

MORE LEGIBLE VERSION OF PAGE 407

SOUTH AFRICAN SOCIAL SECURITY AGENCY												
PROJECTED NUMBERS OF GRANT RECIPIENT OVER THE MTEF												
BENEFICIARY NUMBER ANALYSIS												
Number of Recipients at YE - EXISTING	2014/15										Total	
	Eastern Cape	Free State	Gauteng	KZN	Limpopo	Mpumalanga	Northern Cape	North West	Western Cape			
CPC's	1 477 095	575 856	1 264 629	2 076 361	1 289 076	656 855	716 981	237 828	787 840	9 082 521		
Old Age	583 484	373 575	816 282	1 154 164	648 976	309 104	307 298	114 202	316 222	4 563 307		
War Veteran	106 021	55 037	115 323	163 147	188 204	69 182	66 606	34 287	57 731	835 538		
Disability	33	3	44	19	47	6	14	13	61	240		
Foster Care	38 679	36 116	50 761	116 038	28 452	19 723	1 905	11 026	46 388	351 288		
Care Dependency	18 400	14 881	23 137	38 128	16 948	6 052	12 805	2 956	5 426	138 733		
Child Support	4 651	1 822	7 136	12 320	3 890	1 331	4 042	875	2 581	38 649		
	415 499	203 717	619 882	824 511	431 435	212 809	221 927	65 045	204 035	3 196 860		
Banks	893 611	262 281	448 347	922 197	640 099	347 752	409 663	123 626	471 618	4 519 214		
Old Age	174 795	51 114	132 955	153 821	80 440	54 144	76 549	19 806	101 462	845 085		
War Veteran	98	18	175	124	28	28	27	20	193	711		
Disability	73 534	24 866	37 794	76 538	30 809	25 653	46 904	6 740	62 223	387 061		
Foster Care	42 023	12 577	17 773	36 115	15 579	10 375	17 489	5 048	13 893	170 872		
Care Dependency	7 269	1 740	3 130	8 886	4 116	2 258	5 837	1 042	4 381	38 668		
Child Support	595 892	171 967	256 521	646 704	509 128	255 294	262 877	88 969	289 466	3 076 816		
Number of Recipients at YE - NEW	242 131	62 671	81 445	215 619	163 610	52 868	131 995	31 083	135 397	1 156 818		
Banks												
Old Age	47 900	11 165	12 305	32 583	39 992	20 097	28 275	8 527	24 856	225 699		
War Veteran												
Disability	20 305	6 896	5 263	20 481	8 197	6 121	1 836	2 838	17 813	89 849		
Foster Care	11 936	2 865	2 491	7 395	4 715	2 196	5 468	900	2 942	40 906		
Care Dependency	2 152	360	657	2 069	964	423	1 654	224	1 050	9 553		
Child Support	159 638	41 285	60 728	153 091	109 743	64 032	94 962	18 595	88 736	790 810		
Total number of recipients at YE	1 719 226	638 527	1 346 074	2 291 980	1 452 685	749 723	848 976	268 911	923 237	40 239 339		

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CCT 48/2013

BID EVALUATION COMMITTEE REPORTS - ANNEXURES

(SCA 678/2012 - Page 1980)

Book 1(A) - A Copy of the Bid Specification Document

(Page 587 in Rule 53(3) Record)

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SOUTH AFRICAN SOCIAL SECURITY AGENCY PROJECTED NUMBERS OF GRANT RECIPIENTS OVER THE YEARS	2013/2014										Total
	Eastern Cape	Free State	Gauteng	KZN	Limpopo	Mpumalanga	Northern Cape	North West	Western Cape		
Number of Recipients at YE - EXISTING	1,477,035	575,856	1,284,829	2,076,261	1,289,076	659,855	716,881	217,828	787,840	3,892,521	
CPC's	417,845	244,849	537,376	500,101	508,744	242,455	267,502	95,499	248,933	3,583,307	
Old Age	74,250	41,954	91,032	129,652	140,942	56,196	61,662	13	64,450	668,645	
War Veteran	33	3	44	19	47	6	14		61	240	
Disability	27,195	33,271	38,150	58,207	20,425	14,948	(1,914)	9,003	41,504	280,791	
Foster Care	11,524	12,030	15,715	26,634	11,048	4,282	9,734	1,765	4,552	97,244	
Care Dependency	3,912	1,516	6,339	11,033	3,257	1,129	3,927	749	2,272	34,194	
Child Support	300,932	156,165	468,096	634,465	333,024	165,905	194,078	55,185	158,084	2,481,993	
Banks	391,384	198,134	515,776	729,231	410,050	195,312	169,243	74,367	189,755	2,883,507	
Old Age	1,059,249	331,067	627,253	1,176,261	780,332	474,359	649,479	142,329	538,907	5,519,214	
War Veteran	206,566	64,287	157,245	187,306	107,701	61,494	81,484	25,308	114,742	1,011,778	
Disability	98	18	175	124	28	28	27	20	193	711	
Foster Care	85,219	29,710	50,404	94,369	38,634	30,428	50,722	10,763	67,107	457,558	
Care Dependency	48,900	15,428	25,195	47,606	21,479	12,186	20,559	6,239	14,768	212,361	
Child Support	8,007	2,046	3,927	10,123	4,750	2,480	5,952	1,170	4,690	43,123	
	710,469	219,519	380,306	636,731	607,540	302,169	290,725	98,829	337,406	3,793,693	
	1,297,513	335,845	439,451	1,155,491	876,763	497,670	707,343	166,570	725,550	5,199,214	
Number of Recipients at YE - NEW	337,471	87,247	113,513	306,519	228,031	129,435	183,358	43,321	188,711	1,612,317	
Banks	68,760	19,559	17,145	45,408	55,726	28,007	39,409	11,984	34,843	314,543	
Old Age											
War Veteran											
Disability	28,579	9,750	7,336	28,546	11,424	9,531	2,280	3,955	24,827	125,228	
Foster Care	15,535	3,993	3,471	10,307	6,571	3,050	7,621	1,254	4,101	57,013	
Care Dependency	3,000	502	916	2,884	1,343	590	2,291	310	1,436	19,270	
Child Support	222,486	57,542	84,846	213,374	152,956	89,247	132,368	25,918	123,705	1,102,262	
Total number of recipients at YE	1,814,566	663,263	1,378,142	2,378,881	1,517,107	786,290	900,950	261,149	978,551	10,834,833	

MORE LEGIBLE VERSION OF PAGE 408

SOUTH AFRICAN SOCIAL SECURITY AGENCY		PROJECTED NUMBERS OF GRANT RECIPIENT OVER THE MTEF									
BENEFICIARY NUMBER ANALYSIS		2013/2014									
Number of Recipients at YE - EXISTING	Number of Recipients at YE - NEW										
	Eastern Cape	Free State	Gauteng	KZN	Limpopo	Mpumalanga	Northern Cape	North West	Western Cape	Total	
CPC's	1,477,095	575,856	1,264,629	2,076,381	1,289,076	656,855	716,981	237,828	787,840	9,082,521	
Old Age	417,846	244,849	637,376	900,101	508,744	242,456	267,502	95,499	248,833	3,563,307	
War Veteran	74,250	41,864	91,032	129,662	140,942	56,196	61,662	28,785	44,450	666,845	
Disability	33	3	44	19	47	6	14	13	61	240	
Foster Care	27,195	33,271	38,150	98,207	20,426	14,948	(1,914)	9,003	41,504	280,791	
Care Dependency	11,524	12,030	15,715	26,634	11,048	4,242	9,734	1,765	4,552	97,244	
Child Support	3,912	1,516	6,339	11,093	3,257	1,129	3,927	748	2,272	34,194	
	300,932	156,165	486,096	634,485	333,024	165,935	194,078	55,185	156,094	2,481,983	
	381,384	198,134	515,776	729,281	410,050	195,312	169,249	74,367	199,755	2,883,307	
Banks	1,059,249	331,007	627,253	1,176,251	780,332	414,399	448,479	142,329	538,907	5,519,214	
Old Age	206,566	64,287	157,245	187,306	107,701	67,129	81,494	25,308	114,742	1,011,779	
War Veteran	98	18	175	124	28	28	27	20	193	711	
Disability	86,219	29,710	50,404	94,369	38,834	30,428	50,722	10,763	67,107	457,558	
Foster Care	48,900	15,428	25,195	47,609	21,479	12,186	20,859	6,239	14,768	212,361	
Care Dependency	8,007	2,046	3,927	10,123	4,750	2,460	5,952	1,170	4,690	43,123	
Child Support	710,459	219,519	390,306	836,731	507,540	302,168	290,725	98,829	337,406	3,793,683	
	1,297,513	335,845	436,451	1,155,491	876,763	497,670	707,348	166,570	725,560	6,199,214	
Number of Recipients at YE - NEW	337,471	87,347	113,513	300,519	228,031	129,435	183,968	43,321	188,711	1,612,317	
Banks											
Old Age	66,760	15,559	17,145	45,409	55,726	28,007	39,409	11,884	34,643	314,543	
War Veteran											
Disability	28,579	9,750	7,336	28,546	11,424	8,531	2,280	3,955	24,627	125,228	
Foster Care	16,635	3,993	3,471	10,307	6,571	3,060	7,621	1,254	4,101	57,013	
Care Dependency	3,000	502	916	2,894	1,343	590	2,291	310	1,436	13,270	
Child Support	222,496	57,542	84,646	213,374	152,966	89,247	132,358	25,918	123,705	1,102,262	
Total number of recipients at YE	1,814,566	663,203	1,378,142	2,376,881	1,517,107	786,290	900,950	281,149	976,551	10,594,938	

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CCT 48/2013
 (SCA 678/2012 - Page 1981)
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BID EVALUATION COMMITTEE REPORTS - ANNEXURES
 Book 1(A) - A Copy of the Bid Specification Document

IMAGE AS PER COPY ON FILE

SOUTH AFRICAN SOCIAL SECURITY AGENCY PROJECTED NUMBER OF GRANT RECIPIENTS OVER THE NEXT	2014/2015										Total
	Eastern Cape	Free State	Gauteng	KZN	Limpopo	Mpumalanga	Northam Cape	North West	Western Cape		
Number of Recipients at YE - EXISTING	1,477,025	579,356	1,264,829	2,076,351	1,289,878	636,854	716,981	237,828	767,840	9,082,521	
OP's	279,209	174,123	455,471	641,937	358,511	176,909	209,707	77,296	181,145	2,563,308	
Old Age	54,964	29,722	79,425	94,978	95,614	44,227	47,105	13	32,209	502,151	
War Veteran	33	3	44	19	47	6	16		61	240	
Disability	20,539	26,355	20,173	62,789	16,134	8,141	(14,505)	6,119	34,541	180,285	
Foster Care	11,548	7,179	6,293	11,141	5,147	3,431	6,554	1,074	3,178	55,755	
Care Dependency	3,008	1,141	5,353	9,514	2,481	980	3,786	591	1,895	28,739	
Child Support	189,077	109,712	355,172	453,505	236,888	120,144	166,643	45,785	109,261	1,796,128	
Banks	255,643	129,417	336,882	475,349	267,835	127,573	110,549	48,575	130,475	1,883,307	
Old Age	1,787,885	481,734	738,158	1,034,424	532,565	479,346	567,274	156,532	605,695	6,519,213	
War Veteran	225,862	76,429	158,853	221,999	152,830	79,098	96,051	30,379	126,984	1,178,472	
Disability	98	16	175	221	28	28	27	20	193	711	
Foster Care	91,875	35,616	68,382	129,768	43,126	37,236	63,314	13,647	74,070	558,054	
Care Dependency	48,776	20,279	34,616	63,162	27,379	12,896	23,629	6,930	16,142	253,849	
Child Support	8,911	2,421	4,903	11,702	5,525	2,629	6,092	1,327	5,058	48,574	
	822,374	265,971	521,230	707,711	703,676	347,959	318,160	108,229	384,238	4,479,549	
	1,506,816	398,021	506,856	1,341,885	1,018,195	577,550	821,451	193,440	842,601	6,519,213	
Number of Recipients at YE - NEW	634,502	112,461	446,152	386,926	293,595	166,650	233,654	55,778	242,970	2,075,898	
Banks	85,956	20,033	22,074	58,456	71,746	36,060	50,740	15,302	44,604	404,982	
Old Age	36,787	12,554	9,445	36,754	14,709	10,984	2,935	5,092	31,965	161,234	
Disability	21,419	5,141	4,470	13,270	8,461	3,940	9,812	1,614	5,280	73,406	
Foster Care	3,662	645	1,179	3,713	1,730	759	2,949	400	1,849	17,086	
Care Dependency	286,469	74,087	108,984	274,724	196,946	114,908	170,427	33,379	159,272	1,419,191	
Child Support	1,911,556	638,317	1,410,781	2,463,288	1,502,672	823,506	953,845	251,606	1,039,610	11,094,419	

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SOUTH AFRICAN SOCIAL SECURITY AGENCY		2014/2015										Total
PROJECTED NUMBERS OF GRANT RECIPIENT OVER THE MTEF												
BENEFICIARY NUMBERS (MPA) Y15P												
Number of Recipients at YE - EXISTING	Eastern Cape	Free State	Gauteng	KZN	Limpopo	Mpumalanga	Northern Cape	North West	Western Cape	Total	Total	
CPC's	1,477,985	575,856	1,264,629	2,076,361	1,289,076	656,855	716,981	237,828	787,840	9,082,521	9,082,521	
Old Age	279,209	174,123	466,471	641,937	356,511	176,909	209,707	77,296	181,145	2,563,308	2,563,308	
War Veteran	54,964	29,722	79,425	94,970	95,814	44,227	47,105	23,714	32,209	502,151	502,151	
Disability	33	3	44	19	47	6	14	13	61	240	240	
Foster Care	20,539	26,365	20,173	62,789	16,134	8,141	(14,506)	6,119	34,641	180,295	180,295	
Care Dependency	11,648	7,179	6,293	11,141	5,147	3,431	5,664	1,074	3,178	55,755	55,755	
Child Support	3,008	1,141	5,363	9,514	2,481	960	3,786	591	1,895	28,739	28,739	
	189,017	109,712	355,172	463,505	236,888	120,144	166,643	45,785	109,261	1,796,128	1,796,128	
	255,643	129,417	336,892	476,349	267,835	127,573	110,549	48,575	130,475	1,883,307	1,883,307	
Banks	1,197,885	401,734	796,158	1,434,424	932,565	479,946	507,274	160,632	606,695	6,519,213	6,519,213	
Old Age	225,852	76,429	166,853	221,998	152,830	79,098	96,051	30,379	126,984	1,178,472	1,178,472	
War Veteran	98	18	175	124	28	28	27	20	193	711	711	
Disability	91,875	36,616	66,362	129,788	43,126	37,236	63,314	13,647	74,070	558,054	558,054	
Foster Care	48,776	20,279	34,616	63,102	27,379	12,096	23,629	6,930	16,142	253,849	253,849	
Care Dependency	8,911	2,421	4,903	11,702	5,525	2,628	6,092	1,327	5,068	48,578	48,578	
Child Support	822,374	265,971	521,230	1,007,711	703,676	347,959	318,160	108,229	394,239	4,479,549	4,479,549	
	1,506,816	390,021	506,856	1,341,885	1,018,195	577,950	821,451	193,440	842,601	6,519,213	6,519,213	
Number of Recipients at YE - NEW	434,502	112,461	146,152	386,326	293,596	166,650	236,864	55,778	242,970	2,075,898	2,075,898	
Banks	85,956	20,033	22,074	58,466	71,748	36,060	50,740	15,302	44,604	404,982	404,982	
Old Age	-	-	-	-	-	-	-	-	-	-	-	
War Veteran	36,797	12,554	9,445	36,754	14,709	10,984	2,935	5,052	31,965	161,234	161,234	
Disability	21,419	5,141	4,470	13,270	8,461	3,940	9,812	1,614	5,280	73,406	73,406	
Foster Care	3,862	646	1,179	3,713	1,730	759	2,949	400	1,649	17,086	17,086	
Care Dependency	286,489	74,087	108,984	274,724	196,948	114,808	170,427	33,370	159,272	1,419,191	1,419,191	
Child Support	-	-	-	-	-	-	-	-	-	-	-	
Total number of recipients at YE	1,911,536	688,317	1,410,781	2,463,288	1,582,672	823,505	953,845	293,606	1,030,870	11,169,419	11,169,419	

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ANNEXURE 3:

PAY-POINTS DISTRIBUTION

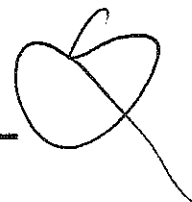


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SCA Case No. 1029/2018
(GP Case No. 21904/2015)
(Rule 53 Record - Page 119)

BID No. SASSA 01/11/BS for Provision of
Payment Services for Social Grants
Closing Date: 27 Mar 2011



A/Buy

"NP7"
3/2/2012



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

SERVICE LEVEL AGREEMENT

entered into by and between:

THE SOUTH AFRICAN SOCIAL SECURITY AGENCY

(Represented herein by Ms Virginia Petersen, in her capacity as the Chief Executive Officer, and being duly authorized thereto)
(Hereinafter referred to as the "SASSA")

and

CASH PAYMASTER SERVICES (PTY) LTD


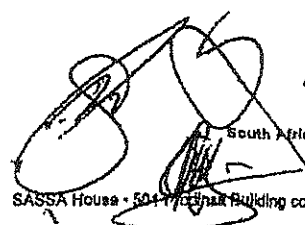
(Represented herein by Dr Serge Belamant, in his capacity as the Chief Executive Officer and being duly authorized thereto)
(Hereinafter referred to as the "CONTRACTOR")

10

(Jointly referred to as the "Parties")



*Paying the right social grant, to the right person,
at the right time and place. NJALOL*



South African Social Security Agency
Head Office
SASSA House • 501 Tloane Building cor. Beatrix & Pretorius Streets
Pretoria • Private Bag X55667 Arcadia • Pretoria 0083
Tel: +27 12 400 2420 • Fax: +27 12 400 2387

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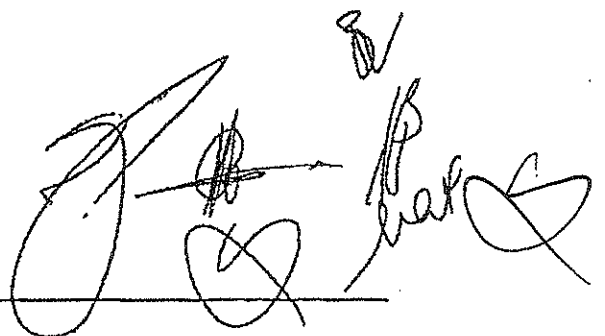
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South African Social Security Agency

SASSA/ CPS Service Level Agreement

1. DEFINITIONS

Unless the context indicates otherwise, the words and expressions set out below shall bear the following meanings and cognate expressions shall bear corresponding meanings.

"Act" means the Social Assistance Act, 2004 (Act No.13 of 2004) as amended;

"Agreement" means the agreement concluded between the Parties in relation to the Grant payment services rendered by the Contractor to SASSA, to which this SLA is attached;

"Alternative Identification" means the documents as prescribed by the SASSA in terms of Regulation 11.1 of the Social Assistance Act of 2004;

10 "Beneficiaries" shall bear the meaning assigned to it in the Act and includes Children;

"Biometric" means the method by which a person is uniquely identified by evaluating one or more distinguishable biological trait, based primarily on fingerprints;

"Business Day" means Monday to Friday between the hours of 08:00 to 16:00, excluding Saturdays, Sundays or a day which from time to time is proclaimed a public holiday in the Republic of South Africa;

"Calendar Month" means a period from the first day of the month to the last day of a month;

"Card" means a pocket-sized SASSA branded card with embedded integrated circuits, which is able to store data, process Payment and communicate with a Card Reader;

20 "Card Reader" means an electronic device that verifies the data stored on a Card;

"Child" means any person under the age of 18 (eighteen) years who is entitled to benefit directly from a Grant and in respect of whom an application was made for the Grant;

"Children" shall have a corresponding meaning;

"Commencement Date" means 1 April 2012;

"Contractor" means Cash Paymaster Services (Pty) Ltd;

"Data" means the information (including Biometrics) of Beneficiaries obtained by the Contractor through the execution of the Agreement;

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South African Social Security Agency

SASSA / CPS Service Level Agreement

"Digital Photograph" means a photograph captured in accordance with the Department of Home Affairs norms and standards;

"Grant" means a *"social grant"*, as defined in the Social Assistance Act, 2004;

"Invoice" means an original tax invoice reflecting the amount owing by SASSA to the Contractor and which conforms to the provisions of the VAT Act No. 89 of 1991;

"Parties" means the South African Social Security Agency (SASSA), the Agency established in terms of section 2 of the South African Social Security Agency Act, 2004 (Act No. 9 of 2004) and responsible for the administration and payment of social assistance in terms of Chapter 3 of the Social Assistance Act, 2004 (Act No. 13 of 2004) and Cash Paymaster Services (Pty) Ltd (Contractor); a company duly registered and incorporated in terms of the company laws of the Republic of South Africa bearing the registration number 1971/007195/07; and a "Party" shall have a corresponding meaning;

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"Payment" means the loading of a Grant due to a Beneficiary, as per SOCPEN or SASSA instruction, and the disbursement thereof and "Pay" used in the same context shall have a corresponding meaning;

"Payment Cycle" means the period of a month in which Payments are allowed to be effected by the Contractor in accordance with the SOCPEN Payment Extraction and cut-off schedules;

"Payment Extraction" means the replica of the Grants report as generated from SOCPEN;

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"Pay Day" means the Business Day in any given Payment Cycle upon which Payment is to be made by the Contractor, as specified in the Payment Schedule;

"Payment File" means the electronic information provided to the Contractor by SASSA, which contains all the information needed to effect Payments to Recipients;

"Payment Methodology" means the payment methods of Grants as provided for in the Regulations, which facilitates the Payment of Grants to Recipients at designated Pay-Points or through other alternative payment channels;

"Pay Points" means a place designated by SASSA for the Payment of Grants, also referred to as a Pay-Point Facility, which may be fixed or mobile;

"Payment Schedules" means the Payment times, dates and venues agreed upon between SASSA and the Contractor;

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"Payment Period" means the number of days in which Payments are made in a specific month;

"Payment Team" mean The Contractor's employees responsible to effect payment of Grants during the Payment Cycle;

"Prime Rate" means the publicly quoted variable prime interest rate as announced from time to time by the Governor of the South African Reserve Bank, calculated at a flat rate.

"Procurator" means a person appointed by a Beneficiary or SASSA to receive one or more Grant on the Beneficiary's behalf in terms of the Act;

10 "Province" means a geographically defined area designated as a Province in terms of the Constitution of the Republic of South Africa, 1996; and "Region" shall have a corresponding meaning;

"Recipient" means a Beneficiary, Primary Care Giver, a claimant of Unclaimed Benefits or Procurator who is entitled to receive one or more Grants;

"Registration" means the electronic capturing and storing of all Recipients' personal Data and Biometrics, and the issuance of Cards to such Recipients for the purpose of receiving one or more Grant; "Enrolment" or "Enrol" shall have a corresponding meaning;

20 "Services" means the Enrolment and Payment of all Recipients in the Service Location, regardless of the Payment Methodology, in accordance with and as more fully described in the SLA and detailed in the Bid Documents as defined in the Contract;

"Service Levels" means the service levels which the Contractor shall comply with in rendering the Services as set out in this SLA;

"SLA" means this Service Level Agreement;

"Service Location" means all nine Province/s, as per geographical demarcations in terms of the applicable legislation;

"SOCPEN" means the Social Grant Payment System, used to support the processing and Payment of Social Grants;

30 "Sub-Contractor" means a party or parties contracted by the Contractor to render services to or on behalf of the Contractor for the duration of the Contract, while the overall responsibility and accountability of those services remains that of the Contractor;

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"Unclaimed Benefits" means the amount due to the Beneficiary at the end of the month in which he or she dies, which is paid to a claimant approved by SASSA in terms of the legislation;

"VAT" means value added tax in terms of the Value Added Tax Act No. 89 of 1991 or any similar tax on the supply or sale of goods and/or services.

2. INTERPRETATIONS

2.1. Any reference to legislation or subordinate legislation is reference to such legislation or subordinate legislation at the date of signature hereof and as amended and/or re-enacted from time to time.

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2.2. Words importing: (a) the singular shall include the plural, and vice versa; (b) words importing the masculine gender shall include the feminine and neuter genders, and vice versa; and (c) words importing natural persons shall include legal persons, and vice versa.

2.3. Where any provision of the SLA requires a Party to perform any act in writing, this requirement will only be satisfied if such performance is made in a written or paper based form. The provisions of the Electronic Communications and Transactions Act 25 of 2002 are expressly excluded from the SLA.

2.4. Any term defined within the context of any particular clause in the Service Level Agreement, shall bear the same meaning as ascribed to it for all purposes in terms of the SLA, notwithstanding that the term has not been defined in the definition clause.

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2.5. When any number of days is prescribed in the SLA, same shall be reckoned exclusively of the first and inclusively of the last day.

3. DURATION

The rights and obligations of the Parties in terms of and pursuant to the provisions of the SLA shall commence on the Commencement Date and shall remain in force until termination of the Agreement.

4. THE SERVICES

4.1. The Contractor shall render the Services in terms of and in accordance with the Service Levels contained in the Agreement. The Services include, in broad terms:

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4.1.1. Enrolment of all eligible Recipients as per the Enrolment plan to be agreed to by the Parties.

4.1.2. Issuing of Cards to all Recipients.

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- 4.1.3. Payment of Grants to all Recipients.
- 4.1.4. Reconciliation of paid, unclaimed and unpaid Grants and allowing SASSA access to reconciled payment information electronically, at no additional cost.
- 4.1.5. Payment of Unclaimed Benefits.
- 4.1.6. Provision of management information.
- 4.1.7. SASSA may, in writing, request further agreed report analysis, which must also be provided at no additional cost.
- 4.1.8. Provision of adequate security during the entire Payment process in accordance with this SLA, including the transportation of money and protection of Recipients and personnel at Pay Points.
- 4.2. Provision of adequate Infrastructure at Pay Points in accordance with this SLA.

5. ENROLMENT

The Contractor shall be responsible for two distinct phases of Enrolment which will take place, namely bulk Enrolment (the initial Enrolment of every Recipient at the commencement of the Contract) and on-going Enrolment of new Recipients.

5.1. Bulk Enrolment

- 5.1.1. The bulk Enrolment process shall be in accordance with an Enrolment plan agreed to between SASSA and the Contractor, which Enrolment plan will be concluded by no later than 29 February 2012.

5.2. On-going Enrolment

- 5.2.1. On-going Enrolment will take effect from 1 March 2012 for all new Recipients.
- 5.2.2. The Contractor must manage Enrolment information on a daily basis and must at all times make Enrolment information electronically accessible to SASSA at no additional cost.

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5.3. The Enrolment process: Information

5.3.1. Enrolment process entails the capturing and registration of the following data:

5.3.1.1. Name, surname, Digital Photograph (not applicable to Children) and Identification number of the Recipient.

5.3.1.2. Current address (physical and postal), cell phone numbers, alternate contact numbers, employment, name and address of school attended by the Child.

5.3.1.3. Grant type.

5.3.1.4. All 10 fingerprints where possible, or two palm prints, or two foot prints (new-born to 6 years) and voice.

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5.3.1.5. The place of Enrolment.

5.3.1.6. Enrolment officer's details,

5.3.2. The Contractor shall provide a plan for Enrolment Data capturing, Data storage, Data transfer and Data management, including reporting.

5.3.3. All data and the format there-of in respect of Enrolment, payment, reconciliation, statistical and management information files have to comply with SASSA linkage specifications and other specifications set by SASSA.

5.3.4. The Contractor must ensure that the 13 digit identification number or Alternative Identification number (7777) issued by SASSA relates to one set of fingerprints, palm print or alternate biometric identification.

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5.3.5. The Contractor's system must ensure that at all times there are no duplications.

5.3.6. The Contractor's system must allow for periodic auditing of any changes made to the Beneficiary Data to ensure Data integrity.

5.3.7. The Biometric Data captured during Enrolment shall be used for matching and authenticating during Payment process. The Contractor's Payment solution must allow and enable these business functions.

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5.3.8. The Contractor must verify the identity of all Recipients and Children before Enrolment.

5.3.9. The Contractor's system must interface with the SOCPEN system.

5.3.10 The Parties record that the capturing of the information recorded in clause 5.3.1.2 is an additional function requested by SASSA. The Parties shall discuss the obligation arising from such additional function and agree on the remuneration payable to the Contractor by SASSA in respect thereof as well as the impact on timing/delivery schedules. If the Parties are unable to agree on a suitable remuneration and/or timing/delivery variations, the Contractor shall not be required to render such additional duties or functions.

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5.4. Enrolment Process: Contractor's Biometric System

5.4.1. Biometric Data processing must allow one (1) to many matching during Enrolment.

5.4.2. The Biometric images and / or templates must conform to International standards and will be accessible, readable and usable by SASSA and should be transferred to SASSA on a monthly basis.

5.4.3. Beneficiaries will be Enrolled from an encrypted SOCPEN file provided by SASSA.

5.4.4. Enrolment Data will be used to enable the life certification process during Payments.

5.5. Enrolment Infrastructure

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5.5.1. The Contractor must ensure that:

5.1.5.1. all Enrolment workstations are at all times fully capacitated to capture all the relevant data;

5.1.5.2. there are adequate basic facilities (including shelter, ablution facilities, drinking water, chairs) during Enrolments and facilities are accessible for older persons and people with disabilities, and mothers with young children;

5.1.5.3. Enrolments are carried out in order of vulnerability;

5.1.5.4. for roving Pay Points, Enrolment does not impact on the Payment of Beneficiaries at subsequent Pay Points;

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6. PAYMENT CARDS

- 6.1. The Contractor must issue a Card to every Recipient at Enrolment on/before the next Payment Cycle.
- 6.2. The Contractor must ensure that the Card provides for enhanced protection of the information and is durable and able to withstand rigorous use.
- 6.3. The following minimum information must be stored on the Card:
 - 6.3.1. 13 digit Identity number or Alternative Identification number of the Recipient;
 - 6.3.2. Biometric information; and
 - 6.3.3. Digital Photo of the Beneficiary.
 - 6.3.4. Ensure that the Card is able to interoperate at the banking infrastructure connected to the National Payment System or Pay Point infrastructure in order to provide the Beneficiary or Recipient with full flexibility and choice.
- 6.4. The Contractor must provide the first Card at Enrolment at no cost to SASSA or the Recipient.
- 6.5. Only one Card will be issued to the Beneficiary irrespective of the number of Grants that the Beneficiary receives, and no Cards will be issued to Children
- 6.6. The Grant Recipient must present the Card to access Payment.
- 6.7. The Card shall provide the Recipient flexibility for Payment.
- 6.8. In terms of Card Replacement:
 - 6.8.1. The Contractor shall, in the case of technical fault on the Card, be responsible for the replacement Card at its own cost.
 - 6.8.2. The Contractor shall replace Cards that are lost/damaged or have a technical fault within 3 (three) Business Days after the Recipient has notified the Contractor to enable collection of the Card by the Beneficiary before or at the next payment cycle either at SASSA's offices or at the Pay Point as specified on the Card replacement application.
 - 6.8.3. In cases of damaged or lost Cards, the replacement will be at the Beneficiaries' cost, which cost shall not exceed R20.00.
 - 6.8.4. The replacement cost will be per arrangement between the Contractor and the Beneficiary; however, there will be no direct deduction from the Grant amount. A receipt must be issued to the Beneficiary upon Payment.

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6.8.5. Replacement Cards and costs charged must be monitored as part of the Management information.

6.8.6. The Contractor must be in a position to provide monthly records or reports to SASSA in relation to Recipients whose Cards were replaced and costs associated with such replacements per Recipient.

7. PAYMENT COMPLIANCE

7.1. The Contractor shall provide details on the measures that the Contractor will put in place to:

7.1.1. ensure that the right person is paid the correct amount.

7.1.2. ensure that there are effective measures in place to detect, prevent and report fraud.

7.1.3. ensure that all Payments are effected upon authentic verification.

7.1.4. ensure that Payments to Recipients are effected not in contravention with any laws.

7.1.5. ensure Payment of the right amount, to the right person and at the right time.

7.1.6. ensure that Payment occurs under humane and dignified conditions in accordance with Batho Pele principles.

7.1.7. ensure that the Beneficiary receives only the Social Grants amounts they are eligible for during the Payment Cycle. In the event that incorrect payments are made, the Contractor shall be directly liable for any costs associated with the double payments.

7.2. Where false rejection of fingerprints or palmprints occurs, pay the Recipient on the presentation and identification of a valid South African 13 (thirteen) digit bar coded identity document or acceptable Alternative Identification, subject to written approval and positive identification by SASSA's help desk official. A copy of this approval is to be retained by both the authorising SASSA official and the Contractor.

7.3. Where payment has occurred under the conditions referred to in 7.2 above, the Contractor must be able to prove at any time that such payment was approved by SASSA.

8. PAYMENT CRITERIA

The following criteria are performance related and will form part of the Contract.

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8.1. Payment Availability

- 8.1.1. Payment to Recipients will take place over the period of a Calendar Month, in accordance with the Payment Schedule and the relevant legislation.
- 8.1.2. The Parties must agree on the above referred Payment Schedule 6 (six) months in advance. Adjustments due to unforeseen reasons can be agreed to by the Parties.
- 8.1.3. Ensure that as soon as an application has been approved by SASSA and communicated to the Contractor, the Recipient is enrolled before or by the next payment cycle.
- 8.1.4. Payment at fixed Pay Points must be available during Business Days and Payment teams are not to leave the fixed Pay Points earlier than an agreed upon time.
- 8.1.5. Cash payment of Grants at any Pay Point, whether portable or mobile, is not to continue after 16H00, or take place on days not designated as Pay Days, except by arrangement by both Parties.
- 8.1.6. When a Payment Team is ready to leave any Pay Point, consultation between SASSA's official, where applicable the committee member representing Recipients at a Pay Point, and the Payment Team leader must take place in order to ensure that Recipients remain informed and every reasonable effort has been made to pay every Recipient.

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8.2. Casual Illness

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- 8.2.1. Provision is to be made by the Contractor for the Payment of the Recipients, as provided for by the legislation, in accordance with the following procedure, in the event of Casual Illness of a Recipient:
 - 8.2.1.1. The Beneficiary will duly authorise a nominee to collect his Grant on his behalf.
 - 8.2.1.2. This authorisation is to be captured on the approved SASSA form or a letter, on which the thumb print, names and identity numbers of both the Beneficiary and the Procurator are clearly displayed.
 - 8.2.1.3. The local district office is to approve the request, by stamping and signing the form.

9. FINANCES

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9.1. Transfer of Grant Funds

- 9.1.1. SASSA agrees to make available the funds required by the Contractor, which will be utilized for the rendering of the Services. The funds required during any given

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Payment Cycle will be paid to the Contractor at least 2 (two) business days prior to the Pay Day, the payment day being the 1st (first) day (or the next business day) of each month.

9.1.2. The Contractor will have nine (9) dedicated bank accounts specifically and only for Grant transfers. These accounts must be at a registered South African Bank;

9.1.3. On the 20th (twentieth) day of every month or the Business Day prior, the Contractor shall provide SASSA with an advance projection requirement for the funding of Grants for the first 5 days of the next Payment Cycle. One day after the provision of the Payment Extraction, the Contractor shall provide SASSA with a second advance funding requirement for the remainder of the days of the Payment Cycle which second advance, together with the first advance, shall equal the total payment extraction as per SOCPEN.

9.1.4. The pre-funding and staggering of payments shall be in accordance with SASSA's Pay File.

9.1.5. Bank charges incurred on the Contractor's bank account will be for the account of Contractor.

9.1.6. The Contractor must, as part of the reconciliation process, refund SASSA all un-Paid pre-funded Grant amounts, with actual interest earned thereon, within four (4) business days after the SOCPEN cut-off date.

9.1.7. The Contractor's system must provide management and reconciliation information to SASSA at the end of each Payment Cycle. The Payment and reconciliation reports must list Recipients, amounts Paid, Payment dates and unpaid Grants.

9.2. Unclaimed Benefits

9.2.1. The Contractor shall arrange to pay the Unclaimed Benefits to the claimant as approved by SASSA.

9.3. Stop Payments

9.3.1. SASSA may instruct the Contractor, not later than 2 (two) Business Days prior to the Pay Day, to stop Payment and the Contractor must comply with such instruction falling which the Contractor will carry the costs for such transactions.

10. INVOICING, PAYMENT AND STATEMENTS

10.1. The Contractor must submit an original invoice and a reconciliation of Payments as well as management information reports to SASSA within 7 (seven) Days after the end of the Payment Cycle.

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10.2. SASSA shall, notwithstanding dispute in relation to an Invoice, effect payment not later than thirty (30) days after the date of receipt of the Invoice and reconciled Payment report from the Contractor and payment shall be in accordance with the following:

10.2.1. Payment of an Invoice will not, subject to clause 10.2, be effected before verification to the final SOCPEN reconciliation numbers, services rendered, and management information required in terms of the SLA has taken place.

10.2.2. In the instance of errors and or disputes of the Invoices, the Contractor will be informed in writing thereof within 7 (seven) days of receipt of any Invoice and will affect the necessary changes in the event of an error and or respond within (2) two business days of such written notification.

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10.2.3. In the event of an overpayment arising from clause 10.2, SASSA shall be entitled to recover any proven overpaid amounts from the next invoice.

10.3. SASSA shall make all payments into the Contractor's nominated bank account. The bank account details shall be noted on each invoice. Changes in banking details shall be communicated to SASSA in writing, when applicable no later than 7 days prior to any payment due to allow for verification. The Bank account shall be verified according to SASSA and National Treasury standards.

10.4. Immediately upon SASSA making payment of an Invoice, in full, by way of bank transfer, SASSA's liability towards the Contractor in relation to such Invoice will be deemed to have been complied with.

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10.5. All original Invoices must be delivered to SASSA's address as stated in the Contract.

10.6. The Contractor shall issue a consolidated monthly Invoice in accordance with each Payment File with detailed information for each Province, for the applicable Payment Cycle, indicating:

10.6.1. Fees for the total number of Recipients paid out as per the SOCPEN reconciliation report; and

10.6.2. Any other services rendered, as agreed between SASSA and the Contractor.

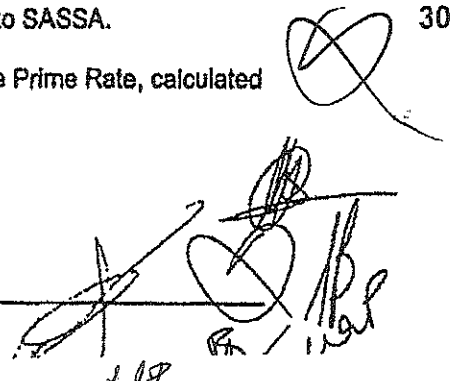
10.7. The Contractor must submit a statement of account monthly to SASSA.

10.8. Invoices paid later than the due date shall bear interest at the Prime Rate, calculated from and including the due date.

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11. CONTRACTOR SYSTEM GENERATED RECEIPTS

11.1. The Contractor shall ensure the following:



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- 11.1.1. A system-generated receipt is given to each Recipient as proof of Payment received.
 The receipts will amongst others indicate the next Pay Day;
- 11.1.2. Receipts are balanced daily with the Grants Paid;
- 11.1.3. An electronic copy of all receipts is available to SASSA on request; and
- 11.1.4. Any queries from Recipients, which may occur in respect of Payments, are to be resolved by the Contractor within ten (10) Business Days.

12. PAYMENT DATA

- 12.1. All Data obtained by the Contractor in order to provide the Services shall be stored and maintained by the Contractor on a separate and distinct information technology database which shall be SQL compliant.
- 12.2. All Payment records, Data and Biometric Data shall remain the property of SASSA, and may not be altered or disposed of without prior approval of SASSA.
- 12.3. SASSA shall have access to and be entitled to utilize, for the maintenance and development of its own systems, all the Data in the Contractor's possession.
- 12.4. The Payment solution must have appropriate record keeping and transaction Data security provisions.
- 12.5. The Contractor shall ensure that SASSA is able to access the electronic data in respect of Enrolment, Payment information, statistical information, management information and any other agreed upon relevant information at any given time.

13. PAYMENT EQUIPMENT

- 13.1. Enhancement or replacement of faulty technology or obsolete equipment will be for the account of the Contractor.
- 13.2. The equipment used for Payment must be accessible to Recipients with disabilities.
- 13.3. There should be no intermediary between the Cash dispenser at the Pay Point and the Recipient; the Recipient must be the only person to remove the money from the Cash dispenser.
- 13.4. Ownership of the automated Payment equipment and systems remains with the Contractor.

14. CONTRACTOR PERFORMANCE

- 14.1. The Contractor may not transfer a Recipient from one Pay Point to another.

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- 14.2. The Contractor must be able to Pay the Recipient anywhere subsequent to the official Pay Day having elapsed, but prior to the last day of the Payment Cycle.
- 14.3. The Contractor may not combine, close or relocate Pay Points, unless both Parties have agreed to such action in writing.
- 14.4. The Contractor shall not override the Payment system or any Payment related instruction, except where it is confirmed that funds have been generated by SOCPEN for Payment to a Recipient and the Contractor's system is unable to read the Card or positively identify a Recipient through Biometrics, arrangements may be made to ensure that the Recipients are Paid by manual process.
- 14.5. In the case of a lost Card, the principle of "no Card no payment", will apply. However, if the replacement period of three (3) Business Days for reported lost Cards is not met, Payments must be affected by the Contractor, and the Contractor will bear all the risks with such Payment.
- 14.6. The Contractor will provide exception reports of all transactions exceeding R5000.00 (five thousand Rand) monthly, one day after SOCPEN data is available. The Contractor may effect retrospective Payments exceeding R5000. 00 (five thousand Rand) unless advised otherwise, in writing, two days prior to the commencement of the Payment Cycle, by the designated provincial representative of SASSA as per the applicable procedures.
- 14.7. The Contractor will reconcile the Payment Files received from SOCPEN after conclusion of the Payment Cycle in accordance with the SOCPEN cut-off schedules.

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15. CONTRACTOR MANAGEMENT INFORMATION

- 15.1. The Contractor will provide SASSA with or enable SASSA to acquire reports from the database and ensure the ability to create customized reports in order to provide inter alia the following management information:
 - 15.1.1. Payment Audit Trail.
 - 15.1.2. Banking / Personal Information Exceptions.
 - 15.1.3. Method of payment in terms of Pay Points, merchants and banks.
 - 15.1.4. Migration of payment methods.
 - 15.1.5. Pay Point management.
 - 15.1.6. Number of replacement Cards issued.
 - 15.1.7. Identification method.

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15.1.8. Proof of life.

15.1.9. Unpaid Grants.

15.1.10. Change of Beneficiary detail.

15.1.11. Large amounts paid, Enrolment statistics, stop payment instruction.

15.1.12. Unclaimed Benefits.

15.1.13. Information with regards to casual illness (including numbers, locality).

16. INFRASTRUCTURE, EQUIPMENT AND FACILITIES

10 16.1. All payment equipment must be able to operate at places where no electricity is available. For locations that normally have electricity; an alternative pay out mechanism must exist in the event of power failure to enable normal payments functions to be resumed within one hour.

16.2. The equipment used for Enrolment and payment of Beneficiaries/Recipients shall in all instances be accessible to all Recipients.

16.3. Payment teams shall have technical expertise to attend to all technical issues.

16.4. Should a fault occur with an automated cash dispenser which results in a disruption of grant payments, such fault must be rectified with the least inconvenience to Recipients.

20 16.5. If the fault cannot be rectified at the Pay Point within 1 (one) hour, the affected equipment must be replaced with a suitable backup unit.

16.6. The preparation and clean-up of the Pay Point is the sole responsibility of the Contractor to leave it in the same condition as when the Payment Team arrived.

16.7. Pay Point Infrastructure including venues, seating, water, ablution facilities and fencing will be progressively improved to meet minimum norms and standards in line with a plan jointly developed by the Parties. The objective being to ensure that over time there are no Pay Points which operate in open spaces or in facilities which are not conducive to the service provided.

16.8. No hawkers, money lenders and other vendors or unauthorized individuals will be allowed on the premises of Pay Points during Payment Period.

30 16.9. The Contractor shall implement a queue management system to assist with crowd control.

16.10. The Contractor shall supply all Equipment, including industry standard hard and software necessary for Enrolment and the Payment of Grants.