



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

**Terms of Reference
Request for Proposal**

The South African Social Security Agency hereby invites proposals from potential service providers to conduct a comprehensive Facilities Management and Property Management Performance Audit, including an Audit of Building conditions and utilization assessment of offices occupied by the South African Social Security Agency for a period of eighteen (18) months.

Version 1.00

Bid Number: SASSA:17-25-CS-HO

Bidder Notice
24-11-2025

Contents

1. Bid Information..... 3

2. Bidders Questions..... 4

1. Bid Information

Bid Number: SASSA:06-25-ICT-HO

The South African Social Security Agency hereby invites proposals from potential service providers to conduct a comprehensive Facilities Management and Property Management Performance Audit, including an Audit of Building conditions and utilization assessment of offices occupied by the South African Social Security Agency for a period of eighteen (18) months.

Name of Institution: South African Social Security Agency

Place where goods, works or services are required:

SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria

Date Published: 11 November 2025

Closing Date / Time: 03 November 2025 @11:00 AM

Enquiries:

Contact Person: Ms Mogafe Mphahlele

Email: Condition@sassa.gov.za

Telephone number: 012 400 2412

Physical Address: Where bids should be delivered:

Physical Submission

Address: SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria

Online and Physical Address: Where bids should be delivered:

An original response should be accompanied by an electronic soft copy submitted on e-tender portal: etenders.treasury. All the contents of the copies should be in the exact same order as in the hard copy to make it easier to navigate and evaluate the bid response

2. Bidders Questions

No.	Question / Query	SASSA Response
1.	Are electronic signatures permitted, or must signatures be in ink?	Yes, electronic signatures are permitted. Please ensure that the signatory clearly indicates the capacity in which the bid is signed and submits proof of authority along with the bid documentation.
2.	With regards to functionality criteria evaluation: Can reference letters be submitted, or only award letters/completion certificates/purchase orders?	In terms of track record of the Service Provider is required to provide information as per ANNEXURE B. Furthermore, provide supporting documents in the form of a purchase order or letter of award with the value of the project. In terms of the service provider's experience in building condition assessment Projects, bidders must provide information as per ANNEXURE B. Proof of project completed as per ANNEXURE B must be accompanied and be as per award letter, completion certificate, including contract period (start date and end date) where building condition assessment projects were done.
3.	With regards to functionality criteria evaluation Point No. 2 (iv) ...Above eight (8) Million rands to ten (10) million rands = 3... Should this point allocation be 4?	Bidders who have submitted the required information as outlined in Annexure A, along with the necessary supporting documents specified in the Terms of Reference, demonstrating that they have delivered the relevant services, and who have completed projects valued above eight (8) million rands up to ten (10) million rands, will be awarded a score of 3 under the functionality criteria.
4.	1. Technical Requirements of Bid 1.1 In terms of Section 7.1 you make reference to Project Leader without Listing the Minimum Project Resourcing Requirements to ensure All Bidders Propose and Deploy the	1. Technical Requirements of Bid 1.1 Item 7.1 is the requirement of the project leader only, to be provided by the service provider to coordinate all project discipline.

Most Critical Professional Disciplines (Fair & Comparative Evaluation). 1.2 Can you confirm the basis of the following taking into the feasibility and viability of the Project Execution. 1.2.1 Contract Term of 18 months awarded to Single Service Provider to cover 9 Provinces with +- 489 sites? Does it mean you will Not Invoke National Treasury Circular 63 of 2013 to Unfairly give Advantage of the Successful Bidder and Prejudice Other Compative Bidders? NB:- Relevant Case Law on Abuse of this Provision Post Awards (Enoch Mgijima Municipality vs Former Municipal Manager) 1.2.2 Feasibility of Bidders to Costs and Estimate Travel Distances based on Incomplete Unreliable Data Sets on Fixed Asset Register? No GPS Coordinates Provided per Site. 1.2.3 In terms of Section 9 Stage 1 Phase 3 Functional Evaluation (Project Execution Methodology weighted 60 Points). No Details as to How and When the following Critical Information Will be Accessed by Bidders to Develop " An Exceptional Best In Class and Forward-Thinking In Relation to SASSA Future Business Operating Model (Going Digital):- 1.2.3.1 Access to As Built Plans for All Sites whilst some site lack Info on Extent of Property?	The bidder is expected to deploy its resources based on the scope of work and deliverables indicated in the Terms of Reference. 1.2 Confirming the basis of the following taking into the feasibility and viability of the Project Execution. 1.2.1. This was benchmarked using similar projects implemented successfully, and all prescribed regulations and provisions have been taken into consideration. 1.2.2 All physical addresses for the sites are provided to enable bidders to cost and estimate travel distances. 1.2.3 This is what the bidders will be valued at, the bidders should outline their methodology based on the scope of work, deliverables and all other information provided in the terms of reference. The evaluation criteria is to test the capability of the service provider to deliver the project successfully. The bidders must show their capability and depict their expression in an Exceptional Best In Class and Forward-Thinking In Relation to SASSA Future Business Operating Model. 1.2.3.1 SASSA do not have all as built plans, however square meters of sites are provided. Only SASSA owned/built buildings
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1.2.3.2 Access to SASSA Approved UAMP for the current MTEF in terms Sec 4.1.10 , Sec 4.1.7?	are not provided with square meters (19 buildings) since SASSA does not have that data.
1.2.3.3 Access to SASSA Future Office Accomodation Needs Analysis Submitted to DPWI ?	1.2.3.2 The successful bidder will be provided will the current UAMP for them to update and to ensure compliance to GIAMA.
1.2.3.4 Access to copies of MOU/ MOA's entered between SASSA and Other Public Entities OR 3rd Parties?	1.2.3.3 The successful bidder will be provided with all SASSA future accommodation needs requirements during stakeholder engagements for them to advise accordingly.
1.2.3.4 Access to SASSA Real Estate MTEF Resource Plan	1.2.3.4The successful bidder will be provided will this information if required.
1.2.3.5 Access to SASSA Wellness and Ergonomics, Look & Feel Norms & ICT Standards ito Section 4.1.4 - Sec 4.1.11?	1.2.3.4The successful bidder will be provided with this information if required.
1.2.3.6 Access to ALL OHS Contravention and Prohibition Notices issued against SASSA by DOEL ?	1.2.3.5The successful bidder will be provided with this information if required.
1.2.3.7 Access to copies of All Current Certificates of Compliance (Statutory COC's)	1.2.3.6 This is the responsibility of the appointed service provider to guide, advise and come up with recommendations to ensure that SASSA addresses all OHS issues and any other statutory compliance.
2. In terms Section 4:- Does Your Deliverables Scope Include the following Outcomes:-	1.2.3.7 The service provider must indicate where COC's are required and advice accordingly.
	2. In terms Section 4:- Does Your Deliverables Scope Include the following Outcomes:-
	2.1 The service provider is expected to provide high level estimate which will inform SASSA to budget for its maintenance

2.1 Compilation of Bill of Quantities per Site Audited Section 4.1.7? 2.2 Review and Draw Building Plans in the Absence of Reliable Plans? 2.3 Regularised Irregular COC's Section 4.1.4? 2. In terms of Section 4.1.14 please provide details on the Management Reporting Requirements: - 3.1 Frequency of EXCO , FMASS. NEECF Meetings at Regional and National Level? 3.2 Who is responsible Organising Logistics for Projects Governance Meeting at Local, Regional & HQ Level? 3.3 What Internal Controls Exists to Resolve Internal Delays, Non Cooperation and Inter Governmental Relations Impediments (DPWI, DSD etc)?	and other accommodation related costs. No Bill of Quantities is expected, except estimate cost for budgeting and planning. This can be a breakdown per site and overall figure for the whole portfolio. 2.2 The appointed service provider will advise in any building compliance, municipal bylaw and where Review of drawings are needed and advice if the drawing Building Plans are required. 2.3 The appointed service provider should advise accordingly if such is required. 3. In terms of Section 4.1.14 please provide details on the Management Reporting Requirements:- 3.1 This will be a once off event to present and discuss a consolidated report to top management and critical SASSA stakeholders. 3.2 This should form part of the proposal by the bidders. 3.3 This should form part of the proposal by the bidders. 4. In terms Section 4.1.13 Capacity Building & Skills Transfer to SASSA Personnel?
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	4. In terms Section 4.1.13 Capacity Building & Skills Transfer to SASSA Personnel? 4.1 Please indicate average number of targeted officials per District, Region and HQ? 4.2 Please indicate Training Format Requirements i.e On the Job vs Inhouse / Classroom Sessions? 5. Please share information on your Project Governance Framework? 5.1 Will Mr Shongwe (Project Manager) be the Nodal Point OR Sole and Dully Delegated Client Representative? 5.2 What is the Delegated Role of Regional ? 5.3 Do you have an Updated Directory with Contacts of Key Parties at a District and Local Office Level Please indicated the expected turn around time to allow our Consortium of Companies to make Determination on the Wayforward.	4.1 This is on job training which needs to be done during project implementation, officials will be identified by SASSA. (average 1 HQ,2 Regional offices) 4.2 On job training/skills transfer 5 The successful bidder will be provided with this information if required. 5.1 The project manager will be a delegated SASSA representative to facilitate project activities. 5.2 The successful bidder will be provided with this information if required. 5.3 The successful bidder will be provided with this information if required. SASSA can not decide on behalf of a Consortium; the consortium should make its own determination .
5.	The abovementioned tender has reference. We would like to enquire whether a service providers can tender only for the provinces they would prefer to tender for or should they tender for all provinces. As discussed in the meeting the scope of work is so vast within the provided 18month project	It is not a requirement or condition for service providers to submit a tender solely for the provinces of their choice. SASSA requires that the appointed service provider must be capable of delivering services to all designated SASSA offices identified within the scope of the project.

	duration, that we believe that it should be split up into smaller components.	
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