

Terms of Reference



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

PROVISION OF CALL CENTRE SERVICES

FOR

THE SOUTH AFRICAN SOCIAL SECURITY AGENCY

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GENERAL INFORMATION

1. STRUCTURE OF THE BID DOCUMENT

1.1 In order to best articulate the requirements of the bid, this document is therefore structured and divided into ten sections, namely:

Section A: Business Overview

Section B: Objective and scope of the bid

Section C: Requirements for the Outsourcing of the Call Centre;

Section D: Governance and Deliverables

Section E: Special Conditions

Section F: BID Pricing

Section G: Evaluation of the Bid

Section H: Clauses

Section I: Bid Award

2. BID RESPONSE REQUIREMENTS

2.1. All proposals should be well structured, accurate and unambiguous in their response to the requirements stipulated in the bid document. All responses must be prepared as per instructions set out in this bid document.

2.2. All sections of the bid are critical to the satisfaction of all the requirements, and must be responded to fully.

2.3. Responses to each section of the bid must be prepared using the prescribed corresponding annexures. Electronic copies of the response annexures will be

made available to bidder. Failure to respond according to these templates will make the responses impractical to evaluate, and will therefore be disqualified.

- 2.4. Any further supporting information that cannot be accommodated on the response Annexure must be included as an attachment in the response and clearly referenced both in the response annexure, and on the attachment itself. Failure to cross-reference will result in such attachments not recognized, and eventually not evaluated.
- 2.5. In responding to this bid, bidders are required to demonstrate ability, track record and compliance to the Agency's requirements. Lack of information on any of these aspects will disadvantage the bidder in terms of point scoring during the evaluation of the bid.
- 2.6. The bid document has mandatory requirements which bidders will be required to comply with fully, failure to provide evidence of compliance to any of the mandatory requirements will result in the bid response being disqualified. All mandatory requirements in the bid document are preceded or marked with three asterisks (***)
- 2.7. Mandatory Elements will form part of the baseline service offering, and will NOT be negotiated down or out once the bid is awarded. Responding to this bid is also acknowledgement to this condition.
- 2.8. An original response must be accompanied by a hard copy (Original and a copy) and an electronic soft copy on thumb drive or CD/DVD. All the contents of the copies must be in the exact same order as in the hard copy to make it easier to navigate, and evaluate the bid response.

3. BID ENQUIRIES

- 3.1. All enquiries, questions and requests for clarification that may arise in relation to this Bid shall be done in writing and addressed to the SASSA contact person listed on this document.
- 3.2. It is important to note that all Queries/Questions need to:
- Ensure that you add the Bid Ref# in the Subject Line of your e-mail
 - The companies' name, contact and telephone number is clearly stated
 - The queries/questions is clear and concise
 - Where applicable, reference be made to specific points within this Bid
- 3.3. No meetings or telephonic enquiries will be entertained or responded to with regards to this Bid.

4. RIGHTS OF THE AGENCY

- 4.1. The Agency further reserves the right to:
- 4.1.1. Not to award the bid to any Service Provider
 - 4.1.2. Cancel the bid

5. CONFIDENTIALITY

- 5.1. The Bidder, its offices, agents, employees and consultants shall hold in confidence any information and /or materials identified as proprietary and/or confidential to the Agency or to any third party to which the Bidder may have access to in the course of performing its obligations in terms of this Bid. The Bidder shall not disclose or authorize disclosure to others, or use for its own benefit, such confidential information and/or materials without the express written consent of the Agency or the affected third party owner.

6. ACRONYMS

6.1. The following acronyms and abbreviations are used in this TOR and must be similarly used in the proposal submitted in response:

Abbreviation	Meaning
API	Application Programming Interface
AR	Architecture Requirements
CLI	Caller Line Identification
EA	Enterprise Architecture
ECM	Enterprise Content Management
ECT	Electronic Communication and Transaction
e.g.	"for example"
Email	Electronic Mail
Etc.	"and other things"
FR	Functional Requirements
FTP	File Transfer Protocol
ICT	Information and Communication Technology
ID	Identity
ICCAS	Integrated Customer Care Application System
i.e.	"that is" or "in other Text file"
IIS	Internet Information Server
ISO	International Organisation for Standardisation
IT	Information Technology
IVR	Interactive Voice Recording
JMS	Java Message Service
KN	Knowledge Network
Mr	Mister
Ms	Miss, Misses
.NET	Microsoft XML Web Services platform
OR	Operational Requirements
PAIA	Promotion of Access to Information Act
PDF	Portable Document Format
RACF	Resource Access Control Facility

Abbreviation	Meaning
API	Application Programming Interface
Ref.	Reference
Rev.	Revision
SAPO	South African Post Office
SASSA	South African Social Security Agency
SCM	Supply Chain Management
SMS	Short Message Service
SOA	Service-Oriented Architecture
SOCPEN	Social Pension System
SOI	Service-Oriented Integration
SQL	Structured Query Language
SRD	Social Relief of Distress
SSO	Single Sign-On
TOGAF	Open Group Architecture Framework
WAN	Wide Area Network
XML	Extensible Markup Language

SECTION A – BUSINESS OVERVIEW

7. BUSINESS OVERVIEW

- 7.1. South African Social Security Agency (SASSA) (also referred here-in as the 'Agency') was established in terms of the South African Social Security Agency Act, 2004 (Act No. 9 of 2004) to administer social assistance in terms of Chapter 3 of the Social Assistance Act, 2004 (Act No. 13 of 2004). SASSA is mandated to ensure effective and efficient delivery of service of high quality with regard to the management and administration of social grants such that the entire payment process and system from application to receipt of social grants by a beneficiary, is done in a manner that is sensitive, caring and restores the dignity of the beneficiaries as well the integrity of the whole system
- 7.2. SASSA has the following tiers of operations:
- 7.2.1. Head Office;
 - 7.2.2. 9 Regional Offices (one per province);
 - 7.2.3. District Office (one per district / metropolitan municipality);
 - 7.2.4. Local offices (one or more per local municipal area, depending on the population density and distances). There are 336 local offices;
 - 7.2.5. 9600 employees.
- 7.3. SASSA has established a Call Centre within the Head Office. The Telephony (Genesys) capability has been contracted. The capturing of calls is done on a web application called Integrated Customer Care Application System. It provides electronic capturing of Customer call details when logging enquiry, request, complaints and appeals. It aims to enable and assist the Agency in their attempt to manage calls within a prescribed timeframe. Users are able to access the system remotely from any part of the country through their internet browsers. The application is separated by Province. The web application is stored on a server in the SASSA environment. It is secured by windows authentication and SASSA's current security measures, i.e. Symantec Antivirus and Firewalls. The

web application caters for 500 simultaneous users within the period from 07:30 A.M. to 16:30 P.M. Maximum loads at other periods will be 150 simultaneous users.

SECTION B – OBJECTIVE AND SCOPE OF THE BID

8. OBJECTIVE AND SCOPE OF THE BID

- 8.1. The objective of this bid is to source proposals and to successfully contract an able and suitable Service Provider to render Call Centre services to the Agency for a period of Six (6) months.
- 8.2. The scope of this bid covers the following:
 - 8.2.1. Provision of call centre system;
 - 8.2.2. Provision of multiple access channel: voice and email;
 - 8.2.3. Provision of call centre workforce to handle incoming and outbound calls and emails;
 - 8.2.4. Record calls and conversations (voice logging);
 - 8.2.5. Providing email services for backlog and incoming emails;
 - 8.2.6. Provision of call centre management;
 - 8.2.7. Conduct and manage campaigns on request;
 - 8.2.8. Provision of incident escalation capability;
 - 8.2.9. Provision of reports and real time call centre information (dashboard);
 - 8.2.10. Implement quality control of calls received and responded to;
 - 8.2.11. Provision of scripts and continuous adjustments;
 - 8.2.12. Case management life cycle capability;
 - 8.2.13. Resolve email backlog of +/-300 000;
 - 8.2.14. Seamless integration between SASSA IVR and Bidder system;
 - 8.2.15. Handover all Call Centre data collected during the project;
 - 8.2.16. Closeout report including SASSA call centre recommendation improvement.

SECTION C – CALL CENTRE SERVICES

9. BACKGROUND INFORMATION

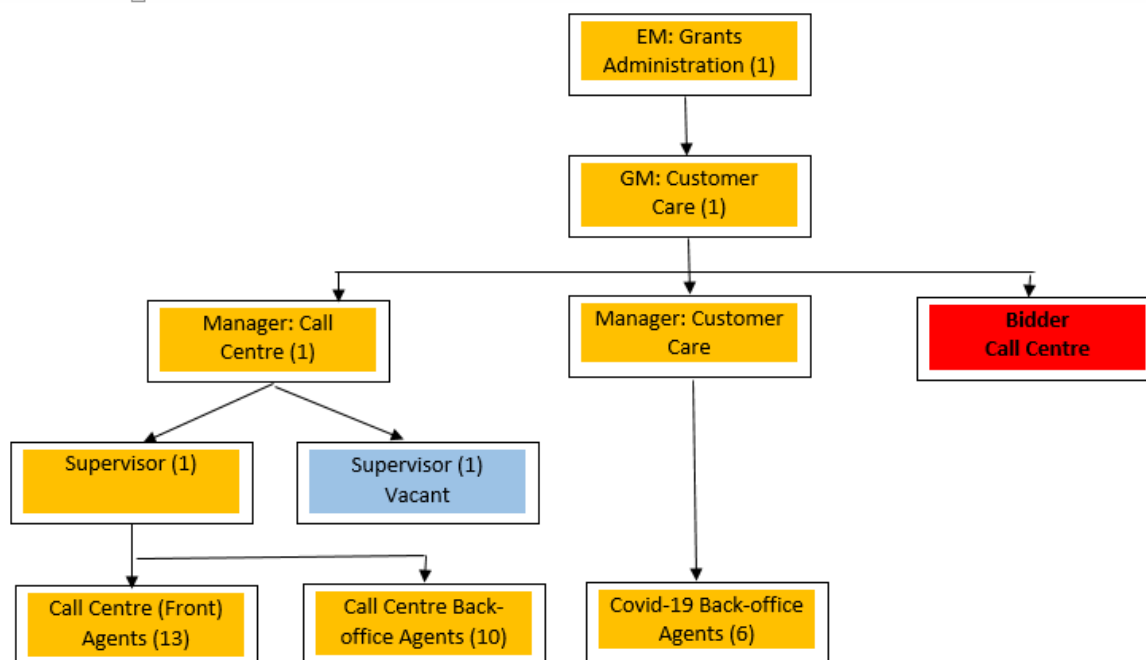
- 9.1. South African Social Security Agency, herein referred to as SASSA, is in the process of outsourcing Covid-19 Special SRD grant call centre services. This will assist to alleviate pressure on the current operation of the call centre.
- 9.2. The introduction of the COVID- 19 Special SRD grant has been pronounced by government as an extraordinary measure to mitigate against the impact of the risk adjusted approach implementation of preventative measures against the spread of the virus. Time frame on the implementation of this grant is from May until end of October.
- 9.3. This additional grant has increased the pressure on the call centre as the number of calls and e-mailed enquiries have increased exponentially. The current call centre is unable to cope with this increase which results in frustration for citizens, but is also causing serious reputational risk to SASSA and the Ministry of Social Development.
- 9.4. The volume that the call centre has been expected to manage have increased from 1 500 calls per day to sometimes in excess of 40 000. The call centre has currently 26 staff members with only 14 frontline staff to attend to Grants calls.
- 9.5. The current increase in the call volumes does not correspond with the current call centre capacity. Ideal SASSA call centre should be the one performing this function however with the current constraint on resource capacity and the volume of calls receive per day these function need to be outsource for additional capacity in the form of space, call centre agents, and equipment to accommodate additional staff, and still comply with Covid-19 regulations to maintain social distancing and hygiene protocols.

9.6. This Bid will cover the specifications for the outsourcing Covid-19 Special SRD grant call centre services that will include calls and emails resolution, case capturing, frontline and back office support.

The least invasive approach is to setup an independently staffed and management call centre off-site that will act as an extension to SASSA Call Centre handling all Covid-19 Social Relief of Distress requirements.

The diagram below illustrates the SASSA Call Centre management and acquisition initiatives (Red boxed) that will be deployed.

Figure 1: Call Centre Proposed unit Structure



Geographical Locations

The Agency has one fixed Call Centre in the Head Office,

Table 1: Geographical Locations

Offices	Amount
Head Office	1
BIDDER office/s	1

10. SERVICE REQUIREMENTS

The following are the Agency's requirements for Call Centre services for the term of this contract. Bidders should elaborate in their response how each requirement will be fulfilled.

- 10.1. Bidder must provide a turnkey solution. Bidder is expected to implement and run the call centre services off site for inbound and outbound. The call centre services will be contracted for a period of Six (6) months and will automatically end without any parties giving notice. The Bidder will be notified in time if any further extension might be required.
- 10.2. Bidder must have **telephony** that will receive redirected inbound calls from SASSA toll free number (0800 60 10 11). BIDDER telephony must integrate with the SASSA IVR to enable Special Covid-19 SRD grant option to be redirected to the BIDDER telephony. Bidder telephony must be able to provide Caller Line Identification (CLI) and contact number. The Bidder IVR should provide the caller with an option to select a preferred language. Bidder must also conduct outbound calls for follow-up and resolution. The telephony must record usage details of the caller including all options selected by the caller and all details entered by caller from the time the caller reaches a Call centre Agent.
- 10.3. Bidder **telephony** must record call status, for example, entered call, answered call, abandoned call, distributed call, transferred call, and abandoned at what stage. Maintain 100% recording of calls for period of contract duration. The recording should contain detailed call information, feedback of quality analyst for analysed calls, updating in questionnaires etc. The service provider upon the end of the contract will handover all calls data including recording to SASSA.
- 10.4. Bidder will provide **Call Centre solution** that will ensure resolution of cases through telephone and email. Bidder will provide a capability to escalate incidents to

SASSA. Bidder solution should be able to escalate and receive emails from SASSA environment.

- 10.5. Bidder must provide **Customer Relationship Management (CRM) solution** for incident capturing. The CRM solution must support cases with all related data logging and case tracking. The system must provide a unique identifier for each applicant/Client, so that all requests and contacts from a customer may be linked (e.g., for the purpose of providing a history for that applicant). The system must provide quality customer search facility. The system must be able to send and receive electronic notification to and from emails.
- 10.6. Bidder should be able to make information of the escalated cases available as and when required.
- 10.7. Bidder must be able to handle 90% of the +- 40 000 **incoming calls** per day of which 80% of those calls must be resolved by the call centre agents.
- 10.8. The Bidder must be able to handle 90% of +- 1 000 **incoming emails** (enquiries and appeals) per day which will be logged through SASSA email accounts. The bidder must resolve the 80% Special Covid-19 SRD grant enquiries within 5 days and escalate all appeals to SASSA. Part of the take on the Bidder will be handed over +/- 300 000 logged **backlog emails** to classify, upload and remove duplicates. The bidder must resolve the Special Covid-19 SRD grant enquiries and escalate all appeals to SASSA.
- 10.9. Bidder should be able to **provide SASSA with the Clone database**. The Bidder is required to send data changes to SASSA on a weekly basis.
- 10.10. Bidder will be expected to provide SASSA with **live reporting (Dashboard)** of call centre performance.
- 10.11. Bidder will provision **reports** on availability of call centre Agents, call centre Agents attendance report, number of calls handled, number of hours of call handling. The

Bidder should be able to segregate the duration of call handled by call centre Agents and IVR. Bidder should be able to provide Call Centre Projection performance report, reports generated based on the feedback of caller; Call status report: answered calls, abandoned calls, calls not answered, calls answered at Agent level; Reports containing details such as number of calls, wrong numbers, correct numbers and duration of calls; Number of calls Logged and/or Resolved and/or Closed per day or week or month, this is but a few and capability to add as and when the Agency require. Backlog email report and resolution status; Generate reports with different dimensions; Print legible reports: Incident Counts per Status per Region per CTI etc. over time. Number of incident (emails & calls) Logged and/or Resolved and/or Closed per day or week or month; the solution should be able to present reports in different formats e.g. graphs, charts excel, pdf and etc, and also be printable in different format. Report of outstanding or open email issues and the progress made.

10.12. Bidder will provision **campaign report** on number of SMS sent for a campaign, the report should show successful and failed SMS, and reason the SMS failed.

10.13. The bidder will provide **closeout report** including recommendation on SASSA call centre improvement.

10.14. Bidder call centre Agents will be expected to handle calls and emails. Below is an indicative list of manpower that may be required for the project but not limited to:

10.14.1. **BIDDER Call centre Agent** – These agents would attend and respond to telephone query, including complaints and disputes; and will act as first point of contact. The agents will be granted Special Covid-19 SRD grant database view only access that will assist in resolving the calls.

10.14.2. **BIDDER Back-Office Call centre Agents** – Any calls that cannot be resolve at the 1st line of support will be routed to BIDDER Back-office support for further investigation and resolution. They will also handle new incoming and backlog emails. The agents will be granted Special Covid-19 SRD grant database view only access that will assist in resolving routed

calls; and incoming and backlog emails. Any incident, logged calls and emails, that requires further investigation will be escalated to **SASSA** Covid-19 back-office support. Feedback resolution will be routed back to the service provider.

10.14.3. **BIDDER Supervisors:** These resources will support Call centre Agents and assist in resolving the problem, interacting with the SASSA programme owners until the resolution of the problem is captured into the knowledge base, including the assessment of the quality of the service provided by the call centre agents.

10.15. BIDDER Call Centre Agent will call the client to provide feedback and will close the incident on BIDDER CRM solution.

10.16. SASSA will train BIDDER personnel on the Covid-19 SRD Grant process. SASSA will also provide BIDDER call centre agents with documented hints to capacitate them to handle and resolve Covid-19 SRD Grant related calls.

10.17. BIDDER will be expected to **maintain the database of Frequently Asked Questions (FAQs)** by callers. BIDDER will be responsible for identifying the knowledge gaps for domain specific areas and collaborate with the domain experts from SASSA to develop appropriate content. BIDDER will ensure that validated and updated information is available within the system for answering the FAQs and updating FAQs on a regular basis. The response to new question may be validated and approved by SASSA.

11. SERVICE TAKE-ON

11.1. Service take-on must be concluded within **five (5) working days upon bid award;**

11.1.1. All staffing resource must be trained and ready to handle call; this training will include SASSA Special Covid-19 SRD grant processes;

11.1.2. All call centre systems must be implemented and operational including integration with SASSA telephony and access to Special Covid-19 SRD grant database;

11.1.3. Service provider must have access to SASSA account emails to handle +/- 300 000 backlog and incoming emails;

11.2. Bidder must provide a project plan for the service take-on;

11.3. Take-on of all services pertaining to this bid will start two days after SASSA receives acceptance letter from the successful bidder.

12. CALL CENTRE PERFORMANCE

12.1. Bidder Call centre agents should handle no less than 90% +/-40 000 of the incoming calls per day of which 80% of those calls must be resolved by the call centre agents.

12.2. Bidder Back-office call centre agents should be able to resolve 90% of +/- 1 000 incoming emails (enquiries and appeals) per day which will be logged through SASSA email accounts. The bidder must resolve the 80% Special Covid-19 SRD grant enquiries within 5 days and escalate all appeals to SASSA.

12.3. All backlog emails should be resolved within two (2) months after take-on;

12.4. Campaigns must be executed within the stipulated time frame as defined in the SLA.

12.5. Submit daily reports on calls analysis, email backlog, incoming emails

13. PROJECT CLOSEOUT

13.1. Project closeout report including SASSA call centre recommendation improvement

13.2. Handover of all data collected during the project

SECTION D: GOVERNANCE AND DELIVERABLES

14. GOVERNANCE

14.1. The following governance structures will support the requirements mentioned in section 10 to 13:

14.1.1. Project SLA

14.1.2. Service take-on meetings will be held on a Daily basis;

14.1.3. Attendance of Bi-Weekly Operational Committee (OPSCOM);

14.1.4. Attendance of Monthly Steering Committee (STEERCOM);

14.1.5. Provision of a Weekly Progress report

15. DELIVERABLES

15.1. Deliverable management will include but not be limited to the following responsibilities:

15.1.1. Execute tasks according to the objectives of this bid and support requirements as outlined in section 10 to 13.

15.1.2. Ensure that all project deliverables are met

15.1.3. Continuously manage identified and new risks regarding the project

15.1.4. Report on progress and project risks

15.1.5. Co-ordinate the effort and communication between stakeholders

15.1.6. Govern timeframes on deliverables where deliverables are included as SASSA's responsibility ensuring all service levels are achieved.

15.1.7. Review feedback (progress) reports

15.1.8. Close-Out Report and handover data collected, scripts, FAQs during the period of the project.

SECTION E: SPECIAL CONDITIONS

16. SPECIAL CONDITIONS

16.1. The bidder must provide service take-on project plan.

16.2. The bidder must provide a proof of affiliation from a Professional Body appointed by SAQA for the Contact Centre Industry in South Africa.

16.3. The bidder must provide a reference letter(s) highlighting a minimum of 10 years' experience in rendering Customer Care Services in the Call Centre Industry. The 10 years' experience cumulatively should be up to 2019 or to date. The reference letter must be on the letter head of client(s), service rendered and contract(s) period

16.4. The bidder must provide call centre service structure reporting to SASSA General Manager: Customer Care as stipulated **Section C – paragraph 9 (Fig1: Call Centre proposed unit structure) Page 11**

16.5. The bidder must provide call centre performance report as stipulated in **paragraph 12** and proof from previous project where the bidder was able to meet this requirements and also provide a report of calls handled from previous project, including a letter from the client where the service was provided.

16.6. The bidder must provide a letter from client where similar integration was implemented.

16.7. The bidder must provide a project approach and detailed project plan of how they will clear the backlog of emails estimated at +/-300 000 within 2 months of service take-on. The project approach must also highlight how they will handle 90% of incoming calls, current call volumes for SASSA is +-40000 of the incoming calls per day; including incoming emails.

16.8. The SMS pricing for campaigns must not exceed 0.15 cents per SMS. The campaigns will be sent as and when required, and they must be approved by SASSA Project Manager before they can be sent.

NB: FAILURE TO COMPLY WITH THESE SPECIAL CONDITIONS WILL RESULT IN THE BID PROPOSAL BEING DISQUALIFIED AND NOT EVALUATED FURTHER.

SECTION F: PRICING

17. SOLUTION PRICING (NB: Pricing of this bid to be attached on Annexure D)

17.1. Pricing of this bid must be structured in line with the sections of the Bid document. Cost for all work required per section is to be included in the final cost for each section.

Bidders to provide further cost breakdown where necessary under each line item and sub-total and the overall bid price (Total) should be included;

#	Service Description	Price
1.	Call Centre Services	
1.1.	Service Take On (Once Off)	
1.2.	Reports Customization (Once Off)	
1.3.	Monthly Call Centre Services	
	Sub Total	
	Grand Total (Bid Price) incl. VAT	

SECTION G: EVALUATION OF THE BID

18. BID EVALUATION PRINCIPLES

The bid proposals shall be evaluated in accordance with the 80/20 principle. The evaluation shall be conducted as follows:

i. First Stage

- a) Phase 1: Administrative Compliance;
- b) Phase 2 : Mandatory Requirements(Annexure A)
- c) Phase 3: Functional Evaluation of written response;

ii. Second Stage – Price and Preference Points.

18.1. FIRST STAGE OF EVALUATION

18.1.1. **Phase One** of the evaluation will cover Administrative Compliance.

EVALUATION CRITERIA
Phase 1: Administrative Compliance
Bidders must submit the following: <ul style="list-style-type: none">• Tax Compliance Status PIN• No bid will be awarded to any bidder whose tax matters have not been declared by SARS to be in order.• Proof of company registration with Central Supplier Database• Submission of Technical Proposal and all SBD forms in response to the requirements outlined in the tender document is compulsory

18.1.2. Phase two

- 18.1.2.1. Phase two of the evaluation will cover mandatory elements
- 18.1.2.2. Responses of the mandatory elements must be attached as part of the proposal, using the Mandatory Response Annexure for the Provision of Call Centre Services (Annexure A) template as provided.
- 18.1.2.3. Mandatory Elements are those elements of the bid that are compulsory for the bidders to comply with. These are elements that are indicated as “Mandatory Element(s)”, or marked with three stars (***) . Failure to comply with these will result in the bid response being disqualified wholly.
- 18.1.2.4. Mandatory Elements will form part of the baseline service offering, and will NOT be negotiated down or out once the bid is awarded. Responding to this bid is also acknowledgement to this condition.

18.1.3. Phase three

- 18.1.3.1. Phase three of the evaluation will cover Functional Requirements.
- 18.1.3.2. Responses to the functional requirements below must be completed and attached as part of the proposal.
- 18.1.3.3. Only bidder(s) who score a minimum of 70% out of 100% for functionality will proceed to be evaluated further on Price and B-BBEE level of contribution.
- 18.1.3.4. The criteria and values below will be used to evaluate bidders on functionality criteria:

Values: 1= Poor; 2=Average; 3= Good; 4 = Very good; 5= Excellent

Each scoring segment will be averaged and rounded-off to two decimal values before the weights are applied on the averaged Evaluation Elements.

EVALUATION CRITERIA	WEIGHT
Track record of the Bidder	
<p>Bidder must provide a detailed description of their clients & service offering as follows:</p> <p>Bidders must attach a minimum of 3 reference letters from contactable clients indicating the nature services rendered. This must be completed as Annexure B.</p>	30
Capability and capacity to provide Call Centre Service	
<p>Bidders must provide a detailed proposal of the call centre structure and roles and responsibilities in line with the terms of reference.</p> <p>Provide a report of call and email volumes handled from a previous projects.</p>	20
Project Implementation and Governance	
<p>Bidders must provide a detailed service take on plan including approach.</p> <p>Bidders must provide a proposed Governance structure</p>	20
Capability and capacity to resolve email backlog	
<p>The Bidder must demonstrate capacity to resolve email backlog amounting to +/-300 000 within two months. Attach plan.</p>	20
Reporting	
<p>The Bidder must demonstrate capability to provide at least five call centre reports showing hourly, daily, weekly and monthly trends and analysis. Provide similar examples of such reports as listed below generated from previous clients:</p> <ol style="list-style-type: none"> 1. Number of calls received, distributed, answered, abandoned, logged, closed and escalated; 2. Number of calls answered verses abandoned including percentage rate; 3. Number of calls abandoned indicating abandoned at which stage of the call; 4. Number of emails received, distributed, answered, logged, 	10

EVALUATION CRITERIA	WEIGHT
closed and escalated; and 5. Customer behaviour report	
SUB TOTAL	100

18.1.3.5. Bidders who score less than 70 of the 100 points of the Functionality Points will be disqualified, and thus will not be evaluated further.

18.2. SECOND STAGE OF EVALUATION

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

SECOND STAGE: Price and Preference Criteria	Weights
Price	80
BBBEE Status Level of Contribution	20

18.2.1.1. 80 points will be for price and the 20 points will be for B-BBEE level of contribution.

18.2.1.2. Bidder(s) must submit a B-BBEE Status Level Verification Certificate from Verification Agency accredited by the South African National Accreditation System (SANAS) or in case of bidder(s) qualifying as EMEs submit a sworn affidavit signed by the EME representative and attested to by a Commissioner Oath.

18.2.1.3. 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 B-BBEE status level of contribution in accordance with the table below.

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

18.2.2. BROAD –BASED BLACK ECONOMIC EMPOWERMENT (B-BBEE) STATUS LEVEL VERIFICATION CERTIFICATES

18.2.2.1. Bidders are required to submit proof of B-BBEE Status level of contributors. Proof includes original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids or price quotations, to substantiate their B-BBEE rating claims.

18.2.2.2. Bidders who do not submit B-BBEE Status Level Verification Certificates or who are non-compliant contributors to B-BBEE do not qualify for preference points for B-BBEE but will not be disqualified from the bidding process. They will score points out of 80 for price only and zero (0) points out of 20 for B-BBEE.

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

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

18.2.2.5. 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.

18.2.2.6. 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.

19. BID CONDITIONS

- 19.1. Bidders who score less than 70 out of 100 points under the Functional Evaluation will be disqualified and will not be considered further.
- 19.2. Call Centre services invoicing will be done monthly and it must be accompanied by the Call Centre performance report. The first month invoicing must also include service take-on and report customization.
- 19.3. The SMS pricing for campaigns must not exceed 0.15 cents per SMS. The campaigns will be sent as and when required, and they must be approved by SASSA Project Manager before they can be sent.
- 19.4. The Agency will contract and also conclude Service Level Agreement(s) with the successful bidder(s).
- 19.5. The General Conditions as stipulated by the National Treasury will be applicable.
- 19.6. Bidders must note that the Agency is committed to ensuring compliance with the government's principles of, *inter alia*; promoting employment and advance the social and economic welfare of all South Africans and promoting equitable participation of small and medium-sized enterprises in government projects/contracts. Therefore bidders are advised that the Agency shall uphold these principles and strive to promote equitable distribution of opportunities in the Agency's projects. The Agency shall where appropriate strive to avoid creating a monopoly by any service provider over the projects to be undertaken on the Agency's behalf by prospective service providers by limiting the awarding of its projects/contracts to a service provider/s during the subsistence of any project or contract that may have been awarded to that services provider/s pursuant to a tender process.
- 19.7. Price negotiations may be entered into with the successful bidder.
- 19.8. BIDDER will not conduct any publicity wherein the Department is to be mentioned. All the publicity regarding Special Covid-19 SRD Grant will be done by SASSA.

- 19.9. BIDDER agrees not to hire, solicit, or accept solicitation from (either directly, indirectly, or through a third party) the employees of SASSA directly involved in this project during the period of the contract.
- 19.10. The BIDDER understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately all information processed, stored, or transmitted by BIDDER for this project belongs to SASSA. By having the responsibility to operate the proposed call centre, the BIDDER does not acquire access rights to the information or rights to redistribute the information. The BIDDER must agree to and sign a non-disclosure agreement with SASSA that all the information of callers as well as email data any data acquired on behalf of SASSA will be protected using appropriate security measures. All stored data should be transferred to SASSA as and when SASSA wants it.
- 19.11. Bidders shall ensure that during the transition and throughout the term of the contract that the agency's information remains secured and fully protected.

SECTION H: CLAUSES

20. ANTI BRIBERY AND CORRUPTION CLAUSES

It is advised that the following revised clauses be included in all tenders going forward:

- 20.1. The bidder represents that it is familiar with (i) the South African Prevention and Combatting of Corrupt Activities Act, Act 12 of 2004, and (ii) other public and commercial anti-bribery laws which may apply (“Anti-Bribery Laws”).
- 20.2. The bidder represents that this tender process will be done in compliance with the Anti-Bribery Laws.
- 20.3. The bidder warrants that it and its affiliates have not made, offered, or authorised and will not make, offer or authorise with respect to the matters which are the subject of this tender, any payment, gift, promise or other advantage, whether directly or through any other person or entity, to or for the use or benefit of any officer or employee of SASSA or any public official (i.e., any person holding a legislative, administrative or judicial enterprise) office, including any person employed by or acting on behalf of a public agency, or a public or any political party or political party official or candidate for office, where such payment, gift, promise or advantage would violate the applicable Anti-Bribery Laws.
- 20.4. The bidder shall not make any payment (facilitation payment) to any employee of SASSA to solicit a pre –determined outcome on a procurement matter or to speed up an administration process in the realisation of a pre-determined outcome.
- 20.5. The bidder represents that, to the best of its knowledge and belief, and save as disclosed to SASSA, neither it nor any of its personnel have been investigated (or is being investigated or is subject to a pending or threatened investigation) or is involved in an investigation (as a witness or suspect) in relation to any breach of the Anti-Bribery Laws by any law enforcement, regulatory or other government agency or any customer or supplier; or has admitted to; or been found by a court in any jurisdiction to have engaged in, any breach of the Anti-Bribery Laws, or been debarred from bidding for any contract or business; or are public officials or persons who might otherwise reasonably be considered likely to assert a corrupt or illegal influence on behalf of the company. The bidder agrees that if, at any time, it becomes aware that any of the representations set out in this clause

are no longer correct, it will notify SASSA of this immediately in writing.

20.6. Any breach of or failure to comply with the provisions of this clause shall be deemed material and shall entitle SASSA to disqualify the bidder.

SECTION I: BID AWARD

21. AWARDING OF THE BID

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

22. ENQUIRIES

22.1. Technical and Administrative inquiries may be forward to the following emails:
OliveMa@sassa.gov.za and GodfreyT@sassa.gov.za