/A	N/A	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	On the door	80 x 500	1	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	2	
Management Information (Already available)	Management Information Board				
Office name signage	Building Banner	N/A	N/A	N/a	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Frosting	On glass door	2 x 3m	1	
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/a	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/a	

Soweto Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Bays	Outside the Office	1.2 x 2m	1
			2 x 3m	

Chiawelo Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/a
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Reception Board	Reception Desk Front		1
	Customer Care	Hanging from the ceiling	400 x 800	1
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1

Chiawelo Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment	Applications	N/A	N/A	N/a	
Application Verifications	Verifications	Hanging from the ceiling	400 x 800	1	
Medical Referrals Medical Bookings	Disability Bookings & Disability Assessments	Hanging from the ceiling	400 x 800	1	
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1	
BRM – Ongoing Scanning Solution Beneficiary Files Management Back office processing	Back Office	Hanging from the ceiling	400 x 800	1	
Transport logistics Facilities HCM Finance	Administrative Support	N/A	N/A	N/a	
Stationery ICT Information Material & Branding	Stores	N/A	N/A	N/a	
Team Leader	Team Leader	On the door	80 x 500	1	
Assistant Manager	Assistant Manager	N/A	N/A	N/a	

Chiawelo Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Local Office Manager	Local Office Manager	N/A	N/A	N/a	
Server room	Server Room	On the door	80 x 500	1	
pause area,	Pause Area	N/A	N/A	N/a	
kitchen	Kitchen	N/A	N/A	N/a	
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	Hanging from the ceiling	400 x 800	1	
Staff Toilets	Staff Toilets	N/A	N/A	N/a	
	Male & Female	On the door	80 x 500	1	
	Male	N/A	N/A	N/a	
Public Toilets	Public Toilets (with arrows)	Hanging from the ceiling	400 x 800	1	
	Male & Female	N/A	N/A	N/a	
	Female	N/A	N/A	N/a	
	Disability x 2	N/A	N/A	N/A	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/a	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	1	
Management Information (Already available)	Management Information Board				

Chiawelo Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Office name signage	Building Banner	N/A	N/A	N/a	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Frosting	On glass door	2 x 3m	1	
Frosted Entrance Glass doors (with working hours)	Frosting	N/A	N/A	N/a	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/a	
SASSA Parking	Parking Bays	N/A	N/A	N/a	

Orlando Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Reception Area	SASSA Branded Wallpaper	N/A	N/A	N/a	
	Reception Board	Reception Desk Front		1	

Orlando Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Customer Engagement: Customer Intake Customer Information Disseminations Customer Referrals Customer Satisfaction Survey (service feedback) Customer Care (Express Services): Internal Reconsiderations Enquiries Lodging of Appeals Change of Circumstances Customer Complaints Payment Disputes Funeral Policy Deductions Life Certifications	Customer Care	Hanging from the ceiling	400 x 800	1
Online Services	Self Service Board	Hanging from the ceiling	400 x 800	1
Grant Application Capture SRD Applications Reviews Restorations Representations Unclaimed Benefits Procurators Appointment of Interim Primary Care Giver Transfers Change of Method of Payment Application Verifications	Applications	Hanging from the ceiling	400 x 800	1
	Verifications	Hanging from the ceiling	400 x 800	1

Orlando Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
Medical Referrals	Disability Bookings	Hanging from the ceiling	400 x 800	1
Medical Bookings	Disability Assessments	Hanging from the ceiling	400 x 800	1
Medical Assessment (If done at Local Office)		Hanging from the ceiling	400 x 800	1
BRM – Ongoing Scanning Solution	Back Office			
Beneficiary Files Management				
Back office processing				
Transport logistics	Administrative Support	N/A	N/A	N/a
Facilities				
HCM				
Finance				
Stationery	Stores	N/A	N/A	N/a
ICT				
Information Material & Branding				
Team Leader	Team Leader	On the door	80 x 500	1
Assistant Manager	Assistant Manager	N/A	N/A	N/a
Local Office Manager	Local Office Manager	N/A	N/A	N/a
Server room	Server Room	On the door	80 x 500	1
pause area,	Pause Area	N/A	N/A	N/a
kitchen	Kitchen	N/A	N/A	N/a
In case Kitchen and Pause Area are in one area	Kitchen & Pause Area	Hanging from the ceiling	400 x 800	1
Staff Toilets	Staff Toilets	N/A	N/A	N/a
	Female	N/A	N/A	N/a

Orlando Local Office					
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity	
Public Toilets	Male	N/A	N/A	N/a	
	Public Toilets (with arrows)	Hanging from the ceiling	400 x 800	1	
	Male & Female	N/A	N/A	N/a	
	Female	N/A	N/A	N/a	
	Disability x 2	N/A	N/A	N/A	
SASSA services are free Poster SASSA card Poster	Digital Poster x 3 (Including all electrical requirements)	On the Wall	A3	3	
Boardroom 1, 2,3 etc	Boardroom	N/A	N/A	N/a	
Beneficiary Rights and Responsibility Customer Care Charter	Fixed Framed A1 Poster	On the Wall	A1	1	
Management Information (Already available)	Management Information Board				
Office name signage	Building Banner	N/A	N/A	N/a	
Office name at entrance	Office Name Board	Outside the Office	1.2 x 2m	1	
Working Hours	Where there's rusted steel poles, Frosting	On glass door	2 x 3m	1	
Frosted Entrance Glass doors (with working hours)	Frosting	On glass door		2	
Windows	Vinyl Sticker (with brand view)	N/A	N/A	N/a	

Orlando Local Office				
Business Processes	Signage Branding (Customer Signage)	Position	Standard Sizes	Quantity
SASSA Parking	Parking Bays	N/A	N/A	N/a

15. PRODUCT/ SERVICE REQUIREMENT

15.1. TECHNICAL SPECIFICATION

- All signage both internal and external should be HOLLOW DESIGN CURVE ALLUMINIUM EXTRUSION (CURVE SYSTEM);
- All UV cured ink on all digital prints;
- All poles (rusted or not) must be repainted;
- Direct to substrate printing on all chromodeck facial / signage;
- Liquid lamination application on all external signs.
- SASSA Logo in Full colour.
- These products utilize recycled or recyclable aluminum, steel, and plastics, the durability of which ensures the longevity of the product.
- The signage components are modular and can be easily separated, thereby enabling efficiency in the replacement and/or recycling of signage components.
- The frame of the signage system allows easy updating of the insert without having to replace the whole sign. This makes the product more natural resource friendly.
- Only the highest possible standard of workmanship will be accepted and no inferior quality of workmanship will be accepted.
- SABS Certificate and Green certificate required.

16. BID AWARD & CONTRACT

- 16.1. The contract will be concluded between SASSA and the successful service provider(s).
- 16.2. SASSA reserves the right to award the bid to one or more service providers.
- 16.3. SASSA reserves the right to award the bid in whole or only partial.
- 16.4. SASSA reserves the right to reduce / increase the required goods during the contract period.

17. LIABILITY

- 17.1. The service provider indemnifies SASSA from any claim from a third party and all costs or legal expenses with regard to such a claim for loss or damage resulting from the death, injury or ailment of any person, or the damage of property of the service provider or any other person that may result from, or be related to the execution of this contract.
- 17.2. The service provider will be held responsible for any damage or theft by his employees or due to their negligence whether in the normal execution of their duties or otherwise and a claim for indemnification can accordingly be imposed by SASSA against the service provider. If the service provider fails to act after notification, SASSA will rectify the damages at will and costs will be recovered from the service provider.
- 17.3. The Agency reserves the right to claim for damages against the Service Provider arising out of negligence and/or poor performance by the Service Provider.

18. GUARANTEE AND SERVICE

- 18.1. The service provider shall guarantee the installation, workmanship and materials being used under this office signage project for a period of twelve (12) months. The guarantee will commence on the date of receipt of the total and complete installation.
- 18.2. During the period of guarantee, the successful bidder shall, at his own expense, carry out all necessary repair work, including material and labour, (excluding work required due to damage by others) in order to maintain the unit in a working condition.

18.3. The successful bidder shall, during the period of guarantee, repair the equipment to the satisfaction of the Agency, within 24 hours after the notification of the fault.

19. OCCUPATIONAL HEALTH AND SAFETY ACT, 1993 AS AMENDED

19.1. The refurbishment and installation of the work must be in accordance with the conditions as set out in the Occupational Health and Safety Act, 1993 (Act 85 of 1993) as amended.

20. USE OF ELECTRICITY

20.1. LIGHT AND POWER

20.1.1. Service provider must note that one of the following sub clauses shall apply to the project: On serviced sites, the service provider may use the electricity free of charge, subject to the following:

20.1.1.1. All the essential connections, supply and installation of connection and safety apparatus, wiring, etc. shall be done by the service provider at his/her own expense and removed on completion. The site shall be left in the same condition as it was when originally handed over to him.

20.1.1.2. The above-mentioned temporary work shall be performed by a qualified electrician according to the requirements and to the total satisfaction of the Agency. The service provider shall at all times comply with all statutory requirements, safety measures, etc. that may apply to the distribution and consumption of electricity, as well as the requirements and obligations that may apply to the Agency and shall exempt the Agency from any claims that may arise from the consumption of electricity from existing supplies.

20.1.1.3. Before submitting his quotation, the service provider shall acquaint himself with the extent and availability of the electricity supply to/on the site. If the existing supply is found insufficient, any shortage shall be supplemented by the service provider at his own expense.

20.1.1.4. Electricity supplied free of charge to the service provider, shall only be used for execution of the work and under no circumstances for any other of the work for any other purpose. Strict precautions shall be maintained at all times to prevent any waste.

20.1.1.5. In the event of power failure, the service provider is responsible to provide alternative power supply.

20.1.1.6. The Agency shall at all times be given preference with regard to the electricity supply and the service provider shall be held responsible for the unimpeded supply to existing buildings.

20.1.1.7. No monetary claim and/or claim in respect of the prolongation of time shall be conceded if the electricity supply does not at all times meet the service provider's requirements.

21. UNAUTHORISED PERSONS

21.1. The service provider shall at all times keep un-authorised persons strictly away from work. Under no circumstances may any person be allowed to sleep or keep any possessions (material) on the building site during the project period or thereafter.

22. SITE MEETINGS AND PROCEDURES

22.1. The Agency shall reserve the right to convene a site meeting at any time required. The service provider shall promptly attend all site meetings and shall also ensure that all interested persons under his jurisdiction, etc. are notified timely (one working day) of site meetings.

23. PROGRESS SCHEDULE

23.1. Within one (1) weeks after the site has been handed over, the service provider shall submit the representative with a full detailed work breakdown structure in which all aspects of the works have been taken into consideration. Strict adherence to the provisions of this plan shall be required.

24.ALTERATIONS AND RE-POSITIONING OF OLD MATERIAL

- 24.1. With the alterations and re-positioning of existing signage, the utmost care shall be taken to avoid any structural and/or other damage to the remaining parts of the buildings or equipment. The contractor shall repair any damage that may occur during the undertaking of the work at his / her own expense, to the full satisfaction of the Agency.
- 24.2. The rest of the old material shall remain the property of the Agency and the service provider shall dispose (scrap) and a scrapping certificate should accompany the invoice after completion of the project.
- 24.3. The contract shall deliver old and unused material to our SASSA Heidelberg Local Office storage space.

25.IMPLEMENTS, ETC.

- 25.1. The service provider shall supply, maintain and remove on completion or if so requested all implements, scaffolding, tools, labour, etc. that may be required for the proper and timely execution of the work.
- 25.2. On completion of the project, the service provider shall remove at his own expense all construction implements belonging to him/her or his/her contractor, and leave the building site and adjacent grounds in a clean and orderly condition.

26.LOSS

- 26.1. The contractor shall be liable for any loss through theft, damage, etc. of materials for the project as well as the contents of the buildings from the time the site is handed over. Therefore the service provider shall take the necessary precautions for protection against such losses.

27. QUALITY OF PAINT

27.1. Paints used must be at least of the industrial standard as prescribed by the relevant SANS-specifications and must be approved by the representative.

28. GENERAL CONDITIONS

28.1. The successful bidder will be required to provide service in a courteous and professional manner.

28.2. The successful bidder must ensure that all staff working under this contract are in good health and pose no risk to any SASSA employees.

28.3. The successful bidder will comply with SASSA security emergency policies, procedures and regulations.

28.4. The Agency will not accept any responsibility for accounts/expenses incurred by the service provider that was not agreed upon by the contracting parties.

29. SUBMISSION OF BIDS

29.1. Address of the Region where bids should be submitted:

Gauteng Regional Office

28 Harrison Street 11th floor from 08:00 to 17:00

Johannesburg, 2000

29.2. The following contact details in respect of enquiries will apply:

(a) Technical enquiries

Region	Contact Number	Contact Person	Email Address
Gauteng	011 241 8326/ 8300	Ms Nandi Mosia	NandiM@sassa.gov.za

(b) Supply Chain Management Enquiries

Region	Contact Number	Contact Person	Email Address
Gauteng	011241 8474	Mr Mmathume Nkadimeng	Mmathumen@sassa.gov.za

Annexure A

GOVERNMENT PROCUREMENT GENERAL CONDITIONS OF CONTRACT

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

TABLE OF CLAUSES

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General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 “Closing time” means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 “Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 “Contract price” means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 “Corrupt practice” means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 “Country of origin” means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 “Day” means calendar day.
 - 1.8 “Delivery” means delivery in compliance of the conditions of the contract or order.
 - 1.9 “Delivery ex stock” means immediate delivery directly from stock actually on hand.
 - 1.10 “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
 - 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable.

Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
- 1.25 "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

- | | |
|--|--|
| 2. Application | <p>2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.</p> <p>2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.</p> <p>2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.</p> |
| 3. General | <p>3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.</p> <p>3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za</p> |
| 4. Standards | <p>4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.</p> |
| 5. Use of contract documents and information; inspection. | <p>5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.</p> <p>5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.</p> <p>5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.</p> <p>5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.</p> |
| 6. Patent rights | <p>6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.</p> |
| 7. Performance security | <p>7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.</p> |

- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
 - (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

**8. Inspections,
tests and
analyses**

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with

supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
 - (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

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| 16. Payment | <p>16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.</p> <p>16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.</p> <p>16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.</p> <p>16.4 Payment will be made in Rand unless otherwise stipulated in SCC.</p> |
| 17. Prices | <p>17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.</p> |
| 18. Contract amendments | <p>18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.</p> |
| 19. Assignment | <p>19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.</p> |
| 20. Subcontracts | <p>20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.</p> |
| 21. Delays in the supplier's performance | <p>21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.</p> <p>21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.</p> <p>21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.</p> <p>21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.</p> |

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard

the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

25. Force Majeure

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security,

damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

**26. Termination
for insolvency**

- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

**27. Settlement of
Disputes**

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due the supplier.

**28. Limitation of
liability**

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

		(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
29. Governing language	29.1	The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
30. Applicable law	30.1	The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
31. Notices	31.1	Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
	31.2	The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
32. Taxes and duties	32.1	A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
	32.2	A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
	32.3	No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
33. National Industrial Participation Programme (NIP)	33.1	The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

SBD 9**CERTIFICATE OF INDEPENDENT BID DETERMINATION**

- 1 This Standard Bidding Document (SBD) must form part of all bids¹ invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² Bid rigging (or collusive bidding) 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.

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