



**sassa**

SOUTH AFRICAN SOCIAL SECURITY AGENCY

## **Terms of Reference**

**APPOINTMENT OF A PANEL OF ACCREDITED SERVICE PROVIDERS TO PROVIDE TRAINING AND  
DEVELOPMENT INTERVENTIONS FOR A PERIOD OF THIRTY-SIX MONTHS**

**Bid Number: 58-23-HCM-HO**

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

**30-10-2023**

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## 1. Response to Bidders Questions.

- 1.1. When bidders go through the accreditation process, the process itself is quite stringent, in that everyone who is accredited, is on the same level as all other service providers. There are service providers who have been doing this for some time and there are new entrants who do not have the required experience therefore no reference letters will be available for them, therefore they will be closed out.

**Response:** It is important for SASSA to obtain a service provider that has the necessary experience and has demonstrated that they are capable of providing the kind of service that is required for the training intervention. This will be verified by the reference letters requested. As much as SASSA understands the issue of new entrants, it is important for SASSA to be able to perform due diligence to confirm a company's experience. The number of reference letters requested have been minimised to accommodate as many service providers as possible.

- 1.2. In terms of the reference letters required, in cases where one reference letter addresses more than one training intervention (For example; in IT Training, MS Office and Technical/Server Support could be provided as a bundle), furthermore, such as in cases where a previous project required a bundle of training interventions, will one reference letter suffice for all other interventions?

**Response:** Bidders should duplicate the reference letter per training intervention and highlight the training intervention applicable on the reference letter.

- 1.3. How many service providers is SASSA intending on having on the panel?

**Response:** There is no maximum number set, that SASSA is limiting itself to. Compliant service providers will be grouped per training intervention and as and when a need arises, service providers will be engaged to provide quotations although this does not confirm that service providers will be appointed.

- 1.4. How many delegates are required to be trained and what is the frequency of training?

**Response:** The details of the number of delegates and frequency of training will be determined during the process of requests for quotations, in this current process, SASSA only requires to develop a panel.

- 1.5. In the reference letter, should the information regarding feedback in terms of the work done, be captured on the reference letters?

**Response:** The reference letter should be structured in the manner stipulated in the TOR, any information over and above what has been requested is welcomed.

- 1.6. In terms of the reference letter, is there a way to accept the reference letter for a Facilitator instead of the Company?

**Response:** For the sake of being on a panel, the requirement is for a company to demonstrate their experience and not the experience of their Facilitators. This could be a requirement at a later stage when quotations are sourced, however, at the moment, service providers are required to provide reference letters that will show that the company has done this work before.