

PRE-EMPLOYMENT SCREENING AND VERIFICATION SERVICES SPECIFICATIONS

Appointment of a Suitable Service Provider for the Provision of Comprehensive Pre-employment/ Background Screening and Verification Services for Employment purposes for a Period of twenty-four (24) Months on a **pay-as-you-use system**.

1. BACKGROUND

The ARC seeks to appoint a suitable service provider for the Provision of a Comprehensive Pre-employment/ Background Screening and Verification Services for Employment purposes for a period of twenty-four (24) Months on a pay-as-you-use system.

2. DETAILS OF REQUIREMENTS

2.1 SPECIFICATION / TERMS AND CONDITIONS

1. The services must allow for the complete processing and transmission of the services to be completed electronically by an ARC designated employee only. **No processing to be done by the service provider.**
2. The service provider must provide an efficient implementation of the required services immediately following the appointment.
3. The turnaround time to complete all services for each applicant should be within five 5 business days.
4. The SLA agreements for verification with universities, etc should be attached as proof.
5. The services must include free customer service assistance by the service provider at a minimum during the regular business hours of the ARC, if necessary. Service Provider personnel should be readily accessible throughout the services, as well as to respond to inquiries in a timely manner throughout the course of the contract.
6. The services must include monthly itemised billing, which will clearly indicate the services that were provided, per applicant.
7. Billing should be supplied in a timely manner and should be accurate. Invoices should include detail for each applicant, including name, date ordered, and an itemized listing of all background screening services provided (with the cost associated with each service).
8. The Service provider should provide weekly reports of all outstanding applications and the reason for the delay.
9. In the event of an unsuccessful verification, the service provider should provide Additional information regarding attempts made at contacting references, institutions, etc. This information must be included in each report.
10. The bidders must take note that the price quoted will take effect from **01 December 2025**. Bidders are to note that the next price escalation will be on the anniversary of the contract on an annual basis.

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11. All costs are subject to negotiation with the recommended bidder prior to signing/commencement of the Contract.
12. All quoted fees MUST be all inclusive. Additional cost will only be considered post award if government regulated increases as published in the Gazette.
13. Bidders may provide comments and any points of clarification on a separate letter (company letterhead) as an Annexure to their pricing submission.
14. Bidders are not allowed to change the format of this pricing template; any changes by the bidders may result in their bid being disqualified.
15. The service will be required on an as pay as a use basis; and there is no monthly retainer, subscription, registration, or fixed fee payable to the bidder.
16. ARC understands that the cost for verifications from different institutions differs, and these costs will be treated as per enquiry where applicable, with ARC providing consent prior to the additional charge.
17. The ARC has trained fingerprint users, due to COVID-19, it may arise that ARC employees have not captured fingerprints for more than 6 months. The ARC will only pay and train new employees. It is further expected that refresher training be provided at no cost at least on a yearly basis.
18. The ARC currently has SAFRAN Morpho MSO 300 scanners that are fully operational, and all staff are fully trained, the scanners must be compatible on the system offered.
19. For comparative purposes, prices must be quoted in terms of the table below for the following services. Not all checks will be undertaken per application.
20. Complete all the COLUMNS on the pricing schedule, failure to comply/complete will result in disqualification.

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2.2 PRICING SCHEDULE

Name of Bidder.....

NB: ALL SERVICE PROVIDERS ARE REQUESTED TO QUOTE AS PER THE BELOW ITEM DESCRIPTIONS AND ATTACH THE REQUIRED DOCUMENTS WHERE SPECIFICALLY REQUESTED. The SLA agreements should be attached as proof. Please do not refer to a proposal.

Questions must be answered by the Service Provider to properly evaluate the service offering. Do not refer to a brochure. None response to these question will disqualify the service provider.

1. Does the company have SLA's in place for verifications? (Provide detailed information and attach proof of existing SLA).

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2. It is known that there are additional fees charged by certain institutions? Attach a list of known suppliers and how the company will communicate this to the ARC?

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Please provide unit prices and VAT inclusive pricing for the appointment of a service provider for the provision of background screening for the ARC.

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Quantity	Activity	Frequency	Cost per search (excl VAT)	Cost per search (incl VAT)	Cost per search (excl VAT)	Cost per search (incl VAT)
			Year 1	Year 1	Year 2	Year 2
1	Matric Post 1992 DOE	Per Enquiry				
1	Matric Pre 1992 Umlusi	Per Enquiry				
	Umalusi Other	Per Enquiry				
1	Academic -SA	Per Enquiry				
1	Academic-Africa	Per Enquiry				
	Academic Global	Per Enquiry				
1	Membership of Professional Association SA	Per Enquiry				
1	ID Verification with Fraud Listing	Per Enquiry				
1	Id validation	Per Enquiry				
	Citizenship					
1	Permanent Residency	Per Enquiry				
1	Temporary Residency	Per Enquiry				
1	SA Work Permit	Per Enquiry				
1	Asylum/Refugee Status	Per Enquiry				
1	Drivers Licence	Per Enquiry				
1	N-Level Qualification	Per Enquiry				
1	Credit Checks	Per Enquiry				
1	Directorship Confirmation CIPC	Per Enquiry				
1	Criminal Record Check	Per Enquiry				
1	Full Business Check/Background check	Per Enquiry				
	Grand Total		R	R	R	R

Pricing Schedule: Background screening and Verification Services

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Future Training/Equipment:

Additional Costs if applicable	Vat Excl	Vat Incl	Total
Scanner Purchase Cost			
Fingerprint Reader			
Licence if applicable			
Training Cost			
Client Premises			
Supplier Premises			

3. DOCUMENTS TO BE SUBMITTED

The following documents are required:

Document that must be submitted	Non-submission may result in disqualification.	
B-BBEE Certificate	Yes / No	Bidders are required to submit a valid B-BBEE certificate or affidavit.
Three reference letters on similar projects	Yes / No	Bidders must submit three (3) reference letters of successfully completed related or similar projects.
Tax Clearance Certificate	Yes / No	Bidders are required to submit a printed Tax Compliance Status or Tax Clearance certificate.
CSD	Yes / No	Bidders are required to submit a printed latest CSD registration report.

5. SITE BRIEFING AND INSPECTION OF THE EQUIPMENT

None Compulsory.