

QUESTIONS AND ANSWERS: BID NUMBER: SASSA-08-22-CS- HO

NO	QUESTIONS: BIDDER	ANSWERS: SASSA
<p>Asked by Simon Masilela of Metrofile (Pty) Ltd</p>		
<p>1.</p>	<p>Page 11 of 16, clause 10.3.2: The bidder must have the capability to store and manage high volumes of records as per SASSA requirements of a minimum of 60 million records.</p> <p><i>Please clarify if the interpretation of 60 million records, refers to paper-based records per image/file only or if inclusive of electronic /data records.</i></p>	<p>In line with the Term of Reference, the beneficiary records collected from the SASSA Local Offices and currently stored in the Records Management Centres, are paper-based records. However, section 9.2.1 makes reference to the Disaster Management Plan which includes (Page 10 of 16), but not limited to:</p> <p>(a) Service Continuity. (I.e. system back up against crashing, cyber-attacks, Industrial action).</p> <p>RMC must be able to acknowledge receipt of files at file level (Page 2 of 16); Enable tracking at file level with audit trail (Page 2 of 16); Retrieval for day to day operations must be done at file level (Page 5 of 16). Pricing must be done taking into account that the service provider is expected to manage the records at a file level (Page 8 of 16).</p>
<p>2.</p>	<p><i>Will SASSA provide us a Database of the existing records as part of the take on process?</i></p>	<p>There is a service provider currently providing this service, and the records will be collected from the premises of the current service provider, and a list of the records collected will be provided for verification against records handed over and records received by the newly appointed service provider.</p>

