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SOUTH AFRICAN SOCIAL SECURITY AGENCY

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO
RENDER ACCESS TO AN ONLINE INFORMATION DATABASE FOR SASSA FOR A
PERIOD OF 3 YEARS**

1. OVERVIEW OF SASSA

1.1 The South African Social Security Agency (SASSA), listed as a schedule 3A public entity in terms of the PFMA Act No. 1 of 1999 (as amended by Act 29 of 1999), is an extension of government's delivery arm that administers the delivery of grants to the poor in South Africa. Through SASSA, government must ensure improvement of the social security service delivery system.

1.2 The Agency aims to deliver quality and comprehensive social security services in partnership with non-governmental, community-based and faith-based organisations, business, civil society structures and labour movements.

1.3 The founding legislation of this entity, which is the South African Social Security Agency Act, 2004 (SASSA Act), was enacted at the beginning of 2004. The SASSA Act makes provision for the effective management, administration and payment of social assistance and services through the establishment of the SA Social Security Agency.

1.4 The key functions of SASSA are the administration and payment of social grants and include:

- 1.4.1 The processing of applications for social grants;
- 1.4.2 Verification and approval of applications;
- 1.4.3 On-going entitlement reviews of Beneficiaries;
- 1.4.4 Disbursement and payment of grants to eligible beneficiaries; and
- 1.4.5 Quality service assurance ensuring compliance with norms and standards and fraud prevention and detection.

1.5 SASSA provides the following types of social grants:

- 1.5.1 Old Age;
- 1.5.2 War Veterans;
- 1.5.3 Disability;
- 1.5.4 Grant-in-Aid;
- 1.5.5 Child support;
- 1.5.6 Foster Child;
- 1.5.7 Social Relief;
- 1.5.8 Care Dependency

1.6 SASSA also manages the correspondence and records related to these grants.

2 DEFINITIONS

- 2.1 **“Bid”** - means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services or goods.
- 2.2 **“Bidders”** - means any enterprise, consortium or person, partnership, company, close corporation, firm or any other form of enterprise or person, legal or natural, which has been invited by SASSA to submit a bid in response to this bid invitation.
- 2.3 **“Client”** - means Government departments, provincial and local administrations that participate in SASSA procurement processes.
- 2.4 **“Consortium”** - means several entities joining forces as an umbrella entity to gain a strategic collaborative advantage by combining their expertise, capital, efforts, skills and knowledge for the purpose of executing this bid.
- 2.5 **“Disability”** - means, in respect of a person, a permanent impairment of a physical, intellectual, or sensory function, which results in restricted, or lack of, ability to perform an activity in the manner, or within the range, considered normal for a human being.
- 2.6 **“Goods”** – means any work, equipment, machinery, tools, materials or anything of whatever nature to be rendered to SASSA or SASSA’s delegate by the successful vendor in terms of this bid.
- 2.7 **“Joint Ownership”** - (also known as equity JVs) means the establishment by two parent companies of a child company for a specific task within which both parent companies invest in order to overcome the limited capabilities vested within them in order that they can both benefit from the combined investment.
- 2.8 **“Joint Venture”** - (Project) means two or more businesses joining together under a contractual agreement to conduct a specific business enterprise with both parties sharing profit and losses. The venture is for one specific project only, rather than for a continuing business relationship as in a strategic alliance. It is about sharing risk with others and providing one or more missing and needed assets and competencies.
- 2.9 **“Licences”** - means conditional use of another party’s intellectual property rights.
- 2.10 **“Management”** - in relation to an enterprise or business, means an activity inclusive of control, and performed on a daily basis, by any person who is a principal executive

officer of the company, by whatever name that person may be designated, and whether or not that person is a director.

2.11 **“Organ of State”** - means a constitutional institution defined in the Public Finance Management Act, Act 1 of 1999.

2.12 **“Person(s)”** - refers to a natural and/or juristic person(s).

3 ACRONYMS AND ABBREVIATIONS

3.1 The following acronyms and abbreviations are used in this proposal and must be similarly used in the proposal submitted in response and shall have the meaning ascribed thereto below.

Abbreviations	Description
BEE	Black Economic Empowerment.
DBA	Database Administrator
MOU	Memorandum of Agreement
RFP	Request for Proposal
SASSA	South African Social Security Agency
TOR	Terms of Reference
VAT	Value Added Tax

4 PURPOSE

- 4.1 To solicit proposals from suitable Bidders or qualified individuals to supply SASSA with an online Information database that allows the subscribed member to source information from online catalogues around the world including databases such as Online Catalogue Library of Congress, Request for books and journal articles from other libraries, South African Media, Social Sciences and Humanities Collections, Finance Collections, Bill Tracker, Parliamentary Documents, Provincial Law Collections, and Inter-lending Fee Management System, *inter alia* for a period of 3 years.

5 BACKGROUND

- 5.1 The range of services SASSA offers and the extensive legislative framework relevant to executing its mandate requires access to a comprehensive range of information resources. To this end, access to a comprehensive database providing resources in areas of law, humanities and social sciences is crucial.
- 5.2 SASSA's Information Management Unit is responsible for the management of information resources and associated databases. The Unit is in need of services of an information database service provider to supply SASSA with an online database that provides online research resources in the fields of law, humanities and social sciences; news paper clip archive (focused on South African media); and inter-library lending system.

6. OBJECTIVES

- 6.1 To acquire subscription for access to an Online Information database that will assist SASSA with online content in the fields of law, humanities and social sciences; news paper clip archive (focused on South African media); and inter-library lending system.

7. SCOPE OF WORK AND EXPECTED DELIVERABLES

- 7.1 The bidder is expected to supply SASSA with the following services:
- 7.2 To provide SASSA staff with access to an extensive and up to date online information database from their workstations for a period of 3 years
- 7.3 The Bidder will supply SASSA with a comprehensive online information database housing information in the fields of law, humanities and social sciences; news paper clip archive (focused on South African media); and inter-library lending system for a period of 3 years.

- 7.4 The number of users (SASSA staff) to be provided with access to online Information database is 40 (forty).
- 7.5 The Bidder will provide implementation user support.
- 7.6 The Bidder will provide training to SASSA staff on the use of the system.
- 7.7 The Bidder will inform SASSA staff on new updates that have been installed on the database
- 7.8 The Online information database should be accessible throughout the internet 24 hours a day, 7 days a week.
- 7.9 The solution of the Bidder should have the ability to send notifications on the latest publications on the topics mentioned above.
- 7.10 The service provider must provide monthly reports on the utilisation of the Online information database by SASSA users.
- 7.11 The database should have the following capabilities:
 - 7.11.1. Interlibrary lending system
 - 7.11.2. News paper clip archive (focused on South African media)
 - 7.11.3. Online Catalogue Library of Congress
 - 7.11.4. Request for books and journal articles from other libraries
 - 7.11.5. Social Sciences and Humanities Collections
 - 7.11.6. Finance Collections
 - 7.11.7. Bill Tracker and Parliamentary Documents
 - 7.11.8. Government Gazettes
 - 7.11.9. Municipal By-Laws
 - 7.11.10. Judgements (Unreported/Reported)
 - 7.11.11. Labour Law Prescripts.

8. SUPPORT

8.1. THE SCOPE OF THE SUPPORT

SASSA requires the successful bidder to provide support to users of the online information database. The bidder will be expected to troubleshoot and assist where users are unable to access the database.

9. GOVERNANCE REQUIREMENTS

SASSA will have quarterly meetings with the successful bidder to ensure that services are effectively delivered and monitored.

All travelling costs of the successful bidder that are related to the governance of this service will be at the bidder's expense. Meetings will be held on-line or at SASSA Head Office in Pretoria.

10. COMPETENCE AND EXPERTISE

The service provider should have the following attributes:

- 10.1 Experience in providing online information databases and associated solutions in both the private and public sector.
- 10.2 Experience in providing training and support to the clients on a wide range of Online Information databases; and
- 10.3 Excellent understanding and knowledge of online information databases in both the public and private sectors

11. FINANCIAL PROPOSAL

11.1 Pricing

The financial proposal should clearly identify costs for subscription to the online Information database described above and support service costs summarised into one global amount (Annexure C should be fully completed).

All prices must include VAT in South African Rands.

12. EVALUATION CRITERIA

The proposals will be evaluated in terms of 80/20 preferential point scoring system. The proposals will be evaluated in two stages:

Stage One –Phase 1: Special Conditions

Stage One – Phase 2: Administrative Compliance.

Stage Two – Phase 1: Price and Specific Goals.

Stage 1: Phase 1: Special Conditions

- The bidder must submit the screenshots and URL/ address of the Online information database Portal. The screenshots should also show at least six (6) content areas listed under 7.11. contained in the bidder's Online Information Database Portal.
- The bidder must have a minimum of 03 years' experience in rendering services in the Online Information Database content areas as per paragraph 7.11 of the TOR. The bidder must submit at least three (03) signed reference letters from the clients where a similar service has been rendered. The reference letters must be in the client's letter head, signed and dated by the client indicating the following:
 - ✓ Nature of the service rendered
 - ✓ Duration of the contract
 - ✓ Name and contacts of the client
- The bidder must fully complete and submit Annexure B.

NB: Failure to comply with the above-mentioned requirements will result in your proposal being disqualified. Bidders should also note that SASSA will conduct a due diligence exercise by contacting the referenced clients and the referenced URL Address.

Stage 1: Phase 2: Administrative Compliance

The bidder must submit the following:

- SARS Tax Compliance Status Pin.
- Fully complete and signed standard bidding documents (SBD)

NB: Failure to comply with the above-mentioned Administrative Compliance requirements may invalidate your proposal.

Stage 2: Phase 1: Price and Specific Goals

80 points will be for price and the 20 points will be for specific goals

Price

$$Ps = 80 \left(1 - \frac{Pt - P \min}{P \min} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

Specific Goals

Points will be awarded to a bidder for attaining the specific goals in accordance with the table below:

Specific Goals	Number of points (80/20)
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership	20
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership	18
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership	16
B-BBEE Status Level 1 - 2 contributor	14
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership	12
B-BBEE Status Level 3 - 4 contributor	8
B-BBEE Status Level 5 - 8 contributor	4
Others (Non-Compliant)	0
Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points.	

13. TAX CLEARANCE

No bid will be awarded to any bidder whose tax matters have not been declared by SARS to be in order.

14. AWARDING OF THE BID

- a. The bid will be awarded to the bidder(s) who scored the highest total number of points in terms of the preference points systems (Price and Specific Goals).

15. BID CONDITIONS

- a. The Agency reserves the right to cancel or not to award the bid to any bidder.
- b. The Agency will not be held liable for any expenses incurred by the bidder for preparing and submitting the proposal.

- c. Appointment of the service provider may be subjected to positive Security Screening results by the State Security Agency (SSA)
- d. The Agency reserves the right to negotiate price with the successful bidder.

16. BRIEFING SESSION AND ENQUIRIES

- a. A virtual non-compulsory briefing session will be conducted.
- b. Enquiries may be directed to Supply Chain Management as directed in the Standard Bidding Document (SBD) 1 before the non-compulsory briefing session date and two days after the briefing session date. SASSA will respond to the enquiries four days after the briefing session date.