



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

Terms of Reference

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE TRAVEL MANAGEMENT SERVICES FOR SASSA
HEAD OFFICE AND REGIONS FOR A PERIOD OF THREE YEARS**

Bid Number: 51-23-ICT-HO

**Response to Bidders Questions (Non-Compulsory Briefing
Session)**

12-10-2023

Contents

1. Response to Bidders Questions 3

1. Response to Bidders Questions.

- 1.1. On page 8 of the TOR, clarity is requested whether Annexure C should be packaged together with the Pricing Schedule?

Response: Pricing Schedule should be placed and packaged individually, Annexure C should be packaged with the remainder of the documents.

- 1.2. In terms of the letters required under Special Conditions, will the date matter?

Response: Yes, all letters submitted should not be older than 3 months

- 1.3. In terms of the Functionality Requirements, what are bidders required to do for the process flow and service standards in line with Annexure D and furthermore, what is the requirement for Account Management?

Response: Bidders are requested to indicate how they will be able to integrate the given process flow on Annexure D into their own processes, as an example, bidders may add the contingency plan into their response for this criterion. The requirement for Account Management criterion will need the bidders to give a detailed and comprehensive response on how they will manage the account.

- 1.4. For the SBD 6.1 preference point scoring, if a bidder has a BBBEE Status Level of Contributor 1 – 2 and is 50% black owned, will the points allocated be 19,5 points?

Response: A bidder that has a BBBEE Status Level of Contributor 1 – 2, and is 50% black owned will be allocated 14 points.

- 1.5. In line with the requirement for bidders to have bill-back accounts with hotel groups mentioned in Special Conditions with further reference to Annexure C, why are bidders required to have relations with the hotel groups, particularly if a bidder is able to pre pay for services required, if a bidder is in a good financial standing, why is there a need for a bill-back account?

Response: SASSA experienced challenges previously from bidders who claimed that they could prepay accommodation as and when the institution required, therefore, the preferred method of business is now bill-back. This method will put SASSA at comfort to know that end users will not be stuck in the accommodation places, unable to check in due to non-payment by the travel agency.

- 1.6. The requirement for travel agencies to have bill-back accounts with hotel is a challenge on the bidder's side as it forces bidder to have some form of credit facility with the hotels and a lot of hotels are no longer willing to give credit facilities post Covid-19 lockdowns.

Response: SASSA maintains the requirement for letter of good financial standing confirming bill-back/good credit facilities, from bidders, to address the challenges previously experienced.

- 1.7. Protea Hotels are individually owned; therefore, it will be difficult for bidders to contact all individually owned Protea Hotels to request this letter.

Response: In the previously advertised bid, some bidders were able to provide the letter from Protea Hotel Group, therefore bidders are advised to contact the Head Office of the Protea Hotels to obtain this letter.

- 1.8. Will a letter confirming that a bidder will be given a credit facility or bank guarantee from a financial services provider suffice, in an instance where a bidder is able to submit three

letters from the hotel groups, can bidders add with a bank guarantee from financial services provider?

Response: The TOR should be complied with as advertised, bidders should ensure that the documents are submitted as per the TOR that is advertised. If a bidder submits four letters with a bank guarantee, it means they comply to what has been asked for, the letter from the bank will be an addition but not necessarily a requirement. Bidder to note that the purpose of the briefing session is to clarify the TOR and not to make changes. Bidders to also note that the requirement for these letters is under special conditions, therefore, failure to comply will result in the bidder being disqualified.