



## PERSONAL CREDENTIALS VERIFICATION SPECIFICATION

2023

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### 1. Background

- 1.1 The Legal Aid SA is national public entity established in terms of section 2 of Legal Aid South Africa Act 39 of 2014(Act), whose main objective is to render or make available legal aid and legal advice, provide legal representation to persons at state expense and provide education and information concerning legal rights and obligations as envisaged in the constitution and this Act.
- 1.2 Legal Aid South Africa invites accredited service providers to assist in the verification of personal credentials in line with the organisation's recruitment check policy for a three-year period.
- 1.3 Legal Aid SA has its Head Office in Braamfontein, Gauteng, six (6) Provincial Offices (KZN, Gauteng, Free State, Western Cape, Eastern Cape and Limpopo), sixty-four (64) Local Offices with a further sixty-four (64) Satellite Offices linked to them nationally. Legal Aid SA has +- 2628 employees ranging from Permanent, Fixed Term Contract and Temporary employees. It is envisaged that the successful organization will form a solid working relationship with Legal Aid SA in order to best fulfil its risk management strategy.

### 2. Detailed Specification

- 2.1 The purpose of this tender is to appoint an accredited service provider to assist the Legal Aid South Africa with personal credentials verification of all potential candidates for the organisation or employees. This system must be able to verify qualifications, criminal checks or documents of the recommended candidates.
- 2.2 The system should provide authenticated information obtained from the relevant statutory bodies and/or tertiary institutions so as to identify fraudulent qualifications.
- 2.3 The organization has a MorphoSmart 300 Series device therefore the bidder must be able to provide a system or platform that is compatible with this device.

Furthermore, the bidder must ensure that during the 3-year contract, their platform or system is fully operational.

### **3. Expected Deliverables**

3.1 The bidder must provide a system or platform that is compatible with the MorphoSmart 300 Series device that Legal Aid SA has in place.

3.2 The bidder must ensure that during the 3year contract their platform or system is fully operational. The successful bidder must provide a 48hour technical support to Legal Aid SA.

3.3 The bidder must provide a template of a consent form on their letterhead for the conducting of verifications.

3.4 The appointed bidder must provide training on the system or platform to be utilised by the Legal Aid +-60 staff members.

3.5 Bidder must provide monthly reports of verifications conducted indicating adherence and compliance to timelines set and agreed upon as per Table 1 below:

**Table 1**

<b>No.</b>	<b>Verification Type (As and when required)</b>	<b>Expected turnaround times (business days)</b>	<b>Bidder's turnaround times</b>
1	Criminal Check	2 days	
2	Criminal Record (SAPS Full Report if any criminal case)	8 days	
3	Criminal Record – Manual form	7 days	
4	National Matric Qualification (Umalusi Post 1992)	3 days	
5	National Matric Qualification (Pre 1992)	10 days	
6	Umalusi Other	3 days	
7	N Level Qualifications	7 days	

<b>No.</b>	<b>Verification Type (As and when required)</b>	<b>Expected turnaround times (business days)</b>	<b>Bidder's turnaround times</b>
8	National Tertiary Qualification – NQR™ (Resident)	7 days	
9	National Tertiary Qualification – Other	7 days	
10	National Short Courses	7 days	
11	Informal Qualification	7 days	
12	Academic Qualification Global	14 days	
13	Credit Check – South Africa	2 days	
14	Driver's License	2 days	
15	Professional Driving Permit (PrDP)	2 days	
16	ID Validation	1 day	
17	ID Verification and fraud listing	1 day	
18	Work Permit	7 days	
19	Asylum permit	7 days	
20	Permanent Residence	7 days	
21	Social Media Risk Assessment	5 days	
22	Sexual Offenders Clearance	30 days	
23	Directorship Information	5 days	
24	Fraud Listing	5 days	
25	Sanctions World Checks	5 days	

3.6 Bidder must have a national footprint to ensure that Legal Aid SA is able to refer candidates to the nearest office of the bidder should the need arise.

## **EVALUATION**

All bids received by the closing date and time will first be evaluated on pre-qualification requirements.

### **4. Pre- qualification**

#### **FAILURE TO MEET ANY ONE OF THE FOLLOWING MANDATORY REQUIREMENTS WILL RENDER THE PROPOSAL UNRESPONSIVE**

4.1 Bidder must provide valid proof of membership with National Credit Regulator (Registration Number).

4.2 Bidder must have a platform/system that is compatible with the MorphoSmart 300 Series device – **Bidders must submit a signed confirmation letter on the company letterhead.**

### **5. Functionality Criteria**

Only those bids that pass the pre-qualification stage of evaluation will be evaluated for functionality. The bidders' proposals must address each of the criteria in the sequence that is set out in the table below – the criteria must be addressed in chronological order. Each functional criterion is allocated the weighting below and failure to address any of them will lead to no points allocated to specific element.

<b>No.</b>	<b>Functional Element</b>	<b>Weighting</b>
1	<p>Bidder must provide a sample of the training manual on their system.</p> <p>Sample must include the following elements:</p> <ul style="list-style-type: none"><li>o Duration</li><li>o Type of training: In-person or virtual</li><li>o Number of trainees</li></ul> <p>•Sample provided includes the above elements = 10 points</p> <p>•Sample not provided or does not include the above elements = 0 points</p>	10

No.	Functional Element	Weighting
2	<p>Three (3) reference letters with at least 3 years' service history - each letter will be allocated 10 points as follows:</p> <ol style="list-style-type: none"> <li>1. Letter must be on the letterhead of the client and bear a date (1)</li> <li>2. Letter must contain the contact details of the referee and be signed by relevant official (2)</li> <li>3. The services provided must be for Personal Credential Verification services (2)</li> <li>4. Services provided for a minimum of 12 months and should not be older than 5 years from date of proposal (5)</li> </ol> <p><b><u>If no letters are provided, the bidder will score 0.</u></b></p>	30
3	<p>Bidder must provide turnaround times for ALL items per Table 1:</p> <p>Proposed turnaround times should not exceed 3 days of the Expected turnaround times reflected in Table 1.</p> <ul style="list-style-type: none"> <li>• Turnaround times as per table 1 = 30 points</li> <li>• Should the bidder not provide turnaround times for any one of the items as per table 1 = 0 points</li> <li>• Turnaround times not aligned or variance exceeded by more than 3 days as per Table 1 = 0 points</li> </ul>	30
4	<p>Two (2) examples or screenshots of monthly reports indicating adherence to timelines</p> <ul style="list-style-type: none"> <li>• Two (2) examples or screenshots provided = 10 points</li> <li>• One (1) example or screenshot provided = 5 points</li> <li>• No examples or screenshots provided = 0 points</li> </ul>	10
5	<p>Proposed key accounts team to serve Legal Aid SA</p> <p>Proposed staff complement of a minimum of 5 resources to support Legal Aid SA for the required services including at least one key account manager.</p> <ul style="list-style-type: none"> <li>• Organogram provided linked to Legal Aid SA with at least 1 key account manager and 4 resources = 10 points</li> <li>• Generic organogram not linked to Legal Aid SA or less than 5 resources = 0 points</li> </ul>	10

<b>No.</b>	<b>Functional Element</b>	<b>Weighting</b>
6	<p>Bidder must have a national footprint – provide list of offices.</p> <p>National footprint must be able to support Legal Aid SA Offices: Minimum one listed office</p> <ul style="list-style-type: none"> <li>• National Office, Local Offices (64) &amp; Satellite Offices (64) = 5 points</li> <li>• No offices in all provinces = 0 points</li> </ul>	5
7	<p>Provide technical support service for the platform proposed - 48 hours' turnaround time.</p> <ul style="list-style-type: none"> <li>• Within 48 hours = 5 points</li> <li>• More than 48 hours = 2 points</li> <li>No turn around time = 0 points</li> </ul>	5
<b>Total Points</b>		<b>100</b>

Note: The bidder must score at least 80 points out of 100 to qualify for evaluation on Preference Points System (80/20) evaluation stage.

Bidders will be evaluated on the Legal Aid SA SCM Policy on Preferential Procurement in line with the B-BBEE Act as amended to attain the specific goals identified in SBD 6.1 attached: Preference Point System of 80/20 whereby the maximum points are as follows: Price = 80 points and B-BBEE status level of contribution = 20 points

The following table will be used to calculate the score out of 20 for BBBEE:

<b>B-BBEE Status Level of Contributor</b>	<b>Number of Points</b>
<b>1</b>	<b>20</b>
<b>2</b>	<b>18</b>
<b>3</b>	<b>14</b>
<b>4</b>	<b>12</b>
<b>5</b>	<b>8</b>
<b>6</b>	<b>6</b>
<b>7</b>	<b>4</b>
<b>8</b>	<b>2</b>
<b>Non-compliant</b>	<b>0</b>

**6. Bidders must provide unit costs in terms of the following verification types required: For guidance purposes, the number of each verification conducted in the last financial year are indicated below.**

Table 2.

<b>No.</b>	<b>Verification Type</b>	<b>Annual verifications completed</b>	<b>Cost per unit</b>
1	Criminal Check	780	
2	Criminal Record (SAPS Full Report if any criminal case)	5	
3	Criminal Record – Manual form	5	
4	National Matric Qualification (Umalusi Post 1992)	840	
5	National Matric Qualification (Pre-1992)	204	
6	Umalusi Other	5	
7	N Level Qualifications	120	
8	National Tertiary Qualification – NQR™ (Resident)	50	
9	National Tertiary Qualification – Other	732	
10	National Short Courses	20	
11	Informal Qualification	10	
12	Academic Qualification Global	5	
13	Credit Check – South Africa	564	
14	Driver's License	550	
15	Professional Driving Permit (PrDP)	2	
16	ID Validation	720	
17	ID Verification and fraud listing	36	
18	Work Permit	2	

<b>No.</b>	<b>Verification Type</b>	<b>Annual verifications completed</b>	<b>Cost per unit</b>
19	Asylum permit	2	
20	Permanent Residence	2	
21	Social Media Risk Assessment	2	
22	Sexual Offenders Clearance	2	
23	Directorship Information	2	
24	Fraud Listing	2	
25	Sanctions World Checks	2	

## **7. TERMS AND CONDITIONS**

- a) Legal Aid SA undertakes to pay in full within thirty (30) days, all valid claims for work done to its satisfaction upon presentation of a substantiated claim/invoice.
- b) No payment will be made where there is outstanding information/work by the service provider/s.
- d) LEGAL AID SA does not bind itself to accept any particular bid/proposal.
- e) LEGAL AID SA reserves the right to appoint/not to appoint a service provider.
- f) LEGAL AID SA expresses that in an event of any service provider being appointed on this contract, there is no expectation that any follow-up work on this project will be granted to the same service provider.