

## NOTIFICATION OF TENDER ADVERT

**Bid Number:**SASSA: 09-22-ICT-HO

**Bid Description:** The South African Social Security Agency hereby invites proposals from potential service provider to supply user behavior analysis & information security solution for a period of five (5) years.

**Name of Institution:**South African Social Security Agency(SASSA)

**Place where goods, works or services are required:**

National

**Date Published:** 04 August 2022

**Closing Date / Time:** 26<sup>th</sup> August 2022 @11:00am

**Enquiries:**

Contact Person:Mr Ramasekiwa Tshokwe

Email: [RamasekiwaT@sassa.gov.za](mailto:RamasekiwaT@sassa.gov.za)

Telephone number: 012 400 2413

FAX Number:

**Where bid documents can be obtained:**

Website:<https://etenders.treasury.gov.za/>

<https://sassa.gov.za>

**Physical Address:Where bids should be delivered:**

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

**Compulsory Briefing Session**

Non-compulsory online briefing session will be held on:

Date:10 August 2022

Time:10:00 am

Venue: Virtual(Microsoft Teams)

Bidders to register from the date of an advert and at least a day before briefing session as per the advert by providing company name, contact details and at least one representative to enable SASSA to provide bidders with a link. Details must be sent to email address: [RamasekiwaT@sassa.gov.za](mailto:RamasekiwaT@sassa.gov.za)



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

South African Social Security Agency  
Head Office

SASSA House • 18 Ferreira Street  
Nelspruit • Private Bag X55662 • Nelspruit, 1200  
Tel: +27 12 754 9346 • Fax: 086 656 4166  
[www.sassa.gov.za](http://www.sassa.gov.za)



## PART A INVITATION TO BID

**YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (SASSA)**

BID NUMBER:	SASSA: 09-22-ICT-HO	CLOSING DATE:	26 August 2022	CLOSING TIME:	11:00 AM
DESCRIPTION	The South African Social Security Agency hereby invites proposals from potential service provider to supply user behavior analysis & information security solution for a period of five (5) years.				

**BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)**
**SASSA HEAD OFFICE, GROUND FLOOR; 501 PRODINSA BUILDING, CNR. STEVE BIKO AND PRETORIUS, ARCADIA, 0083**
**BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO**

CONTACT PERSON **Mr Ramasekiwa Tshokwe**

TELEPHONE NUMBER **012 400 2413**

FACSIMILE NUMBER **N/A**

E-MAIL ADDRESS **RamasekiwaT@sassa.gov.za**

**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**

CONTACT PERSON **Mr Zama Ndzunga**

TELEPHONE NUMBER **012-400-2358**

FACSIMILE NUMBER **N/A**

E-MAIL ADDRESS **ZamaN@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]  <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	TICK APPLICABLE BOX]  <input type="checkbox"/> Yes <input type="checkbox"/> 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?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
-----------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------	--------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------

**QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS**

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	<input type="checkbox"/> YES <input type="checkbox"/> 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

<b>1. BID SUBMISSION:</b>			
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.			
1.2. <b>ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.</b>			
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. <b>THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</b>			
<b>2. TAX COMPLIANCE REQUIREMENTS</b>			
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."			
<b>SIGNATURE OF BIDDER:</b>	.....	<b>DATE</b>	.....
<b>CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)</b>			
<b>TOTAL NUMBER OF ITEMS OFFERED</b>		<b>TOTAL BID PRICE (ALL INCLUSIVE)</b>	

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

DATE:

.....



## PRICING SCHEDULE – NON-FIRM PRICES (PURCHASES)

**NOTE: PRICE ADJUSTMENTS WILL BE ALLOWED AT THE PERIODS AND TIMES SPECIFIED IN THE BIDDING DOCUMENTS.**

**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:09-22-ICT-HO  
Closing Time 11:00AM ..... Closing date: 26 August 2022.....

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

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)
<hr/>			
-	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

\*\* "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

## A NON-FIRM PRICES SUBJECT TO ESCALATION

- $$Pa = (1 - V)Pt \left( D1 \frac{R1t}{R1o} + D2 \frac{R2t}{R2o} + D3 \frac{R3t}{R3o} + D4 \frac{R4t}{R4o} \right) + VPt$$

$P_a$	=	The new escalated price to be calculated.
$(1-V)P_t$	=	85% of the original bid price. <b>Note that <math>P_t</math> must always be the original bid price and not an escalated price.</b>
$D_1, D_2..$	=	Each factor of the bid price eg. labour, transport, clothing, footwear, etc. The total of the various factors $D_1, D_2...$ etc. must add up to 100%.
$R_{1t}, R_{2t}.....$	=	Index figure obtained from new index (depends on the number of factors used).
$R_{1o}, R_{2o}$	=	Index figure at time of bidding.
$VP_t$	=	15% of the original bid price. This portion of the bid price remains firm i.e. it is not subject to any price escalations.

- Index..... Dated.....      Index..... Dated.....      Index..... Dated.....
- Index..... Dated.....      Index..... Dated.....      Index..... Dated.....

- [illegible]

**B PRICES SUBJECT TO RATE OF EXCHANGE VARIATIONS**

1. Please furnish full particulars of your financial institution, state the currencies used in the conversion of the prices of the items to South African currency, which portion of the price is subject to rate of exchange variations and the amounts remitted abroad.

PARTICULARS OF FINANCIAL INSTITUTION	ITEM NO	PRICE	CURRENCY	RATE	PORTION OF PRICE SUBJECT TO ROE	AMOUNT IN FOREIGN CURRENCY REMITTED ABROAD
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		

2. Adjustments for rate of exchange variations during the contract period will be calculated by using the average monthly exchange rates as issued by your commercial bank for the periods indicated hereunder: (Proof from bank required)

AVERAGE MONTHLY EXCHANGE RATES FOR THE PERIOD:	DATE DOCUMENTATION MUST BE SUBMITTED TO THIS OFFICE	DATE FROM WHICH NEW CALCULATED PRICES WILL BECOME EFFECTIVE	DATE UNTIL WHICH NEW CALCULATED PRICE WILL BE EFFECTIVE

## STANDARD BIDDING DOCUMENT (SBD) 4

### BIDDER'S DISCLOSURE

#### 1. PURPOSE OF THE FORM

- 1.1** Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2** Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

#### 2. BIDDER'S DECLARATION

- 2.1** Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES / NO**
- 2.1.1** If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

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<sup>1</sup> the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

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Call 0800 60 10 11 / 0800 701 701



## STANDARD BIDDING DOCUMENT (SBD) 4

**2.2** Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

**2.2.1** If so, furnish particulars:

.....

.....

.....

.....

.....

.....

**2.3** Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

**2.3.1** If so, furnish particulars:

.....

.....

.....

.....

.....

### 3. DECLARATION

I, the undersigned, (name) ..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

## STANDARD BIDDING DOCUMENT (SBD) 4

3.3 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 consortium<sup>2</sup> will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5 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.

3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7 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

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<sup>2</sup> 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.

**STANDARD BIDDING DOCUMENT (SBD) 4**

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.

**I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.**

**I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.**

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

## 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 to ~~not exceed/exceed~~ 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
<b>PRICE</b>	80
<b>B-BBEE STATUS LEVEL OF CONTRIBUTOR</b>	20
<b>Total points for Price and B-BBEE must not exceed</b>	<b>100</b>

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

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **“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 goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
  - 1) B-BBEE Status level certificate issued by an authorized body or person;
  - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
  - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

## 3. POINTS AWARDED FOR PRICE

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

A maximum of 80 or 90 points is allocated for price on the following basis:

**80/20**

**or**

**90/10**

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

Where

$P_s$  = Points scored for price of bid under consideration

$P_t$  = Price of bid under consideration

$P_{\min}$  = Price of lowest acceptable bid

## 4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

- 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	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

- 7.1.1 If yes, indicate:

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

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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- v) 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		
<b>OR</b>		
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 .....

.....

.....



## **CONTRACT FORM - RENDERING OF SERVICES**

**THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.**

### **PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)**

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution)...**SOUTH AFRICAN SOCIAL SECURITY AGENCY**.... in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number... **SASSA: 09-22-ICT-HO** ..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid .
  
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
  - (i) Bidding documents, viz
    - Invitation to bid;
    - Tax clearance certificate;
    - Pricing schedule(s);
    - Filled in task directive/proposal;
    - Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2011;
    - Declaration of interest;
    - Declaration of bidder's past SCM practices;
    - Certificate of Independent Bid Determination;
    - Special Conditions of Contract;
  - (ii) General Conditions of Contract; and
  - (iii) Other (specify)
  
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
  
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
  
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
  
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT) .....

CAPACITY .....

SIGNATURE .....

NAME OF FIRM .....

DATE .....

#### **WITNESSES**

1 .....

2 .....

DATE: .....

SBD 7.2

**CONTRACT FORM - RENDERING OF SERVICES****PART 2 (TO BE FILLED IN BY THE PURCHASER)**

1. I..... in my capacity as..... accept your bid under reference number .....dated.....for the rendering of services indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating service delivery instructions is forthcoming.
3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	B-BBEE STATUS LEVEL OF CONTRIBUTION	MINIMUM THRESHOLD FOR LOCAL PRODUCTION AND CONTENT (if applicable)

4. I confirm that I am duly authorised to sign this contract.

SIGNED AT .....ON.....

NAME (PRINT) .....

SIGNATURE .....

OFFICIAL STAMP

WITNESSES

1 .....

2 .....

DATE: .....

# **THE NATIONAL TREASURY**

**Republic of South Africa**



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## **GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT**

**July 2010**

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**GENERAL CONDITIONS OF CONTRACT**  
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**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.

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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 markets 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**

- 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.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

**3. General**

- 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.
- 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](http://www.treasury.gov.za)

**4. Standards**

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

**5. Use of contract documents and information; inspection.**

- 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.
- 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.
- 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.
- 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.

**6. Patent rights**

- 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.



**7. Performance security**

- 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.
- 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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|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>16. Payment</b>                              | <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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>17. Prices</b>                               | <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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>18. Contract amendments</b>                  | <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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>19. Assignment</b>                           | <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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>20. Subcontracts</b>                         | <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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>21. Delays in the supplier's performance</b> | <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</p> |

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.

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 (NIP) Programme** 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.
- 34 Prohibition of Restrictive practices** 34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
- 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.



- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.



sassa

SOUTH AFRICAN SOCIAL SERVICES AUTHORITY

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#### **TERMS OF REFERENCE**

**REQUEST FOR PROPOSAL FROM SERVICE PROVIDERS TO PROCURE USER BEHAVIOUR  
ANALYSIS & INFORMATION SECURITY SOLUTION FOR A PERIOD OF FIVE (5) YEARS**

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## 1. BID OVERVIEW

### 1.1 OVERVIEW OF SASSA

The South African Social Security Agency (SASSA), listed as a schedule 3A public entity in terms of the PFMA, 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.

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

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

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

- a) The processing of applications for social grants;
- b) Verification and approval of applications;
- c) Ongoing entitlement reviews of Beneficiaries;
- d) Disbursement and payment of grants to eligible beneficiaries; and
- e) Quality service assurance ensuring compliance with norms and standards and fraud prevention and detection.

SASSA provides the following types of social grants:

- a) Old Age;
- b) War Veterans;
- c) Disabled Persons;
- d) Grant-in-Aid;
- e) Child support;
- f) Foster Care;
- g) Social Relief;
- h) Care Dependency;
- i) As well as the correspondence related to these grants.

## 2. BACKGROUND INFORMATION

- 2.1. South African Social Security Agency, here-in referred to as the Agency, is in the process of procuring a User Behaviour Analytics (UBA) and Information Security solution. This Terms of Reference (ToR) serves to solicit proposals to procure and successfully implement a User Behaviour Analytics (UBA) and Information Security solution.
- 2.2. The Agency requires a solution to protect against insider threats which is threat from employees. Employees can compromise Agency's data unknowingly through opening phishing emails, theft or downloading content that has malware. These "negligent insiders" account for up to 51% of cyber incidents globally, which has leads to credential thefts and/or leakage of insider information incidents. It is essential to have some insider threat detection capability to avoid such incidents.
- 2.3. SASSA requires the ability to eliminate unnecessary access granted to employees on ICT systems and manage permissions granted to users of these system.
- 2.4. The Agency requires a solutions that will identify sources of stale data or critical data currently stored on the network and be able to identify risk associated with that particular data set. The tool needs to prepare suggestions as to how to properly manage and secure this data and ultimately reducing risk to the identified data/information. With the introduction of Protection of Personal Information Act (POPIA), entities are required to only store the data that is required for specific processing requirement and for a specific period.
- 2.5. The Agency needs a solution to tightly secure and maintain a comprehensive device visibility and control over endpoint landscape within its ICT network. Endpoint devices are a significant points of failure or security breach when it comes to Information Security/Cyber Security. A UBA solution will help increase visibility on the data used on the endpoint devices and to further secure this data residing on endpoint devices.
- 2.6. There are 3 types of data repositories:
- 2.6.1. Endpoint (which includes workstations, laptops, tablets and smart phones).
  - 2.6.2. Structured environment (database and business applications) and,
  - 2.6.3. Unstructured data (Windows File Shares/Network Attached Storage (NAS), SharePoint, Exchange, Unix, Microsoft O365 and other platforms).

- 2.7. From experience most of the data stored on the Structured Environment and End points finds its way to Unstructured repositories which consists of extracted reports, spreadsheets, presentations, scanned documents to name a few, which contains sensitive information.
- 2.8. In addition, Unstructured Data Repositories has become most vulnerable for and the main target for disgruntled and opportunistic employees, Abusive administrators, Malware & ransomware and Advanced Threats which directly affect business continuity and brand reputation.
- 2.9. Additionally, without adequate controls and analytical capabilities, organizations struggle to answer fundamental questions about their data, such as:
- 2.9.1. Who can and should have access to data?
  - 2.9.2. Who is using or abusing data?
  - 2.9.3. Who deleted data?
  - 2.9.4. Which data is sensitive or regulated?
  - 2.9.5. Who does the data belong to, or who is the owner?
  - 2.9.6. Is data stored in the correct places?
  - 2.9.7. Is the data archived or deleted appropriately?
  - 2.9.8. How much of data has become stale (untouched) and how do we manage it?
  - 2.9.9. Can SASSA alert, detect and respond on anomalous behaviour to this data?

### **3. PREPARATION OF THE RESPONSES**

- 3.1. It is imperative that the responses be prepared in line with instructions as set out in this bid document. Failure to do so will make the responses difficult or impractical to evaluate, and will thus be disqualified.
- 3.2. The following is work that must be included as in scope:
- 3.2.1. The annual licensed subscriptions of the solution for a period of 5 years.
  - 3.2.2. The successful service provider shall be responsible for the on premises implementation and configuration of the solution as well as technical support services of the solution.
- 3.3. All mandatory requirements in the bid document are proceeded or marked with three asterisks (\*\*\*). Bidders are to fully comply with the mandatory requirements/elements.

3.4. Failure to provide evidence of compliance to any of the mandatory requirements will result in the bid response being disqualified. Failure to meet this requirements will render the bid unsuccessful and not considered for Price and B-BBBEE Status.

3.5. Service Pricing must be completed on the attached **Annexure B – Service Pricing Template**.

**NB:** The mandatory requirements compliance checklist will be used to evaluate the bidders' proposals. The bidders can use the checklist as a guide of what mandatory elements will be evaluated for this bidder and considered successful.

## **4. REQUIREMENTS SPECIFICATIONS**

### **4.1. System Overview**

- 4.1.1. \*\*\*The solution must be able to aggregates user, permissions, data and access event information from directories and file servers.
- 4.1.2. \*\*\*The solution must be able to apply sophisticated analytics to the collected information and show detailed data use and determine rightful access based on business need.
- 4.1.3. \*\*\* The solutions must collect user and group information directly from Active Directory's Lightweight Directory Access Protocol (LDAP), Network Attached Storage (NAS), or other directory services, as well as the file system directory structure and access control lists, giving SASSA a complete picture of the user permissions structures.
- 4.1.4. \*\*\* The solution must be able to show every user and group that can access data as well as every folder that can be accessed by any user or group.
- 4.1.5. \*\*\*The solution must be able to combine the information on who can access the data with an audit trail detailing who is accessing the data and sophisticated bi-directional cluster analysis.
- 4.1.6. \*\*\*The solution must be able to provide actionable intelligence on where excess file permissions and group memberships can be safely removed without affecting normal business processes.
- 4.1.7. \*\*\* The solution must ensures proper data use, proper permissions, and helps SASSA to meet legal, financial, intellectual property and data privacy requirements.
- 4.1.8. \*\*\* Access to the solution should be able to provide a web-based application that controls, monitors and administers a user's requests to unstructured data (files, emails, SharePoint and other platforms).



## **4.2. Data Collection**

4.2.1. SASSA is looking for a solution that can collect the following streams of metadata:

- 4.2.1.1. \*\*\*User and group information – Collected from Active Directory, Azure using technology/capability equivalent to Varonis “AD Walk” job process.
- 4.2.1.2. \*\*\*Permissions and file system information – Collected from file servers, using technology/capability equivalent to Varonis “File Walk” job process, which provides information such as which users and groups are listed on Access Control Lists (ACLs), access time stamps, file counts, and file sizes.
- 4.2.1.3. \*\*\*Sensitive data discovery – Rules enabled to search and discover for South Africa’s Protection of Personal Information Act (POPIA), and European Union and the European Economic Areas’ General Data Protection Regulation (GDPR) information and other regulatory requirements.
- 4.2.1.4. \*\*\*Access activity – Collected using solution audit agents for Windows, Oracle, UNIX/LINUX and SharePoint servers. Provide data on which users access what data, when, and what actions the users performed.

## **4.3. Ability to comply with POPI Act prescripts**

4.3.1. The solution should be able to provide data retention, data archiving capabilities or to dispose personal data when no longer required.

4.3.2. The solution should be able to address the following POPI Act requirement: Chapter 2: Application Provisions, that talks to the rights of data subject: “5. A data subject has the right to ...(c) to request, where necessary, the correction, destruction or deletion of his, her or its personal information ...”

- 4.3.2.1. \*\*\* The solution should be able to provide the flexibility to configure complete end-to-end migration rules: define source criteria based on path, and/or content, classification rule, ownership and follow-up (flag/ tag) criteria, define destination path, folder, permissions translation, and when the migration will take place.

4.3.3. The solution should be able to address the following POPI Act requirement: Chapter 3: Conditions for Lawful Processing of Personal Information, that talks to retention and

restriction of records: "14. ... records of personal information must not be retained any longer than is necessary for achieving the purpose for which the information was collected or subsequently processed ..."

4.3.3.1. \*\*\*The solution must provide the ability to configure rules that allow for the rapid and safe execution of complex data migrations, and to easily implement and enforce policies for data retention or deletion.

4.3.4. In order for SASSA to be in compliance with the POPI Act requirements to provide security measures on integrity and confidentiality of personal information. The solution SASSA is seeking should be able to:

4.3.4.1. \*\*\* Monitors every user's file touch and stores in a searchable format, all aspects of data use for information stored on file servers and Network Attached Storage (NAS) devices.

4.3.4.2. \*\*\* Reveal which user has access to data and every use file touch.

4.3.4.3. \*\*\* Recommend the revocation of permissions to data for users who do not have a business need-to-know to the data. This is to ensure that user access to data is always warranted and driven by least privilege.

4.3.4.4. \*\*\*Provide data owners/stewards with detailed reports, including: data user's every file-touch; user activity on sensitive data, permission changes that affect the access of a given file or folder, a detailed record of permission revocations including the users and the data for which permissions were revoked.

#### **4.4. User Behaviour Analytics (UBA)**

4.4.1. The solution that SASSA is looking to procure, must have a capability to provide notifications of security compromises "22. (1) Where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by any unauthorised person, the responsible party must notify—" the POPIA Regulator and the data subject.

4.4.2. \*\*\* The solution should have a UBA technology searches for patterns of usage that indicate unusual or anomalous behaviour, regardless of whether the activities are coming from a hacker, insider, or even malware or other processes.

4.4.3. \*\*\*The solution should have the ability to alert or notify SASSA when the following conditions take place on its network:

- 4.4.3.1. \*\*\*Whenever thousands of sensitive files are being deleted.
- 4.4.3.2. \*\*\*When a user (or attacker) gains root access.
- 4.4.3.3. \*\*\*Important security groups or Group Policy Objects (GPOs) are modified.
- 4.4.3.4. \*\*\*Permissions on sensitive folders are broken.
- 4.4.3.5. \*\*\*Risky changes occur outside a change window.
- 4.4.3.6. \*\*\*Malware is encrypting files on servers.

4.4.4. The alerting mechanism must be in any of the following formats: via email, event log, syslog, or send them to a Security Incident and Event Monitor (SIEM) or network management tools.

#### **4.5. Additional Requirements**

4.5.1. The solution must have automation capabilities driven by big data analytics, and be able to measurable reduce overhead and improve the effectiveness of ICT in terms of data protection and associated management tasks.

4.5.2. The solutions should be able to reduce risk on data mistakenly exposed, by being able to:

- 4.5.2.1. \*\*\*Identify and lock down safely, including sensitive and regulated content.

4.5.3. \*\*\* When abuse is detected and real-time alerts are triggered to reduce risk and prevent exposure.

4.5.4. \*\*\*Solution must be able to develop automatic baselines for every user and be able to detect deviations.

4.5.5. \*\*\*Solution must have a data classification capability that provides accurate results of what data is sensitive. The solution must be able to combine access activity and permissions metadata to its content information to allow SASSA stakeholders to make informed decisions about sensitive data access.

4.5.6. The solution should be able to help with compliance for all regulations that have a data component, such as:

- 4.5.6.1. Protection of Personal Information Act (POPIA)
  - 4.5.6.2. Sarbanes-Oxley, an act that helps ensure public companies engage in non-deceptive business accounting practices
  - 4.5.6.3. Payment Card Industry Data Security Standard (PCI DSS)
  - 4.5.6.4. General Data Protection Regulation (GDPR)
- 4.5.7. The bidder must submit the following as part of the bid:
- 4.5.7.1. The single point of contact (project manager), who will be responsible for the delivery, full installation and configuration of the UBA & Information Security solution. The detailed Curriculum Vitae (CV) of the single point of contact (project manager) must be submitted with the bid.
  - 4.5.7.2. Compulsory tender documents completed in full together with supplementary bidder documents as required. This includes an original and valid tax certificate and completed SBD forms for all the bidders and consortium members, where applicable.
- 4.5.8. \*\*\*A contractual agreement, with clear deliverables and timeframes will be signed with the successful bidder upon award of the bid.
- 4.5.9. The successful bidder must install and configure the User Behaviour Analysis and Information Security solution in accordance to the South African Social Security Agency requirements and will be required to work with and provide feedback to the relevant officials from the South African Social Security Agency during installation and configuration.
- 4.5.10. \*\*\*The installation and configuration must be signed-off by the relevant OEM officials and provide assurance to the South African Social Security Agency officials upon completion thereof.
- 4.5.11. \*\*\*The main bidder must provide an OEM accreditation certificate/letter indicating the ability for the bidder to provide, deploy, maintain and support the proposed service and solution.

## **5. TECHNICAL FEATURES FOR INCLUSION**

### **5.1. End User and Management Features**

- 5.1.1. The solution must enable end-users to work with data efficiently and securely without compromising any enterprise controls.
- 5.1.2. The solution must help management gain critical insight about the Agency, its information assets, and their people.

### **5.2. Data Owners and ICT Features**

- 5.2.1. The solution should enable the following capabilities to Data Owners:

- 5.2.1.1. To grant and revoke access to their data.
- 5.2.1.2. To visualise access and user activity to their data.
- 5.2.1.3. Get reports about their data.

- 5.2.2. The solution should be able to enable ICT with:

- 5.2.2.1. Insight to better monitor and protect their platforms.
- 5.2.2.2. The ability to discover and fix past misconfigurations of data access on the network and avoid feature misconfigurations.

### **5.3. Security and Compliance Features**

- 5.3.1. The solution should be able to identify exposed, sensitive or regulated data.
- 5.3.2. The solution should be able to safely reduce access and/or quarantine.
- 5.3.3. The solution should be able to perform big data analytics and make most suitable recommendations.
- 5.3.4. The solution should be able to provide baseline normal activity, and alert on abnormal activity.
- 5.3.5. Be able to identify unwanted changes and privilege escalations.
- 5.3.6. Be able to spot unwanted data access in real time.
- 5.3.7. The solution should be able to visualise access activity, data hierarchy and associated permissions.
- 5.3.8. The solution should be able to find and track data owners and enforce data management policies.
- 5.3.9. \*\*\*The solution should be able to automate data restructuring, archival and disposition.

- 5.3.10. Solution should be able to find lost/missing files, classify and tag data.
- 5.3.11. The solution should be able to find and remediate exposed sensitive data.
- 5.3.12. \*\*\*The solution should be able to remediate access control issues.
- 5.3.13. \*\*\*The solution should be able to detect privilege escalations.
- 5.3.14. \*\*\*The solution should be able to detect malware, hackers, and insider threats.
- 5.3.15. \*\*\*The solution should be able to find and fix domain server misconfigurations.
- 5.3.16. \*\*\*The solution should be able to help speed-up domain and data clean-up projects.
- 5.3.17. \*\*\*The solution should be able to satisfy regulatory compliance requirements.

## **6. PROJECT METHODOLOGY**

### **6.1. Methodology Overview**

- 6.1.1. The successful bidder should develop an efficient methodology for SASSA to monitor, protect, and manage its data.
- 6.1.2. The methodology should have steps that are arranged to address logical dependencies that range from those that any seasoned project manager would see to those that are only learned through years of experience.
- 6.1.3. \*\*\*The proposed solution should support and automate every step of the developed methodology's phases: Detect, Prevent and Sustain.

### **6.2. Phase One: Detect**

- 6.2.1. The proposed solution and project should be able to perform the following activities on this discovery/detect phase.
  - 6.2.1.1. Discovery of sensitive data – where is, POPIA, GDPR, PCI data, additional rules can be set.
  - 6.2.1.2. Where is sensitive data over-exposed?
  - 6.2.1.3. How much of the "Sensitive Data" is stale – haven't been touched "used".
  - 6.2.1.4. Discover privileged accounts (admins/service accounts).
  - 6.2.1.5. Enable event collection.
  - 6.2.1.6. Monitor how users interact with data
- 6.2.2. The solution should be configured to alert for the following:
  - 6.2.2.1. Behaviour anomalies.

- 6.2.2.2. Unauthorised changes.
- 6.2.2.3. Privilege escalations.
- 6.2.2.4. Ransomware

### **6.3. Phase Two: Prevent**

6.3.1. The proposed solution and project should be able to perform the following activities on this clean-up and remediation phase:

- 6.3.1.1. Prioritise the folders and data based on the amount of sensitive data (POPIA, GDPR, PCI data, additional rules).
- 6.3.1.2. Lock down folders that are overexposed to either global groups or groups with many users.
- 6.3.1.3. Eliminate the biggest problems first (e.g., global access, direct permissions, and stale/extra data).
- 6.3.1.4. Provide reports on Stale data.
- 6.3.1.5. Automate and move files that contain any Personal Identifiable Information (PII) data to secure folders.
- 6.3.1.6. Simulate and fix permissions without business interruption.
- 6.3.1.7. The folders at most risk must get fixed first, the rest of the folders to be fixed in order of priority, and there is no disruption to the business.

### **6.4. Phase Three: Sustain**

6.4.1. The proposed solution and project should be able to perform the following activities on this phase to sustain a secure state by working with data owners to automate authorisation and access reviews:

- 6.4.1.1. Identify the Data Owners of the high-risk folders containing sensitive data.
- 6.4.1.2. Provide reporting to Data Owners with a view on who has access to their data - entitlement review.
- 6.4.1.3. Real time alerting to monitor anomalous behaviour to Personal Identifiable Information (PII) data.

## **7. FINANCIAL & LICENSES PROPOSAL**

### **7.1. Finance**

7.1.1. All prices must be inclusive of VAT.

7.1.2. Pricing should be charged for an annual software/subscription licenses for a period of five (5) years.

7.1.3. Annual adjustment for software/subscription licenses must be linked to Dollar/Rand exchange.

7.1.4. Application configuration Support (once-off Professional Services) for full installation and configuration as collective cost.

7.1.5. Customer Application Training for one day training (practical onsite/remote session).

### **7.2. Licenses**

7.2.1. Annual subscription based solution for a period of 5 years.

7.2.2. The licenses must be under the Agency's name.

## **8. BID EVALUATION**

Bids will be evaluated in two stages based on the functional capability of the bidder as well as on price and B-BBEE status level contributor where the 80/20 principle will be applied.

**The bid will be evaluated as follows:**

Stage One: Phase One - Pre-Qualification,

Stage One: Phase Two – Special Condition,

Stage One: Phase Three – Administrative Compliance,

Stage One: Phase Four – Mandatory Requirements.

Stage Two: Price and B-BBEE Status level of contribution

### **8.1. Stage One: Phase One – Pre-Qualification**

8.1.1. Only bidders who are on B-BBEE status level 1 and 2 are eligible to apply to this bid.

8.1.2. Bidders must submit B-BBEE status level verification certificate from a verification agency accredited by South African National Accreditation System (SANAS).

8.1.3. Bidders who qualify as Exempted Micro Enterprise (EME) are required to submit sworn affidavit signed by the EME representative and attested by the Commissioner of Oath or BBB-EE certificate confirming their annual turnover of less than ten (10) million.



8.1.4. Bidders who qualify as Qualifying Small Enterprise (QSE) are required to submit sworn affidavit signed by the QSE representative and attested by the Commissioner of Oath or BBB-EE certificate confirming their annual turnover of between ten (10) and fifty (50) million.

8.1.5. Joint Venture companies or Consortium to submit a consolidated BBB-EE certificate.

**NB:** Failure to comply with the above will result in your bid being disqualified.

## **8.2. Stage One: Phase Two – Special Conditions**

8.2.1. The bidder must submit a single point of contact (project manager) must have the following qualifications and experience:

8.2.1.1. Projects in Controlled Environments (PRINCE) 2 or Project Management Body of Knowledge (PMBOK) qualification. Submit certified copies of the qualifications.

8.2.1.2. Four (4) or more years work experience in project management. Bidders to attach curriculum vitae.

8.2.2. The bidder must be an authorised partner and registered to sell the OEM's product, bidder to provide an OEM accreditation certificate/letter indicating reseller status. The letter should have valid contact details of the OEM.

8.2.3. The bidder must have at least completed one project of similar nature. Provide contactable reference letter/s. The reference letter must be in the client's letter head with valid contact details of the client.

**NB:** Failure to comply with the above special conditions will result in your bid being disqualified.

## **8.3. Stage One: Phase Three – Administrative Compliance**

8.3.1. Bidders are required to submit the following:

8.3.1.1. Proof of registration with National Treasury Central Supplier Database;

8.3.1.2. Fully completed and signed Standard Bid Document (SBD) forms; and

8.3.1.3. Tax Compliance Status Pin

**NB:** Failure to submit any of the above may render the bid invalid.

#### 8.4. Stage One: Phase Four – Mandatory Requirements

8.4.1. Bidders to fully comply with all mandatory requirements marked with three asterisks (\*\*\*)

8.4.2. The mandatory requirements compliance checklist will be used to evaluate the bidders' proposals. The bidders can use the checklist as a guide of what mandatory elements will be evaluated for this bidder and considered successful.

**NB:** Failure to comply with any of the mandatory requirements will lead to automatic disqualification of the bid.

#### 8.5. Stage Two: Price and B-BBEE Status level of contribution

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

##### EVALUATION CRITERIA ON PRICE AND B-BBEE STATUS LEVEL OF CONTRIBUTOR

<b>Price and Preference</b>	<b>100</b>
<b>Price</b>	<b>80</b>
<b>BBBEE Status level of contributor</b>	<b>20</b>

8.5.1. 80 points will be for price and the 20 points will be for B-BBEE level of contribution.

8.5.2. Points will be awarded to a bidder for attaining the B-BBEE status level points for B-BBEE Status level of contributor.

8.5.3. In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the BBBEE status level of contribution in accordance with the table below.

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

#### 8.5.4. BROAD-BASED BLACK ECONOMIC EMPOWERMENT (B-BBEE) STATUS LEVEL

##### VERIFICATION CERTIFICATES

8.5.4.1. Bidders are required to submit valid proof of B-BBEE Status level of contributors to substantiate their B-BBEE rating claims. Proof includes B-BBEE Status Level Verification Certificates.

8.5.4.2. Bidders who qualifies as EME's to submit a Sworn affidavit signed by the EME representative and attested by a Commissioner of oaths or BBEE certificate issued by CIPC.

8.5.4.3. A trust, consortium or joint venture (including unincorporated consortium and joint ventures) must submit a consolidated B-BBEE Status Level verification Certificate.

8.5.4.4. Public entities and tertiary institutions must also submit B-BBEE Status Level Verification Certificates together with their bid.

8.5.4.5. Bidders must ensure that the B-BBEE Status Level Verification Certificates submitted are issued by the following agencies:

**Bidders other than EMEs**

- (i) Verification agencies accredited by SANAS; or

**Bidders who qualify as EMEs**

- (i) Sworn affidavit signed by the EME representative and attested by a Commissioner of oaths.
- (ii) BBEE Certificate issued by CIPC

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

## **9. BID CONDITIONS**

- a) Bidder must respond to all elements of the bid with diligence as SASSA intends to appoint one successful bidder provide these services.
- b) SASSA will contract and also conclude Service Level Agreement(s) with the successful bidder.
- c) General conditions of contract as stipulated by the National Treasury of the Republic of South Africa will be applicable.
- d) There will be a noncompulsory virtual briefing session.
- e) Data and Intellectual Property (IP) will be owned by SASSA.
- f) The successful bidder will be subjected to a compulsory screening process.
- g) SASSA reserves the rights to negotiate price with the successful bidder.

# USER BEHAVIOUR ANALYSIS (UBA) & INFORMATION SECURITY SOLUTION FOR A PERIOD OF FIVE (5) YEARS BID

## ANNEXURE A

### MANDATORY REQUIREMENTS COMPLIANCE CHECKLIST

1. SYSTEM OVERVIEW			
#	Description	Comply?	
		Yes	No
4.1.1	The solution must be able to aggregates user, permissions, data and access event information from directories and file servers.		
4.1.2	The solution must be able to apply sophisticated analytics to the collected information and show detailed data use and determine rightful access based on business need.		
4.1.3	The solutions must collect user and group information directly from Active Directory's Lightweight Directory Access Protocol (LDAP), Network Attached Storage (NAS), or other directory services, as well as the file system directory structure and access control lists, giving SASSA a complete picture of the user permissions structures.		
4.1.4	The solution must be able to show every user and group that can access data as well as every folder that can be accessed by any user or group.		
4.1.5	The solution must be able to combine the information on who can access the data with an audit trail detailing who is accessing the data and sophisticated bi-directional cluster analysis		
4.1.6	The solution must be able to provide actionable intelligence on where excess file permissions and group memberships can be safely removed without affecting normal business processes.		
4.1.7	The solution must ensures proper data use, proper permissions, and helps SASSA to meet legal, financial, intellectual property and data privacy requirements.		
4.1.8	Access to the solution should be able to provide a web-based application that controls, monitors and administers a user's requests to unstructured data (files, emails, SharePoint and other platforms).		

<b>2. DATA COLLECTION</b>			
#	Description	Comply?	
		Yes	No
4.2.1.1	User and group information – Collected from Active Directory, Azure using technology/capability equivalent to Varonis "AD Walk" job process.		
4.2.1.2	Permissions and file system information – Collected from file servers, using technology/capability equivalent to Varonis "File Walk" job process, which provides information such as which users and groups are listed on Access Control Lists (ACLs), access time stamps, file counts, and file sizes.		
4.2.1.3	Sensitive data discovery – Rules enabled to search and discover for South Africa's Protection of Personal Information Act (POPIA), and European Union and the European Economic Areas' General Data Protection Regulation (GDPR) information and other regulatory requirements.		
4.2.1.4	Access activity – Collected using solution audit agents for Windows, Oracle, UNIX/LINUX and SharePoint servers. Provide data on which users access what data, when, and what actions the users performed.		

<b>3. ABILITY TO COMPLY WITH POPI ACT PRESCRIPTS</b>			
#	Description	Comply?	
		Yes	No
4.3.2.1	The solution should be able to provide the flexibility to configure complete end-to-end migration rules: define source criteria based on path, and/or content, classification rule, ownership and follow-up (flag/ tag) criteria, define destination path, folder, permissions translation, and when the migration will take place.		
4.3.3.1	The solution must provide the ability to configure rules that allow for the rapid and safe execution of complex data migrations, and to easily implement and enforce policies for data retention or deletion		
4.3.4.1	Monitors every user's file touch and stores in a searchable format, all aspects of data use for information stored on file servers and Network Attached Storage (NAS) devices		
4.3.4.2	Reveal which user has access to data and every use file touch.		
4.3.4.3	Recommend the revocation of permissions to data for users who do not have a business need-to-know to the data. This is to ensure that user access to data is always warranted and driven by least privilege.		
4.3.4.4	Provide data owners/stewards with detailed reports, including: data user's every file-touch, user activity on sensitive data, permission changes that affect the access of a given file or folder, a detailed record of permission revocations including the users and the data for which permissions were revoked.		

4. USER BEHAVIOUR ANALYTICS (UBA)			
#	Description	Comply?	
		Yes	No
4.4.2	The solutions should have a UBA technology searches for patterns of usage that indicate unusual or anomalous behaviour, regardless of whether the activities are coming from a hacker, insider, or even malware or other processes.		
4.4.3	The solution should have the ability to alert or notify SASSA when the following conditions take place on its network:		
4.4.3.1	Whenever thousands of sensitive files are being deleted.		
4.4.3.2	When a user (or attacker) gains root access.		
4.4.3.3	Important security groups or Group Policy Objects (GPOs) are modified.		
4.4.3.4	Permissions on sensitive folders are broken.		
4.4.3.5	Risky changes occur outside a change window.		
4.4.3.6	Malware is encrypting files on servers.		

5. ADDITIONAL REQUIREMENTS			
#	Description	Comply?	
		Yes	No
4.5.2.1	Identify and lock down safely, including sensitive and regulated content.		
4.5.3	When abuse is detected and real-time alerts are triggered to reduce risk and prevent exposure.		
4.5.4	Solution must be able to develop automatic baselines for every user and be able to detect deviations.		
4.5.5	Solution must have a data classification capability that provides accurate results of what data is sensitive. The solution must be able to combine access activity and permissions metadata to its content information to allow SASSA stakeholders to make informed decisions about sensitive data access.		
4.5.8	A contractual agreement, with clear deliverables and timeframes will be signed with the successful bidder upon award of the bid.		
4.5.10	The installation and configuration must be signed-off by the relevant OEM officials and provide assurance to the South African Social Security Agency officials upon completion thereof.		
4.5.11	The main bidder must provide an OEM accreditation certificate/letter indicating the ability for the bidder to provide, deploy, maintain and support the proposed service and solution.		

6. SECURITY AND COMPLIANCE FEATURES			
#	Description	Comply?	
		Yes	No
5.3.9	The solution should be able to automate data restructuring, archival and disposition.		
5.3.12	The solution should be able to remediate access control issues.		
5.3.13	The solution should be able to detect privilege escalations.		
5.3.14	The solution should be able to detect malware, hackers, and insider threats.		

5.3.15	The solution should be able to find and fix domain server misconfigurations.		
5.3.16	The solution should be able to help speed-up domain and data clean-up projects.		
5.3.17	The solution should be able to satisfy regulatory compliance requirements.		

7. PROJECT METHODOLOGY			
#	Description	Comply?	
		Yes	No
6.1.3	The proposed solution should support and automate every step of the developed methodology's phases: Detect, Prevent and Sustain.		



# USER BEHAVIOUR ANALYSIS (UBA) & INFORMATION SECURITY SOLUTION FOR A PERIOD OF FIVE (5) YEARS BID

## ANNEXURE B SERVICE PRICING TEMPLATE

1. The format provided here-below for the pricing summary thereof. All prices must be in South African Currency.
2. The indicated grand total price must be the total price for the duration (**60 months**) of the bid.

### Total Bid Price

Item	QTY	Total Price
Software/Subscription Licenses		
Application Configuration Support (Once-off Professional Services) for installation and configuration		
Customer Application Training for one day training (practical onsite/remote session)		
<b>Sub-Total</b>		
<b>VAT</b>		
<b>Grand Total (Including VAT)</b>		