



# sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

## **SOUTH AFRICAN SOCIAL SECURITY AGENCY**

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### **Social Relief of Distress (SRD) System Support and Maintenance Terms Of Reference**



*[ paying the right social grant, to the right person,  
at the right time and place. NJALO! ]*

South African Social Security Agency

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## ACRONYMS

Acronym	Description
<b>AGSA</b>	Auditor General of South Africa
<b>API</b>	Application Programming Interface
<b>AVS</b>	Account Verification Service
<b>B-BBEE</b>	Broad-Based Black Economic Empowerment
<b>BSC</b>	Business Solution Centre
<b>CEO</b>	Chief Executive Officer
<b>CFO</b>	Chief Financial Officer
<b>DBA</b>	Database Administrator
<b>DSD</b>	Department of Social Development
<b>DPSA</b>	Department of Public Service Administration
<b>CSV</b>	Comma Separated Values
<b>EFT</b>	Electronic Funds Transfer
<b>eKYC</b>	Electronic Know your client
<b>FAR</b>	False Acceptance Rate
<b>FRR</b>	False Rejection Rate
<b>GEPF</b>	Government Employees Pension Fund
<b>HAProxy</b>	High Availability Proxy –Software load balancer
<b>LOB</b>	Line of Business
<b>MS AD</b>	Microsoft Active Directory
<b>NGINX</b>	Webserver
<b>NSFAS</b>	National Student Financial Aid Scheme
<b>NT</b>	National Treasury
<b>NRP</b>	Non-Repudiation Program
<b>HO</b>	Head Office
<b>ICT</b>	Information Communication Technology

<b>IJS</b>	Integrated Justice System
<b>ICCAS</b>	Integrated Customer Care Solution
<b>IBM MQ</b>	International Business Machine - Messaging and queuing middleware
<b>JPA</b>	Java Persistence API
<b>OTP</b>	One Time Pin
<b>OS</b>	Operating System
<b>PCA</b>	Oracle Private Cloud Appliance
<b>PERSAL</b>	The Personal and Salary System
<b>PERSOL</b>	The Personnel Salary System used by SANDF and the Department of Defence
<b>RAC</b>	Real Applications Cluster
<b>RO</b>	Regional Offices
<b>SASSA</b>	South African Social Security Agency
<b>SARS</b>	South African Receiver of Revenue
<b>SAFPS</b>	Southern African Fraud Prevention Service
<b>SFTP</b>	Secure File Transfer Protocol
<b>SRD</b>	Social Relief of Distress Operational Application used by internal SASSA
<b>SRDOPS</b>	Social Relief of Distress Application
<b>SMS</b>	Short Message Service
<b>SOA</b>	Service Oriented Architecture
<b>Service Provider</b>	In this document reference to Service Provider also means Bidder and vice versa
<b>Response Template</b>	Microsoft excel spread sheet provided by SASSA to all Bidders to complete with Resources information and costs
<b>UIF</b>	Unemployment Insurance Fund
<b>USSD</b>	Unstructured supplementary service data
<b>VM</b>	Virtual Machine

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## SECTION A – OBJECTIVES AND BACKGROUND

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### 1. OBJECTIVES

#### 1.1. Objectives of Terms of reference

- 1.1.1. The main objective of this Terms of Reference is to acquire an all-inclusive SRD System Support & Maintenance Service for the South African Social Security Agency for a period of three (3) years from period of award.
- 1.1.2. SASSA requires a comprehensive service for support and maintenance of the current application.
- 1.1.3. SASSA also requires new development on the solution which will include the below:
- a. Implementation of Interactive messaging (i.e. WhatsApp, Telegram) solution integrated to Business Systems and services (including customer care) to assist in typical day to day operations. (Social grants and SRD Covid 19(SRD 350) or equivalent)
  - b. Implementation and support and maintenance of a standalone verification and payment capability, this will include:
    - i. Implementation and support of a solution to verify applications against multiple external databases and creating an outcome record and an audit transaction. This will be for all SASSA grants.
    - ii. Implementation and support of a solution to create and send means test files as per predetermined format with Bankserv, receiving means test response, updating the system with the response and creation an audit transaction. This will be for all SASSA grants.
    - iii. Implementation and support of a solution to create and send payment files in accordance to Bankserv file format, reconciling the response files (VET files and EF70 files) on the system and creating an audit transaction. This will be for all SASSA grants.
    - iv. Implementation and support of a solution to facilitate the “Account Referral” solution where SASSA will integrate with commercial banks (via Bankserv) to provide banks with customer details for account opening and receiving bank account details back from participating banks, updating the system and creating an audit transaction. This will be for all SASSA grants
  - c. Implementation and support and maintenance of Oracle SOA Suite to Orchestrate long running and file based integration processes. This includes implementation of a system driven verification and reverification process v/s the

current data scripting driven verification process that requires high levels of access and manual data processing.

- 1.1.4. It must be noted that the majority of this contract workload is attached to the current functionality support & maintenance and enhancement over the 3 years' period **(Refer to TOR Section 2: Background to the organisation, page 7-12 on the entire solution components).**
- 1.1.5. **Bidders to note that enhancements also include any enhancements to the current SRD 350 grant functionality OR in case of regulation change where the grant is renamed or repurposed to a different grant type during the 3-year period.**
- 1.1.6. **Any custom development done within the 3-year period will be the Property of SASSA and the successful bidder must make known to SASSA any such development (custom developed software deemed proprietary) in the bid response.**

## **2. BACKGROUND**

### **2.1. Background to the Organisation**

- 2.1.1. As a government entity, SASSA executes an important mandate as part of the service delivery model to alleviate poverty. In meeting its mandate, it is required to have processes, structures and systems in place to ensure that the services are delivered efficiently, cost-effectively and to the satisfaction of those who benefit from these services, namely the customer.
- 2.1.2. SASSA has implemented a web application (SRD) running on Oracle Private Cloud Appliance (PCA) which consist of the following:
  - 2.1.2.1. Oracle database (RAC)
  - 2.1.2.2. WebLogic application server (Application server)
  - 2.1.2.3. NGINX (Web Server)
  - 2.1.2.4. KRAKEND (API Gateway)
  - 2.1.2.5. Load Balancers (HAProxy)
  - 2.1.2.6. OS (Oracle Linux +ALPINE Linux)
- 2.1.3. The solution is developed using Angular in an open source Typescript - based
- 2.1.4. Any internal user web applications use Oracle access manager for API access tokens and MS AD for authentication.

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## **2.2. Usage of the SRD system and Solution Implemented for the SRD 350 grant**

### **2.2.1. SASSA Implemented a SRD solution with the following scope of work:**

- a. Capability for citizens to submit applications through multiple channels, including Website, WhatsApp and Mobile Application
- b. Verification against databases from external entities including Identity verification through IJS,
- c. Perform means testing through the Banks. SASSA integrates with the banks for means testing and cash send payments via Bankserv as the main channel. SASSA has backup SFTP channels with some of the banks. SASSA envisages to extend these channels with direct API based integration with banks where and when such integration becomes supported and needed.
- d. Capability to verify the bank account details through National Treasury web service
- e. Capability to assess application risk through Risk mitigation companies i.e. SAFPS, TransUnion, as well as internal risk scoring criteria.
- f. Capability to provision files to and receive files from external entities for verification through APIs, SFTP, IBM MQ, Batch files modalities.
- g. Capability to provision data to internal systems through internal API's and SFTP i.e. ICCAS, Online grants application system, Socpen and BI
- h. Provision outcome of application through SMS, Mobile Application message-push and WhatsApp
- i. Capability for clients to select preferred method of payment which currently includes EFT, Cash send with different banks, and Postbank (Virtual cards payments).
- j. Capability to provide outcome per application assessed on a monthly basis
- k. Capability to create the payment files according to the specifications agreed with Banks and payment service providers as well as reconcile the unsuccessful payments i.e. VET file responses, EF70 responses and returned cash send responses.
- l. Capability to reconcile payments not redeemed from Postbank and Cash send facilities.
- m. Capability to notify Postbank clients of their applicable payment dates.



- n. Capability for SASSA employees to modify client's sensitive information through the SRD Operations Support (SRDOPS) module using the Non-repudiation programme which uses fingerprint and card to authorise transactions.
- o. Capability for clients to cancel and reinstate SRD grants on the Website and MobileApp.
- p. Capability for clients to Appeal their rejected applications with DSD using the Website.
- q. Capability for DSD to use verification data to adjudicate Appeal applications.
- r. Capability to interface the SRD application module and Appeals module to update the status of the Appeal outcome, pay the successful Appeal applications and avail the outcome on the Website, Mobile Application and WhatsApp.
- s. The number of clients that the solution processes per month can be depicted as per below:  
  
**SRD:** Up to 15 million applications verified per month with a current average of 8 million being approved and paid.  
  
**Social Grants:** (For consideration for the stand alone capability- refer to par 1.1.3 (b) page 6): 18 million grants paid on a monthly basis
- t. It must be noted that the solution accepts all recent versions of browsers like Chrome, Firefox, Safari, Safari for iOS, Internet Explorer v 9 to 11 and MS Edge. Other browsers that share a similar codebase are also supported.

#### 1.1.1. The usage of the system can be further explained through the below process:

- 2.2.2. **Onboarding:** Applicant submit SRD grant application using various channels (Web site, USSD and WhatsApp). The website is the main application submission channel as the WhatsApp and USSD channels capture minimum information and further linked to the website for application completion, including providing responses to employment and income questions as well as capturing of payment method and banking details. This process on the website is linked to a Managed Network Operator services for OTP functionality to authenticate user through cellphone number provided
- 2.2.3. Beneficiaries can confirm their need for the grant as well as updating contact and personal details, cancel and reinstate the application through the web and Mobile Application channels. Applicants can also check their application and payment

status through the existing channels as well as change their payment method and details. It should be noted that the solution caters for and requires support and maintenance for three distinct onboarding systems:

- a. Onboarding of applicants who have a 13-digit South African ID number for the SRD R350 grant.
- b. Onboarding of Asylum Seekers and Special Permit Holders who do not have a 13-digit South African ID Number for the SRD R350 grant.

**2.2.4. Payment/Banking details verification:** As and when an applicant is approved for the first time, or if already approved historically for one or more periods, the system looks for the latest bank/payments detail record for the applicant. If this record is not verified, the record is included in an Account Verification file, which is submitted to National Treasury on a daily basis for verification via a web portal provided by them. National Treasury also returns verification response files to SASSA on a daily basis, which must be manually downloaded via the same portal.

**2.2.5. Postbank account provisioning:** Applicants have the option of selecting a payment channel through Postbank virtual card accounts. As and when an applicant is approved for the first time, or if already approved historically for one or more periods, new Postbank account requests are extracted in a specific file format and sent to Postbank via an SFTP service. Postbank then opens accounts for these applicants and sends account details back to SASSA via the same SFTP file interface. The newly created accounts are then manually uploaded into the SRD system where they are then ready to be used for payment. Under normal circumstances, SASSA will send and receive these files to Postbank on a weekly basis.

The Postbank account applicants can claim their payments from a group of retailers, where the applicant's cell phone number is used to send a redemption code. It is therefore critical that the cell phone number details captured by applicants on the SRD system be in synch with the cell phone number details at Postbank. For this reason, SASSA provides Postbank with all changed and/or new cell phone numbers every 3 days via an SFTP file interface. It should further be noted that Postbank accounts are requested and provisioned for both South African 13-digit ID nr holders, as well as Asylum Seekers and Special Permit Holders.

**2.2.6. Verification:** All applications submitted via the 3 on-boarding applications mentioned above, are de-duplicated and staged in a table for monthly full

reverification and assessment in the respective three systems using application (screening) questions as well as verification against various data sources.

a. The following data sources are included:

- i. DHA PIP service for identity verification and Life status confirmation
- ii. Verification against Internal database Socpen and well as external databases including SARS, UIF, PERSAL, PERSOL GEPP, GPAA, NSFAS, Department of correctional services databases and any other additional databases as determined from time to time by SASSA
- iii. Banking details against the AVS service of National Treasury.
- iv. Means check against set thresholds through the Banks
- v. On average, two sets of means test files are submitted to participating banks every month.
- vi. Part of the response processing includes the generation of invoice files that are used to check the invoices that banks submit to SASSA for this process. Checking the submitted invoices against these files and communication with SASSA finance and the banks in this regard forms part of the support process.
- vii. Applicant risk assessment through Experian, TransUnion and SAFPS. Applicants identified as high risk are placed on referred status to enable the affected clients to confirm identity through the Biometric (Facial) authentication application linked and other internal fraud prevention methods before payment can be released.
- viii. All of the files received from internal and external providers are transformed to prepare the data for the verification process.
- ix. For audit and reprocessing purposes, copies of all verification data sets in the raw and transformed formats are held for each verification run, of which there are many each period/month.

b. The verification process is run for the following 3 scenarios at a minimum:

- i. SA ID holder, historic (carried forward) applications.
- ii. Asylum Seekers and Permit Holders.
- iii. Appeals applicants.

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- c. The solution involves high volumes verification processing and therefore business rules for verification purposes are implemented and compiled in JAVA programs, based on the below principle:
    - i. Transformation rules are applied to the external and internal files received, wherein the output thereof is files used for verification purposes
    - ii. Extensive large data caches are used as part of executing (i) above
  - d. Communication of outcome to the applicant i.e. failed account verification, is done through automated SMS capability linked to an event (Using Mobile Network Operator services)
  - e. Approved applicants with valid payment details are extracted to a staging table and flagged for payment on a specific date for a specific period. Current period and historic period payments are processed on a regular basis. Provision for almost constant payments are therefor made. Payment files for these records is extracted for payment using the Bankserv prescribed file format and controls and send to Bankserv for payment.
  - f. Funds are paid through EFT or Cash Send services
  - g. Reconciliation of funds not successfully credited is received from Bankserv (through VET &EF70 files) and records payment status updated with the status
- 2.2.7. **Appeals:** Applicants whose application has been declined have a choice to Appeal the outcome through the Department of Social development (DSD) Independent Tribunal. The capability is a standalone channel created for DSD which is interfaced to the SASSA system.
- 2.2.8. The SRD Operations Web Application (SRDOPS) is used by the internal SASSA delegates to assist clients to change their details and other administrative processes.
- 2.2.9. It must be noted that the processing volumes for this solution (SRD) are high i.e. the solution process applications up to 15 million per month
- 2.2.10. It must be noted that SASSA is in the process of procuring an eKYC solution to incorporate in onboarding, maintenance and verification process and the SRD 350 System will be required to integrate to this solution as part of its processing of indicated processes.

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## SECTION B – SCOPE AND EXTENT OF THE SERVICES

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### 1. SCOPE OF THE TERMS OF REFERENCE

#### 1.1.2. REQUIRED SERVICES

The successful bidder will be expected to execute and conduct the following services / tasks for the Agency for a period of 3 years:

**1.1.1** Provide centralised (based in Head Office) support and maintenance services to the Agency by supporting all SRD web application and SRD OPS application and future new developments (as outline on 1.1.3 page 6), 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. Resource arrangement will be outlined in the SLA.

**1.1.2** The main services components of this BID are listed and detailed as follows:

##### **1.1.2.1 *Planning and Organizing.***

**a) *Solution Architecture definition, design and modelling services***

- i. Develop and maintain a baseline of the solution architectures that are currently in production.
- ii. Assessing the systems architecture currently in place and working with technical team to recommend solutions to improve the service offering.
- iii. Propose and develop new or revised architectures that will inform service improvements.
- iv. Service outcome is to provide solution and system architectures artefacts or models that guide the detailing of solution designs that meet business objectives and requirements.
- v. Providing updates to stakeholders on product development processes, costs, and budgets.
- vi. Assessing the business impact on the choice of technical capabilities when building and integrating information systems to meet the company's needs.
- vii. Informing various stakeholders about any problems with the technical solutions being adopted.
- viii. Providing supervision and guidance to development teams and resolving technical problems as they arise.

**b) Programme and Project management.**

- i. Manage the implementation of a programme of projects based on the adopted solution architectures that are aligned to the business objectives and the realization the required business benefits.
- ii. Establish a programme of projects or initiatives based on the solution architectures.
- iii. Establish a programme and the individual project schedules and delivery milestones.
- iv. Allocation and optimized use of resources.
- v. Manage the performance of projects to agreed or approved milestones, deliverables and timelines.
- vi. Manage the risks and issues that arise during project execution.
- vii. Provide accurate and impartial reporting on project progress to enable sign-offs and invoicing.

**1.1.2.2 Solution Build and Implementation****a) Detailed functional design specification and quality management services**

- i. Prepare initial business requirements and definition artefact and documentation
- ii. Develop the functional models and specification documentation.
- iii. Effect changes to the documentation based on iterative collaboration with the business stakeholders and solution architect.
- iv. Develop test plans to guide the build and technical specifications
- v. Finalize the functional and technical specifications

**b) Build, configure and implementation services**

- i. Evaluate the detail design specifications and test plans
- ii. Provide feedback on any technical improvements to the design
- iii. Develop prototype and solutions in accordance to the detail design specifications
- iv. Ensure build is tested against the functional, security and performance test criteria.

**c) Transitioning and operationalize services.**

- i. Training of users

- ii. User onboarding
- iii. Migration of the solution to the production environment
- iv. Operational Transition and change management
- v. Enable operational support
- vi. **Important considerations on training services:**
  - A focal point of the support aspect of this bid will be the transfer of functional support and technical skills in line with SASSA's Business model. The successful bidder must provide a structured skills transfer model, to empower identified super-users, applications users and SASSA trainers to, amongst others:
    - ✓ Conduct 1st line analysis on user queries / problems
    - ✓ Conduct training on enhancements and major releases to the different user roles
    - ✓ Develop user manuals, guidelines and release notes.
    - ✓ Assist and support the change management programs

#### **1.1.2.3 Support and Maintenance services**

##### **a) First Line Support**

- i. This will include the attendance to all incidents reported through an (existing SASSA Incident management system) call management system which will sit at first line support.
- ii. In this regard and in line with the requirement for the provision of services, the bidder must ensure that it will provide support staff with appropriate skills, experience and fluency in English language to carry out the services defined. Despite this being a fully provided services contract; resources must be available at a minimum between 07:30 in the morning till 17:00 in the afternoon.
- iii. The following activities relating to the Application are to be done as part of the on-going inclusive services for the 3-year period:
  - Problem Analysis;
  - Allocation of severity and priorities
  - Obtaining user acceptance where required
  - Informing SASSA users of progress

- Following up on problem resolution;
- Applying / Testing / Demonstrating corrective processes suggested by Oracle with assistance of Support Staff / DBA;
- Guiding users;
- Following BSC change management procedures;
- Assisting / guiding problem identification / resolution of problems not related to Application but affecting the service delivery to users of the Application;
- Performing user access management support

***Important to note that 80-90% of service requests must be resolved at first-line support.***

***b) Second Line Support - Functional***

Support services will firstly include all the services mentioned under first line support, as well as the attendance to all incidents reported through a call management system. It thus pertains to the investigation, analysis and solution design of requested assistance and enhancements, such as:

- i. Report Modifications and new Reports
- ii. Change of processes / New Processes mapping within the Solution implemented
- iii. Changes for improvements of existing processes
- iv. Software version upgrades & all enhancements;
- v. Following BSC & organisational change management procedures;
- vi. The bidder will organise additional resources for that time without any additional cost when there are increased problems, increase in call volumes or urgent resolutions that need additional resources
- vii. On occasion, communication with technical support is needed round the clock or other critical incidents; at least one resource should be present round the clock (24/7) until FULL resolution has been achieved
- viii. Responsible for all investigations, development of test scenarios and test scripts and development / updating of all test related documentation in terms of all implementations, re-implementations, enhancements and system upgrades. (Please note that all enhancements and upgrades are



included in the support and maintenance services and will not be costed and paid for separately)

- ix. Also responsible for investigation and communication to SASSA of future Functionality and Technical releases
- x. Complete the update of system documentation
- xi. Maintenance of system management guides and procedures.
- xii. Provision of ad-hoc training to SASSA Business on an ad-hoc basis when required
- xiii. Skills and knowledge transfer to SASSA resources

**c) *Technical Support***

Technical Support services include all the services which are required to be performed by Technical resources which includes but not limited to developers, WebLogic Administrators, NGINX Administrators, Oracle IAM Administrator Applications Database Administrator (DBA) and the System Administrator, detailed below:

- i. 1st line and 2nd Line user support
- ii. Corrective and preventative maintenance to SRD grant Administration platform, DSD module and SRDOPS module and underlying technologies:
  - Oracle database (RAC)
  - WebLogic application server (Application server)
  - Reactive Java VM based APIs for use in file and data preparation and verification processes (Application server)
  - NGINX (Web Server)
  - KRAKEN D (API Gateway)
  - Load Balancers (HAProxy)
  - OS (Oracle LINUX +ALPINE LINUX)
- iii. The integration of payment processing for non-current/historic period payment processing
- iv. Supporting the DSD operational team
- v. Providing data files to the DSD operational team and uploading appeals responses to the SRD database

## vi. Database Support Functions – Oracle

- Database Administration
- Support and Maintenance Management
- Patch Management
- Backup and Recovery
- DR Testing
- Performance tuning

- vii. SASSA's SRD System interface. The successful bidder will be expected to Maintain/Improve current Integrations or file exchange and Integration/file exchange with new External Data Resources as they become available. SASSA's SRD System interfaces/exchange files, amongst others, with the following systems and or Third Party products:

Interface Party	Interface Type
Social Pensions system (SOCPEN)	SFTP – CSV file
Business Intelligence System (BI)	SFTP - data tables
UIF	SFTP -CSV
Bankserv	STFP - Net connector service
Banks	API/SFTP-Net connector service
NSFAS	SFTP - CSV
National Treasury	Web service -CSV
PERSAL/Persol	External Repository - CSV
SARS	IBM MQ
Home Affairs	IJS PIP Service BIZ Talk
DPSA	SFTP – CSV file
GPAA &GEPP	SFTP– CSV file
Correctional Services	External Repository - CSV
ICCAS	Internal API – data tables
Vodacom	API - SMS gateway

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**d) Operational Support**

- i. Maintenance of the Website and the SRD Ops system
- ii. SRD R350 File administration: Moving, copying, downloading and uploading of all files related to the SRD grant processing cycle.
- iii. Verification processing, including verification using external entities database
- iv. Payment extraction and providing Pay Run Reports for sign-off (Bidder to note that this function includes afterhours tasks)
- v. Payment file management operations between of the SRD R350 file and the social grants payment environment for EFT file processing and sending to Bankserv
- vi. Processing of returned/failed payments for SRD and Social grants payment files
- vii. Sending of SRD grant and social grant related notifications to applicants/beneficiaries
- viii. Administration of the account verification process for SRD grant
- ix. Administration of the Post Bank Account bulk creation process
- x. Administration of the Post Bank collection notification process
- xi. Administration of the account opening process for SRD and social grant Beneficiaries
- xii. Administration of the Integration software (KrakenD, MS BIZTALK, IBM MQ etc.) used to source external entities data or share data with external organisations
- xiii. Administration of internal interfaces (API/SFTP) to provision raw data i.e. APIs build with Integrated Customer Care Application (ICCAS). This enable customer care to access SRD350 grant status
- xiv. Maintain the Android and Apple iOS based mobile application, downloadable from the respective app stores
- xv. API Management Platform Support and Maintenance:
- xvi. API policy configuration on the API gateway
- xvii. API implementation support for internal and external API consumer technical teams

xviii. API Analytics monitoring, including monitoring of API consumption patterns and anomalies

xix. API Gateway Server Administration

**e) *Important consideration for the Support and Maintenance services:***

- i. It is critical that services rendered must deliver the required business benefits. This means the solutions that are currently in production are fully supported and maintained to ensure optimum performance and the solutions are continuously improved to meet changing business requirements.
- ii. Development projects will follow a development lifecycle. These projects accounts for 30 % of the baseline and must be delivered using the agreed baseline of full-time resources as defined in paragraph 10. With 70% of the effort ensuring the solutions in production are working optimally in accordance with business requirements. (optimum performance and use of applications) and is expected that 30% of the effort will be invested to improving the service and products offering to SASSA business functions (solution enhancement and projects).
- iii. The SRD 350 solution platform supports SASSA's critical business processes. It is therefore crucial that the application operates at an optimum level to ensure excellent service delivery to both the end users as well as SASSA clients.
- iv. For **routine maintenance** component, SASSA expects the bidder to fully understand the concept of preventative maintenance, adaptive / perfective maintenance and corrective maintenance. Hence this routine maintenance will include but not limited to:
  - Proactive, continuous monitoring of performance on the database and application to identify bottlenecks and areas requiring optimization.
  - Technical advice on the results of the health checks.
  - Enhancements (Change requests) to ensure the solution remains relevant to the business requirements and there is continuous improvement in the solution or service offering.
  - Timeous resolutions of service requests and incidents.
  - Upgrades to the solution platform.

- Assistance with the provisioning of reports and answering of questions to the Auditors
- Development and Running of report
- On-going training and skills transfer (either individually or classroom based); etc.
- Configuration and implementation of newly developed modules
- All calls received will be attended to and completed in accordance to agreed service levels and processes to ensure that services are rendered through in accordance to agreed services levels.

#### **1.1.2.4 Governance and Deliverable Management.**

- a) Project deliverable and performance management
- b) Service level management
- c) Solution Architecture and Product adoption
- d) Implementation approval
- e) Stakeholder apprising and management
- f) *Important considerations for Governance and deliverable management***
  - i. Deliverable management will form an essential function in this project / services contract, ensuring that several streams of concurrent work packages within multiple stages are managed correctly and that all objectives and deliverables in the solution expansion component or the support and maintenance component are achieved. Critical to deliverable management is the correct supporting communication structure.
  - ii. The following is a minimum set of deliverables
    - Project Service Level Agreement
    - Attendance of ad-hoc project status meetings
    - Attendance of monthly/quarterly SLA and Steering Committee meetings
    - Provisioning of a monthly Progress report
  - iii. Deliverable management will include but limited to the following responsibilities:
    - Execute tasks according to the objectives of this bid and support requirement
    - Ensure that all project deliverables are met

- Identify and report on project dependencies
  - Identify and minimise the effect of project constraints
  - Execute project controls and change control procedures as applicable
  - Continuously manage identified and new risks regarding the project
  - Report on progress and project risks
  - Co-ordinate the effort and communication between stakeholders
  - Govern timeframes on deliverables where deliverables are included as SASSA's responsibility ensuring all service levels are achieved
  - Review feedback (progress) reports
  - Close-Out Report and technical handover including updating and provisioning all manuals and technical documentation to SASSA
  - Any costs associated with governance and deliverable management must be included in the costs associated with the requirements contained in 1.1.2
- iv. Critical for the bidder to note is how they position this requirement and demonstrate its capability to assist SASSA in achieving its objective. This effort in most instances will influence the project component of this bid. This will include:
- Showing initiative
  - Taking ownership
  - Solving problems
  - Fostering innovation
  - Demonstrating "value for money".

**Note:** The bid seeks to acquire support & maintenance and additional development on existing platform, with existing development language support. As such SASSA will not consider the introduction of new development languages or platforms.

SASSA will not consider a new system/solution. Bidders will be evaluated on their ability and experience to support, maintain and extend the existing technology platforms and solution.

#### **1.1.3. Implementation Services and Support & Maintenance for the following:**

- 1.1.4. Development and Implementation of Interactive messaging (i.e. WhatsApp, Telegram) solution integrated to Business Systems and services (including customer care) to assist in typical day to day operations. (Social grants and SRD 350 or equivalent). The solution should at a minimum enable:

- i. Automating a list of predetermined FAQ list to support queries resolution
- ii. Automate client's journey and enable relevant, perfectly timed messaging (i.e. clients to correct payment details, clients to review etc.)
- iii. Create capability for customer engagement campaigns that Business can execute themselves
- iv. Enable channel flexibility
- v. increase efficiency and maximize conversions through the use of artificial intelligence algorithms

1.1.5. Implementation and support and maintenance of a standalone verification and payment capability, this will include:

- a) Implementation and support of a solution to verify grant applications against multiple external databases for eligibility and creating an outcome record and an audit transaction. This will be for all SASSA grants.
- b) Implementation and support of a solution to create and send means test files as per predetermined format with Bankserv, receiving means test response, updating the system with the response and creation an audit transaction. This will be for all SASSA grants.
- c) Implementation and support of a solution to facilitate the "Account Referral" solution where SASSA will integrate with commercial banks (via Bankserv) to provide banks with customer details for account opening and receiving bank account details back from participating banks, updating the system and creating an audit transaction. This will be for all SASSA grants
- d) Implementation and support of a solution to create and send payment files in accordance to Bankserv file format, reconciling the response files (VET files and EF70 files) on the system and creating an audit transaction. This will be for all SASSA grants.
  - i. Send payment file using the Net Connector service of Bankserv Africa, with reference to the below capabilities, including receiving the reconciliation files (VET and EF70 files) and provisioning to the Grants system for reconciliation.
  - ii. Sending files to Bankserv Africa for banks to perform means testing verifications to ensure that provided social grant data is correct and data integrity is in place in order to facilitate payment.

- 
- iii. Generate Control and Data files and send these files to Bankserv through a standalone capability to generate payment files in accordance to Bankserv file format for any SASSA applications.
  - iv. Receiving and distributing Bankserv VET and EF70 return files to the source systems.
  - d. Implementation and support and maintenance of Oracle SOA Suite to Orchestrate long running and file based integration processes. This includes implementation of a system driven verification and reverification process v/s the current data scripting driven verification process that requires high levels of access and manual data processing. **SASSA has license Oracle SOA Suite for this purpose and service providers will not have the option to introduce other integration and orchestration tools. It should be noted that SASSA will provide the required hardware and infrastructure for the implementation of Oracle SOA Suite. The following processes are explicitly included:**
    - a) Orchestration of File movement process (Bankserv, NT, UIF, GEPPF, DPSA, SARS, etc.)
    - b) Orchestration of Payment Process
    - c) Orchestration of Verification Process
    - d) Orchestration of MQ process (SARS)
    - e) Orchestration of 3rd party data acquisition processes.
    - f) Redesign and implementation of new data structures to facilitate verification outcome history.
    - g) Data pre-verification to identify potential errors in 3rd party data files.
    - h) Verification metadata reports.
    - i) Verification data audit reports.
    - j) Automated verification rollback processing.
    - k) Performance optimisation of affected system components for example the payment extract and payment processing modules.

***It must be noted that SASSA uses an on premise PCA solution. Cloud based solutions will be considered only if it is hosted in South African data centres as it relates to production, non-production and high-availability environments.***



**It should be noted that SASSA plans several high-volume integrations with existing on premise systems. Any cloud based solution will also be evaluated in terms of integrations performance and security considerations with these on premise systems.**

#### **1.1.6. SPECIFIC SKILLS REQUIRED**

The successful bidder will be expected to have the below specific skills to be able to provide support and to maintain the required functions as part of the comprehensive inclusive service:

##### **1.1.7. General: Deep understanding of the below technologies:**

- a) Enterprise Integration Architecture
- b) Analytics and Data Science
- c) Frontend: Angular (also requires typescript-based skills)
- d) API Layer: Java Enterprise Edition, including JPA persistence.
- e) API Layer: Reactive Java VM development skills.
- f) Database: Oracle 19c
- g) Mobile Application management, including WhatsApp, Telegram

##### **1.1.8. Admin skills required on these servers/platforms:**

- a) Oracle database (RAC)
- b) WebLogic application server (Application server)
- c) NGINX (Web Server)
- d) API Gateway
- e) Reactive JVM and Docker container administration
- f) Load Balancers (HAProxy)
- g) OS (Oracle Linux +ALPINE Linux)

##### **1.1.9. Integration skills:**

- a) IBM MQ integration (JEE based) skills
- b) IBM MQ Queue Manager configuration and administration skills
- c) Oracle Identity Manager Web Service Connector development skills
- d) MS BizTalk skills
- e) API integration

- f) Web service integration

#### 1.1.10. Oracle SOA Implementation skills in: (Oracle SOA suite 12c)

- a) Oracle Service Bus
- b) Oracle Business Process Execution Language (BPEL) Process Manager
- c) Oracle Event Processing.
- d) Oracle Business Activity Monitoring.
- e) Oracle We service Manager
- f) Oracle Business Rules.
- g) Oracle Java EE Connector Architecture (JCA) adapters.
- h) Oracle B2B and Managed File Transfer

#### 1.1.11. LOGISTICS AND TIMING

1.1.12. Provide centralised (based in Head Office) support and maintenance services to the Agency by supporting all SRD web application and SRD OPS application and future new developments (as outline on 1.1.3 page 6), 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. Resource arrangement will be outlined in the SLA.

1.1.13. Bidder resources will adhere to all applicable SASSA policies such as the code of conduct, dress code etc.

#### 1.1.14. Office Accommodation and Other Facilities

To enable the Bidder to provide onsite services, SASSA will provide, at such time as the Parties shall agree, the following to the Bidder:

##### a) Office Accommodation and Related Equipment

- i. Office accommodation sufficient to accommodate the Bidder's personnel.
- ii. The necessary furniture for use by the Bidder's personnel.
- iii. Where relevant, the necessary network infrastructure, appropriately configured for use by the Bidder's personnel.
- iv. The successful service provider must provide their resources with laptops that comply with SASSA's security policy.
- v. SASSA can provide the following when the laptops are added to SASSA's domain:

- Anti-virus software and updates on the laptops if required.
  - Windows Operating system patching of the laptops if required.
  - SASSA will implemented full disk encryption on all laptops used on the SASSA domain
- vi. Where relevant, access to the necessary server(s), appropriately configured with the required operating system, database and relevant software modules.
- vii. Telephone and e-mail facilities, provided that these facilities shall be used solely for purposes of the Project.
- viii. Such other facilities as the Parties may agree from time to time.

#### 1.1.15. Safety

- a) Practices as observed by the Basic Conditions of Employment Act will be observed.
- b) The Bidder shall ensure that its personnel comply, at all times, with all SASSA safety regulations, such as signing “in and out” every day where applicable.

#### 1.1.16. Working hours

Despite this contract being a full services contract, in other words the Bidder is fully responsible for the provision and successful implementation of all services, SASSA will provide clarity in terms of elements such as office hours and resource numbers and resource levels given the SASSA experience in this regard.

##### a) Normal Working Hours

- i. Maintenance and support should be available from 07:30 to 17:00 Monday to Friday, with a facility for 24x7 support and maintenance outside these hours for critical issues, as well as over weekends at no additional cost to SASSA.
- ii. It should be noted that the DBA usually performs quite a number of his services and functions during the evening.
- iii. These timeframes are applicable to all resources.
- iv. In the event of a problem which SASSA classifies as critical (e.g. system not functioning), the response time must not exceed 2 hours.

#### 1.1.17. Commencement date

- a) It is required that the successful bidder avail themselves for phase in/handover 3 months before the termination of the current contract.

**1.1.18. Duration**

The contract will be valid for a period of 3 years and will automatically end without any parties giving notice.

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## SECTION C – SERVICE ELEMENTS

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### 1. DETAILED REQUIRED ROLES, RESPONSIBILITIES, LEVELS AND STANDARDS

#### 1.1. EXPECTED ROLES AND RESPONSIBILITIES

##### 1.1.1. Service Management

The Service Management component consists of a dedicated; service manager (Programme Manager) and Project and administration (Project Management Office (PMO) for project management, audit management, quality assurance and configuration management) that will be called on to maintain existing baselines and provide regular status snapshots on conformance and quality adherence.

##### 1.1.2. The Service Manager

The Service Management components include the following roles and responsibilities which includes the development, establishment, implementation and co-management of all of the following aspects:

- a) Providing the framework, guidelines and development, of documentation for establishment of service levels between the BSC and other SASSA LOB's (HO and Regions).
- b) Definition and implementation of policies and procedures for the Business Support Centre
- c) Definition of; enhancement of; and provision of SASSA SRD system support configuration management standards and procedures.
- d) Definition, implementation of system support and version control policies and procedures.
- e) Planning and management of system enhancements, (inclusive of monitoring of resource percentage of time allocation on enhancements), system changes, system patches, upgrades, testing cycles.
- f) Establishment of release management policies and procedures.
- g) Resource management and planning
- h) Resource requirements will be driven around system support and system enhancement requests including minor and major system changes. The identification of Business and system process changes and the planning of

training and knowledge transfer to key SASSA staff to implement developed and approved changes.

- i) Resource management can be summarised in the following categories:
  - i. Identifying scope of work
  - ii. Mapping of scope of work to existing resources
  - iii. Identifying specific/additional resource needs
  - iv. Completion of resource schedules and resource plan, inclusive of staffing practices, leave; replacements etc.
  - v. Regular monitoring of resource compliment and scope of work.
- j) Definition of the knowledge and skills transfer strategy and plan; implementation thereof and regular monitoring of planned progress against planned activities.
- k) Change Control policies and procedures
  - i. Maintenance and enhancement of system change control procedures and policies
  - ii. Maintenance and enhancement of BSC change control management forum where necessary
  - iii. Management and planning of approved change requests including: requirements definition, system testing, acceptance and implementation
  - iv. Identifying of resource required to complete approved change requests.
- l) Finalising of monthly invoicing, inclusive of:
  - i. Identification and tracking of deliverables where applicable; and
  - ii. Comprehensive monthly progress and status reports on all application; technical and call management environments.
- m) Liaise with stakeholders and external providers i.e. OEM on solutioning for SASSA requirements where required

### **1.1.3. Project Management Office – PMO (Administration Function)**

The Administration Function components include, amongst others, the following roles, responsibilities and aspects:

#### **a) Project Management**

This includes, but is not limited to; functions such as:

- i. Development of Business Case, with risk and cost management
- ii. Development and maintaining of project plans, reports, spending etc.
- iii. Ensuring development of training material etc.
- iv. Ensuring all project documentation (i.e. functional and technical specifications are developed and maintained)
- v. Ensuring full SDLC cycle is followed
- vi. Ensuring all sign-off is obtained

b) Reporting, Issue and Risk Management

This includes functions such as:

- i. Business report for SASSA
- ii. BSC reports (weekly, monthly, quarterly etc.)
- iii. Issue and Risk Management (development and safekeeping of Risk and Issue logs, Risk memo's, etc.)

c) Configuration and other management process

This includes functions such as:

- i. Version control
- ii. Release management
- iii. Change control
- iv. Quality control
- v. Problem and issue management

d) BSC Library

This includes the development (where not already in existence), support and maintenance of the following:

- i. Structures and Naming conventions
- ii. Standardization and Templates
- iii. Procedures and access
- iv. Indexing
- v. Training and test scripts - regular updates

The PMO resources should be able to manage the full SDLC life-cycle of any projects as will be defined from time to time in the BSC. A senior project manager is required and could be supported by other administrative resources.

#### **1.1.4. Audit and Help-desk Management**

The audit manager will be responsible for amongst others the following tasks:

- a) Ensuring that all monthly audit requirements are attended to;
- b) Ensuring all monthly audit requirements are documented and signed-off;
- c) Reviewing all previous audit findings and ensuring that the improvements are implemented and enhanced as required;
- d) Managing the full BSC audit by the AGSA from initiation to completion, inclusive of all documentation, meeting minutes etc.
- e) The help-desk manager will be responsible for amongst others the following tasks:
  - i. Defines SRD system support call management and resolution policies and procedures and oversee the integration with national SASSA help-desk call logging software solution. The SASSA Incident management system is IVANTI
  - ii. The help-desk defines support tasks, allocates tasks to support staff and monitors SRD help-desk resources workload and support progress.
  - iii. The help-desk manager defines metrics to measure support effectiveness and to assist in measuring resource performance management.
  - iv. The help-desk manager is responsible to maintain a consolidated view of service requests across SASSA's Head Office and Regions.
  - v. The help-desk manager monitors the status of service/support calls and oversees the process of service request allocation to SASSA coordinators and system controllers.
  - vi. The help-desk manager ensures that support protocol is followed for, service requests, system change requests, configuration baseline requests and releases of approved system changes.
  - vii. The help-desk manager ensures that all reports required by SASSA (for monitoring, presentations, reporting etc.) are supplied timeously and correctly.
  - viii. The on-going management and reporting of service request will be monitored in meetings that will be conducted by the services and help-desk managers.



The audit and help-desk manager can be combined into a single resource as long as all of the activities are actively and sufficiently dealt with.

#### **1.1.5. SRD Helpdesk Resources**

- a) SASSA SRD system users will report any system queries and/or system problems to the SASSA helpdesk (1st line support) whereby the help-desk operator will allocate the call to a SRD Business Support Centre resource (Successful bidder resource).
- b) These calls may also include calls that have been escalated for resolution by SASSA. Each request is termed a Service Request (SR) (not to be confused with the Oracle Service Requests) and will be issued with a service request identifier number.
- c) Logging a service request enables the help-desk to track, categorise and report on the progress of all SR's logged by the SASSA SRD user community.

#### **1.1.6. Functional Application Specialists**

- a) The functional specialists (2nd line support) identify user requirements, design solutions, configure the system, test, implement, roll-out and support the SRD systems within their support responsibility including the following:
  - i. Solution Support
  - ii. Solution/s Enhancements
  - iii. Functional Requirements definition
  - iv. Requirements mapping
  - v. System design and Build
  - vi. System testing and acceptance
  - vii. Implementation and Roll-out
- b) Providing assistance and appropriate communication to the help-desk
- c) Identifying of Resource shortfalls and Gap's
- d) Advice SASSA on SRD system enhancements feasibility and impact
- e) Implementation and testing of new Functionality
- f) Adherence to Change Control policies and Procedures
- g) 3rd Party Interfaces
- h) SRD System Processes and Procedures

- i) System Procedures Manual
- j) Assistance with Training Material completion
- k) Assistance with month-end, as well as financial year-end closures
- l) Training and Knowledge transfer

#### **1.1.7. Technical Application specialist**

- a) These specialist teams (also part of 2nd line support) design, test, implement and support the Solution within their support responsibility including, amongst others, the following:
  - i. SRD System Support
  - ii. SRD System Enhancements
  - iii. Technical Requirements definition
  - iv. Requirements mapping
  - v. System design and Build
  - vi. System testing and acceptance
- b) Identifying of Resource shortfalls and Gap's
- c) Providing assistance and appropriate communication to SRD help-desk
- d) SRD System Monitoring
- e) Backup and Recovery
- f) Advice SASSA on SRD system enhancements feasibility and technical impact
- g) Patch Application
- h) Implementation, testing and support of new Functionality
  - i) SRD System and Database Upgrades
  - j) 3rd Party Interfaces
  - k) System Procedures Manual
  - l) Source code versioning and repository
- m) Assistance technical material completion when required

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## 1.2. RESOURCE REQUIRED: EXPECTED ROLES AND LEVELS

### 1.2.1. SASSA specific Roles Numbers and Levels- Different levels of consultants can be identified namely:

- a) **Senior Consultant level:** At least 3 years' experience as Senior Consultant in the role required by SASSA
- b) **Consultant** - At least 5 years' experience in the role required by SASSA

### 1.2.2. SASSA requires at a minimum the following roles on Senior Consultant level years' experience in the relevant field:

- a) An experienced Services Manager as specified.
- b) A Senior Project Manager to head the Project Management Office,
- c) An Audit Manager/Help Desk Manager. One person can also perform the services of the Audit and Help Desk Manager as long as both duties are completed in full.
- d) Solution Architect
- e) System Administrator, with below skills:
  - i. managing operating systems
  - ii. upgrading software/hardware
  - iii. troubleshooting technical issues
  - iv. managing user accounts,
  - v. maintaining network file systems
- f) Oracle DBA (RAC) x2
  - i. SQL, Linux scripting
  - ii. Backup and recovery
  - iii. Data modelling and design
  - iv. RDBMS
  - v. Data security
  - vi. Performance tuning
  - vii. Oracle RAC
  - viii. Oracle ASM (Automatic storage management)

- ix. Oracle partitioning
- g) Application Server Admin, with below skills:
  - i. Application server
  - ii. Web Server
  - iii. API Gateway
  - iv. Load Balancers
  - v. OS (Linux)
  - vi. Integration software skills
- h) System Analyst Design and Delivery Management
- i) System Analyst – Testing & Support Delivery Management
- j) Data Analyst
  - i. Understanding of Microsoft and /Power BI, JavaScript, SQL and XML, jSon, ERD.
  - ii. Assessing questions their client's or employer's questions and determining which types of data can answer them
  - iii. Using data analysis and statistical modelling software applications to identify trends and patterns
  - iv. Converting numbers, figures and other types of data into narratives that answer questions
  - v. Preparing graphs, diagrams and reports to share findings with stakeholders
- k) API Developer x2
  - i. **Programming languages:** Java, Python, JavaScript and Node.js.
  - ii. A good understanding of HTTP/HTTPS and RESTful design
  - iii. Web development skills: HTML, CSS, JavaScript, HTTP, REST, JSON, XML, and web servers
  - iv. API design and documentation
- l) Mobile App Developer
  - i. Programming Proficiency in Mobile Development

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- ii. Platform-specific Skills i.e. JavaScript, HTML & CSS, SQL, PYTHON, PHP, SwifUI
  - iii. UI/UX Design Principles for Mobile Apps
  - iv. Security Best Practices in Mobile Development
  - v. Integrating APIs and Third-party Libraries
  - vi. Testing and Quality Assurance Expertise
  - vii. Integration of artificial intelligence and machine learning
  - viii. Knowledge of IoT protocols (e.g., MQTT, CoAP), hardware interfaces (e.g., Bluetooth, Wi-Fi, Zigbee), and cloud integration for data processing and storage
- m) Web developer x2
- i. Experience of Angular, HTML, CSS, JavaScript, and other programming languages and familiarity with tools such as Git, CMS platforms, and hosting services.
  - ii. Back-end web development: APIs, SQL, databases and cybersecurity.
  - iii. Search Engine Optimization
  - i. Proficiency in TypeScript.
  - ii. Deep Knowledge of Angular Framework.
  - iii. Angular Material
  - iv. Unit Testing.
- n) Oracle SOA developer x2
- i. Java
  - ii. SOA Architecture
  - iii. WSD (Web Service Development)
  - iv. ESB (Enterprise Service Bus)
  - v. Middleware
  - vi. PL/SQL
  - vii. jDeveloper
  - viii. BPEL (Business Process Execution Language)
  - ix. SOAPUI (Service Oriented Architecture Processing User Interface)
-

**1.2.3. SASSA also requires at a minimum the following roles on Consultant years' experience in the relevant field:**

- o) Application Server Administrator, with below skills
  - i. Application server
  - ii. Web Server
  - iii. API Gateway
  - iv. Load Balancers
  - v. OS (Linux)
  - vi. Integration software skills

- p) Oracle database (RAC)

The Bidder will be fully responsible and accountable for the management and delivery of services to SASSA and if the service is impacted negatively in any way; SASSA reserves the right to bring on board additional consultants at the expense of the Bidder.

In relation to the aforementioned SASSA requires the CV's of all the recommended resources. Please note that all these resources MUST be available from Commencement Date.

**1.3. CONTRACT AND SERVICE STANDARDS****1.3.1. Contract**

The successful bidder will enter into a contract with SASSA which will outline the overarching timelines and services to be provided under this agreement.

**a) Service Level Agreement**

SASSA requires that all service standards set must be met at all times. In this regard further detailed service standards will be defined and agreed in a Service Level Agreement by the parties once the contract has been signed.

**b) Measurement of Services and penalties**

The Service Level Agreement between SASSA and the Bidder will address the measurement and prioritization of service levels, as well as the response and resolution times.

Penalties associated with the prioritization of service levels and the response and resolution times will be implemented and detailed in the Service Level Agreement.

**c) Reporting and Communication**

The recurring reporting and communication requirements between SASSA and the Bidder will be defined in a Service Level Agreement.

**d) Payment of Resources and other Bidder costs**

The issue of payment cycles, penalties and other matters will be elaborated on in the service level agreement. It is important to note that SASSA does not want to be prescriptive on the management of the Bidders operational and resource Bidder costs;

**e) Vetting of all Bidder Resources**

Please note that SASSA will request all Bidder resources to undergo a vetting process – given the confidential nature of the SASSA information.

**1.3.2. Phase in Phase Out Approach****Phase IN**

- a) In order to ensure a smooth handover between service providers a three month transitioning programme is required. This programme will phase-out the responsibilities of the existing service provider, whilst they are also providing handover and will phase in the services of the new service provider to ensure that they are able to fully run with the services from month 4 onwards. This programme will unfold as follows:
  - i. The bidder will be required to be available for 3 months prior to the termination of the current service provider contract to ensure a smooth transition.
  - ii. The first 2 months of the Phase IN will involve hand over whilst on the 3<sup>rd</sup> month will be dedicated to due diligence i.e. the successful bidder will be required to take over the service whilst the current service provider will be in the background to conclude due diligence during this 3<sup>rd</sup> month. The contract period starts from the time transition commence
  - iii. The current service provide will compile a phase- in plan, related data and documentation to be handed over. The new service provider, the current service provider and SASSA will draft and agree on a phase in/out schedule within 7 days of the Purchase order being issued.
  - iv. At the end of the 3 months, a hand over report will be signed by SASSA, the new service provider and the current service provider. The report will confirm that the current service provider handed over all work and processes.

## Phase OUT

- v. The successful bidder will be expected to phase in the new service provider during the last 3 months of the contract (month 33-36).

## SECTION D – BID REQUIREMENTS

### 1. SPECIFIC CONTENTS OF THE PROPOSAL

**The proposal must be submitted in two copies.**

An original response should be accompanied by a hard copy and an electronic soft copy on a memory stick. All the contents of the copies should be in the exact same order as in the hard copy to make it easier to navigate, and evaluate the bid response.

**The proposal must include as a minimum the following details:**

#### 1.1. PREVIOUS EXPERIENCE

**Annexure A should be fully completed:** At least 1 experience per implementation must be indicated in Annexure A. Column B to F must be completed in full per implementation indicated by Bidder. It is important that contactable reference should be provided.

1.1.1. Bidder must provide DETAILED OUTLINE of **previous work experience** (per implementation) for each of the following:

- a) Development and Implementation of customised web application, high availability solution using open source as well as using messaging based integration services, SFTP and API's to integrate to 3rd party solutions.
- b) Development a capability to process applications legibility & outcome, creating a payment record, sending payment file to Bankserv and reconciling the response file/transactions on the system.
- c) Development and Implementation of Integration projects where Oracle SOA Suite was used to Orchestrate long running and file based integration processes
- d) Development and Implementation of Interactive messaging (i.e. WhatsApp, Telegram) solution integrated to Business Systems and services (including customer care) to assist in typical day to day operations.
- e) Support and maintenance services to deliver on the requirements of business, as it relates to Change management and Incident management processes.



**NOTE:** Should the bidder opt to subcontract another company to deliver part of the bid scope, the bidder **MUST** submit a subcontracting agreement, clearly outlining the scope of delivery of work per subcontractor/s and main bidder. It must be noted that for each of the scope of delivery of work, the responsible party must demonstrate experience in that solution as per categories evaluated on functionality criteria.

## **1.2. RESOURCES KNOWLEDGE AND EXPERIENCE**

- 1.2.1. Resources knowledge and experience. Please refer to Section C 1.2 page 35-38 with the Level required per role
- 1.2.2. Curricula Vitae of all roles **should** be provided. All resources should be available from Commencement date. CV must clearly indicate the role recommended for SASSA as per Section C 1.2 page 35-38 with the Level required per role
- 1.2.3. The CV must **CLEARLY** indicate/highlight on the CV where the required experience mapped to the role required role is captured
- 1.2.4. A resource's CV used in the bid may be replaced with another resource's that has equal or better knowledge/qualifications and experience.

## **1.3. COST BREAKDOWN**

### **Annexure B should be fully completed**

- 1.3.1. The term of the contract is 3 years and comprises new development and support and maintenance services.

### **1.3.2. Bidders to note the below important information:**

- 1.3.2.1. Majority of this contract workload is attached to support and maintenance of current functionality and enhancements, which is 70% of the baseline costs. This also include any enhancements to the current SRD 350 grant functionality OR in case of regulation change where the grant is renamed or repurposed to a different grant type during the contract period (Refer to TOR Section 2: Background to the organisation, page 7-12 on the entire solution components)
- 1.3.2.2. New Implementations and support & maintenance thereof accounts for 30% of baseline costs
- 1.3.2.3. Should the administration of the SRD 350 (Page 7-12 Usage of the SRD system) grant be terminated and the grant is not repurposed as per 1.3.2.1 above, the cost linked to support and maintenance of the

current functionality will be ceased and the successful bidder can only charge SASSA for the below functionality:

**a) New Development**

- i. Implementation and support & maintenance of Interactive messaging (i.e. WhatsApp, Telegram) solution linked to Business Systems to assist in typical day to day operations. (Social grants).
- ii. Implementation and support & maintenance of a standalone verification and payment capability.
- iii. Implementation and support and maintenance of Oracle SOA Suite to Orchestrate long running and file based integration processes. infrastructure for the implementation of Oracle SOA Suite.

**b) Existing Functionality**

- i. Processing of payment files for Historic Payments i.e. Records which are approved but could not be paid due to challenges with payment information at the time. These activities include:
- ii. Capability to update outcome for outstanding Appeals outcome and payment processing thereof
- iii. Capability for the affected clients to request account opening or referral from Postbank
- iv. Capability to extract payments for affected clients and send to Bankserv for payment
- v. Capability to reconcile the payments and inform affected clients of failed payments – so that they can update payment details and trigger iv above

**Bidders to note that:** The services for b (Existing functionality) above will be paid at 40% of the monthly existing support and maintenance per month i.e. if monthly cost for existing functionality is costed at R100.00, monthly cost for b ) should be R40.00 should 1.3.2.3 materialise.

**1.3.3. A cost breakdown of the entire service including VAT must be populated on Annexure B**

- a. Monthly and Total Support and maintenance service cost for existing solution for 36 months

- b. Total implementation and Total support & maintenance cost **per implementation** for the below mentioned implementations: **(Support & maintenance Total must be for 33 months). Note that new developments can only be implemented from month 4 and hence a quote for 33 months is required for new developments. It must be noted that implementation cost for each new development will only be paid upon successful completion, with support and maintenance thereof payable in months subsequent to implementation.**
- i. Development and Implementation of Interactive messaging (i.e. WhatsApp, Telegram) solution integrated to Business Systems and services (including customer care) to assist in typical day to day operations.
- ii. Implementation and support and maintenance of a standalone verification and payment capability.
- iii. Implementation and support and maintenance of Oracle SOA Suite to Orchestrate long running and file based integration processes. infrastructure for the implementation of Oracle SOA Suite.

## SECTION E – EVALUATION INFORMATION

### 1. EVALUATION OF THE BID

#### 1.1. BID EVALUATION PRINCIPLES

1.1.1. The bid proposals shall be evaluated in accordance with the 90/10 principle. The evaluation shall be conducted as follows:

**i. First Stage;**

- a) Phase 1: Administrative Compliance;
- b) Phase 2: Functionality Criteria

**ii. Second Stage – Price and Specific Goals Points.**

#### I. FIRST STAGE

##### Phase 1–Administrative Compliance

Bidders are requested to submit the following:

- a. Tax Status Verification Pin
- b. Central Supplier Database (CSD) report
- c. B-BBEE Certificate issued by SANAS / Sworn Affidavit to claim points  
in line with the below Specific Goals
- d. Fully completed and signed SBD Forms

**NOTE: Failure to submit the above may invalidate your bid.**

##### Phase 2: Functionality Criteria

1.1.2. Bidders who score less than **70 of the 100** points of the Functionality Points will be disqualified, and thus will not be evaluated further.

1.1.3. The table below contains details of the evaluation criterion and the weights of each Functional Requirements component.

1.1.4. Criteria below will be evaluated according to the following values

**5=Excellent**

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Implementation of Integration projects where Oracle SOA Suite was used to Orchestrate long running and file based integration processes	5
Development and Implementation of Interactive messaging (i.e. WhatsApp, Telegram) solution integrated to Business Systems and services (including customer care) to assist in typical day to day operations.	5
Support and maintenance services to deliver on the requirements of business, as it relates to Change management and Incident management processes.	5

### 3. Resources and Roles

Comprehensive CV(s) for all required 20 resources (senior consultants and consultants) highlighting relevant experience and skills as per **Section 2: RESOURCE REQUIREMENTS: EXPECTED ROLES LEVELS** (Page 35-38 par 1.2) of Resource Requirements: Expected Roles

**EACH CV must clearly identify/indicate the role recommended for SASSA as per the roles outlined on Section 2: RESOURCE REQUIREMENTS: EXPECTED ROLES LEVELS (Page 35-38 par 1.2) of Resource Requirements: Expected Roles**

Experience : Senior Consultants	Values
1 year - less than 2 years	1
2 years –less than 3 years	2
3 years - less than 4 years	3
4 years - less than 5 years	4
5 years or above	5

25

Experience consultant	Values	25
1 year - less than 3 years	1	
3 years –less than 5 years	2	
5 years - less than 6 years	3	
6 years - less than 7 years	4	
7 years or above	5	
<p><b>4. Presentation of the understanding of Solution requirements</b></p> <p>As part of the evaluation, the Bidders WILL be requested to compile and present to the bid evaluation panel: The presentation will require the bidder to provide an outline/proposal on how they will deliver the below solutions specifically for SASSA based on the understanding of SASSA business:</p> <p>Bidders are welcome to also demonstrate a solution that was implemented and meet the requirements below:</p>		20
Solution	Sub- weights	
Implementing capability to process <b>eligibility &amp; outcome, creating a payment record, sending payment file to Bankserv and reconciling the response file</b> /transactions on the system	10	
Implementing customised web application, multi-tier, high availability solution, Integrating with 3 <sup>rd</sup> party using messaging based services ,SFTP and API's	5	
Implementation of Interactive messaging (i.e. WhatsApp, Telegram) solution integrated to Business Systems and services (including customer care) to assist in typical day to day operations.	5	

<b>TOTAL</b>	100
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## II. SECOND STAGE: PRICE AND PREFERENCE POINT (SPECIFIC GOALS)

Points awarded for price and specific goals

<b>Price and Special Goals point system</b>	<b>100</b>
<b>Price</b>	<b>90</b>
<b>Specific Goals</b>	<b>10</b>

### Price

$$P_s = 90 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

$P_s$  = Points scored for price of tender under consideration

$P_t$  = Price of tender under consideration

$P_{min}$  = Price of lowest acceptable tender

### Specific Goals Points

<b>Specific Goals</b>	<b>Number of points (90/10 system)</b>
B-BBEE Status Level 1-2 contributor with at least 51% black women ownership	10
B-BBEE Status Level 3-4 contributor with at least 51% women ownership	9
B-BBEE Status Level 1-2 contributor with at least 51% black youth or disabled ownership	8
B-BBEE Status Level 1-2 contributor	7
B-BBEE Status Level 3-8 contributor with at least 51% youth or disabled ownership	5
B-BBEE Status Level 3-4 contributor	3
B-BBEE Status Level 5-8 contributor	2
Others	0

- a) Bidders should submit a B-BBEE verification certificate from a verification agency accredited by the South African National Accreditation System (SANAS) and/or CSD MAAA number and/or a sworn affidavit indicating the percentage of all



shareholders and signed by the commissioner of oaths, all the company shareholders and/or owners.

- b) Failure to submit shall be interpreted to mean that Specific Goals points for B-BBEE status level of contribution are not claimed.

## **1.2. COMPULSORY BRIEFING**

- 1.2.1. Bidders must register their company name and contact details of one representative for the briefing session.
- 1.2.2. Bidders will be expected to identify themselves (company representing) during the briefing session. The session will be recorded for confirmation purposes.
- 1.2.3. Details ( to register their company name and contact details of one representative for the briefing session) must be send to email address: [srd2024@sassa.gov.za](mailto:srd2024@sassa.gov.za)
- 1.2.4. Bidders will have 5 calendar days from date of advertisement to submit their registration details via email.
- 1.2.5. Bidders will be afforded 2 days after briefing session to submit questions.

**NB: Failure to attend the compulsory briefing will render your bid invalid.**

## **1.3. BID CONDITIONS**

- 1.3.1. Bid rigging (or collusive bidding) is prohibited and this occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.
- 1.3.2. SASSA reserves the right to negotiate price with the preferred bidder.
- 1.3.3. SASSA reserves the right to terminate the service in part or wholly before the end of the 3-year period
- 1.3.4. SASSA reserves the right not to award the bid at all.

- 1.3.5. SASSA reserves the right to conduct due diligence on the bidder. Note that any misrepresentation identified during due diligence checks will invalidate the bid
- 1.3.6. The General Conditions as stipulated by the National Treasury will be applicable.
- 1.3.7. SASSA will contract and also conclude Service Level Agreement with the successful bidder.
- 1.3.8. Should the bidder opt to subcontract another company to deliver part of the bid scope, the bidder MUST submit a subcontracting agreement, clearly outlining the scope of delivery of work per subcontractor/s and main bidder. It must be noted that for each of the scope of delivery of work, the responsible party must demonstrate experience in that solution as per categories evaluated on functionality criteria