
TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE PERSONNEL SUITABILITY CHECKS SERVICES FOR A PERIOD OF THIRTY-SIX (36) MONTHS IN THE DEPARTMENT OF ELECTRICITY AND ENERGY.

1. BACKGROUND

The Department of Electricity and Energy (DEE) through the Directorate: Human Resource Administration and Practices in collaboration with sub-division: Vetting Services need to appoint a service provider to provide Personnel Suitability Checks services to the Department. This will ensure that the Directorate complies with the Public Service Regulation 2016, as amended. The appointed service provider must comply with the terms of reference that will be provided as and when the need arises.

2. CONTRACT PERIOD

2.1 The duration of this project is 36 months after the signing of a contract by the successful service provider. The General Conditions of the Contract will also apply to the project.

3. OBJECTIVE

3.1 The objective of this project is to ensure that the Department complies with regulation 57(1) by ensuring that personnel suitability checks are conducted on employees or candidates nominated for appointment as directed by the Minister of Public Service Administration. Functions will include the following:

- 3.1.1 Verification of qualification
- 3.1.2 Background Checks
- 3.1.3 Criminal Records
- 3.1.4 Credit worthiness
- 3.1.5 Citizenship.
- 3.1.6 Social Media Checks
- 3.1.7 Or other requirements by the Regulations.

4. SCOPE OF WORK

4.1 The successful service provider(s) with the required expertise will be expected to perform the following Personnel Suitability Checks, but are not limited to:

- 4.1.1 The service provider will provide qualification verification services for the DEE and provide the Department for both Grade 12 certificates and tertiary qualifications with results (both manual and electronic). These constitute domestic qualifications only and not qualifications obtained outside the Republic of South Africa.
- 4.1.2 Provide the results of all qualifications to the Department within the agreed turnaround time (both electronic and manual).
- 4.1.3 Provide background checks as and when required. These may include social media searches.
- 4.1.4 The turnaround time for finalizing the task by the service provider will be 07 calendar days.
- 4.1.5 The service provider must ensure that the solution has the platform where the designated Departmental officials can upload information and download Personnel Suitability Checks results, which must be available 24 hours.
- 4.1.6 The service provider must ensure that the solution stores and manages all data.
- 4.1.7 The Service Provider's solution must provide a high level of security where data is securely stored and protected from hacking.
- 4.1.8 The Service Provider must provide a solution which enables seamless communication and collaboration through an email or other effective communication mediums.
- 4.1.9 The Service provider must ensure that the solution allows results to be downloadable in document format that cannot be tempered with as well as compatible with PDF, MS Word and MS Excel formats.

5. DELIVERABLES OR PROJECT OUTPUT AND OUTCOMES

5.1 The service provider should be a specialist in Recruitment and Selection as well as background checks expert with hands-on experience.

5.2 Turnaround time of 07 calendar days to be adhered to

5.3 Accurate Monthly reporting and invoicing must be adhered to.

6. EVALUATION CRITERIA

This bid will be evaluated in four stages, i.e., functionality, mandatory requirements, administrative compliance and point scoring system.

6.1 Gate 01 - Functionality

Bidders will be scored in terms of the functional requirements indicated in the table below. The corresponding points and weightings will be used to calculate the overall score a bidder has achieved. The minimum threshold for this bid is **70%**. Bidders who score less than **70%** will be disqualified. Only bidders that score **70%** or more will be considered further.

No.	Evaluation criteria	Points	Weight
1.	Company experience 1.1. Service providers should at least have ten (10) years	15 years or more = 5 points.	20
		11 to 14 years = 4 points.	10
		10 years = 3 points.	
		5 to 9 years = 2 points.	
		4 years or less = 1 point.	
	1.2. Proof from a minimum of 3 contactable referees indicating a successful execution of similar projects	5 letters or more = 5 points	10
		4 letters = 4 points	
		3 letters = 3 points	
		2 letters = 2 points	

No.	Evaluation criteria	Points	Weight
	TEAM LEADER EXPERIENCE: 3.1 Team Leader must have at least five (5) years of practical experience in Human Resource management, background checking or qualification verifications. <i>(Attach copy of comprehensive CV detailing the relevant experience and contactable references)</i>	Seven (7) years or more = 5 points Six (6) years = 4 points Five (5) years = 3 points less than three (3) years = 0 points	15
	TEAM'S EXPERIENCE: 3.2 Individual team members must have at least three (3) years of practical experience in Human Resources, background checking or qualification verifications. <i>(Attach copy of comprehensive CV detailing the relevant experience and contactable references)</i>	5 years or more = 5 points. Four (4) years = 4 points. Three (3) years = 3 points. Two (2) years = 2 points. One (1) year = 1 point.	10
4	PROJECT PLAN AND METHODOLOGY METHODOLOGY Methodological approach to be deployed in executing the task and the overall project management structure related to the management of activities of the project.	METHODOLOGY A methodology comprehensively outlining the details of the online platform to be used to achieve the project, including details of various service offerings, as well as datasheets and clear details of electronic	10

No.	Evaluation criteria	Points	Weight
		fingerprints scanners to be supplied and how it will work. = 5 Points Inadequate methodology with only three services offered in detail = 1 Point <i>(The proposal should detail the dependencies from the Department to ensure the successful implementation of project)</i>	
5	PROJECT PLAN Project/ Execution Plan and Management Should be attached.	i. Detailed Project Plan with: ii. project deliverables and detailed intermediate and final outputs, timeframes (including lead times and turnaround times), iii. milestones, iv. scope, v. Schedule, vi. Cost,	10

No.	Evaluation criteria	Points	Weight
		vii. Required resources, viii. Training Plan and ix. Project Quality management Plan = 5 Points No Project plan = 0 Point	
6.	Proposed system/ Platform/ website	Proposed system/ platform/ website presented = 5 Points No proposed system = 0 Points	10
Total			100

Formula; $\frac{A \times 100}{B} = C\%$

B

Where: A = Total score for the bid under consideration

B = Maximum possible score

C = Percentage score for the bid under consideration

6.2 Gate 02 – Mandatory requirements

None

6.3 Gate 03 - Administrative compliance

- (i) Compliance to the specification / Terms of Reference.
- (ii) Fully completed SBDs (Duly signed and dated) listed hereunder.

➤ SBD 1

- SBD 4
- SBD 6.1

(iii) The following will be regarded as non-compliance.

- Amendments / other amendments without signature/initials.
- Use of correctional fluid
- Completion of the bid document in coloured ink other than black ink

6.4 Gate 04 – Point Scoring System

Bids will be evaluated on the 80/20 preference point system as outlined in the Preferential Procurement Regulation of 2022.

- Price points = 80
- Preferential points = 20

6.4.1. The bidder that scores the highest points in this phase will be awarded the tender.

6.4.2. Should more than one bidder score the same number of points; the award will be made to the bidder who scores more points on specific goals.

6.4.3. Should there be more than one bidder who scores the same number of points overall and the same points on specific goals, the award will be made to the bidder who scored the highest points on functionality.

6.4.4. Should there be more than one bidder who scores the same number of points in all aspects, the bid will be determined by the drawing of the lot.

6.4.5. The preferential points will be allocated in terms of the Departmental objectives on specific goals. Points allocation on specific goals are tabulated hereunder.

6.4.6. Bidders who do not submit proof (means of verification) of specific goals claimed may not qualify for preference points for specific goals.

Specific Goal	Number of points (80/20 Preference System)	Means of Verification
Enterprise owned by Black people	4	Identity documents and CIPC document

Enterprise owned by Women	4	Identity documents and CIPC document
Enterprise owned by Youth	4	Identity documents and CIPC document
Enterprise owned by disabled persons	4	Medical certification
Enterprise owned by SMMEs (QSE or EME)	4	B-BBEE certificate issued by a SANAS accredited Agency or DTIC, or Sworn affidavit

NB: “Ownership = 51% of the company share. Designated group/person that is part of the entity directorship but has less than 51% share = points will be calculated on a pro-rata basis in relation to the share/s held by the designated group/persons.

E.g. Number of women directors = 01
Shares owned by women = 20%
Specific goal for women = 4 points
Points claimable for women ownership = $\frac{20}{100} \times 4 = 0.8 \text{ points}$

7 REPORTING REQUIREMENTS

- 7.1 The successful applicant will work closely with the Deputy Director: Human Resource Administration and Practices (HRA&P), Assistant Director: HRA&P, and Director: HRA&P including any other key stakeholders within the Department.
- 7.2 The service provider is required to provide a written monthly report to the Director: HRA&P and Deputy Director: HRA&P on deliverables.
- 7.3 The service provider will be required to conduct Quarterly meetings with the Director: HRA&P and the DD: HRA&P, or his/her delegate for the duration of the contract period. In case of emergency, either party may propose a meeting, and both parties must reasonably avail themselves for such meetings.

8. ROLES AND RESPONSIBILITIES.

- 8.1. The Department of Electricity and Energy shall provide the following.
 - 8.1.1 Functional perimeter.
 - 8.1.2 Access to the offices as when a need arises.
- 8.2 Service Provider

8.2.1 Execute the contract in line with the scope of work and other requirements contained in these terms of reference and/or SLA.

8.2.2 The Service Provider shall at all material times act diligently, reasonably and with care, when dealing with all Departmental information and/or intellectual property belonging to the Department.

9. CONFIDENTIALITY OF INFORMATION

9.1. The service provider shall treat information furnished by the other Party or another person for purposes of execution of the project as confidential. Subject to this clause, the Party furnished with information shall not disclose such information to another person without the prior written consent of the other Party and shall take reasonable steps to ensure that such information is not disclosed to another person.

10. PAYMENTS

10.1 The Department will not make an upfront payment to a successful service provider. Payments will only be made in accordance with the delivery of services that will be agreed upon by both parties on receipt of an original invoice.

11 TAX CLEARANCE CERTIFICATE

11.1 Bidders must ensure compliance with their tax obligations.

11.2 Bidders are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.

11.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website www.sars.gov.za.

11.4. A bidder may also submit a printed TCS together with the proposal.

11.5. In proposals where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / pin / CSD number.

- 11.6. Where no TCS is available, but the potential service provider/s is registered on the central supplier database (CSD), a CSD number must be provided.

12. CONDITIONS OF THE CONTRACT

- 12.1 The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 12.2 The service provider will sign a confidentiality agreement regarding the protection of DEE information that is not in the public domain.
- 12.3 Service provider is prohibited from unauthorized handling, reading or removal of documents in the departmental records.
- 12.4 No state information may be furnished/ communicated to the public or news media by the security service provider or any of their employees.
- 12.5 The Department reserves the right to screen/vet service provider personnel through the State Security Agency or otherwise.
- 12.6 The service provider must ensure that there is no interruption of services due to manpower shortage due to annual leave, sick leave, etc.
- 12.7 The service provider shall ensure that the contract is executed in line with the scope of work.
- 12.8 The service provider company may be subjected to security screening by the State Security Agency.
- 12.9 The DEE reserves the right to verify the authenticity of the information submitted, any falsified information may result in the disqualification or cancellation of the contract.

13 FORMATS OF SUBMISSION OF PROPOSAL

- 13.1 Service providers are requested to **submit one (1) original** of proposals and two (2) copies.
- 13.2 Service providers are requested to index their proposals for easy reference.

14 PRE-BID MEETING DETAILS/BRIEFING SESSION DETAILS

- 14.1 A compulsory briefing session will be held on **12 August 2026 at 10h00**, at the Department of Electricity and Energy at the following address: **192 Visagie Street, Cnr Paul Kruger and Visagie Street, Pretoria 0001**
- 14.2 Bidders must sign the briefing session attendance register and remain in attendance from the opening to the closure of the meeting. Failure to sign the briefing session attendance register will result in disqualification from participation in this bid.

15 CLOSING DATE

- 15.1. Proposals must be submitted on or before **17 August 2026 at 11h00**, at the Department of Electricity and Energy, at 192 Matimba House Building, Corner Visagie and Paul Kruger Street, Pretoria in a box marked "Tender Box".
- 15.2. **No late bids will be accepted.**

16. ENQUIRIES

- 16.1 All general enquiries relating to this bid should be directed to:

Mr Samuel Msiza

Samuel.msiza@dee.gov.za

Tel: 012 406 7910

Ms Rachel Moerane

Rachel.moerane@dee.gov.za

Tel: 012 406 7747

16.2 Technical enquiries can be directed to:

Mr. Tumelo Mahuma

Email: Tumelo.mahuma@dee.gov.za

Telephone: 012- 406 7433

Ms. Jo-Dene van der Westhuizen

Email: Jodene.vanderweshuizen@dee.gov.za

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