



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

RESPONSE TO BIDDER QUERIES

Terms of Reference
20 January 2022 - 21 January 2022

**Biometric & IAM (BIAM) and Social Relieve of
Distress (SRD) System
Support and Maintenance**

Contents

RESPONSE TO BIDDER QUERIES.....	1
24 JANUARY 2022	Error! Bookmark not defined.

1. RESPONSE 1 (24 January 2021)

Bidder	Bidder Query	SASSA response
1.1.	<p>Page Numbers refer to pages used in the ToR document</p> <p>Page 6 1.2 SASSA requires a comprehensive service which should include any aspect related to support and maintenance for instance any possible application of patches, upgrades, adding new applications to the System Dashboard (Access Request System). Changing/Enhancing the custom programs (Staff Enrolment, Beneficiary Enrolment, Non-Repudiation Program, System Dashboard etc) that is part of the BIAM solution.</p> <p>Question: In conjunction with the custom programs - Staff Enrolment, Beneficiary Enrolment, Non-Repudiation Program, System Dashboard etc Can we please be given the development tools used to do these programs – like C Sharp, XML etc</p>	<p>API development was done using Java (JEE). Web application development was done using TypeScript and Angular.</p>
1.2.	<p>Will the new service provider have full read write access to the development of these programs: Business Requirement? Business Analysis? Function Specifications? Technical Specifications ? And the actual Coding?</p>	<p>Yes, based on non-disclosure and IP ownership agreements to be signed as part of successful bid contracting. It should be understood that the relevant design and source code forms part of security and fraud prevention solutions that includes sensitive/privileged information.</p>
1.3.	<p>Page 8 2.4.5 Non-Repudiation Program (NRP) Business (currently ERP and Socpen) identified high risk transactions that must be digitally signed using the NRP system. When the transaction occurs they must log into the NRP system and approve the transaction by using their fingerprint and Smartcard.</p> <p>Question:</p>	<p>It should be noted that Beneficiary enrolment will add approximately 300 000 Non-Repudiation transactions to the above volumes, once rolled out nationally.</p> <p>SOCPEN – 1 070 000 SRD – 30 000 SAPO Payments - none SASSA HR records - none SASSA transactional records – like orders etc. - none</p>

		<p>We need to know as an average how many sensitive data transactions are stored in the Non-repudiation Database per month</p> <p>From which systems are sensitive data transactions stored currently and how many transactions per system of the following possible listed systems:</p> <p>SOCPEN SRD SAPO Payments SASSA HR records SASSA transactional records – like orders etc.</p>	
1.4.		<p>Page 10</p> <p>3.1.1 Provide full scale on-site support and maintenance services to the Agency by supporting all Oracle IAM and all related custom applications (NRP, Staff Enrol, Ben Enrol, System Dashboard etc.), and any future new developments, as well as the users and business users whose work is related to the system or integrates with the system, with effective and efficient direct support and maintenance services which will accrue to the benefit of SASSA Head Office as well as the SASSA Regions, District and Local Offices.</p> <p>Questions:</p> <ol style="list-style-type: none"> 1. How Many SASSA staff users must be supported? 2. How many Beneficiary users must be supported? 	<ol style="list-style-type: none"> 1. There are currently 6000 Socpen users. 2. We do not have Beneficiary users
1.5.		<p>What make and Model Biometric reader is implemented.</p>	<p>There are two types of biometric readers in use currently:</p> <ol style="list-style-type: none"> a) Futronic FS82HC with ISO7816 Smart Card Reader b) Lumidigm V302-40-01
1.6.		<ol style="list-style-type: none"> 1. Above it states “on site support” does this mean we need to go physically to the user? 2. Or is a remote user support preferred? 	<ol style="list-style-type: none"> 1. No, the successful bidder will be located at SASSA’s Head Office in Pretoria and will assist the SASSA users telephonically 2. Remote is preferred

1.7.		<p>Page 10 3.1.2.1 Implementation Facial recognition solution – SASSA will provide the Facial Recognition software and webcams</p> <p>Question :</p> <ol style="list-style-type: none"> 1. Does this mean that we as the service provider have to do the physical face to face enrollment 2. Or does it mean we install the system- train SASSA officials and they will do the physical face to face enrollment? 	<p>Successful service provider will install the Facial Recognition solution and train SASSA officials and they will do the physical face to face enrolment</p>
1.8.		<p>Question : Will SASSA consider replacing its current Biometric and/or Non-Repudiation software with different (or proprietary) software?</p>	<p>No, SASSA will not entertain any bid that includes replacement or proprietary software.</p>
1.9.		<p>Question : Will SASSA consider replacing its current Oracle Identity & Access Management software with different (or proprietary) software?</p>	<p>No, SASSA will not entertain any bid that includes replacement or proprietary software.</p>