Official reply: 28 March 2017

**NATIONAL ASSEMBLY**

**FOR WRITTEN REPLY**

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**43. Ms J Edwards (DA) to ask the Minister of Social Development:**

(1) (a) Who are the Information and Communications Technology (ICT) service providers for the SA Social Security Agency (SASSA), (b) on what date was the tender advertised and (c) in each case, what is the (i) length of the contract and (ii) cost of the contract in its entirety;

(2) (a) what specific services is each ICT provider rendering and (b) has a Service Level Agreement been signed between SASSA and each ICT provider? **NW47E**

**Reply:**

| **Question 1** | | | | **Question 2** | |
| --- | --- | --- | --- | --- | --- |
| (a)ICT Service Providers | (b)Tender Advertisement Date | (c)(i)Contract duration | (c)(ii)Contract Value | 1. Services Being Offered | 1. Is SLA Signed |
| MTN | October 2015 | 5 years | R100,289,905.00 | Multiprotocol Label Switching (MPLS)  Datacenter Services  Internet | YES |
| EOH | 07 November 2014 | 2 years | R87, 934,360.92 | Support Services (Front Office, Back Office and LAN) | YES |
| EOH | 24 August 2012 | 3 years | R11,781,378.27 | Migration from Novell to Microsoft Netware Platform | YES |
| Telkom | Sole Service Provider (Government to Government) | 5 years | R131,485, 175.40 | Last mile fixed line connectivity | YES |
| Info Guardian | January 2015 | 3 years | R10, 312, 123.33 | Intrusion Prevention Services (Tipping Points) | YES |
| Gijima | 20 November 2015 | 3 years | R6, 046, 233.71 | LAN Monitoring and Management Tool (Provision of Entuity of Eye of the Storm) | YES |
| SITA | Government Services offered through SITA as government entity | 3 years | R331,535, 042.40 | SOCPEN Hosting | YES |
| SITA | Government Services offered through SITA as government entity | 3 years | R1, 218, 325.79 | BAS/Persal Hosting | YES |
| SITA | Government Services offered through SITA as government entity | 3 years | R14, 406, 711.17 | Common Access Point | YES |
| SITA | Government Services offered through SITA as government entity | 3 years | R244, 790.59 | Server Housing | YES |
| SITA (Microsoft) | Government Transversal Contract offered through SITA Enterprise Agreement as government entity | 3 years | R53,924,677.17 | Microsoft Licenses | YES |
| Datacentrix | 29 January 2016 | 2 years | R1, 928, 880.00 | Antivirus Software and Licenses | YES |
| EOH Mthombo | February 2015 | 3 years | R109,437,963.00 | Implementation of the SASSA Scanning Solution | YES |
| Microsoft SA | September 2014 | 3 years | R37 282 421.68 | Development and implementation of the Enterprise Business Intelligence Solution | YES |
| Datacentrix | February 2016 | 2 years | R28,205,902.00 | Support of the Livelink/CLM Records Management System | YES |
| SITA | February 2016 Procured through SITA BA. | 3 years | R1,612,000.00 | Gartner research subscription service | YES |
| LexisNexis | February 2015 | 3 years | R1,592,836.00 | Subscription to Legal Services database | YES |
| SITA | Procured through SITA BA 1 April 2016 | 3 years | R71, 748, 875.00 | Technical Application Support for SocPen | YES |
| SITA | Procured through SITA BA 1 April 2016 | 3 years | R23, 315, 345.00 | Functional Application Support for SocPen | YES |
| SITA | Procured through SITA BA 1 April 2016 | 3 years | R55, 119, 447.00 | Training services for SocPen | YES |
| SITA | Procured through SITA BA 1 April 2016 | 3 years | R4, 055, 357.00 | Technical and Functional Support for GIS Services | YES |
| GP VAN NIEKERK ONDERNEMINGS | Sole Service Provider-Annual Renewal for Software Licenses Support | Annual | R557, 612.00 | Emulation Software Support for SocPen | YES |
| ELCB Information Services (Pty) Ltd | 13 February 2015 | 1 year | R18,891,375.48 | Technical and Functional Support for the MIS system | YES |
| EOH Mthombo PTY LTD | November 2014 | 3 years | R90,780,480.00 | ERP Help Desk, Technical-, Functional- and Training support | YES |
| Oracle | Sole Service Provider-Annual Renewal for Software Licenses Support | Annual | R6,904,178.08 | Oracle OEM Support Services (Knowledge Base, Enhancements, Patches, bug fixes etc.) | YES |
| Bankserv | Sole Service Provider-Annual Renewal for Software | Annual | R30,000.00 | Annual fee for sending payment files from ERP | YES |
| Excel4apps | Annual Renewal for Software Licenses Support | Annual | R 202, 239.36 | Oracle General Ledger drill down | YES |