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SOUTH AFRICAN SOCIAL SECURITY AGENCY

RESPONSE TO BIDDER QUERIES

Terms of Reference
09 October 2024

SASSA:14-24-ICT-HO

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QUESTIONS AND ANSWERS

At the briefing session, the due date for enquiries was indicated to be 16 October 2024.

Number	Bidder	Bidder Query	SASSA response
01	Q LINK Holdings (Pty) Ltd	The bidder wanted clarity on the meaning of low-end devices. Are there any specifications in that regard?	Low-end devices, SASSA in this specific instance is talking about the end user device that will be used by a client. The bidder needs to meet with the minimum specification of an “entry level” smart phone for the solution to operate, minimum include (but not limited to): • IPS technology • 1GB RAM • 8GB storage • 5MP rear facing camera • 0.3 MP front facing camera • LTE network • Memory 1+16GB • Android 11 OS Furthermore The solution must be able to process biometric traffic operating on low bandwidth or unstable internet connections.
02	Veridos Identity Solutions	Is there any chance of extending the period beyond the 24th of October?	SASSA does not anticipate an extension but your request will be forwarded to SCM for consideration.
03	Mezzanineware (Pty) Ltd	The bidder wanted to get an understanding as it pertains to 2.1.1. The services will be performed on site.	The bidder is expected to operate from from SASSA's Head Office. Working remotely is available but the resources must be available as and when there is a requirement for on premise working by either the employees or service provider.
04	Veneka	The bidder wanted clarification with regard to bidding for this opportunity as their solutions mostly work outside South Africa but have a local partner. How would the bid work in terms of the JV if one of the JV partners might not necessarily be compliant to South African standards?	According to the SBD 1 form, there are questions to be responded to regarding foreign partners/bidders. Additionally, the bidder must have a signed agreement between all parties indicating the lead partner, a tax pin or CSD for each party, a letter authorizing the person signing the bid documents and consolidated BEE certificate or sworn affidavit to claim specific goals points.
05	Nutun	In terms of the scope of the solution eKYC, depending on the nature of the accountable institution means different things and could include biometric verification of the ID, proof of address and then the screening process for sanctions, politically exposed and adverse media. This	The scope of eKYC for SASSA includes the facial recognition and verification that is linked to the identity verification. It also includes the verification of identity using the document as per annexure B whereby the client does not have a smart card but both still talk to identity, so the scope is linked to identity verification in

		tender leans heavily towards biometrics and the bidder wanted to have an idea of the scope. Secondly, the relationship between MegaMatcher SDK and capability. What is the relationship between these two systems?	the instance of SASSA. Furthermore, as per the TOR, the scope includes Analytics and reporting The relationship between the MegaMatcher and eKYC Solution is that the eKYC solution scope is to be able to verify the biometrics whereby the biometric images thereof then would be generated as part of the biometric verification and from that the templates of the biometrics must then be stored on the MegaMatcher and on the MegaMatcher the purpose thereof is to be able to identify and search the biometrics templates for existing local verification thereof as well as for ease of search from the MegaMatcher. The reason that was highlighted is because the MegaMatcher uses neurotechnology and which has specific templates that then can be searched from the MegaMatcher and that is why that was highlighted to indicate that since SASSA has already invested in that if ever the images that are produced by the solution that is presented by the bidder, the templates thereof do not match that of the neurotechnology, any conversion that should be done from the images back to the templates, if there is a cost involved, will then be borne by the bidder. So, the relationship between the two is that the eKYC generates the images as well as the templates and the templates thereof will then find residence in the MegaMatcher for the purposes of searching for duplication and any other analytics that is required by the Agency as well as for local verification of existing or already enrolled clients.
06	Q LINK Holdings (Pty) Ltd	Is the Ekyc2024 email going to be open until closing date for questions?	The eKYC2024 e-mail, will be open until the 16th of October 2024 because this period has been allocated for written questions.
07	Mezzanineware (Pty) Ltd	The bidder wanted to know if there are 200 000 transactions per month per onboarded customer or is it 200 000 transactions for all onboarded customers?	The 200 000 transactions are for all customers and not per beneficiary. It is for all onboarded customers per month and it is not per customer.

08	Veridos Identity Solutions	The bidder submitted a request for an extension to the tender closing of no less than 30 days.	Due to the urgency and tight deadlines of the service required, we are unable to extend the closing date for the bid.
09	Mezzanineware (Pty) Ltd	1. Can the NIST accreditation (which forms part of ISO27001) be used / leveraged instead of the ISO-30107 spoofing certification. (Is ISO-30107 an absolute request?) 2. Biometrics carries the risk of disenfranchising beneficiaries due to inter alia, technical and access challenges which are well known. Is SASSA, as part of this RFP, open to proposals on how to manage this risk? 3. Requirement indicated in response to "Provide an inventory of products + sample artefacts that will be provided" - does this requirement include template/draft project deliverable reports?	1. Yes. The TOR indicates that NIST/NVLAP OR ISO/IEC 30107 -3 is valid 2. The bidders are welcome to make further proposals, but note that SASSA will not be use this information for evaluation purposes if outside the evaluation elements. 3. Yes. This refers to project governance documentation
10	27M Growth Group (Pty) Ltd and Tekcetera (Pty) Ltd	1. Will SASSA supply the biometric devices and the required software for capturing biometric data for fingerprint and iris scans? 2. What trusted data sources need to be considered for data matching (e.g., Department of Home Affairs)? 3. Are there requirements for Earnest Money Deposit (EMD) or security deposits along with the bid? 4. Should bidders provide cloud servers, or will SASSA supply cloud infrastructure? 5. If cloud provision is the bidder's responsibility, is the AWS South Africa Region acceptable for hosting? 6. Which languages should the solution support for multi-language functionality as mentioned in Annexure-B? 7. Could you elaborate on the requirement to "Accommodate users with photosensitivity" from Annexure-B?	1. Yes 2. At this point it is only DHA, but SASSA did not limit this off in case in the contract period there is an equivalent of DHA where Identity information can be confirmed 3. No, there is no requirement for the bidder to make a deposit or security payment as form of good intention to participate in the government procurement process 4. SASSA has hosting infrastructure which include Oracle Private Cloud Appliance. 5. Yes 6. South African Languages (minimum 3) 7. This entails people who are sensitive to light and may not be able to read directions on the screen. In such case solutions such as including

			sound setting capability for instructions
		8. For the scalability requirement in Annexure-B, what is the expected capacity in terms of current volumes?	8. The current volumes are indicated on TOR, but the solution should be able to handle more (double the current and more) volumes if required must be able to process biometric traffic operating on low bandwidth or unstable internet connections.
		9. Regarding SDK size, what is the ideal or expected size to minimize impact on application download and storage?	9. SASSA is not prescriptive on this, as this is in the ambit of knowledge and experience of the service provider implementing the solution to understand and determine the critical features of SDK, inclusive of: a) an SDK that is scalable to support the growing needs of a business. b) Caters for major platforms like ios, android, website and facilitates integration into variety of applications
		10. What is the expected low-end device configuration that the solution should support?	10. Refer to response on question 1, Furthermore, SASSA cannot outline all the low-end devices in the industry. The bidder should make own research
		11. Could you clarify which specific accessibility standards should be adhered to for compliance with inclusivity regulations?	11. As per TOR – The solution must Adhere to accessibility standards (e.g. Web Content Accessibility Guidelines) to ensure that the solution is usable by individuals with disabilities, promoting inclusivity and compliance with accessibility regulations. WCAG 2 can be referred to by bidder on this subject.
		12. For the AI and machine learning analysis of transactions, are there specific suspicious patterns to be considered?	12. SASSA is not prescriptive on this, as this is in the ambit of knowledge and experience of the service provider implementing the solution to understand this subject matter i.e suspicious transactions within biometric verification. However, this can include transactions such as: a) Analyse consistency and accuracy of client profile information b) Analyse content and transaction history

		13. Can SASSA provide a high-level Data Flow Diagram for the solution, including other platforms for integration?	c) Analyse customer behaviour, record activity, and transaction history and unfamiliar login attempts 13. The data flowing from transactional systems to the solution will include: a) Personal data b) Financial data c) Login audit data The solution must capture the biometric information (i.e facial, fingerprint, Iris) Output data from the solution includes a) Outcome of biometric verification – to the transactional system after the verification was done through DHA or from local database where the client biometric was already enrolled b) Biometric template – To the biometric database c) Outcomes of ML transaction analysis – In a report template Applications for Integration are outlined in TOR, includes: a) Mobile Applications, inclusive but not limited to WhatsApp b) Web applications
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