

Questions and Answers – Nedbank

1. On the means test matching requirements, how should the matching be done based on the data elements provided (i.e., ID number, Name, surname and cell number)? Is requirement to match only on ID number or a combination from all the data elements? If it's latter what are the acceptable combinations? E.g., Only ID number and name must match, or ID number and cell number must match.

SASSA Response:

- For means test purposes, matching should be done on ID number only.
2. Once the means test file is received from SASSA what is expected turnaround time to confirm if beneficiary has an active bank account?

SASSA Response:

- Confirmation must be send within 3 weekdays (Monday to Friday, excluding public holidays).It is our understanding that in the past relationships we had with the banks , most banks had issues with their resources operating over weekends .
3. What protocols are in place to ensure that the data transfer between Nedbank and SASSA is fully secured from a data security perspective?

SASSA Response:

- SASSA will make use of BankServ as an intermediary for file transfers, in the same way as was done during the previous period (May 2020 until April 2021).
 - The same security protocols that are in place for EFT payment files will therefore apply, which means that transfers between SASSA and BankServ shall be done via SFTP.
4. Can we do electronic submission of the RFP?

SASSA Response:

- " No electronic proposals/RFP shall be accepted. Proposal must be hand delivered at the address, Date and Time as indicated on the Notice of Tender Advert and SBD 1.
5. On the existing cash send option, charges are levied against the charges account that SASSA opened with Nedbank. Is this going to be the same with the opening of bank accounts, meaning that, will there a separate charges account or will the charges be levied against the beneficiary's account?

SASSA Response:

- Opening of accounts is expected to be done at R0.00 fees – see paragraph 5.3 and 6.1.1 of the Terms of reference.
- Monthly charges for account opened for the beneficiary are to be levied against the referred beneficiary account. SASSA is not going to pay for monthly account fees for the individual transactional accounts opened for the beneficiaries. SASSA opted to follow this process as facilitation mechanism for assisting beneficiaries without accounts or those who would have not provided accounts to SASSA. It is our understanding that all banks have low costs accounts with extremely very low fee structures which can be opened for social grants beneficiaries.

Questions and Answers – Standard bank

1. The tender document refers to SRD and Social Benefits. Can we understand what is entailed in Social Benefits?

Response

- Social Benefits refers to the normal social grants as well, such as Child Support, Old Age, Disability etc. We are trying to create flexibility for these services to be available to any client who applies for a social grant inclusive of the Special Covid19 SRD R350 grant.

2. We currently have an agreement with SASSA that was extended to next year. How is this agreement impacted by the new tender process. What happens to the terms and conditions that were part of this agreement.

Response

- It is our understanding that the bank viewed the contract which was signed on the 5th February 2021 with an end date of 30th April 2021 as having ended on the 30th April 2021 except in circumstances where SASSA was to “Mop-Up” the payments.

- In the discussions SASSA had with the banks during the finalisation of the previous contract (which ended in April 2021), the Banks were very specific that payments for the SRD R350 grant beyond April 2021 could not be covered by the February 2021 agreement as there were no clarity on the Directions still to be issued at the time.

- Unfortunately this prohibited SASSA to process any payments against this agreement because generally banks viewed it as it was for the previous batch of SRD R350 which ended in April 2021 and the associated cleaning endeavours. This in our view was seen as the banks suggesting that there is no more active contract to enable any new payments hence this RFP being put out for all interested banks. You will recall that the banks wanted to see the new directions that regulates the continuation of the SRD R350 Grant. Directions were only published by Social Development in the first/second week of August 2021. When the directions were published, the banks regarded the directions as having elements which rendered the old contract not applicable and as a result the banks suggested that new contracts needed to be developed. Unfortunately new contracts entails a new procurement process (RFP). The new terms of the new contract will then apply once the RFP process is finalised.

- For the banks that had a contract with an end date of 30th April 2021, this RFP thus seeks to give birth to a new agreement if the banks still want to participate in this process.

3. When we send clarification questions, will SASSA share the questions and their responses with all respondents or just with the bank that raised the question.

Response

- SASSA will respond to the bank that asked the questions and also make the responses available to the rest of the banks. This process is to ensure fairness to all respondents in the process.

4. The tender document refers to complaints management capability. Can we confirm that this relates to complaints related to the grant application process.

Responses

- In instance where the client has an enquiry that falls within the scope of the service rendered by the bank (bank related), the bank should have an accessible channel(s) which the clients can use to raise their complains and enquiries . This channel(s) must be confirmed and be disclosed in the bid responses to be submitted back to SASSA by the bank and it must also be confirmed during contracting documents to be signed with SASSA. In the past contracting arrangement the bank did not provide any details about the channel to be followed by the clients who may have had problems about the service or related technicalities, as a result the clients had to be send from pillar to post . SASSA contact details were clear but not those of the banks.

5. What is the estimated number of grant recipients that will receive payment per month?

Response

- As at 13 October 2021 SASSA had approved 8.3 million applications for the SRD R350 grant only. How these clients are to be paid, SASSA does not decide but the client chooses how they want to be paid (account number vs Mobile number payments).
- As at 13th October 2021, SASSA has paid approximately 12 million normal social grants beneficiaries – until now, these clients could only be paid through bank accounts and not via mobile numbers because such service never existed. Here as well, the choice to be paid remained the responsibility of the client.

6. Please confirm if the end customer will decide if payment is done via bank account or Money transfer or will it be down to the banks discretion.

Response

- Customer will indeed decide how they would like to be paid.

7. Kindly confirm if the attached bid document can be used for completion or if an original document needs to be obtained.

Response

- Bidders must use the bid documents sent to them via email by Portia Mabokela and there is no need to obtain original documents. Complete and return all the forms/documents sent to you.

Questions and Answers – Ithala

Ithala Bank – First set of questions / enquiry

Date: 20th October 2021

I hope my mail finds you well. As you are aware SASSA has issued a tender for the payment of the R350 grant payments up to March 2022.

As you will recall, Ithala had submitted a proposal last year when the grant was initially proposed, and was part of the working groups to expedite the payments of the grants. However, as the solution with BASA, SASSA and the Banks were being finalized, Ithala had to be excluded due to National Treasury/SASSA not being able to hold an account with Ithala for the disbursement of the grants.

Considering that we are an exempted institution and not a registered bank, will we be able to still participate, as we will still not be able to hold the Treasury/SASSA account.

SASSA Response:

- For SASSA to open an account with any of the banks, SASSA has to comply with Section 7(2)(a) of the Public Finance Management Act (PFMA) and open a bank account with a bank registered in South Africa and approved in writing by the National Treasury.
- In terms of the RFP there are four categories of services to be rendered by the interested banks ,Mobile Cash Transfers (payments into cellphones),Means test ,Aggregate means test and Account opening services . If the bank want to participate on all of this services (four of them), then it is compulsory to have the account referred to in paragraph 3.3.1.1. The bank has an obligation to resolve any other issues it has with the National Treasury independently from SASSA – SASSA is unable to enter that space of discussions because this is a legislated requirement.
- But , if no Mobile Cash Transfers is going to be rendered by ITHALA or any of the interested banks , then the affected bank have to bill- SASSA for the other services as they will not require any pre-funding arrangement. Services will have to be rendered then billing can occur. SASSA Supply Chain and Accounts Payable processes will apply and such will be included in the contract to be signed with the affected bank.

Question and Answers – PostBank

POST BANK – QUESTIONS

DATE: 22 OCTOBER 2021

Thank you for allowing Postbank a platform and opportunity to respond to SASSA BID 36-21-GA-HO, the opportunity is welcome with appreciation.

Your guidance is required on pages 5 and 6 of the TOR under sections 3.4 and 3.5 (Means Testing and Aggregate Means Test).

1. Please indicate if the successful bidder should integrate with other banks to verify the existence of active bank accounts linked to the applicant in order to check for deposits in excess of R595.00 in the preceding month. Or, if the same is only expected to be run against the winning bidder's records.

SASSA RESPONSE:

- The bidder is expected to check its own banking systems and verify the beneficiary details provided by SASSA.

2. If means and aggregate testing is expected to be performed against the successful bidder's records only, how will SASSA obtain the results of means and aggregate testing from other banks? Will the current BASA-enabled process continue?

SASSA RESPONSE:

- Firstly allow us to indicate that more than one service provider is likely going to be appointed to render this service just like it was in the first round (May 2020 until April 2021).
- Each bank is going to be provided with a file that must be verified by the bank.
- Due to the fact that there are already operational rails developed with the rest of the industry around this process, we envisage to continue with the same operational rails – If there are changes that may apply, such will be very minimal and shall be confirmed once this RFP process is concluded.

Questions and Answers – Grindrod

1. Kindly also advise whether SBD 7.2 also needs to be completed, signed and submitted

SASSA Response

- All the SBD forms must be fully completed and signed.

We, Grindrod Bank Limited, are preparing for submission of invitation to bid. In collating the information to complete the invitation to bid, I have the following questions:

1. Are electronic signatures accepted?

Response

Electronic signature is accepted

2. In respect to the BBBEE status level verification, do you require both BBBEE status level verification certificate and a sworn affidavit or either one of these?

Response

Companies that qualify as EME or QSE can submit Sworn affidavit or BBBEE status level verification certificate. Companies with an annual turnover of more than R50 000 000 must submit BBBEE status level verification certificate.

3. With regard to Director information, are the Director's tax numbers and employee numbers pertinent for submission?

Response

Employee number is applicable if directors are state employee. Tax number is pertinent to every director since it is a law that each and everyone who earns a salary must registered with SARS for Tax purposes.

4. Director information will be provided, is it fine that Shareholder information will not be provided? If I understand the requirement correctly Director **or** Shareholder information must be provided.

Response

We need information of shareholders who are involved in the day to day running of the company. If the shareholder is not involved then it is not necessary to submit their information.

5. In respect to Contract Form – Rendering of Services (SBD7.2) one of the bidding documents required is the Filled in Task Directive/proposal, where can I find this?

Response

The SBD 7.2 is a standardized contract form. The 'Filled in Task Directive/proposal' is a bidder's proposal in response to the Request for Quotation /bid and therefore your proposal (if accepted) will be the source document for contracting between SASSA and your Institution

6. With regard to the BASA membership certificate, the BASA website has the list of members where

Response

- Proof of BASA membership is a mandatory requirement to be attached in this instance – Refer to special condition number 6.1.4 of the terms of reference. We recommend that you engage BASA and source such a confirmation from them. Failure to attach such a confirmation will lead to your bid being disqualified

7. If we are providing the TCS pin, is the CSD number still required?

Response

- In order to comply with requirements of Administrative Compliance you need to provide both TCS pin and CSD number.
- It is also a requirement that you must provide that information on SBD 1 form.

Grindrod Bank : Follow-up questions

Date : 22 October 2021

Please advise what proposal is referred to... does the responses to the pack of information form the proposal or are you looking for something more than that. Is it a compulsory requirement?

SASSA RESPONSE:

- Direct response to your question is on the "terms of reference" document.

- Banks were provided with a pack of compulsory forms to be completed in full and complied to.
- In addition to this set of forms provided to the banks, detailed listing of services required was also attached and referred to as 'Terms of reference'. It is SASSA's expectation that the completed forms when they are returned they will be accompanied by a detailed response to the services cited by SASSA in the "terms of reference".

Grindrod – Followup Questions

Date: 25th October 2021

1. In respect to SBD 6.1, Question 8 Declaration with regard to company or firm, do we include the Bank's detail or sub-contractors details?

Response;

- SBD 6.1 must be completed by the main bidder, details are for the main bidder and on paragraph 7. Of the SBD 6.1 you indicate the details of subcontractor.
- SBD 8 must be completed by the main bidder and details are for the main bidder.

2. In respect to SBD 3.1, we are unsure what details are required for the following: Please provide guidance on what to complete herein.

Response:

- Required by: **SASSA**
- At: **SASSA Head Office**
- Brand and Model: **N/A**
- Country of Origin **N/A**
- Does offer comply with Specification ***Yes/No* (tick whichever is applicable)**
- If not to specification, indicate deviations **If you ticked No above indicate where you deviated**
- Period required for delivery: **Until March 2023**
- Delivery Basis **Monthly**