



**sassa**

SOUTH AFRICAN SOCIAL SECURITY AGENCY

## Response to Bidders Questions

**Bid Number: SASSA 52-23-ICT HO**

### **BID Description**

Procurement of Support and Maintenance services for the  
OpenText (CLM LiveLink) Suite of products and  
related Records Management Solutions  
for a period of three (03) years

**17-10-2023**

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## 1. BID INFORMATION

- 1.1. **Bid Number:** 53-23-ICT-HO
- 1.2. **BID Description:** Procurement of Support and Maintenance services for the OpenText (CLM LiveLink) Suite of products and related Records Management Solutions for a period of three (03) years
- 1.3. **Date Published:** Thursday, 05 October 2023
- 1.4. **Closing date / Time:** Monday, 30 October 2023 - 11:00
- 1.5. **Enquiries:**  
Contact Person: Ms. Mogafe Mphahlele  
Email: MogafeM@sassa.gov.za  
Telephone Number: 012 400 2412
- 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
- 1.8. **Compulsory Briefing Session:** Thursday, 12 October 2023 - 11:00  
SASSA Head Office; 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius Streets.  
Arcadia. Pretoria

## **2. BIDDERS QUESTIONS – COMPLUSORY BRIEFING SESSION 12 OCTOBER 2023**

### **2.1. Datacentrix**

1. Do we have a list of projects that needs to be delivered on this contract

## **3. BIDDERS QUESTIONS – 16 OCTOBER 2023**

### **3.1. Faranani DocTec**

1. Paragraph 8.7.5 refers to keeping busy 8 hours a day, and also other mentions in the tender document of 160hours. Does SASSA require after hour or support over the weekends? And if so, how should this be quantified and costed?
2. Paragraph 9.1.4 refers to assist and support change management programmes, can it be assumed SASSA will assign Change Managers?
3. Paragraph 10.3.9. Govern timeframes on deliverables where deliverables are included as SASSA's responsibility ensuring all service levels are achieved. Please elaborate? Is it expected for the service provider to manage SASSA resources and other service providers?

### **3.2. Datacentrix**

1. Can you confirm whether all respondents, even all subcontractors, needed to be present at this briefing on 12 October 2023?

## **4. RESPONSE TO BIDDERS QUESTIONS**

1. Do we have a list of projects that needs to be delivered on this contract?
  1. The projects are listed in the terms of reference.
2. Paragraph 8.7.5 refers to keeping busy 8 hours a day, and also other mentions in the tender document of 160 hours. Does SASSA require after hour or support over the weekends? And if so, how should this be quantified and costed?
  1. The bidder is referred to paragraph 2 and in particular paragraph 8.
  2. The costing must be based on a 160 hours per month.
  3. The bidder will be recovering costs with respect to service outcomes and projects being delivered.
  4. The bidder is expected to establish the time, resource allocation, effort and scheduling to achieve the required service outcomes.
  5. The costing of the above per resource to be calculated and converted to a rate per hour and costed for 160 hours. E.g. a content server administrator may work 4 hours during the day and 6 hours at night, and 12 hours a month on weekends. The bidder will then determine the total cost of the resource for the month and the total number of hours worked, and determine a rate per hour. This is then multiplied by 160 to give the cost of the resource.

3. Paragraph 9.1.4 refers to assist and support change management programmes, can it be assumed SASSA will assign Change Managers?
  1. The bidder will be required to assist the assigned SASSA change managers with the necessary content (e.g. training manuals, training videos, slide presentations) and advisory services.
  2. Posters and similar, communication to the public, is outside the scope of this contract.
  3. The bidder will be required to provide the necessary training of users to enable to effective adoption and use of the solution.
  
4. Paragraph 10.3.9. Govern timeframes on deliverables where deliverables are included as SASSA's responsibility ensuring all service levels are achieved. Please elaborate? Is it expected for the service provider to manage SASSA resources and other service providers?
  1. The bidder is required as part of its resource proposal to include a project manager and an operations manager. The roles and responsibilities are defined in 11.5.10 and 11.5.12 respectively.
  2. This means the project manager and operations manager need to be aware, and where required, actively participate and collaborate in the existing governance structures. E.g. HOSS, CAB, ICT-MANCO etc.
  3. Further the bidder may propose additional structures that will assist them in ensuring the service levels are achieved and projects are delivered that are within their domain of responsibility.
  4. The bidder is expected to collaborate with incumbent services providers (e.g. Opentext licenses agreement service provider, infrastructure etc.) and escalate unresolved challenges.
  
5. Herewith please find the following question requiring clarification. Considering this tender Bid Number SASSA 52-23-ICT-HO for OpenText had a Compulsory Briefing session can you confirm whether all respondents, **even all subcontractors**, needed to be present at this briefing on 12 October 2023
  1. The bidder is referred to the special conditions of the bid, paragraph 19.
  2. If the bidder decides to sub contract portions of the required services:
    - 2.1. The contract will be concluded between the main contractor and the institution (SASSA);
    - 2.2. The main contractor and not the sub-contractor would be held liable for performance in terms of its contractual obligations.
    - 2.3. The responsibility to sub-contract with a competent and capable subcontractor rests with the main contractor/ supplier.
    - 2.4. The main bidder is required to have attended the compulsory briefing session.
    - 2.5. There must be no restrictions from OEM to allow the main bidder to sub-contract.

## 5. NOTE TO BIDDERS

- 5.1. The closing date for bidder's questions is the 16 October 2023.
- 5.2. No questions received from bidders after the 16 October 2023 will be responded to.