



Response to Bidders Questions

Bid Number: SASSA 103-23 ICT HO

BID Description

The Acquisition of Document Image Scanners for SASSA local offices

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1. BID INFORMATION

- 1.1. **Bid Number:** SASSA 103-23-ICT
- 1.2. **BID Description:** The Acquisition of Document Image Scanners for SASSA local offices
- 1.3. **Date Published:** 24 November 2023
- 1.4. **Closing date / Time:** 14th December 2023 @ 11:00
- 1.5. **Enquiries:**
SCM Contact Person: Ms. Mogafe Mphahlele
Email: MogafeM@sassa.gov.za
Telephone Number: 012 400 2412
Technical Contract Person : Mr Kamenthren Govender
Email : KamoG@sassa.gov.za
Telephone Number : 012 400 2476
- 1.6. **Downloading of Bid Documents**
<https://etenders.treasury.gov.za>
<https://sassa.gov.za>
- 1.7. **Delivery of Bid Documents**
SASSA Head Office; 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius Streets.
Arcadia. Pretoria

2. RESPONSE TO BIDDERS QUESTIONS – 08 DECEMBER 2023

1. Bidders' Name - Kuben Reddy kodak-alaris (Sent 30 November 2023 14H27).

Question: The specification provided is that of an Avison 6090 scanner in the tender document, which means that it puts other brands at a disadvantage who wish to tender for this business. Please can we have a reasoning behind this and are other brands going to be entertained and just later disqualified later because of this? Is Avison the preferred brand for Sassa?

Answer: The specification is not brand specific, and SASSA is not aligned to any brand. The specification in Annexure B covers different brands and is based on devices that are available in the market that will meet with our operational requirements. The bidder must respond in accordance to the specification as presented in Annexure B.

Question: You state in the document warranty and then support and maintenance. Does this mean you require a warranty and support and maintenance together?

Answer: Yes, the requirements for support and maintenance, and the warranty requirements are described in paragraph 7.

Question: Do you require preventative maintenance on the scanners and if so, what cycles?

Answer: No, the technician needs to be trained as stipulated in paragraph 5.4 of the Terms of Reference. The preventative maintenance will be effected by SASSA technicians.

Question: Do you require client references for the bid and does this affect scoring on the responses?

Answer: No, Scoring will be based on Bid Evaluation Process as defined in the Terms of Reference.

2. **The Document Warehouse (JHB) - Karla Van Zyl: (5 December 2023 09H13)**

Question-Your document states that there was a compulsory briefing session on the 30th November @ 10:00am. I was at your premises and was told that there will be no briefing session that day. I did sign the book at your security officer's desk. Will this be accepted?

Answer: There was an error in the initial advert that was published. This was withdrawn and was replaced with the correct advert. Therefore there is no briefing session for this bid.

Question: Page 4 - 2.1 (Scope of Work) – Do you already have specific scanning software or do we need to supply you with Kofax Software?

Answer: SASSA already have KOFAX licenses for scanning.

Question: Page 6 – 5.1.1 & 5.2.1 (Scope of Work) – At 5.1.1 you ask for an “an unlimited daily duty cycle scanner” and the again at 5.2.1 you are asking to scan “between 3000 and 8000 pages” per day. Please confirm which option you are looking for because there is a very big price difference between the two different type of scanners.

Answer: The bidder is advised to respond as per the device specification template.

3. Tutu Molomo - orgasmicsoftware.co.za (6 December 2023 -15H12)

Question: Does the bid scope of works include configuration of the scanners? In other words installation on site and configuration?

Answer: No, The configuration of scanners at the SASSA local offices will be done by SASSA technicians. The bidder is referred to paragraph 5.4 of the TOR. The bidder is to provide the training, support and maintenance at each of the designated central location in each region.

Question: The pricing table does not cater for training. Can we add training and provide final pricing in an annexure to our proposal?

Answer: The training will be provided to SASSA staff (Field technicians) at the designated central location in each region who will be responsible to transport, install and configure the device at the local offices. They will provide the training to the users of scanner devices at local offices.

The pricing of this training is part of the 3-year Warrantee and Break-Fix maintenance of the Scanners. The intent of the training is to ensure the general maintenance and transportation of the scanners.

Question: How many SASSA officials will need to be trained at the various centres. that is, is it possible to obtain a list of trainees per centre?

Answer: The training will be part of the delivery and hand over process of the scanning devices at the designated location (Refer to the number of offices in paragraph 6 of the Terms of Reference) and will be provided to the SASSA officials.

Altron - Bongani Ngwenya - 7 December 2023

Question: Are the regions mentioned in Point Number 6.3 Page 46, the final offices or can this change?

Answer: The regions listed in the Terms of Reference is the definite list.

Question: May you specify what Kofax Software you are currently using that will be used with the scanners

Answer: SASSA is using the KOFAX scanning technology

Question: Please elaborate on insurance required for Power Failures

Answer: SASSA has not included any insurance for power failures.

3. NOTE TO BIDDERS

3.1. The closing date for the submission of bid proposals is the 14 December 2023 at 11H00.