



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

Terms of Reference
OPENTEXT
(CLM - LIVELINK)
Support and Maintenance

Bid Number: 09-23-ICT-HO

Response to Bidders Questions
26-06-2023

Contents

- 1. Bid Information 3
- 2. Bidders Questions – 20 June 2023 Briefing Session..... 3
- 3. Bidders Questions – 26 June 2023 4
- 4. Response to Bidders Questions. 4
- 5. Corrections:..... 8

1. Bid Information

- 1.1. **Bid Number:** 09-23-ICT-HO
- 1.2. **BID Description:** The South African Social Security Agency hereby invites proposals from potential service providers/s for the provision of OpenText (CLM Livelink) Support and maintenance services for a period of three (03) years.
- 1.3. **Date Published:** 14 June 2023
- 1.4. **Closing date / Time:** 05 July 2023@11H00am
- 1.5. **Enquiries:**
Contact Person: Ms. Mogafe Mphahlele
Email: MogafeM@sassa.gov.za
Telephone Number: 012 400 2412
- 1.6. **Downloading of Bid Documents**
<https://etenders.treasury.gov.za>
<https://sassa.gov.za>
- 1.7. **Delivery of Bid Documents**
SASSA Head Office; 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius Streets. Arcadia. Pretoria
- 1.8. **Compulsory Briefing Session:** 20 June 2023, 10H00
SASSA Head Office; 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius Streets. Arcadia. Pretoria

2. Bidders Questions – 20 June 2023 Briefing Session

2.1. Baraka IT Solutions

- 2.1.1. Explain the resource allocation on the project and how the hours are costed. Eg. If an architect is used 8 hours for a month and functional analyst is allocated 160 hours a month.
- 2.1.2. In terms of procuring of licenses, what is position of SASSA on this bid. Eg If there is a need for a software testing licenses will SASSA pay for these licenses.

2.2. Faranani DocTec

- 2.2.1. In terms of paragraph 13 and 16, to enable a solution, what would guide any procurement of licenses.
- 2.2.2. Explain the 20% and 80% split in terms of support and routine maintenance and support and enhancements.
- 2.2.3. Explain the costing for Expansion services.
- 2.2.4. What is the time threshold for to attend a briefing session that will deem a company present, noting that 1 company attended the session late at 11H53.
- 2.2.5. Have we checked the company names on the register against who actually attended?

3. Bidders Questions – 26 June 2023

- 3.1. Annexure F refers to “Full Time Resources” but also requires in the table to provide “Number of hours per month” which contradicts “full time”. The deliverable here as referred to in the tender briefing is the SLA and to support it for 20% and enhance it for 80%. But it is not clear what the full extent of the Support and Maintenance would require?
- 3.2. Please elaborate on “enabling” software licenses? Does SASSA have existing licenses for Software Maintenance and Support Services, e.g., Monitoring Tools or Incident Management
- 3.3. What would be the criteria for distinguishing between Solution Enhancements and Solution Expansion?
- 3.4. Paragraph 8.4.2.6 refers to 24-hour monitoring of requests to OpenText. Please elaborate on the requirement. Is this limited to OpenText or monitoring of requests logged by all other 3rd Party vendors to OpenText?
- 3.5. Paragraph 10.3.8 refers to managing effort and communication between all stakeholders, does this include other SASSA Service Providers from other domains?
- 3.6. Paragraph 10.3.9 does this imply that the Service Provider would be managing responsibilities of SASSA?
- 3.7. Paragraph 12.2 list expected Expansion Project, which seems to correlate to the 15 expected expansion project (5 project per year for 3 years). Will this be the basis of the expansion projects or how will the expansion project be identified and scoped? Would the Service Provide have the “right” to rejected expansion projects exceeding the scope of the contract and platforms?

4. Response to Bidders Questions.

- 4.1. Explain the resource allocation on the project and how the hours are costed. Eg. If an architect is used 8 hours for a month and functional analyst is allocated 160 hours a month.

The bidder must align the resources requirements to the service segments that were listed in the Terms of Reference. The bidder is further advised to note the inventory of initiatives that were listed under expansion services.

It must be noted that this is a deliverable base contract, and you would need to have the right resources in place to deliver on the projects.

Listed in the terms of reference is the minimum resource requirement to form the baseline for full time resources to enable the support and maintenance component of the bid. These resources are **FULL TIME** resources and must be fully committed to the SASSA contract and cannot be shared. The expectation is that the baseline costing of the listed resources will be calculated on an 8-hour day or 160 hours per month.

The hours are not fixed for the listed resources to allow for the inclusion of additional resources that are optional that will form the bidders baseline for resources. Just to reiterate, the resource proposal from the bidder needs to align to their solution (support and maintenance) proposal.

- 4.2. In terms of procuring of licenses, what is position of SASSA on this bid. Eg If there is a need for a software testing licenses will SASSA pay for these licenses.

This contract is primarily a services contract. The paragraph 13 allows solution enablement services where basic licenses and hardware can be procured to ensure the development and testing of the solution can be show cased (Solution enablement).

Any software licenses that are required by the bidder to ensure the management and delivery of the support and maintenance service must be included in the support and maintenance costing. These licenses will not be procured outside the contract and do no form part of the solution enablement licenses.

NB: Please note that SASSA has already procured Opentext licenses required for this service.

- 4.3. In terms of paragraph 13 and 16, to enable a solution, what would guide any procurement of licenses.

This contract is primarily a services contract. The paragraph 13 allows solution enablement services where basic licenses and hardware can be procured to ensure the development and testing of the solution can be show cased (Solution enablement). This means that there could be infrastructure or technology licenses that will be required to ensure enabling the realization of the solution.

The existing licenses mentioned in paragraph 16 needs to be serviced by this contract as part of paragraph 13.

- 4.4. Explain the 20% and 80% split in terms of routine maintenance and support and enhancements. The successful bidder will bill SASSA at a fixed monthly rate that forms part of the baseline costing. The split in the costing of 20% is to cater for the routine maintenance and support and 80% for enhancement (adaptive and perfective maintenance and the creation of workflows and scanning projects). The priority is to ensure the optimum performance and availability of the production systems, as well as to execute projects using the baseline resources. This means keeping the resources busy for 8 hours a day. These projects forming part of the enhancements are agreed to upfront as part of an annual programme plan.

Note this is a deliverable based contract, so the successful bidder cannot raise an invoice if service levels are not met or projects are not delivered. During the course of the year, the agreed projects in the programme plan must be delivered and progress against the baseline costing and the enhancement projects are reviewed every quarter.

- 4.5. Explain the costing for Expansion services

This is a project based deliverable and costs will be based on an approved proposal (statement of work). These costs are not part of the baseline costing. The successful bidder will recover costs

(invoicing) against delivery of agreed billable milestones per project. The project will be approved on available budget and priority.

4.6. What is the time threshold for to attend a briefing session?

The concern raised of the company representative is noted. This will be discussed internally and confirmed with National Treasury and will advise the bidders present.

Updated Response: National Treasury have indicated that they have not provided such a directive or practice note. The position of SASSA is that if the briefing session register was signed by the bidders attending the session, their bid proposal will not be disqualified.

4.7. Have we checked the company names on the register against who actually attended?

The register was checked against the attendees. Any additional entries were removed.

4.8. Annexure F refers to “Full Time Resources” but also requires in the table to provide “Number of hours per month” which contradicts “full time”.

The resources listed are the minimum resources that must be committed to this project forming the core team. These resources will be costed on an 8-hour day, or 160 hours per month. The bidder may add additional resources to support the core team. These additional resources need to be costed at the quoted hourly rate, and the number of hours allocated. Hence the hours column in the table was added to the pricing scheduled.

4.9. The deliverable here as referred to in the tender briefing is the SLA and to support it for 20% and enhance it for 80%. But it is not clear what the full extent of the Support and Maintenance would require?

The core team will be working full-time on the SASSA project. As such the bidder will be recovering costs against these resources. The 20% for routine maintenance and 80% for enhancement is to ensure that we use the core team optimally to ensure that we have continuous improvement of the solutions in production, and further adding various modules to support the various business units using the currently deployed technologies. An agreed set of projects will be developed as part of an annual programme plan, based on the operational plan targets and requests from business. The projects will be split into enhancement projects and expansion projects. The 80/20 split is fluid and the principle is to keep the core team busy whilst improving the product service offering to business.

4.10. Please elaborate on “enabling” software licenses?

Enabling software licenses are licenses that will be required by the bidder to ensure support and maintenance and the governance and deliverable management services can be delivered. For example, this may include amongst others:

1. Project / task tracking solution
2. Call logging and Incident management solution
3. Testing software

Solution enabling licenses are basic Proof of concept (POC), or Seed licenses that allows for the solutions to be built, demonstrated and tested. Typical the solution will improve services enjoyed by SASSA clients. Also refer to response 4.4

- 4.11. Does SASSA have existing licenses for Software Maintenance and Support Services, e.g., Monitoring Tools or Incident Management.

SASSA is in the process of implementing an end-to-end monitoring tool. SASSA has also a service desk solution called "Avanti" that is currently being supported and managed by an outsourced service provider as part of the desktop and hosting support contract.

- 4.12. What would be the criteria for distinguishing between Solution Enhancements and Solution Expansion?

Typically, an enhancement project will be classified as, corrective, adaptive or perfective maintenance on existing systems in production. This will include projects using the currently deployed technology stack that can be delivered using the core team. These projects will not be billed but will form part of the support and maintenance costs. Important is to note that we need to continuously improve the solutions whilst keeping the core team busy. This means that after every quarter progress is measured against the agreed enhancement projects.

Expansion Projects are major projects that cannot be delivered within the current baseline. Each of these projects will have a specific scope and deliverables and will follow a project life cycle. A business case or statement of work will be first developed and costed with a formal proposal. The project proposal will require approval by the steering committee. Recovery of costs on expansion projects will be based on sign off on agreed billing milestones per project.

- 4.13. Paragraph 8.4.2.6 refers to 24-hour monitoring of requests to OpenText. Please elaborate on the requirement. Is this limited to OpenText or monitoring of requests logged by all other 3rd Party vendors to OpenText?

SASSA has an OpenText license agreement that ensures that SASSA has the necessary software assurance and support of the OEM. This license agreement is managed and facilitate by an accredited OpenText Partner. This contract will expire in September 2024. It is expected that the bidder will have to collaborate with the incumbent partner to ensure issues with the OEM are logged and the required responses are received. Due to different time zones etc. and based on the priority of the calls to ensure the production system is fully operational: All calls need to be managed and monitored so that they meet the response and resolution times as per the license agreement, either by engaging with the OEM directly or that they are facilitated by the incumbent service provider.

- 4.14. Paragraph 10.3.8 refers to managing effort and communication between all stakeholders, does this include other SASSA Service Providers from other domains?

"Co-ordinate the effort and communication between stakeholders"

SASSA has a number of contracts, that support the various ICT operations. It is imperative that the bidder is collaborative with the various service providers within SASSA so that the services and deliverables can be achieved. SASSA has limited internal resources so it is prudent the bidder notes the collaboration requirements to ensure that services are rendered and agreed deliverables are achieved.

- 4.15. Paragraph 10.3.9 does this imply that the Service Provider would be managing responsibilities of SASSA?

“Govern timeframes on deliverables where deliverables are included as SASSA’s responsibility ensuring all service levels are achieved.”

SASSA will not be outsourcing its responsibilities. The bidder is expecting to assist SASSA to meet its commitments and responsibilities by rendering the required requested services and deliverables.

- 4.16. Paragraph 12.2 list expected Expansion Project, which seems to correlate to the 15 expected expansion project (5 project per year for 3 years). Will this be the basis of the expansion projects or how will the expansion project be identified and scoped?

Listed are the opportunities or initiatives that were identified that this contract can deliver. These need to be approved first based on a business case. The bidder will be required for each project to prepare a statement of work or proposal to scope, cost the project, which will require approval by the steering committee, before execution.

- 4.17. Would the Service Provide have the “right” to rejected expansion projects exceeding the scope of the contract and platforms?

Not sure what is meant by “rejecting a project”. No project will exceed “the scope of the contract and platform”. The bidder must indicate that they do have the competency to deliver on any of the listed business or risk (Security) management initiatives.

5. Corrections:

1. The Bid description was corrected to include support and maintenance services for OpenText (CLM Livelink).
2. Closing date was corrected to 5th July 2023.
3. Email Address of contact person was corrected to MogafeM@sassa.gov.za
4. The briefing session time on the cover page of the advert was corrected from 10h00 to 11h00 to align to the time that was published on the National Treasury eTender portal.