

**QUESTIONS AND ANSWERS: BID NUMBER: SASSA-40-21-ICT- HO**

Asked by Pam Groenewald of The document Warehouse			
Section	Requirement	TDW Question	Responses
Annexure A	Routes	Can TDW arrange the collections based on the most cost effective route, thus deviating from the prescribed routes in this annexure.	The routes and discussions therefore may be discussed at a contract management level between the appointed service provider and the respective regions. The routes were developed by the regions. However, it is important to note that the quotes should be provided in line with the advertised routes.
Annexure C : 3.4	Service provider to provide back-up water system in case of water shortages (ie water tanks)	Will 10 000 litre backup water supply be sufficient ?	For the purpose of this process, the capacity for the back-up water were not specified in the Terms of Reference. Therefore, quotations may be provided in line with what the service providers deems best that the back-up water system will be sufficient during outages.
Annexure D : Page 7 : Covid-19 Pandemic mitigation	Disinfection/Decontamination after a Covid-19 Positive Case	How many decontamination sessions per region per month should be accommodated in our proposal ?	The disinfection referred to, is in line with the disinfection after a positive case. Therefore, disinfection cannot be conducted without a confirmation of a positive case in the premises. This also



			has to be in line with the Covid -19 protocols that the affected area should be disinfected.
Annexure E : 1.1	24 hour monitored security	<p>Are we correct in assuming that on a normal site with one entrance we will require <b>13 guards</b> in total, broken down to the following guards;</p> <p>Entrance Guards – Day Shift = 2 Armed Guards  Entrance Guards – Night Shift = 0 Guards  SASSA Reception Area – Day Shift – 2 Armed Guards  SASSA Reception Area – Night Shift- 2 Armed Guards  Security Control Room – Day Shift – 2 Unarmed Guards  Security Control Room – Night Shift – 2 Unarmed Guards  Night Shift – 3 Armed Guards</p>	<p><b>As per the Terms of Reference, the required security guards are as follows:</b></p> <p><b>during the day:</b></p> <ul style="list-style-type: none"> <li>• Entrance gate = 2</li> <li>• Reception area = 2</li> <li>• Security control = 2</li> </ul> <p><b>During the night:</b></p> <ul style="list-style-type: none"> <li>• Security control = 2</li> <li>• Night guards = 3</li> </ul>
Annexure E : 1.1.1	Security Control Room	Will space be allocated at the SASSA RMC for the housing of the Control room guards ?	<b>In line with the Terms of Reference, on Annexure B – Office Space Requirements. An allocation of space has been indicated for the Control Room in each of the RMCs.</b>
Annexure E : 1.4 Access Control – SASSA Office Space	Walk through metal detector, x-ray machines & biometric access control in SASSA RMC's	In the event that these items are already installed at your RMC's, are we able to continue use of those items or would you prefer we replaced any existing systems ?	<b>In the event that these items are in good working order, and are in compliance with the current Terms of Reference, there is no need to replace them.</b>
Annexure E : 1.4 Access	Biometric Access control in SASSA office space	Are Biometric Access control points required at the RMC entrance only, or	<b>In line with the Terms of Reference Annexure E- Security Requirements,</b>



Control – SASSA Office Space		within the RMC offices as well?	these items are required at the SASSA Office space.
Annexure E : 1.4 Access Control – SASSA Office Space	Walk through Metal detector & Xray machines	Are both items required at each RMC entrance?	<b>Yes, In line with the Terms of Reference Annexure E- Security Requirements, these items are required at the SASSA Office space.</b>
Annexure E : 1.6 CCTV	CCTV Camera Surveillance Systems	In the event that this infrastructure is already installed at your RMC's, are we able to continue use of those items or would you prefer we replaced any existing systems?	<b>In the event that these items are in good working order, and are in compliance with the current Terms of Reference, there is no need to replace them.</b>
Annexure J : B1	File Retrieval (72 hours)	The KPA reflects “more than 1500 files” could this please be clarified / capped at a certain quantity as this has an impact on the human resources costs, as the number of files required to be pulled determines the number of employees we have to pull these files to meet the turnaround time.	<b>A condition has been stipulated on Annexure J as indicated below.</b>  <b>Condition:</b> Subject to agreed upon logistical arrangements (SASSA & Service Provider)
TOR : 10.3.4	Bidders must have storage facilities in all 9 provinces (Bidders to provide proof of ownership or lease agreements)	For properties that are leased, will a letter from the Landlord confirming occupation and lease term suffice?	<b>In line with the Terms of Reference, the required documentation is Lease Proof of ownership or Lease Agreements.</b>
TOR 5.1.2.1 & Annexure J	Collection / Transportation Per trip	Do we allocate the cost per trip to the furthest collection point per region?	<b>Yes, the cost per trip should be in line with the furthest point per region.</b>
TOR 5.1.2.3	Management of Files	Will The Document Warehouse be required to ensure that when a box is below an average of 100 files that it gets merged with other files to ensure that the 100 files per box is maintained ?	<b>This can be implemented to ensure an average 100 files per box. However, it is imperative that all the files are traceable at all times and can be located when needed.</b>
TOR 5.1.2.3 &	Bulk retrievals	The TOR states that 1500 files to be pulled	<b>Noted, the turnaround times on</b>



Annexure J : B1		according to project time lines which will be agreed upon, however in Annexure J : B1 this contradicts this statement and states that the turnaround time is 72 hours ?	<b>Annexure J will be aligned to the Project timelines, as per the Terms of Reference.</b>
TOR 6.11	Disaster Management, Urgent Services & Emergencies	To what extend will The Document Warehouse be required to ensure SASSA's RMC business continuity in the event of a disaster, are we required to ensure that the SASSA RMC is relocated to other facilities or just maintain our contractual obligations as they currently are?	<b>This specific items is in relation to ad-hoc services. ie. In the event that are additional services required by the Agency, which may be categorised as urgent or emergency services.</b>
TOR 8.1.4	The service provider is expected to reduce the monthly invoice amount due for payment by SASSA in line with the percentage of files destructed (ie 1% of files destructed, therefor 1% of reduction in management fees)	This can be arranged, it must be noted however that storage is only one component of the management fee in total and therefor the storage portion of the management fee will be reduced by the number of files destroyed.	<b>Noted.</b>

NO	QUESTIONS: BIDDER	ANSWERS
Asked by <b>Eileen du Toit of AGS Record Management</b>		
1.	<b><i>As per briefing secession it was mentioned that the contract with your current vendor expires 28 February and will not be extended further.  In the bid it mentions that the new award will be effect 1 March 2022 and the new vendor will be given 3 months from date of award for the Refurbishment of</i></b>	<b>The refurbishment of Office Accommodation, refers specifically to the office accommodation to be occupied by SASSA officials within the Records Management Centre, to install the requirements for a</b>



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<p><b>Office Accommodation which takes us to end May.</b></p> <p><b>Please advise during that time will the contract with current vendor be until end of May to accommodate the files until Refurbishment has been completed by the end of May 2022</b></p> <p><b>What are the implications/penalties should there be a delay in not finalizing the Refurbishment of Office accommodation in the 3 month period as stipulated in bid document. Please advise</b></p>	<p><b>functional office.</b></p> <p><b>The new contract is expected to start on 01 March 2022. The contract with the current vendor is ending on 28 February 2022 and <u>will not</u> be extended to the end of May 2022.</b></p> <p><b>The files may be relocated as soon as the award has been received by the appointed service provider. It is for this reason that it has been indicated on the Terms of Reference that the service provider needs to have a national footprint in each region.</b></p> <p><b>Penalties will be implemented in relation to payment for services for that particular component, for any such delays.</b></p>
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