Official reply: 05 April 2017

**NATIONAL ASSEMBLY**

**FOR WRITTEN REPLY**

Date of publication on internal question paper: 09 February 2017

Internal question paper no: 01

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

(1) (1) (a) What is the name of the service provider that won the bid for the SA Social Service Agency’s (SASSA) tender 38/15/BT, (b) on what date was the contract for the specified tender signed 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 were received, (f) what were the (i) highest and (ii) 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? **NW41E**

**Reply:**

1. (a) The successful service provider that won the bid is Selizwe Leadership

Academy (Pty) Ltd.

(b) The contract was signed with Selizwe Leadership Academy on the 1 July

2016.

(c) The total cost of the tender is R 2 271 200.00 inclusive of value added

tax (vat).

(d) The contract period is for eight (8) months.

(e) The Agency received nine (9) bids.

(f) (i) The highest bid received was R23 252 960.36 vat inclusive.

(ii) Lowest bid received is R 1 226 897.85 vat inclusive. The lowest

bidder did not meet the minimum required score for functionality criteria.

(g) (i) There are guidelines across several government departments that

guide the development of public facilities such standards for disability access in the Department of Health, standards for physical access to facilities in the Department of Public Works, the standards for occupational safety in the Department of Labour etc. The service provider is to obtain a comprehensive list of these guidelines that they will use as a guide to assess extent to which facilities used as service points comply. (This is evidence based evaluation).

The service provider is expected to provide a detailed assessment on the models of service point development in local areas in each district, in each of the 9 Regions.

(ii) Assess how service points are resourced, and its resource impact

on service delivery at local offices and on the citizens targeted for

the service.

(iii) Develop a set of standards that will be used to monitor services

rendered at service points.

(iv) Develop a dashboard for the measurement of the standards.

1. Yes. The service provider signed a service level agreement with SASSA.