sassa
SOUTH AFRICAN SOCIAL SECURITY AGENCY

SASSA: 05-26-FIN-LP

INVITATION TO BID

SASSA:05-26-FIN-LP: APPOINTMENT OF SERVICE PROVIDER/S FOR DEBT COLLECTION SERVICES OF SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) OF LIMPOPO REGION FOR A PERIOD OF THREE YEARS (36 MONTHS).

NON-COMPULSORY BRIEFING SESSION WILL BE HELD ON THE 10 NOVEMBER 2026 AT 11H00 VIRTUAL THROUGH MICROSOFT TEAMS:
Interested bidders should send their email address to ThomasS@sassa.gov.za for the link of the meeting.

The tender document can be downloaded from the E-Tenders (https://www.etenders.gov.za/) or SASSA Website (https://www.sassa.gov.za/)

PROPOSALS MUST BE DEPOSITED IN THE BID BOX SITUATED AT:

: **SASSA Limpopo Regional Office**
48 Landros Maré Street
Polokwane
0699

CLOSING DATE : **24 November 2026**
TIME : **11:00am**

TECHNICAL ENQUIRIES CAN BE DIRECTED TO:

CONTACT : **Mr. Nelson Modibe @ (015) 291-7471**
NelsonMo@sassa.gov.za

SUPPLY CHAIN MANANAGEMENT ENQUIRIES CAN BE DIRECTED TO:

CONTACT : **Mr. Thomas Senyolo @ (015) 306-9344**
ThomasS@sassa.gov.za

South African Social Security Agency
Limpopo Region

48 Landros Mare Street• Polokwane 0699
Private Bag X9677 • Polokwane 0700
Tel: +27 15 291 7400 • Fax: +27 15 291 7996
www.sassa.gov.za

PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE *(NAME OF DEPARTMENT/ PUBLIC ENTITY)*					
BID NUMBER:	**SASSA:05-26-FIN-LP**	CLOSING DATE:	**24 November 2026**	CLOSING TIME:	**11h00**
DESCRIPTION	**APPOINTMENT OF SERVICE PROVIDER/S FOR DEBT COLLECTION SERVICES OF SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) OF LIMPOPO REGION FOR A PERIOD OF THREE YEARS (36 MONTHS)**				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT *(STREET ADDRESS)*					
SASSA, 48 LANDROS MARE STREET					
POLOKWANE, O699					

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**	
CONTACT PERSON	**Mr. Thomas Senyolo**	CONTACT PERSON	**Mr. Nelson Modibe**
TELEPHONE NUMBER	**015 306 9344**	TELEPHONE NUMBER	**(015) 291-7471**
FACSIMILE NUMBER	**N/A**	FACSIMILE NUMBER	**N/A**
E-MAIL ADDRESS	ThomasS@sassa.gov.za	E-MAIL ADDRESS	NelsonMo@sassa.gov.za

SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		**OR**	CENTRAL SUPPLIER DATABASE No:	MAAA

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐Yes ☐No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?	☐Yes ☐No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	☐ YES ☐ NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:	
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	**ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4.	**THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**
2. TAX COMPLIANCE REQUIREMENTS	
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6	WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7	NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER: .....

CAPACITY UNDER WHICH THIS BID IS SIGNED: .....
(Proof of authority must be submitted e.g. company resolution)

DATE: .....

SBD 3.1

PRICING SCHEDULE – FIRM PRICES (PURCHASES)

NOTE: **ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder.....	Bid number **SASSA:05-26-FIN-LP**
Closing Time **11:00**	Closing date **24 November 2026**

OFFER TO BE VALID FOR **90 DAYS** FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
01	N/A	Appointment of service provider/s for Debt Collection services of South African Social Security Agency (SASSA) of Limpopo Region for a period of three years (36 Months)	

- Required by: SASSA
- At: 48 Landros Maré Street, Polokwane
- Brand and model N/A
- Country of origin South Africa
- Does the offer comply with the specification(s)? *YES/NO
- If not to specification, indicate deviation(s) .....
- Period required for delivery .....
  *Delivery: Firm/not firm
- Delivery basis .....

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

*Delete if not applicable

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SOUTH AFRICAN SOCIAL SECURITY AGENCY

SBD4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

1.1 Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa, 1996 (Constitution), and further expressed in the various applicable legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

1.2 If a person is listed in the Register for Tender Defaulters and/or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. DECLARATION ON EMPLOYMENT BY ORGAN OF STATE

2.1 Is the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder employed by an organ of state, as defined in section 239 of the Constitution? **YES/NO**

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1. the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2 If YES, furnish particulars of the names, individual identity numbers, in the table below:

Full Name	Identity Number	Name of organ of state

2.3 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....
.....

2.4 Does the bidder or any of its directors/trustees/shareholders members/partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise, whether or not they are bidding for this contract? **YES/NO**

2.4.1 If so, indicate all companies registered in the CSD in the table below:

Supplier registration number (MAAA)	Status (active/inactive/deleted)

Failure to disclose all CSD-registered active companies linked to all Directors will lead to disqualification.

3 GENERAL DECLARATION

I, ..., the undersigned, in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure.

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found to be false.

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act, 1998 (Act No. 89 of 1998) and or may be referred to law enforcement agencies for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) or any other applicable legislation.

I CERTIFY THAT THE ABOVE IS CORRECT.

I ACCEPT THAT THE PROCURING INSTITUTION MAY REJECT THE BID OR TAKE APPROPRIATE ACTION AGAINST ME IF THIS DECLARATION IS FALSE.

.....	.....
Signature	Date
.....	.....
Designation	Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

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1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

(*delete whichever is not applicable for this tender*).

a) The applicable preference point system for this tender is the 90/10 preference point system.

b) The applicable preference point system for this tender is the 80/20 preference point system.

c) Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

(a) Price; and

(b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

(a) **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

(b) **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;

(c) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

(d) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(e) **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 **or** **90/10**

$$Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right) \text{ or } \quad Ps = 90\left(1 - \frac{Pt - P\,min}{P\,min}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 **or** **90/10**

$$Ps = 80\left(1 + \frac{Pt - P\,max}{P\,max}\right) \text{ or } \quad Ps = 90\left(1 + \frac{Pt - P\,max}{Pmax}\right)$$

Where

Ps	=	Points scored for price of tender under consideration
Pt	=	Price of tender under consideration
Pmax	=	Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership	20	
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership	18	
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership	16	
B-BBEE Status Level 1 - 2 contributor	14	
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership	12	
B-BBEE Status Level 3 - 4 contributor	8	
B-BBEE Status Level 5 - 8 contributor	4	
Others	0	
Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points. The highest points will be confirmed with the BBBEE Certificate/Sworn Affidavit submitted by bidder/CIPC, etc.		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

Partnership/Joint Venture / Consortium
One-person business/sole propriety
Close corporation
Public Company
Personal Liability Company
(Pty) Limited
Non-Profit Company
State Owned Company
[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

i) The information furnished is true and correct;

ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process;

(b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

(d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and

(e) forward the matter for criminal prosecution, if deemed necessary.

.....

SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME: .....

DATE: .....

ADDRESS: .....

THE NATIONAL TREASURY

Republic of South Africa



GOVERNMENT PROCUREMENT:

GENERAL CONDITIONS OF CONTRACT

July 2010

GOVERNMENT PROCUREMENT

GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

(i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and

(ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.

- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if (applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

TABLE OF CLAUSES

1. Definitions
2. Application
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6. Patent rights
7. Performance security
8. Inspections, tests and analysis
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27. Settlement of disputes
28. Limitation of liability
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34. Prohibition of restrictive practices

General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:

1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.

1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.

1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.

1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.

1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

1.7 "Day" means calendar day.

1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.

1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.

1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.

1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

1.14 "GCC" means the General Conditions of Contract.

1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.

1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.

1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.

1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.

1.20 "Project site," where applicable, means the place indicated in bidding documents.

1.21 "Purchaser" means the organization purchasing the goods.

1.22 "Republic" means the Republic of South Africa.

1.23 "SCC" means the Special Conditions of Contract.

1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such

obligations of the supplier covered under the contract.

1.25 "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

2. Application

2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

4. Standards

4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.

5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.

5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

7. Performance security

7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.

7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:

(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
(b) a cashier's or certified cheque

7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

8.1 All pre-bidding testing will be for the account of the bidder.

8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.

8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.

8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.

8.7 Any contract supplies may on or after delivery be inspected, tested or

analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

(a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
(b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
(c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

(d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

(e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

(a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and

(b) in the event of termination of production of the spare parts:

(i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and

(ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract amendments

18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

(a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;

(b) if the Supplier fails to perform any other obligation(s) under the contract; or

(c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any

person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

(i) the name and address of the supplier and / or person restricted by the purchaser;
(ii) the date of commencement of the restriction
(iii) the period of restriction; and
(iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which

may be due to him

25. Force Majeure

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.5 Notwithstanding any reference to mediation and/or court proceedings herein,

(a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
(b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;

(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing language

29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. Applicable law

30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

31. Notices

31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice

31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and duties

32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

33. National Industrial Participation (NIP) Programme

33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

34 Prohibition of Restrictive practices

34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).

34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

TERMS OF REFERENCE FOR THE APPOINTMENT OF SERVICE PROVIDER/S FOR DEBT COLLECTION SERVICES OF SOUTH AFRICAN SOCIAL SECURITY AGENCY [SASSA] OF LIMPOPO REGION FOR A PERIOD OF THREE YEARS (36 MONTHS)

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ACRONYMS

ToR	:	Terms of reference
SASSA	:	South African Social Security Agency
SMS	:	Short Message Service
DSD	:	Department of Social Development
POPI Act	:	Protection of Personal Information Act
CSD	:	Central Supplier Database
BBBEE	:	Broad-Based Black Economic Empowerment
PPPFA	:	Preferential Procurement Policy Framework Act
SANAS	:	South African National Accreditation System
CIPC	:	Companies and Intellectual Property Commission
EME	:	Emerging Micro Enterprise
LP	:	Limpopo
SBD	:	Standard Bidding Documents
SCC	:	Special Conditions of Contract
SSA	:	State Security Agency
VAT	:	Value Added Tax
ADRA	:	Association of Debt Recovery Agents

1. INTRODUCTION

1.1 The South African Social Security Agency (SASSA/Agency) has been established in terms of the South African Social Security Agency Act, 2004 (Act No.9 of 2004). The Agency is responsible for the management, administration and payment of social assistance (social grant). Statutorily mandated to administer and pay the following social grants:

a) Old Age Grant;

b) Grant in Aid;

c) War Veteran Grant;

d) Disability Grant;

e) Child Support Grant;

f) Care Dependency Grant;

g) Foster Care Grant; and

h) Social Relief of Distress.

1.2 SASSA is an Agency of the National Department of Social Development comprised of nine (9) Regional offices across the country. Limpopo Regional office is situated in Polokwane and is comprised of five (5) District offices namely, Capricorn, Mopani, Sekhukhune, Vhembe, and Waterberg.

1.3 SASSA Limpopo Region is responsible for all debts accruing to SASSA Limpopo Region and includes any amount owing to or receivable by the institution. These types of debts include, *inter alia*, the following:

a) Supplier overpayments;

b) Motor accident;

c) Salary overpayment;

d) Contravention of bursary or study aid policy or contracts;

e) Private telephone and Cell phone; and

f) Damages & losses (including third party) and

g) Theft of assets

2. PURPOSE

2.1 To appoint a service provider/s to constantly collect and recover all outstanding debts due to the Agency in accordance with, *inter alia*, the terms incorporated herein as well as applicable prescripts for the duration of 3 years (36 months).

3. BACKGROUND

3.1 In the execution of its mandate, the Agency experiences challenges giving rise to debts owed to the Agency by either social grant beneficiaries or grant recipients or employees of the Agency.

3.2 These challenges relate to instances where a beneficiary`s financial status changes or improves thereby rendering him or her not eligible to receive a social grant. Irrespective of any such change in the beneficiary`s financial status, he or she continues to receive a social grant resulting in such a payment of social grant to that beneficiary regarded as an overpayment.

3.3 It is upon such instances that the beneficiary will become liable to repay the social grant money (overpayment) received; and therefore, be identified as a debtor.

3.4 There are also instances where, due to various circumstances (i.e. non-compliance with study aid contracts, overpayment of salaries and so forth) that SASSA is responsible to recover monies from its current or former employees.

3.5 The continuous increase of the Agency`s debt book as well as the audit findings in relation to the social assistance (social grants) funds have necessitated the need for an immediate action to ensure the effective and efficient management of social assistance debts and staff (employees) debts to avoid any negative audit outcomes for both the Department of Social Development (DSD) and the Agency.

3.6 SASSA has, in terms of the Public Finance Management Act, 1999 (Act No. 1 of 1999); Social Assistance Debt Policy; the South African Social Security Agency Staff Debt Policy; and other applicable prescripts a responsibility to manage, collect and recover all debts.

3.7 SASSA has identified two major challenges, namely; wrong and outdated debtors' addresses as well as the incorrect financial status of the debtor. These major challenges disadvantage SASSA in effective and efficient management, collection

and recovery of the debts. Therefore, SASSA seeks to appoint a service provider/s that will constantly collect and recover all outstanding debts due.

3.8 The total debt book as at 31 August 2026, for social grant debts is approximately **R 128** million and approximately **R 3,9** million for staff debt including third party. Hereunder is a table depicting the debt book per category:

Region	Social assistance debts	Staff debt (including former employee and third party)	Total
Limpopo Region	**R128,118,752.96**	**R3,904,178.53**	**R132,022,931.40**

4. SCOPE OF WORK

4.1 Recover monies on debtors handed over to debt collectors.

4.2 Issue a notification via either sms's, email or written letter to a traced debtor to inform him/her that the Agency has handed over their debt for collection and recovery.

4.3 The notification should state what type of debt (grant debtor, staff debtor or 3rd party claim) the amount owed, SASSA Limpopo deposit account details, ID number as reference number and payment arrangement.

4.4 Perform litigation process to recover monies owed to SASSA Limpopo Region.

5. DELIVERABLES

5.1 RESPONSIBILITIES OF SERVICE PROVIDER/S

5.1.1 The bidder must demonstrate the ability to deliver the following services:

a) trace, collect and recover any outstanding amounts from the debtors as per SASSA instructions.

b) adhere and comply with all applicable legislation, including the SASSA Policies when collecting and recovering the debts.

c) record settlement arrangements made by the debtors and inform SASSA.

d) inform SASSA to update information regarding the debtor's particulars (e.g. postal, physical addresses and contact details.

e) follow up, collect and recover from the targeted groups (namely; public and private sector employees; social grant recipients or beneficiaries or other debtors as per SASSA instructions issued from time to time).

5.1.2 Allocate debtors to Call Centre and start engaging.

5.1.3 The contracted Service Provider/s must prepare a monthly progress report on each debt, capturing all interactions with the debtor(s), which will have to be provided in the electronic format (excel or any data source) to the Agency. The data required should include, but not limited to the following:

a) Number of emails / SMS's / faxes / letters sent

b) Number of one-on-one meetings

c) Payment arrangements

d) Queries

e) Number of Calls made to the debtor

f) Collection report

g) The list of debtors that have paid into SASSA bank accounts.

h) Debtors with arrangements as per the SASSA policies.

I) Debtors requesting arrangements outside the approved policies.

j) Debtors with once–off payment arrangements.

k) Debtors not found/untraceable.

l) Debtors who are deceased.

m) Monthly detailed reconciliation of a debt book.

5.1.4 The successful bidder will be required to report to the Project Manager.

5.1.5 The defaulting debtors can be blacklisted with any registered credit bureau. However, the debt collectors must ensure that applicable processes are followed, and above all, debtors are notified of the intention to blacklist them.

5.1.6 The legal debt collection services for the collection of revenue of overdue accounts interpreted, and handed over for legal collection as per service, including the following:

5.1.6.1 Preparation of summonses

5.1.6.2 Obtaining judgements

5.1.6.3 Enforcement of judgements

5.2 RESPONSIBILITIES OF SASSA

5.2.1 The expected output or outcome from the rendering of the above services is the maximization of debt collection and recovery.

5.2.2 SASSA will furnish the contracted service provider with relevant available SASSA policies, Procedure manual and a debt book portfolio.

5.2.3 SASSA shall:

a) Provide the debt collector with Limpopo Region debt book database

b) Provide a bank report to debt collectors

c) Pay a commission fee on monthly basis

d) Recall all cases that are untraceable, unrecoverable and deceased cases.

6. CONDUCT OF DEBT COLLECTOR

6.1 SASSA Limpopo Region expects a high standard of delivery and that all reasonable steps, to recover debt as speedily, cost effectively and efficiently as possible, will be instituted timeously and without undue delay.

6.2 The debt collector must assess and report to SASSA Limpopo Region on the prospects of cost effectiveness and efficiency of the recovery of debt and shall immediately advise the Region in writing of irrecoverable matters and close its file upon instruction.

6.3 The debt collector will not be the defendant of the debtor who is their client work, to avoid conflict of interest.

6.4 The debt collector will treat debtors with humanity.

6.5 The debt collector will be required to take the necessary action against debtors placed under administration, debt review and act on behalf of the SASSA Limpopo Region in business rescue and liquidation matters.

6.6 The debt collector will not settle or compromise any claim or initiate litigation on behalf of SASSA Limpopo Region, without the necessary consultation and approval.

6.7 The debt collector will not receive payments on behalf of SASSA Limpopo Region on any matter that has been handed over for legal proceedings.

7. WITHDRAWAL OF INSTRUCTIONS

7.1 The SASSA Limpopo Region may at any time:

7.1.1 Instruct the debt collector to cease proceedings against any debtor.

7.1.2 Withdraw any instruction in respect of the collection of the amount owing by any debtor.

7.1.3 In event of SASSA Limpopo Region withdrawing the instruction of the debt collector in relation to any debtor, the debt collector will nevertheless, be entitled to commission upon the amounts subsequently collected and paid directly to the SASSA Limpopo for a period not exceeding 30 (thirty) days, from the date on which SASSA Limpopo Region issued the withdrawal notice.

8. REIMBURSEMENT FOR DEBT COLLECTION SERVICES

8.1 Payment will be based on commission of the amount collected. Debt collector must provide their own preferred amount of commission.

8.2 All amounts collected on the handed-over accounts will be entitled to a commission.

8.3 All commissions payable to the service provider will be inclusive of Value Added Tax (VAT).

9. REIMBURSEMENT FOR LITIGATION

9.1 SASSA Limpopo Region may reimburse the debt collector on litigation matters against the debtor.

9.2 The debt collector will obtain approval from SASSA Limpopo Region prior to instituting any legal action in the court of law against the debtor.

9.3 The schedule of fees as per annexture 11A must guide SASSA Limpopo Region on how to reimburse the debt collector on litigation matters against the debtor.

10. LEGAL PROCEEDINGS

10.1 Prior written approval must be obtained from Regional Executive Manager (REM) in respect of the following legal proceedings

10.1.1 Blacklisting

10.1.2 Attachment of movable assets

10.1.3 Sale in execution of immovable assets

10.1.4 Defended matters

10.1.5 Handling of all legal matters arising from hand-over account.

11. DEFENDED MATTERS, URGENT MATTERS FOR ARBITRATION

11.1 The debt collector shall not settle any litigation by or against the debtor without the necessary consultation with the SASSA Limpopo Region Project Manager - which authorization shall be given in writing only, and no verbal instructions are to be accepted.

11.2 The debt collector will acknowledge each specific service request in writing within 3 working days, which must include a clear indication of the ability to promptly carry out instructions.

11.3 Should the information accompanying the instruction be insufficient, further information and or consultation should be requested in writing within 7 working days.

11.4 All instructions required from the SASSA Limpopo Region will be requested and issued in writing.

11.5 The debt collector cannot undertake any actions through verbal instructions.

11.6 All matters will be brought to their conclusion, including the recovery of all capital and interest owing, where applicable, as well as the recovery of all costs orders made by the court, including execution steps.

12. PAYMENT FILE

12.1 Within ten (10) working days of the end of each month, the debt collector shall prepare an account which shall be transmitted to the SASSA Limpopo Region in electronic format in which the following entries for the month immediately shall appear:

12.1.1 The amounts collected from each debtor by the debt collector.

12.1.2 All matters that warrant litigation will be negotiated with the Project Manager.

12.1.3 The debt collector shall submit the tax invoice and statement of account for payment.

13. REPORTING REQUIREMENTS

13.1 The debt collector will be required to report to the Project Manager SASSA Limpopo Region and in accordance with the project plan.

13.2 The debt collector will report as per SASSA Limpopo Region requirements (which shall be in electronic format - excel or any data source report).

14. BID CONDITIONS OF A CONTRACT

14.1 Any misrepresentation of information will lead to disqualification of the bid.

14.2 The Agency reserves the right to appoint one (1) or more service providers or not to appoint any service provider at all.

14.3 The Agency reserves the right to award the bid in whole or only partially.

14.4 The Agency will not be held responsible for any costs incurred by the bidder in the preparation, presentation and submission of the bid.

14.5 In accordance with the POPI Act (Protection of Personal Information Act), the winning bidder shall treat all available data provided by the Agency and collected on debtors as strictly confidential. Such data remains the property of the Agency, and it shall not be used without prior approval by SASSA Limpopo Region delegated authority.

14.6 Any patents or copyright developed from this project will belong to the SASSA Limpopo Region.

14.7 Obtained information shall be used for no other purposes, whatsoever, except to collect any outstanding monies on behalf of SASSA, as may be required regarding the debtor.

14.8 The debt collector shall ensure that all collection methods comply in all respects with the provisions of the Magistrate's Court Act No. 32 of 1944 as amended, and the Debt Collectors Act No. 114 of 1998 as amended, credit control and debt collection policy of SASSA and other applicable legislations.

14.9 The service provider will be expected to enter into a service level agreement with SASSA, which will form basis of compliance monitoring.

15. EVALUATION OF THE BID

15.1 **The evaluation process will be carried out in terms of the following:**

15.1.1 Phase one: Special condition

15.1.2 Phase two: Administrative compliance

15.1.3 Phase three: Functionality criteria

15.1.4 Phase four: Price and specific goals (80/20)

16. Phase One: Special Condition

16.1 Bidder to submit reference letter/s providing name of the company, contact details, project description, contract value & period, recovery rate and it must be signed.

16.2 Debt collector must submit a letter of good standing, from their Attorney.

16.3 Provide original confirmation of valid registration with Council for Debt Collectors as required in terms of Section 8(1) and 8(3) of the Debt Collectors Act No. 114 of 1998 or registration as member of a Law Practitioners Council in terms of the Attorneys Act, 1979 or registration as member of the Association of Debt Recovery Agents "ADRA" or Legal Practice Council (certified copy not older than 6 months).

16.5 Fully completed Pricing Schedule (Annexure 11A)

NB: Failure to meet the special condition will result in the disqualification of the bid.

17. Phase Two: Administrative Compliance

17.1 Fully completed & Signed Standard-Bidding documents (SBD1, SBD3.1, SBD4 & SBD6.1).

17.2 Valid Tax Verification Pin.

17.3 Valid Central Suppliers Database (CSD) Report.

NB: Failure to submit the above-required documentation may result in the proposal being disqualified.

18. Phase Three: Functionality criteria

18.1 The bidder will be evaluated on functionality as per table 1 below.

18.2 A bidder that scores less than 70 points out of 100 in respect of functionality will be regarded as submitting a non-responsive proposal and will be disqualified.

18.3 Only bidders scoring a minimum of 70 points on functionality will proceed for further evaluation on Price and Preferences.

18.4 Bidders will be evaluated in terms of the following values in table 1:

Table 1

Values: 1=Poor, 2=Average, 3= Satisfactory, 4= Good, 5= Excellent

<table>
<tr><th>CRITERIA</th><th>REQUIREMENT</th><th>WEIGHT</th></tr>
<tr><td>a. Contract value awarded, Recovery rate and experience</td><td>NB: Bidder to submit reference letter/s providing name of the company, contact details, project description, contract value & period, recovery rate and it must be signed.

a) Bidder to have successfully being awarded contracts in the field of debt collection. The information supplied on the reference letter will be used.

<table>
<tr><th>Value of contracts</th><th>score</th></tr>
<tr><td>R0- R999 999</td><td>1</td></tr>
<tr><td>R 1 000 000 - R 2 000 000</td><td>2</td></tr>
<tr><td>R 2 000 001 – R 3 000 000</td><td>3</td></tr>
<tr><td>R 3 000 001 – R 4 000 000</td><td>4</td></tr>
<tr><td>R 4 000 001 and above</td><td>5</td></tr>
</table>

b) The information supplied on the reference letter will be used to evaluate the rate of Recovery

<table>
<tr><th>Recovery rate</th><th>score</th></tr>
<tr><td>0% to 30%</td><td>1</td></tr>
<tr><td>31% to 49%</td><td>2</td></tr>
<tr><td>50% to 69%</td><td>3</td></tr>
<tr><td>70% to 80%</td><td>4</td></tr>
<tr><td>81% to 100%</td><td>5</td></tr>
</table>

c) The information supplied in the reference letter(s) will be used to evaluate experience in debt collection and recovery.</td><td>25

35</td></tr>
</table>

<table>
<tr>
<td></td>
<td>
<table>
<tr><th>Experience in debt collection and recovery</th><th>score</th></tr>
<tr><td>Less than 3 years</td><td>1</td></tr>
<tr><td>3 years</td><td>2</td></tr>
<tr><td>4 years</td><td>3</td></tr>
<tr><td>5 years</td><td>4</td></tr>
<tr><td>6 years and above</td><td>5</td></tr>
</table>
d) Bidder to have successfully been exposed or have litigation experience in the field of debt collection
e) The information supplied on the reference letter will be used to evaluate experience in the litigation process.
</td>
<td>25</td>
</tr>
<tr>
<td>b. Staff Experience</td>
<td>
Project Manager
a) The bidder must provide a Project Manager with experience in the field of debt collection recovery. A comprehensive CV should be submitted.
<table>
<tr><th>Experience</th><th>score</th></tr>
<tr><td>Less than 3 years</td><td>1</td></tr>
<tr><td>3 years</td><td>2</td></tr>
<tr><td>4 years</td><td>3</td></tr>
<tr><td>5 years</td><td>4</td></tr>
<tr><td>6 years and above</td><td>5</td></tr>
</table>
</td>
<td>15</td>
</tr>
</table>

19. STAGE FOUR: PRICE AND SPECIFIC GOALS

The 80/20 preference points system will apply in the evaluation of proposals submitted.

Price and specific goal	100
Price	**80**
Specific goal	**20**

(a) Preference points will be awarded to a bidder for attaining the specific goal in accordance with the table below:

The specific goals allocated points in terms of this tender	Number of Points (80/20 system)
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership	20
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership	18
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership	16
B-BBEE Status Level 1 - 2 contributor	14
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership	12
B-BBEE Status Level 3 - 4 contributor	8
B-BBEE Status Level 5 - 8 contributor	4
Others	0

Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points. The highest points will be confirmed with the BBBEE Certificate/Sworn Affidavit submitted by bidder/CIPC, etc.

(b) Bidders must submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African National Accreditation System (SANAS) or a Sworn Affidavit signed by Emerging Micro Enterprise (EME) representative and attested by the Commissioner of Oaths, or (CIPC BBBEE Certificate).

(c) Failure to submit a certificate from accredited verification agency or sworn affidavit or CIPC BBBEE Certificate substantiating the specific goals or is a non-compliant contributor, such bidder shall score 0 points out of the allocated maximum points for specific goals.

20. FEE STRUCTURE

20.1 Commission fee is based on "No Recovery, No Fee".

20.2 The bidder must provide a fixed price proposal for the duration of the contract based on the total value of the SASSA debt book.

20.3 The fees payable to the debt collector in respect of any monies collected from any debtor in respect of whom the debt collector has received instructions will be based on commission.

20.4 Debtors should deposit money directly to SASSA bank account.

20.5 The fixed price proposal must be VAT inclusive and quoted in South African Rand for VAT registered companies.

20.6 The fixed price proposal must be an all-inclusive rate (direct and indirect costs) that may be incurred by the bidder in rendering the required service.

20.7 No other costs will be accepted after award.

20.8 The fixed price proposal should be expressed in percentage and will be paid proportional to recovered debts.

21. BRIEFING SESSIONS

There will be non-compulsory (virtual) briefing session through Microsoft Teams.

22. LATE SUBMISSION

22.1 Bids received at the address indicated in the bid documents, after the closing date and time, will not be accepted for consideration.

23. SUBMISSION OF BIDS

23.1 All bids must be deposited in the tender box situated at:

SASSA Limpopo Regional office

48 Landros Mare Street

Polokwane, 0699

GPS coordinates -23.911385, 29.453520

24. ENQUIRIES

24.1 Bid administration and technical enquiries may be directed to:

Name and Surname	Designation	Email	Contact
Modiba M.N	Technical enquiries	Nelsonmo@sassa.gov.za	015 291 7471
Senyolo T.J	Supply Chain Management enquiries	ThomasS@sassa.gov.za	015 306 9344

(ANNEXURE 11A)

1. PRICING SCHEDULE

Estimate Debt Book Value	% Commission	Total Bid Price (Vat inclusive, where applicable)
R132,022,931.40	**.....%**	**R**

1.1. **NB: The Bidders must note that the debt book value depicted in the pricing schedule template is an estimate as the debt book value will fluctuate during the contract period. Bidders must further note that the estimate debt book value is provided to ensure comparable price and specific goals evaluation.**

1.2. The commission percentage should be inclusive of all costs. No other costs will be accepted after award. Payment will be based on the "no recovery, no fee" principle.

1.3. As part of price evaluation, the schedule of fees below must be completed to guide SASSA Limpopo on how to reimburse the debt collector on litigation matters against the debtor.

1.4. SASSA will only reimburse claims up to the gazetted tariffs.

A: UNDEFENDED CASES	TARIFF (R)
Registered Letter	
Summons (all cases to R1 500 000)	
Judgement (less then R10 000)	
Judgement (R10 100 - R50 000)	
Judgement (R51 000 - R200 000)	
Judgement (R201 000 – R1 500 000)	
Rules 12 & 54 notice (B&C)	
Rules 12 & 54 notice (D)	
Attending court (No Council) B	
Attending court (No Council) C	

A: UNDEFENDED CASES	TARIFF (R)
Attending court (No Council) D	
Letter of Demand: Rule 57 (1) A & B	
Letter of Demand: Rule 57 (1) C & D	
Consent to judgement (B & C)	
Consent to judgement (D)	

B: PART III DEFENDED ACTIONS AND INTERPLEADER PROCEEDINGS	TARIFFS(R)		
	Scale B	Scale C	Scale D
Taking instructions to sue, defend, counterclaim, or defend a counterclaim,			
Summons			
Particulars of Claim or Declaration			
Appearance (Attendance e.g. to issue summons,)			
Notice under Rules 12 (2) and 21B (2)			
Plea			
Claim in reconvention			
Reply			
Drawing up of all documents not specifically mentioned			