Official reply: 06 April 2017

**NATIONAL ASSEMBLY**

**FOR WRITTEN REPLY**

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**37. Mr Y Cassim (DA) to ask the Minister of Social Development:**

(1) (a) What is the name of the service provider who won the bid for tender 40/15/BT of the SA Social Security Agency, (b) on what date was the contract for the specified tender singed with the specified service provider, (c) what is the total cost of the tender, (d) over what period will the tender run, (e) how many bids for the tender were received, (f) what were the highest and lowest bids received and (g) what deliverables is the service provider expected to provide;

(2) Whether the service provider signed a service level agreement with SASSA; if not, why not; if so, what are the relevant details;

(3) What actions did research through door-to-door services as part of the Integrated Community Registration Programme of the SASSA entail;

(4) Will she provide Mr Y Cassim with a detailed explanation of the specified actions? **NW40E**

**Reply:**

1. (a) Azande Consulting CC

(b) The service contract was signed on 22 July 2016

(c) R392 725 988

(d) The contract will run for three (3) years with effect from 1 July 2016

(e) The tender received 23 bid proposals

(f) The highest bid received was R4 304 354 475.00

The lowest bid received was R 20 734 680.60. However, this bidder did not meet the minimum required score for the functionality score and was therefore not considered.

(g) The Service Provider must develop a detailed implementation plan for the project and:

* Consolidate monthly reports from the household door-to-door surveys within the identified wards;
* Co-ordinate and provide logistical support on ICROP services as and when required by SASSA to do so;
* Electronic data capturing system for recording questionnaires with an E-business solution for reporting purposes and the system must be compatible with SASSA systems; and
* Provide a training plan and report for all the recruited youth workers.

1. Yes, the Service Level Agreement was signed after extensive consultation with different parties.
2. The Service Provider must conduct door-to-door surveys in all the identified wards and use following methods such as:

* Application of the SASSA customer satisfaction survey
* Print and distribute questionnaires for customer satisfaction survey to selected households in different wards
* Action research through door-to-door services to identify the potential beneficiaries and supporting them to access SASSA services
* Design and implement the detailed door-to-door project plan
* Recruit and appoint youth workers from the locality where the research is taking place as a mechanism to create job opportunities
* Train, manage and remunerate youth workers to administer the surveys
* Design and implement the training and development programme
* Capture, consolidate and analyze the collected surveys and household profiling reports and
* Develop capacity in the youth workers in areas such as interpersonal, interviewing, communication and administration skills

The benefits of this programme should not be under-estimated. In addition to taking services to communities, to ensure that all citizens who qualify for social grants actually are able to access services and receive the grants to which they are entitled, the project has also provided invaluable information on local communities through the profiling and door-to-door research. This enables the social development sector, and not only SASSA to provide services that are required. In addition, benefits of the programme are with the co-ordination of government services, in that other Departments are also included when ICROP services are brought to local communities. This includes services such as Home Affairs, for the provision of identity documents, social workers for services related to foster child grants and other social ills, South African Police Services for the commissioning of affidavits; Department of Health for medical assessments for social grant applications and other NGO’s active in the community being served, to ensure that their services are made known to community members.

Other benefits include the creation of job opportunities for unemployed youth from the areas being served and the transfer of skills, which will assist these young people to compete for employment after the conclusion of this contract.

1. The above details provide an overview of the specified actions required in terms of this contract. Additional detail which may be provided to the Honourable Member on request includes the list of wards already provided with ICROP services; details of the achievements realized during these engagements; as well as confirmation of the youth workers contracted.