



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

RESPONSE TO BIDDER QUERIES

Terms of Reference

SASSA: 04-23-CS-HO

**APPOINTMENT OF A SERVICE PROVIDER FOR
CO SOURCING OF THE BENEFICIARY
RECORDS MANAGEMENT SERVICES FOR A
PERIOD OF THREE YEARS**

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1. QUERIES AND RESPONSES

Number	Bidder	Bidder Query	SASSA response
01	The Document Warehouse	When packaging our bid, please advise if we should we follow the prescribed format as listed in "Annexure H – Packaging of Bid Proposal" or should we us the format in the "Technical Response Requirements – Page 10" as the two contradict each other as it states "checklist for submission" However the checklist is a different document to Annexure H. Pg. 10 of TOR	<p><u>Section 9.2</u> and <u>9.2.1</u> reads "<u>Technical Response Requirements</u>" and <u>Technical Proposal must include and follow the order prescribed below</u> respectively...this is a guide and highlight on the contents that are evaluated on the Technical Response. It is therefore very Important that these items are included in the Technical Response and the items that will be evaluated. This is also to assist the bidders in ensuring that they respond adequately to the requirement of the bids, stating the appropriate information.</p> <p><u>Annexure H</u> reads "<u>Packaging of the Bid Proposal</u>" meaning that these contents should be packaged in this order. There is a lot of information that needs to be processed and assessed during this process. This assists in create uniformity in finding the information that is required in the files submitted as proposals.</p>
02	The Document Warehouse	Pg. 12 – Evaluation Criteria Point 1 – as TDW already has the records, the initial record intake exercise plan will be minimal. Therefore as TDW would not be required to relocate SASSA or SASSA's records, will we be awarded the full 15 points?	The Document Warehouse should respond adequately relative to this point, specifically in relation to the steps that they would take during this phase. This is specific to each bidder and the evaluation will be facilitated in line with each respective bidders proposed Action Plan.

03	The Document Warehouse	Pg. 16 – Point 9 – The Relocation of records in 4 weeks; this contradicts page 8, point 2 – where it states that 3 months are required to get the records relocated. Please would you clarify?	Pg 16 is <u>CHECKLIST FOR SUBMISSION OF BID</u> the purpose is to assist the bidders to ensure that they have responded adequately to the bid in their proposals. However, the period in relation to the relocation of records as repeated a couple of times in the bid document is : <u>“The service provider must ensure readiness of facility by 01 December 2023 and SASSA must have access to the facilities three (03) months prior (for progress monitoring, relocation of SASSA records, assets and connectivity set-up etc). These facilities must be within the 30 km radius of current SASSA Records Management Centres, for ease of access by SASSA.”</u> The 4 weeks can be scratched out to align to the sentence above.
04	The Document Warehouse	Pg. 16 – Point 8 – please clarify what certificates/credentials/memberships to associations and accreditations, should be included in the bid submission? Pg. 9, Point 9.1.1 – states that the compliance documents must be submitted 5 days before occupation, however, point 8 questions if the documents have been submitted with the bid?	The response should be referenced to <u>Point 9.1.1.</u> Once again, this is a checklist intended to assist the bidders in ensuring that they have responded adequately to the requirements. This will be treated as a commitment as well when referencing to <u>9.1.1</u> that the required certificates/credentials/memberships to associations and accreditations will be provided accordingly in line with the requirements of this bid and the reference sections.
05	The Document Warehouse	Can you please confirm the closing date for questions?	There is no closing date for questions


06	The Document Warehouse	Please confirm how many reference letters are required, Annexure H states maximum of 3 letters from current service providers, Annexure G states that we are to provide a list of current and past contracts. What is the total amount required by SASSA	<p><u>Section 10.3.2 of the Special Conditions state that:</u></p> <p>The bidder must have the capability to store and manage high volumes of records as per SASSA requirements of a minimum 60 million records. The bidder must submit <u>a minimum of one (01) signed and dated reference letter from the listed bidder's clients</u> as indicated on the Table of Experience (Annexure G) and signature date must not be older than 3 months with the following information:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Name of the client/organisation; <input type="checkbox"/> Contract period; <input type="checkbox"/> Name and contact details of the Contract/Project Manager; <input type="checkbox"/> Specify services provided (Records storage, maintenance, retrieval and records transportation, etc.); <input type="checkbox"/> Number of records volumes managed by the bidder; <input type="checkbox"/> Reason for termination.
07	The Document Warehouse	As this bid required for the pricing to be submitted in a separate envelope, please would you confirm if the bid price should be written on SBD3.1?	The bid price should be written on the SBD 3.1.

08	The Document Warehouse	And if so, should the SBD3.1 be placed in the sealed pricing proposal envelope?	SBD 3.1 should be placed in the sealed pricing proposal envelope
09	Metrofile	Regarding the Occupancy Certificate, we understand that when buildings are first occupied, an occupancy certificate is issued. This could be many years ago given the age of buildings. Please clarify if SASSA requires a copy of the original, or new certificates?	<p><u>Sections 9.1.2</u> indicates that:</p> <p><u>“Bidders to provide a letter of commitment to provide the below mentioned documents within a period of six (06) months from the commencement of the contract, should they be the successful bidder.”</u></p> <p>A new certificate, as per this requirement. It is important to indicate to the Agency that the building is compliant, the building might have been in existence. However, this would be a new occupation for the Agency</p>
10	Metrofile	Will the current service provider provide us with the database in the event that we get awarded?	The newly appointed service provider will be provided with an Inventory List accordingly.
11	Metrofile	Do you require file level indexing. Meaning each file will be captured onto our system verifying against the database also provided.	<p>Refer to <u>Section 4.1.1</u> Initial Records Intake Exercise:</p> <p><u>“Time Frames (including capturing of files onto the Service Provider’s system)”</u></p> <p>The appointed service provider will therefore be expected to account for each and every file handed over to them, and takes full responsibility of the boxes and files after handover to verify the contents accordingly and ensure accuracy.</p> <p><u>Section 4.1.2.3</u></p> <p><u>Initial Services:</u></p>

			<p><u>o New box provision when required;</u> <u>o Packaging;</u> <u>o Data Entry;</u> <u>o Indexing;</u> <u>o And other related services.</u> <u>Records must be captured into the system of the appointed service provider within the first six months of signing the service level agreement (Refer to Annexure J).</u></p>
12	Metrofile	Will the files remain in the boxes for storage or is SASSA looking at an open racking/shelving solution for storage. Meaning the boxes will fall away and only the files will be stored on the shelves?	The files are expected to remain in the boxes.
13	Metrofile	Regarding the size indications for the facilities, are they estimations or set area sizes?	I do not quite understand this question. However, the Annexure B, needs assessment indicates that " <u>ASSIGNABLE AREA (80%)</u> ". If this response is not adequate, kindly indicate and clarify further.
14	Metrofile	Will SASSA be providing their own PC's, Printers and/or peripherals?	SASSA will provide own PC's, Printers and/or peripherals, these might be relocated from the current RMCs.

15	Metrofile	Will SASSA be providing their own Multi-functional devices (MFU)?	SASSA will provide own Multi-functional devices (MFU), these might be relocated from the current RMCs.
16	Metrofile	Will SASSA IT be supporting their own desktops and users?	SASSA will provide own SASSA IT support to own desktops and users.
17	Metrofile	Will SASSA be providing network equipment (e.g. switches, cabinets, telephony, wi-fi AP's)? Please provide detail.	Kindly refer to Annexure F – ICT Requirements , that is the expected ICT infrastructure.
18	Metrofile	Will SASSA be providing routers and last mile to their own datacentre? (Metrofile will provide last mile to our datacentre)	Kindly refer to Annexure F – ICT Requirements , that is the expected ICT infrastructure.

19	Metrofile	Will SASSA be providing support on their Infrastructure and connectivity?	<p>SASSA will provide support, Kindly refer to Annexure F – ICT Requirements, that is the expected ICT infrastructure.</p> <p>1.2. ICT Support Location</p> <ul style="list-style-type: none"> ☑ Dedicated and Lockable Office ☑ 12m2 in size 										
20	Metrofile	Will SASSA require the server rooms and premises to have access control (card or biometric)?	In line with Annexure E - Security Requirements , the Biometric Access Control is the required security measure in terms of access, as per the ToRs.										
21	Metrofile	Will SASSA users require internet access?	Kindly refer to Annexure F – ICT Requirements, that is the expected ICT infrastructure. 1.5. Critical Evaluation Elements – (Bidder to Provide Telkom infrastructure Availability information (Metro Ethernet at Best, Dignet 4MB's at Worst).										
22	Metrofile	How many plastic boxes in the Eastern Cape must be replaced? If you could possibly give us and estimate or indication on the quantity we can make provision for	<p>All the boxes in the Eastern Cape will need to be replaced (the entire quantity of Eastern Cape as displayed on the table of quantities per region)</p> <table border="1" data-bbox="837 1110 1944 1294"> <thead> <tr> <th data-bbox="837 1110 1048 1257">REGION</th> <th data-bbox="1055 1110 1285 1257">POINT OF COLLECTION FOR INITIAL INTAKE EXERCISE</th> <th data-bbox="1292 1110 1464 1257">CURRENT FILE VOLUMES FOR THE REGION</th> <th data-bbox="1471 1110 1666 1257">CURRENT ESTIMATES FILE VOLUMES GROWTH RATE PER MONTH</th> <th data-bbox="1673 1110 1944 1257">CURRENT NUMBER OF BOXES</th> </tr> </thead> <tbody> <tr> <td data-bbox="837 1262 1048 1294">Eastern Cape</td> <td data-bbox="1055 1262 1285 1294">East London</td> <td data-bbox="1292 1262 1464 1294">8 547 637</td> <td data-bbox="1471 1262 1666 1294">0.49</td> <td data-bbox="1673 1262 1944 1294">160 618</td> </tr> </tbody> </table>	REGION	POINT OF COLLECTION FOR INITIAL INTAKE EXERCISE	CURRENT FILE VOLUMES FOR THE REGION	CURRENT ESTIMATES FILE VOLUMES GROWTH RATE PER MONTH	CURRENT NUMBER OF BOXES	Eastern Cape	East London	8 547 637	0.49	160 618
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23	Metrofile	<p>Please advise if line item prices must be listed in the blank column or if this column must be left blank</p> 	<p>As indicated on the Terms of Reference and during the briefing session, SASSA is using a Management/Flat Fee model, the only amount therefore required, is the amount that will be charged per month, on the block that indicates Rands. The column below just lists the service included in the Management Fee and should be left. It is not a requirement to itemise the services.</p>
24	Metrofile	<p>ISO 11799 – Please confirm if the provision of the desired qualification is a qualifier and would non-submission lead to disqualification</p>	<p>ISO 11799 is a minimum requirement as per the Terms of Reference, and in line with the requirement of the South African National Archives, this may be supplemented by other relevant standards, over and above the minimum requirement. This supplementary standard must be relevant to the nature of the service, and address the requirement of providing storage facilities for records, in line with the requirements of the National Archives.</p>
25	Metrofile	<p>In terms of Clause 10.3.3 of the TOR – Please confirm if Municipal Account Statements are acceptable as proof of ownership, if not, please advise what will suffice.</p>	<p>The intention and purpose of this section is to assess the footprint of each of the bidders and the capacity of providing this service accordingly. It is the responsibility of the bidder to provide as much information as possible in this regard, to ensure a smooth evaluation process and remove any doubt whatsoever. It is advisable to provide more information than less information.</p>

26	Harold Nkabi	<p>How will we be gathering data Who will be directing us to beneficiaries The day to day running of this kind of a project.</p>	<p>SASSA is a custodian of high volumes of beneficiary records (60 548 234 as at 31 March 2023) which are currently managed in Records Management Centres (RMCs) situated in nine regions (1 Records Management Centre per region). The Agency has a responsibility of ensuring that the beneficiary records are stored and managed in a manner that will preserve them for as long as they are needed. It also has to ensure that during their lifecycle they are safe, accounted for, retrievable and not damaged.</p> <p>SASSA Beneficiary Records are maintained through a Co-Source Arrangement – Storage and retrieval functions are performed by a service provider specializing in records management in Regions – Co-source arrangement. This is inclusive of the Transportation of records from the SASSA Local Office, offsite storage, maintenance, retrieval services and support services for files. The records storage facilities must be located in all nine regions. Some of the functions are performed by SASSA within this arrangement.</p> <p>The service provider must also provide office accommodation for SASSA's Records Management Centre (RMC) staff performing registry functions linked to the beneficiary records, within the offsite records storage facility per region.</p> <p>The Service Provider must provide and maintain an electronic document tracking system that will be used for tracking the collection and delivery of records. SASSA must have access to the system. The system must:</p> <ul style="list-style-type: none"> o Alert the service provider of collections that must be made from Local Offices;
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			<ul style="list-style-type: none">o Enable tracking at file level with audit trail;o There must be access to different levels to locate the whereabouts of the files and transfer of ownership.
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