

SPECIFICATION: APPOINTMENT OF A SERVICE PROVIDER THROUGH OPEN BID PROCESS TO SUPPLY, INSTALL, DELIVER, CONFIGURE, SUPPORT AND MAINTAIN HI-TECH SELF-SERVICE KIOSKS AS AND WHEN REQUIRED TO SASSA HEAD OFFICE AND NINE (9) REGIONS FOR A PERIOD OF 3 YEARS

1. Purpose

The purpose of this document is to appoint a service provider through open bid process to supply, install, deliver, configure, support and maintain hi-tech self-service kiosks as and when required to SASSA Head Office and nine (9) Regions for a period of 3 years.

2. Scope of the BID

The service provider to supply, install, deliver, support and maintain hi-tech self-service kiosks as outlined below:

2.1. Hi-tech self-service kiosks specification

- The bidders are requested to submit with their bids the detailed specifications, design layouts and catalogues of the hi-tech self-service kiosk.
- The successful service provider will design, develop and test one (1) hi-tech self-service kiosk (prototype). Upon piloting and approval, the service provider will manufacture and deliver hi-tech self-service kiosks.

Hi-tech self-service kiosks specification – As and when needed		
CORE COMPUTING SPECIFICATIONS		
2.1.1	Central Processing Unit (CPU)	<ul style="list-style-type: none"> • Processor Fanless, base PC Intel Core i5 12 generation minimum (6 cores, 12 threads, 3.0GHz base, 4.6GHz boost) or equivalent. • Architecture: 64-bit x86 • Cache: Minimum 18MB L3 cache • TDP: Minimum 65W for energy efficiency
2.1.2	Memory	<ul style="list-style-type: none"> • Capacity: minimum 16GB DDR5 • Configuration: 2 x 8GB modules for dual-channel performance • Type: Non-ECC, unbuffered

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Hi-tech self-service kiosks specification – As and when needed		
		<ul style="list-style-type: none"> Expandability: Support for up to 64GB (futureproofing)
2.1.3	Operating System	<ul style="list-style-type: none"> OS: Microsoft Windows 11 Professional 64-bit pre-installed (SASSA will upgrade in accordance with its MS Enterprise Agreement) Architecture: 64-bit License: Volume licensing with downgrade rights Security: BitLocker encryption All relevant OEM Drivers and Applications
2.1.4	Motherboard	<ul style="list-style-type: none"> Form Factor: Mini-ITX or Micro-ATX Chipset: Minimum Intel B660 or H670 or equivalent BIOS: UEFI with TPM 2.0 support Expansion Slots: Minimum 2x PCIe slots for peripherals
2.1.5	Graphics	<ul style="list-style-type: none"> Screen Size: 22-inch (21.5" viewable) Resolution: 1920x1080 (Full HD) Technology: IPS LCD with LED backlight
2.1.6	Touch Screen Technology	<ul style="list-style-type: none"> Type: Projective Capacitive Multi-Touch (PCAP) Touch Points: 10-point multi-touch support Surface: Anti-glare, anti-fingerprint coating Durability: IP65 front bezel rating Operating Temperature: -10°C to +60°C
2.1.7	Network	<ul style="list-style-type: none"> Ethernet: 2 x Gigabit Ethernet ports (RJ45) Standards: IEEE 802.3, 802.3u, 802.3ab Speed: 10/100/1000 Mbps auto-negotiation Wake-on-LAN: Supported Network Security: VLAN support, port security WIFI 6 enabled Minimum 5G Router, secured inside the box.
2.1.8	Storage HDD	<ul style="list-style-type: none"> Primary Drive: minimum 512GB NVMe SSD
2.1.9	Display	<ul style="list-style-type: none"> Anti-Vandal Glass: 4mm tempered glass with anti-reflective coating Orientation: Landscape (software configurable) Mounting: VESA 100x100mm compatible Privacy Hood: Optional - sunlight-readable hood

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Hi-tech self-service kiosks specification – As and when needed		
2.1.10	Fingerprint Reader	<ul style="list-style-type: none"> • Multispectral fingerprint sensor with LES technology • IP65 (water and dust resistant) • Resolution: 500 dpi / 8-bit, 256 grayscale • Capture Area: 0.7" x 1.1" (17.8mm x 27.9mm) ellipse; durable, chemical resistant glass (no coatings to wear out) • Liveliness Detection: Yes (multispectral technology) • Template Output: ANSI 378 and ISO 19794-2 compliant (MINEX III certified) • Operating Temperature: -10 to 60°C (operating, with enclosure) Compliance: (CE, FCC, CB, UL) <p>Note: SASSA currently uses the HID Lumidigm model V3 for our biometric solution. As from July 2026, SASSA will have the capability of using both the HID Lumidigm model V3 and V521. Bidders are required to consider the HID Lumidigm model V521 biometric reader as the previous model (V3) has been discontinued.</p>
2.1.11	Connection and Ports	<ul style="list-style-type: none"> • 2 x USB-A (USB 5Gbps / USB 3.2 Gen 1), Always On • 2 x USB-C (Thunderbolt 4 / USB4 40Gbps), with USB PD3.0 and DP 2.1
2.1.12	Barcode Scanner	<ul style="list-style-type: none"> • Barcode Reader • Standards: ICAO 9303 compliant for passport scanning
2.1.13	Document Scanner (ID/Passport)	<ul style="list-style-type: none"> • Type: High Resolution Scanner • Scanning Area: A4 size (210mm x 297mm) • Resolution: 600 DPI optical minimum • Colour Depth: minimum 48-bit colour, minimum 16-bit grayscale • Scanning Speed: 3-5 seconds per document • Interface: USB 3.0 or higher • Document Types: ID cards, passports, driver's licenses, Personal documents (A4 size papers)
2.1.14	Facial Recognition Camera	<ul style="list-style-type: none"> • Resolution: 2MP minimum • Sensor: CMOS with auto-focus • Lens: Fixed focus, between 77° to 95° field of view

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Hi-tech self-service kiosks specification – As and when needed		
		<ul style="list-style-type: none"> • Frame Rate: 10 to 30 frames per second • Low Light Performance: 0.1 lux minimum • Interface: USB 3.0 with UVC compliance • Illumination: 850nm LEDs for low-light operation • Anti-Spoofing: 3D depth detection capability • Compliance: ISO/IEC 19794-5 facial image standard
2.1.15	Document Printer	<ul style="list-style-type: none"> • Type: Laser printer (monochrome) • Print Speed: minimum 25-30 pages per minute • Resolution: minimum 1200x1200 DPI • Paper Capacity: minimum 500-sheet input tray • Paper Sizes: A4, A5, Letter, Legal • Duplex: Automatic duplex printing • Interface: USB 3.0 and Ethernet
2.1.16	Power Supply	<ul style="list-style-type: none"> • Input Voltage: 220V AC $\pm 10\%$, 50Hz (SANS 164-1 compliant) • Power Consumption: 150W maximum (typical 80W) • Efficiency: 80 PLUS certified or equivalent • Power Factor: >0.9 (SANS 61000-3-2 compliant) • Plug Type: SANS 164-2 Type M (15A) three-pin plug • Cable: H05VV-F 3G1.5mm² minimum, 3-meter length • Electrical Safety: SANS 60950-1 or SANS 62368-1 compliant
2.1.17	UPS	<ul style="list-style-type: none"> • Capacity: 2000VA/1200W minimum • Input Voltage: 220V AC $\pm 25\%$, 50Hz • Output Voltage: 220V AC $\pm 5\%$, 50Hz • Battery Backup: minimum 60 minutes at standard running rate • Interface: USB for system communication • Features: Automatic voltage regulation, surge protection • Standards Compliance: SANS 62040-1-1 and SANS 62040-1-2 • Plug Configuration: SANS 164-2 Type M input/output • Battery: Lithium ion, maintenance-free

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Hi-tech self-service kiosks specification – As and when needed		
		<ul style="list-style-type: none"> Transfer Time: <4ms (typical 2ms) Efficiency: >95% in online mode
2.1.18	Kiosk Management Software	<ul style="list-style-type: none"> Remote Management: Centralized monitoring and control Content Management: Dynamic content updates Usage Analytics: User interaction tracking Security: Application whitelisting, lockdown mode Monitoring: Real-time status monitoring Maintenance: Scheduled maintenance windows
PHYSICAL SPECIFICATIONS		
2.1.19	Enclosure	<ul style="list-style-type: none"> Material: Steel construction with powder coating Dimensions: 600mm (W) x 400mm (D) x 1600mm (H) Weight: 80-120kg (including all components) Mounting: Floor-standing with anti-tip base Ventilation: Fan-cooled with dust filters Unless fanless PC installed Operating Temperature: between 0°C and 40°C Humidity: between 10% and 80% non-condensing
2.1.20	Security Features	<ul style="list-style-type: none"> Locks: High-security cam locks with master key system or equivalent push lock system Access Control: Separate compartments for different components Vandal Resistance: IK08 impact protection rating Cable Management: Internal cable routing with strain relief Must be bolt down, in the event of an uneven floor surface Double-sided hard security tape to secure the floor.
ACCESSIBILITY DIMENSIONS		
2.1.21	Physical Accessibility	<ul style="list-style-type: none"> Wheelchair Access: Knee clearance 685mm minimum Reach: Controls within 1200mm height minimum
2.1.22	Software Accessibility	<ul style="list-style-type: none"> Screen Reader: NVDA/JAWS compatibility High Contrast: Built-in high contrast modes Font Scaling: Adjustable font sizes Language Support: Multi-language interface

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Hi-tech self-service kiosks specification – As and when needed		
ENVIRONMENTAL AND SAFETY		
2.1.23	Environmental Compliance	<ul style="list-style-type: none"> • ICASA Type Approval, Energy Efficiency • RoHS: Compliant with hazardous substance restrictions • Recycling: Components must be 85% recyclable • Noise Level: <40dB during operation
2.1.24	Safety Standards	<ul style="list-style-type: none"> • Electrical Safety: SANS 60950-1 or SANS 62368-1 compliance • EMC: SANS 55032 Class A emission limits • Ergonomics: SANS 9241 compliance
WARRANTY AND SUPPORT		
2.1.25	Warranty Terms	<ul style="list-style-type: none"> • Base Warranty: 3 years NBD computer parts and labour, plus 10 years hi-tech self-service kiosk structure warranty • Response Time: 4-hour on-site response • Replacement Parts: 99% availability guarantee
2.1.26	Support Services	<ul style="list-style-type: none"> • Technical Support: business hours phone and email support • Remote Diagnostics: Proactive monitoring • Over the shoulder Training: Operator and maintenance training • Documentation: Complete technical documentation • Spare Parts: Local parts inventory • Suppliers must have the ability to provide 1st, 2nd, and 3rd level support on a national level. • The bidder must have presence within the borders of South Africa
2.1.27	Quality Assurance	<ul style="list-style-type: none"> • Factory Acceptance Testing: Pre-delivery testing • Site Acceptance Testing: On-site verification • Security Validation: Penetration testing • User Acceptance Testing: Usability validation
2.1.28	Branding & Imaging	<ul style="list-style-type: none"> • <u>Aesthetic and functional design</u>: The design of the enclosure of the virtual interactive hi-tech self-service kiosk to adhere to the SASSA branding standards.

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Hi-tech self-service kiosks specification – As and when needed		
		<ul style="list-style-type: none"> • <u>Hi-tech self-service kiosk software and applications:</u> The software program and hi-tech self-service kiosk software configuration should be aligned to the SASSA ICT environment for Online Grants System (OGA) system to enable the interactive function of the hi-tech self-service kiosk hardware and the clients in the application and printing process. • The following Logo to be embedded in the BIOS and appear on start-up: <div style="text-align: center;">  <p>sassa SOUTH AFRICAN SOCIAL SECURITY AGENCY</p> </div> <p>Note: SASSA to provide the Agency's corporate identity to the appointed bidder.</p>

3. Prototype Delivery Address

The hi-tech self-service kiosk prototype to be delivered within four to six (4-6) weeks after the Purchasing Order has been issued, at the following address:

SASSA Pretoria Local Office
363 Pretorius Street
Louis Pasteur
Pretoria

4. Delivery Address of Hi-Tech Kiosks to SASSA offices

The service provider shall execute installation, configuration and maintenance activities relating to the hi-tech self-service kiosk project at both the Agency's head office, as well as identified locations throughout the country as per **Annexure B** and is required to

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provide the price per kiosk as specified in the same annexure. During these activities, the service provider will always be accompanied by a designated SASSA official.

NB: Bidders are required to refer to Annexure B for SASSA location where KIOSKS will be installed once the prototype is successfully approved and deployed.

5. Evaluation Method

- Bid proposals will be evaluated in terms of the 90/10 preferential scoring system. Proposals will be evaluated as follows:
 - Stage 1: Phase 1: Special Conditions
 - Stage 1: Phase 2: Administrative Compliance
 - Stage 1: Phase 3: Technical Compliance
 - Stage 2: Phase 1: Price and Specific Goals

5.1.1 Stage 1: Phase 1: Special Conditions

5.1.1.1 Bidders must demonstrate relevant experience by submitting **a minimum of one (1) signed reference letter**. The reference letter must be issued by the bidder's client **within the Republic of South Africa** for project/s of a similar nature and scope to the required services.

5.1.1.2 The reference letter must clearly stipulate the following:

N/B: All points must be covered, failure to cover all the points listed below, the letter will be considered invalid

- date the award was made
- the duration of the contract
- the value of the contract
- the number of kiosks supplied, configured and supported
- clearly indicating what the kiosks are used for
- location of the kiosks
- be printed on the client's official letterhead;
- be signed by an authorised representative of the client;
- the client's contactable details (email and or contactable number) within the Republic of South Africa for verification purposes.
- the letter to clearly indicate if the project was completed satisfactory and successfully

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NOTE:

At least minimum of one (1) reference letter issued by clients within the Republic of South Africa will be considered for purposes of meeting this mandatory requirement.

Where a bid is submitted by a Joint Venture (JV), consortium, or partnership, the minimum of one (1) projects may be submitted collectively by the participating entities. The combined experience of the JV, consortium, or partnership will be considered when assessing compliance with this requirement (Refer to Paragraph 10).

SASSA reserves the right to verify information submitted and confirm that the project was successfully implemented within the Republic of South Africa; and.

Failure to submit the above requirements and/or any misrepresentation of information will render the bid non-responsive and will be disqualified.

5.2 Stage 1 Phase 2: Administrative Compliance

5.2.1 Administrative Responsive Requirements

- The bidder to submit fully completed and signed SBD forms
- Proof of registration with CSD to be provided
- Valid SARS tax compliance status PIN to be provided
- Self Service Kiosk Compliance Checklist (**Refer to Annexure A**)

NB: Failure to comply with the above may disqualify the bidder.

5.2.2 Stage 1 Phase 3: Technical Compliance

- The functional proposal will be evaluated out of 100 points. Bidders must score a minimum of 70 points on functionality to qualify for further evaluation on price and specific goals.
- The bid will be evaluated according to the following values:
- Poor = 1, Average = 2, Good = 3, Very Good = 4, Excellent = 5

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Evaluation Criteria	Total Weight
<p>1. Project approach and implementation Plan</p> <ul style="list-style-type: none"> • Clear approach, setting out the manner in which the bidder intends to satisfy the requirements outlined in the Scope of Work, clearly outlining the development of the virtual interactive hi-tech self-service kiosk, the infrastructure set-up of the hi-tech self-service kiosk, software, applications, hardware, system interface, system / function integration, business intelligence, materials for manufacturing / construction of the hi-tech self-service kiosk including, but not limited to, the proposed action plan for the implementation of the project. The approach should cover all elements listed in Section 2.1. (Refer to hi-tech self-service kiosk specification). • Excellent understanding of what is required in the terms of reference and proposed plan of action = 5 • Very Good understanding of what is required in the terms of reference and proposed plan of action = 4 • Good understanding of what is required in the terms of reference and proposed plan of action = 3 • Average understanding of what is required in the terms of reference and proposed plan of action = 2 • Poor understanding of what is required in the terms of reference and proposed plan of action = 1 	<p>60</p>

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Evaluation Criteria	Total Weight
<p>2. Draft design layout / drawing, maintenance, support of the hi-tech self-service kiosk, listing the components in the design and providing narrative of what the hi-tech self-service kiosk consists of:</p> <p>(NB: Kiosk Components Defined - Components refers to each peripheral that makes up the Hi-Tech self-service kiosk. This includes, but not limited to: Camera, Touch screen, Document scanner, Fingerprint Reader, Document capture housing, Printer, Proximity Sensor, Paper tray, UPS, Locking System, Maintenance & Support).</p> <p>3.1 The following measuring criteria will apply:</p> <ul style="list-style-type: none"> • Design layout / drawing with 17 or more components listed in section 2.1 of the technical specification = 5 • Design layout / drawing provided with 12 – 16 components listed in section 2.1 of the technical specification = 4 • Design layout / drawing provided with 7 - 11 components listed in section 2.1 of the technical specification = 3 • Design layout / drawing provided with 2 - 6 components listed in section 2.1 of the technical specification = 2 • No design layout / drawing with components listed in section 2.1 of the technical specification = 1 	<p>40</p>
Total Functionality	100

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5.2.3 Price and Specific Goals

EVALUATION CRITERIA ON PRICE AND SPECIFIC GOALS

Price and Specific Goals	100
Price	90
Specific Goals	10

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

- Bidder to provide detailed pricing schedule inclusive of direct and indirect cost such as professional fees, equipment cost, and overheads etc.
- Bidder to cover the following minimum cost structures:
 - Total price per unit item of the hi-tech self-service kiosk (**Refer to Annexure C**);
 - Development of the frontend platform/user interface
 - Unit Rate per Kiosk (All-Inclusive)
 - Warranty and Maintenance for three (3) years
 - Professional Services and Support for three (3) years
 - Branding & Imaging
 - Total price per unit item inclusive of the above
 - Design of the prototype for the hi-tech self-service kiosk;
 - Deployment and testing of the hi-tech self-service kiosk;
 - Support and maintenance of the hi-tech self-service kiosk;
 - The price provided should be VAT inclusive and in RSA rand;
 - The bidder to provide firm fixed pricing as per the validity period (90 days). The South African Social Security Agency (SASSA) will select the successful bidder

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for additional Kiosks as and when needed in line with the quoted price, which will be fixed for the entire contract duration of three (3) years.

Specific Goals

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

Specific Goals	Number of points (90/10)
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 (non-compliant)	0
Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on the specific goal with the highest points	

Submission of B-BBEE Verification Documents

To claim points under Specific Goals, bidders must provide one of the following forms of BBEE evidence:

- A B-BBEE verification certificate issued by a verification agency accredited with the South African National Accreditation System (SANAS), indicating the BBEE Status of Contributor /Level, as well as the Central Supplier Database (CSD) MAAA Number, reflecting the percentage ownership of all shareholders or owners.

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6 COMPULSORY BRIEFING SESSION

- 6.1 Bidders are invited to attend the compulsory briefing session via the Microsoft (MS) Teams link as published in the bid advert (Date and time as per advert).
- 6.2 All questions and / or enquiries related to this bid, should be submitted in writing, through the following email address: KioskProcurement@sassa.gov.za
- 6.3 Questions and/or enquiries can be raised from the date of bid advertisement or during the briefing session. **No questions or queries will be considered after the briefing session.**
- 6.4 All questions and answers will be published within **3** working days after the briefing session.

7 BID RESPONSE REQUIREMENTS

- 7.1 Bidders must submit a physical document through the SASSA Tender Box at the stipulated address (refer to the advert)

8 BID CONDITIONS

- 8.1 The appointed bidder may not recruit or shall not attempt to recruit a permanent employee of the Agency for purposes of preparation of the BID or for the duration and the execution of this contract or any part thereof.
- 8.2 SASSA reserves the right to negotiate price with the preferred bidder.
- 8.3 An Original Equipment Manufacturer (OEM), its authorised distributor and its authorised reseller or channel partner shall not submit separate bids in the same bidding process for the same requirement where their participation involves the sharing of bid-specific pricing or other competitively sensitive information.
- 8.4 Where the applicable OEM distribution protocol or supply-chain arrangement involves an OEM, distributor and reseller, these parties may not submit separate competing bids where pricing or other competitively sensitive information relating to the bid has been shared between them.
- 8.5 Where the applicable protocol permits participation by an OEM and reseller without the distributor, the distributor shall similarly not participate as a separate bidder

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where it has had access to, provided, or shared bid-specific pricing or other competitively sensitive information relevant to the participating parties.

8.6 This requirement is intended to preserve the independence, fairness and competitiveness of the bidding process and to mitigate the risk of coordinated bidding, price manipulation or potential collusive tendering. Where bidders participate in contravention of this mandatory requirement, their bids will be regarded as non-compliant and will not be considered for further evaluation.

8.7 SASSA reserves the right to:

- 8.7.1 Procure Hi-tech self-service kiosks at all the listed sites as mentioned in Annexure B of this ToR as and when required
- 8.7.2 Not to procure Hi-tech self-service kiosks at all the listed sites as mentioned in Annexure B of this ToR.
- 8.7.3 The bidder must have presence within the borders of South Africa to provide support and maintenance.

9 CONTRACT TERMS

- 9.1 The successful bidder to provide on-site support and the capability to support and maintain the hi-tech self-service kiosk.
- 9.2 All licences and warranties procured by the successful bidder to be in the name of SASSA.
- 9.3 The successful bidder to submit a close-out report in the format as provided by the Agency within twenty (20) working days before the last day of the project.
- 9.4 Upon appointment, the bidder to liaise with the Agency to agree on the date for submission of the project approach/plan.
- 9.5 SASSA reserves the right to add and/or change the identified delivery locations within the same Province without any additional cost to the Agency.
- 9.6 SASSA reserves the right to place Hi-tech self-service Kiosks in public areas such as but not limited to malls and shopping centres as and when required.
- 9.7 Delivery of the hi-tech self-service kiosks to commence at least within 6 - 8 weeks after issuing of the Purchase Order.
- 9.8 SASSA and the winning bidder to sign a contract and enter into a three (3) year Service Level Agreement.

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10 JOINT VENTURE

10.1 Formation of the Joint Venture

The participating companies should:

- 10.1.1 Agree to form a JV for this bid.
- 10.1.2 Draft and sign a Joint Venture Agreement that clearly sets out:
 - 10.1.2.1 The names of all JV partners.
 - 10.1.2.2 Roles and responsibilities of each partner.
 - 10.1.2.3 Percentage participation/shareholding of each partner.
 - 10.1.2.4 Appointment of a lead partner or authorized representative.
- 10.1.3 Ensure the JV agreement is signed by authorized representatives of all parties.

10.2 Registration and Supporting Documents

The JV needs to submit:

- 10.2.1 Signed JV agreement.
- 10.2.2 Tax compliance status/PIN for each partner.
- 10.2.3 CSD (Central Supplier Database) registration details.
- 10.2.4 SBD forms should be submitted as a joint venture (not separate)
- 10.2.5 Proof of authority for the person signing the bid.

10.3 B-BBEE Requirements

The JV to submit a consolidated B-BBEE certificate issued by a verification agency accredited with the South African National Accreditation System (SANAS), indicating the BBEE Status of Contributor /Level or to submit an Affidavit.

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