

SOUTH AFRICAN REVENUE SERVICE

ANNEXURE: A

RFP 48/2025

**BUSINESS REQUIREMENTS SPECIFICATION
(BRS) DESCRIPTION:**

**APPOINTMENT OF A SERVICE PROVIDER FOR
THE PROVISION OF PRE-EMPLOYMENT
SCREENING SERVICES**

1. PURPOSE

SARS' Vetting, Screening and Conflict of Interest (VSC) Office is responsible for conducting pre-employment screening for purposes of vetting and recruitment of internal and external candidates. The screening process focuses on criminal record, citizenship status, tax, qualification verification, credit worthiness, drivers' license, where applicable.

2. OBJECTIVES

The objectives of standard and compulsory pre-employment screening are to ensure that a candidate:

- is who they say they are;
- is legally entitled to work in the Republic of South Africa;
- has nothing in their employment history that would make them unsuitable for a role; and
- has the requisite qualifications and skills for a role.

3. SCOPE OF SERVICES

The bidder should be able to supply an extensive range of services to screen all applicable personnel to the highest standards, avoiding risks and costs to the organisation.

3.1. The bidder should be able to verify / confirm:

- a) Qualifications
 - Matric and equivalent international qualifications;
 - Tertiary academic qualifications (national and/or international); and
 - Membership of professional associations (national and/or international).
- b) A candidate's identity including passports where applicable
 - ID/Passport number validation; and
 - ID/Passport number verification.
- c) Citizenship status including work permit, temporary residence permit, permanent residence, refugees and/or asylum seeker status.
- d) Credit record check.
- e) Driver's license, where applicable.
- f) Professional membership, where applicable.

3.2. The qualifications verification must be consistent and finalised within the specified timeliness without delays. The turn-around-time are as follows:

- Pre-92 Matric – 5 days up to 14 days.
- Post-92 matric – 12 hours up to 24 hours.
- International Matric equivalent - 5 days up to 15 days.
- National private institutions – 3 days up to 5 days.

- National public institutions – 3 days up to 5 days.
 - International institutions – 5 days up to 25 days.
 - SETA Qualifications – 5 days up to 7 days.
 - TVET – 5 days up to 15 days.
- 3.3. The verification of other screening checks such as identity/passport, citizenship status, credit record, driver`s license and professional membership must be finalised within 24 hours.
- 3.4. The consolidated standard personal credential verification (PCV) report, excluding the qualifications-related exceptions as outlined above must be provided within 48 hours.
- 3.5. The bidder must offer a user-friendly and paperless system that includes:
- a) Processing of individual and bulk requests without delays. The bulk processing must be different from individual processing and accommodate up to 500 requests.
 - b) Submission of electronic forms enabling paperless completion and submission.
 - c) Ability to detect editorial mistakes prior to the records being processed for verification.
 - d) Direct and full access by the SARS' VSC personnel to the bidder's system.
 - e) Uploading capability.
 - f) Real time tracking and monitoring capability including a live dashboard with the ability to view individual request's progress and having an overview of all submitted requests.
 - g) Smart checklist portal to assist in ensuring completeness of information.
 - h) Automated notifications system to notify requestors of delays where verification checks exceeded agreed upon turnaround times and alerts to the requestor of any outstanding and/or additional information required for a verification.
 - i) Submission of a consolidated personal credential verification (PCV) report in an electronic format emailed to the VSC Office in pdf format.

4. General Requirements

- 4.1. All written deliverables must be phrased in terms and language that can be easily understood by non-technical personnel (e.g. laypersons without subject matter expertise).
- 4.2. All document deliverables must be in electronic format preferably PDF.
- 4.3. All submitted personal information must be protected in line with the necessary provisions of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013).
- 4.4. Should any aspect relating to pre-employment screening be sourced from another bidder, this should be indicated in the proposal including the relevant Service Level Agreement/s (SLA).
- 4.5. In an event the bidder indicates a discrepancy between information submitted by the candidate and what was verified, the bidder should avail themselves for any disciplinary process that may unfold and provide the necessary assistance and support to SARS including but not limited to an affidavit, as required.
- 4.6. The bidder's personnel should be highly trained and be continually trained in the latest legislation affecting pre-employment screening requirements and should inform the VSC Office on any changes relating to the pre-employment screening requirements.
- 4.7. Key Personnel assigned to render the services must be screened at the cost of the bidder. The PCV report of each employee, including the Key Account Manager, must be submitted to SARS prior to the personnel rendering the services.
- 4.8. The PCV report must contain the following information:
 - Criminal record;
 - Qualifications;
 - Credit record; and
 - Citizenship status.

SARS will conduct internal checks including but not limited to tax compliance verification, disciplinary action on personnel and grant approval of employees rendering the services.

- 4.9. The company and its directors, as well as Key Personnel to be assigned to render the services, may also be required to undergo a security vetting process which may include but not be limited to criminal record, credit record, company check, citizenship status and all relevant checks that may be required. The associated costs will be borne by SARS.
- 4.10. The successful bidder must appoint a Key Accounts Manager who will be the main liaison resource with SARS. The KAM will be responsible for the management of the account (e.g. invoicing and enquiries relating to the execution of the services etc.). The KAM will also be expected to attend quarterly face-to-face meetings with SARS personnel to ensure seamless communication and resolve any outstanding issues.
- 4.11. The bidder, especially the resources allocated to service VSC members, must be contactable telephonically or via e-mail.
- 4.12. Verification costs

All prices to be standardised and transparent Inclusive of VAT. No hidden or ad-hoc costs. bidders must highlight the items whereby the third-party charges are applicable. Third-party/surcharges costs to be disclosed to SARS. For National/International/Global verification; bidders are required to provide price for management/facilitation fee. SARS understands that cost for verifications from different institutions differs and these costs will be treated as pass through costs where applicable.

4.13. Usage report

The bidder must provide a monthly usage report to the SARS Designated Representative that provides a comprehensive overview of the Services rendered including but not limited to the number of screening checks conducted, the names of the team members that performed the checks and the associated costs.

5. **BIDDERS RESPONSES/BID SUBMISSIONS**

Bidders are required to submit their responses to all the requirements in this paragraph.

5.1. Company Profile and Resources

5.1.1. The bidder must provide in their response to SARS, the following detail:

- a) The company's organogram with the operational structure of the pre-employment screening unit stipulating the personnel's responsibilities, reporting lines and roles of each of the team members assigned to the SARS account, including their experience and qualifications.
- b) The bidder must have at least 5 years' experience actively involved in the pre-employment screening industry with a breakdown of such services rendered, alliances and partnerships.
- c) The full contact details of the Key Accounts Manager, who will be assigned to SARS, indicating their technical expertise including his/her role and responsibilities.

5.2. Provision of screening services:

5.2.1. The bidder must provide proof of access to the relevant and applicable Matric qualification (post and pre-1992) verification agencies, sources and relevant departments including the service level agreements that are in place in this regard.

5.2.2. The bidder must provide proof of ownership and/or access to the relevant and applicable post-matric qualifications verification databases and/or registers. If verification of post-matric qualifications is insourced by the bidder from third parties, service level agreements that are in place in this regard must be provided.

5.2.3. The bidder must be able to verify/confirm access to the relevant and applicable international equivalence of matric and post matric qualifications verification sources.

5.2.4. The bidder must provide proof of other required screening services, as outlined below, that are insourced by the bidder from third parties, including the service level agreements that are in place in this regard:

1. A candidate's Identity/Passport
2. Citizenship status
3. Driver's license
4. Professional Membership
5. Credit record check

5.3. Turnaround Times

The bidder must provide service level agreements indicating turnaround times, in instances whereby they rely on other service providers for the required information, and dependencies for all screening services that are applicable to this tender.

5.4. Capability

5.4.1. The bidder must provide a detailed process flow in implementing the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) [POPIA] including but not limited to how they source, use, collate, disseminate and store personal information.

5.4.2. The bidder must provide a template of their Operator Agreement (Section 21 of POPIA) which they signed with their own sub-contractors (e.g., the verification agencies)

5.4.3. The bidder must provide proof that the specific team members assigned to the SARS account have undergone POPIA training in the last 24 months.

5.4.4. The bidder must illustrate a process on how they handle discrepancies between screening check results and submitted information.

5.5. Testimonials

The bidder must provide two (2) contactable reference letters from its clients where similar pre-employment screening services have been provided within the past two (2) years. The reference letters must be signed, dated and contain the following: Client name; Contact person and Contact details; Duration of the contract and Description of the services.

Each reference letter provided by the bidder's clients should indicate and rate the following:

- Service Delivery and Reliability
- Technical and System Performance
- Support and Problem Solving
- The company's integrity and ethical standards
- The Bottom Line (Price vs. Value for money) and working relationship.

Notes:

- Annexure XX may be copied to the client's company letterhead and/or authenticated with a company stamp.
- Information that is not relevant to the required services will not be considered.
- Please note that SARS will sample and reserves the right to contact the bidder's clients for a reference check. It is important to ensure that the clients who provided written testimonials listed on the bidder's schedule are contactable.

5.6. System Demonstration

The bidders will be required to conduct a live demonstration of an automated and integrated system that will be used for screening purposes. The bidder must demonstrate that the system has the following minimum capabilities but not limited to:

- Individual and bulk order functionality.
- Ability to detect editorial discrepancies prior to the records being processed for verification.
- Direct and full access by the SARS' VSC personnel to the bidder's system.
- Paperless completion and submission of forms and documents, as applicable.
- Uploading capability.
- Real time tracking and monitoring capability including a live dashboard with the ability to view individual request progress and having an overview of all submitted requests.
- Smart checklist portal to assist in ensuring completeness of information.
- Automated notifications system to notify requestors of delays where verification checks exceeded agreed upon turnaround times and alerts to the requestor of any outstanding and/or additional information required for a verification.
- Submission of a consolidated personal credential verification (PCV) report in PDF format via email, to the requestor, upon completion.

NB: SARS will contact bidders to schedule a virtual demonstration of the system.