ANNEXURE A – Hi-Tech Self-Service Kiosks Compliance Checklist

To comply with SASSA's requirements as outlined in the Terms of Reference for the service provider to supply, install, deliver, configure, support and maintain hi-tech self-service kiosks as and when required to SASSA locations in nine (9) Provinces for a period of 3 years, all bidders must:

- provide the requested information in accordance with the specified standards. By completing this compliance checklist, bidders acknowledge and confirm their commitment to deliver all aspects as detailed, should their application be successful.
- fully complete the below template in which failure to comply with the below may result in bidder's proposal being disqualified.

Requirement	Specifications:	Compliant: (Yes/No)	Comments:
Central Processing Unit (CPU)	• **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		
Memory	• Capacity: minimum 16GB DDR5 • Configuration: 2 x 8GB modules for dual-channel performance • Type: Non-ECC, unbuffered Expandability: Support for up to 64GB (futureproofing)		
Operating System	• 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		
Motherboard	• Form **Factor**: Mini-ITX or Micro-ATX • Chipset: Minimum Intel B660 or H670 or equivalent		

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	• BIOS: UEFI with TPM 2.0 support • **Expansion Slots**: Minimum 2x PCIe slots for peripherals		
Graphics	• Screen **Size**: 22-inch (21.5" viewable) • Resolution: 1920x1080 (Full HD) • Technology: IPS LCD with LED backlight		
Touch Screen Technology	• 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		
Network	• 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.		
Storage HDD	Primary **Drive**: minimum 512GB NVMe SSD		
Display	• Anti**-Vandal Glass**: 4mm tempered glass with anti-reflective coating • Orientation: Landscape (software configurable) • Mounting: VESA 100x100mm compatible • Privacy **Hood**: Optional - sunlight-readable hood		
Fingerprint Reader	• 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)		

	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.		
Connection and Ports	• 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		
Barcode Scanner	• Barcode Reader • **Standards**: ICAO 9303 compliant for passport scanning		
Document Scanner (ID/Passport)	• Type: High Resolution Scanner • Scanning **Area**: A4 size (210mm x 297mm) • Resolution: 600 DPI optical minimum • Colour **Depth**: minimum 48-bit colour, minimum16-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)		
Facial Recognition Camera	• Resolution: 2MP minimum • Sensor: CMOS with auto-focus • Lens: Fixed focus, between 77° to 95° field of view (FOV) • 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		
Document Printer	• 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		
Power Supply	• Input **Voltage**: 220V AC ±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		
UPS	• Capacity: 2000VA/1200W minimum • Input **Voltage**: 220V AC ±25%, 50Hz • Output **Voltage**: 220V AC ±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 • Transfer **Time**: <4ms (typical 2ms) • Efficiency: >95% in online mode		
Kiosk Management Software	• 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			
Enclosure	• 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		
Security Features	• 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			
Physical Accessibility	• Wheelchair **Access**: Knee clearance 685mm minimum • Reach: Controls within 1200mm height minimum		
Software Accessibility	• Screen **Reader**: NVDA/JAWS compatibility • High **Contrast**: Built-in high contrast modes • Font **Scaling**: Adjustable font sizes • Language **Support**: Multi-language interface		
ENVIRONMENTAL AND SAFETY			
Environmental Compliance	• ICASA Type Approval, Energy Efficiency • RoHS: Compliant with hazardous substance restrictions • Recycling: Components must be 85% recyclable • Noise **Level**: <40dB during operation		
Safety Standards	• **Electrical Safety**: SANS 60950-1 or SANS		

	62368-1 compliance • **EMC**: SANS 55032 Class A emission limits • **Ergonomics**: SANS 9241 compliance		
WARRANTY AND SUPPORT			
Warranty Terms	• **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		
Support Services	• **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		
Quality Assurance	• **Factory Acceptance Testing**: Pre-delivery testing • **Site Acceptance Testing**: On-site verification • **Security Validation**: Penetration testing • **User Acceptance Testing**: Usability validation		
Branding & Imaging	• Aesthetic and functional design: The design of the enclosure of the virtual interactive hi-tech self-service kiosk to adhere to the SASSA branding standards. • Hi-tech self-service kiosk software and applications: 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: **Note:** SASSA to provide the Agency's corporate identity to the appointed bidder.		

- End of Check List -