



Terms of Reference Request for Proposal

**Implementation of a Digital Pen Solution and E-Form interface for Field Service
Support (Offline Solution) for the period of three (03) years**

23-24-ICT-HO

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1. Bid Information

NOTIFICATION OF TENDER INVITATION

BID NUMBER:SASSA:23-24-ICT-HO

The South African Social Security Agency hereby invites proposals from potential service providers for the Implementation of a Digital Pen Solution and E-Form interface for Field Service Support (Offline Solution) for the period of three (03) years

Name of Institution: South African Social Security Agency

Place where goods, works or services are required:

SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria

Date Published: 29 November 2024

Closing Date / Time:17 January 2025 @11:00am

ENQUIRIES:

Contact Person: Ms Mogafe Mphahlele

Email: digitalPen@sassa.gov.za

Telephone number: 012 400 2412

1. All Service Provider/s to send any enquiries to digitalPen@sassa.gov.za within 5 days of the advertisement of the bid.
2. SASSA will respond to all enquiries within 7 working days of the advertisement of the bid
3. SASSA will publish questions and answers on <https://www.sassa.gov.za> and or <http://www.etenders.gov.za>

WHERE BID DOCUMENTS CAN BE OBTAINED:Website: <https://sassa.gov.za> / <https://etenders.treasury.gov.za>

SUBMISSION OF BID DOCUMENTS:

1. All bid documents must be submitted online through the eTender portal: <https://etenders.treasury.gov.za>.
2. Physical drop-offs of bids document will not be accepted.
3. Any submission method of bids documents other than the one specified will result in the bid not being considered.
4. Bidders must ensure that their bids are uploaded timeously to the correct portal. The department will not take any responsibility for late uploaded bids. The e-tender portal is open from the day the tender is advertised until the closing date and time. NO FAXED, EMAILED OR MAILED BIDS WILL BE ACCEPTED

2. Bidders Questions

2.1. Xcallibre (Pty) LTD

No.	Question / Query	SASSA Response
1.	2. Point 8.1.8 (page 10 – States that the pens must support Bluetooth version 5 or above. 2.1. The latest Neolab N2 Digital Pens (Neo SMARTPEN N2 (NWP-F121)) only include Bluetooth 4.2 (Classic/BLE) 2.2. The manufacturer Neolab has confirmed that the Digital pens with version 5 have been discontinued due to a problem with the battery drain and all current/latest versions of pens, i.e. Neolab N2 (NWP-F121) BT are supplied with Bluetooth 4.2 (Classic/BLE). 2.3. Bluetooth 4.2 (Classic/BLE) will work perfectly with all smartphones & tablets 2.4. Please advise if a SmartPen with Bluetooth 4.2 (Classic/BLE) will be acceptable? 2.5. There are also no other suitable pens that can provide the solution required by SASSA	The bidder is requested to respond in accordance to the requirements of the Bid. The issue raised is noted. The technical requirement is NOT a mandatory that states that the pens must support Bluetooth version 5 or above. The bidder must supply a device that supports the listed mandatory requirements, in particular efficient and secure transfer of data from the pen to another Bluetooth enabled mobile device. The bidder must supply a Digital Smart Pen (NeoLAB digital Pen technology or equivalent)