



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

TERMS OF REFERENCE

**THE APPOINTMENT OF THE SERVICE PROVIDER TO CONDUCT BACKGROUND
SCREENING WITHIN THE AGENCY FOR A PERIOD OF THREE (3) YEARS AS AND WHEN
REQUIRED**

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THE APPOINTMENT OF THE SERVICE PROVIDER TO CONDUCT BACKGROUND SCREENING WITHIN THE AGENCY FOR A PERIOD OF THREE (3) YEARS AS AND WHEN REQUIRED

1. INTRODUCTION

- 1.1** The South African Social Security Agency (SASSA) has been established in terms of the South African Social Security Agency Act, 2004 (Act No.9 of 2004). SASSA is a schedule 3A public entity in terms of the Public Finance Management Act, 1999 (Act No. 1 of 1999, as amended), and is responsible for the management, administration and payment of social assistance.
- 1.2** SASSA is currently structured in all 9 provinces as follows:
- 1.2.1 Head Office (Pretoria).
 - 1.2.2 Regional Offices.
 - 1.2.3 District Offices.
 - 1.2.4 Local Offices; and
 - 1.2.5 Service Points.
- 1.3** In the recent contract SASSA has conducted approximately 800 background screening checks over the past three years.

2. OBJECTIVE

- 2.1** The objective is to appoint a service provider who will conduct background screening as part of recruiting new employees and to monitor information provided by the existing employees; in order to guard against the misrepresentation status through the following services:
- 2.1.1 Financial records / checks (ITC status);
 - 2.1.2 Driver's license and Professional Drivers' Permit (PDP) checks;
 - 2.1.3 Grade 12 / Matric verification Pre & Post 1999- (including symbol match);
 - 2.1.4 Tertiary qualification/s verification (South African & International);
 - 2.1.5 Professional membership verification;
 - 2.1.6 NQF Level Checks;
 - 2.1.7 Criminal records (including Fraud cases);
 - 2.1.8 Identity Document (ID) and Citizenship verification; and

2.1.9 Social Media Activities / Profiles report.

- 2.2** The Service Provider is required to deliver a background screening system that is fully compatible with Microsoft Edge and Google Chrome browsers.
- 2.3** The Service Provider will be responsible for delivering comprehensive ongoing training to SASSA HCM officials (09 Regional offices including Head office) on the system that will be used to log requests.

This training must cover all aspects of the background screening system, including how to initiate and manage requests for financial checks, driver's license and PDP verifications, academic and professional qualification verifications, criminal record checks, ID and citizenship verifications, and social media profile reports.

The training program should be tailored to the different user roles and responsibilities within the HCM department to maximize efficiency and compliance within the Agency.

3. SCOPE OF WORK

- 3.1** In terms of the National Vetting Strategy in the Public Service approved by Cabinet, it is a requirement for Human Capital Management to undertake the following compulsory Personnel Suitability Checks (amongst others) on information provided by potential candidates during the Recruitment process prior to appointments being effected as well as verification of information provided by existing employees: The scope of the services will be as follows:

- 3.1.1 Financial records / checks (ITC status);
- 3.1.2 Driver's license and Professional Drivers' Permit (PDP) checks;
- 3.1.3 Grade 12 / Matric verification Pre & Post 1994- (including symbol match);
- 3.1.4 Tertiary qualification/s verification (South African & International);
- 3.1.5 Professional membership verification;
- 3.1.6 NQF Level Checks;
- 3.1.7 Criminal records (including Fraud cases);
- 3.1.8 Identity Document (ID) and Citizenship verification; and
- 3.1.9 Social Media Activities / Profiles report.

4. EXPECTED DELIVERABLES

4.1 Project Implementation Plan and Schedule. This should outline how the background screening will be provided in all 9 Provinces as required by the following SASSA offices:

4.1.1 Head Office;

4.1.2 Regional Offices;

4.1.3 District Offices;

4.1.4 Local Offices; and

4.1.5 Service Points.

4.2 The successful Service Provider will be expected to conduct background screening as follows:

	Financial records / checks	Turnaround Time
Items	❖ Comprehensive ITC	1 Business day
	Driver's license and Professional Driving' Permit	Turnaround Time
Items	❖ Driver's License ❖ Professional Driving Permit	2 business days
	Qualifications	Turnaround Time
Items	❖ National Matric / Senior certificate: ✓ Pre 1994 ✓ Umalusi ✓ Symbol match	2-6 Business days
	❖ Technical and Vocational Education and Training (TVET) Certificates	2-6 Business days
	❖ National Tertiary Qualification ✓ South African ✓ International	2-6 Business days

	❖ Statement of Results (Tertiary) ❖ Tertiary Course (Short courses) ❖ Professional Membership ❖ NQF levels	2-6 Business days 2-6 Business days 2-6 Business days 2-6 Business days 2-6 Business days
	Criminal Records	Turnaround Time
Item	❖ Criminal record checks ❖ Fraud checks	2-5 Business days 2-5 Business days
	ID and Citizenship	Turnaround Time
Items	❖ ID Verification ❖ Citizenship ❖ Permanent Residence / Work Permits	1-2 Business days
	Social media	Turnaround Time
	❖ Social Media Activities /Profiles report	1-2 Business days
	In-house Training	Turnaround Time
	❖ 09 Regional offices including Head office	On-going

5. SKILLS AND KNOWLEDGE REQUIRED

- 5.1 The service provider must have a thorough knowledge and understanding of background screening.
- 5.2 The service provider must have knowledge of the period of availability / non-availability of institutions for confirmation of background screening.

6. MONITORING AND REPORTING

- 6.1 The service provider must timeously inform SASSA of any interruption of services.
- 6.2 Virtual meetings will be held as and when required for performance review whilst face to face meetings will be held twice a year at SASSA Head Office and Service Provider will incur own travelling costs for attending such meetings.
- 6.3 The service level agreement may be reviewed as and when the need arises.
- 6.4 The monthly usage statement / report must be sent to SASSA primary and secondary contact person.

7. BID EVALUATION CRITERIA

- 7.1 Service Providers will be evaluated in accordance with 80/20 preference point system.
Bids will be evaluated in two (2) stages as follows:

Stage 1

Phase 1: Administrative Compliance

Phase 2: Functional Evaluation

Stage 2

Phase 1: Price and specific goals

Phase 1: Administrative Compliance

Service Providers must submit the following documents:

- Tax Compliance Status Pin.
- Proof of registration with Central Supplier Database (CSD).
- Fully completed and signed standard bidding documents.
- Fully completed and signed Annexure C - Confirmation of Services.
- A valid certificate or a letter as a proof that the company or service provider is registered with National Credit Regulator and/or National Association of Professional Background Screeners (NAPBS) and/or Southern African Fraud Prevention Service (SAFPS) and/or Society for Professional Background Screeners (SABSA) or any equivalent body related to background screening.

NB: SASSA will verify information provided. Any misrepresentation of the information and failure to comply with the above requirement may disqualify the Bid.

Phase 2: Functionality Criteria

Prospective Service Providers will be evaluated for functionality criteria as stipulated in these terms of reference. Only those Service Providers who score a minimum of **70 points out of 100 points** on functionality will be considered and proceed to be evaluated further on Price and Specific goals and the 80/20 principle will apply.

Service Providers will be evaluated in terms of the following values:

1=Poor, 2=Average, 3=Good, 4=Very Good, 5=Excellent

NO	CRITERIA	WEIGHT
1.	<u>Experience and knowledge</u> The service provider must demonstrate substantial experience in conducting background screening services. Above 5 years = Excellent (5) Above 4-5 years = Very good (4) Above 3-4 years = Good (3) 1 -3 Years = Average (2) Below 1 Year = Poor (1) Note: The Service Provider must have successfully completed the project. SASSA will verify the information provided, and failure to supply verifiable, contactable reference letter/s in support of the submitted information—as required in Annexure A—shall result in a lower evaluation score for the Service Provider.	25

2.	<u>Track Record in conducting background screening services</u> 2.1 The project will be assessed in terms of value per contract and number of background checks handled. 2.1.1 Value per contract will be assessed according to the following: Above R1 000 000 = Excellent (5) Above R700 000 – R1 000 000 = Very good (4) Above R500 000 – R700 000 = Good (3) Above R300 000 – R500 000 = Average (2) Below R300 000 = Poor (1) 2.1.2 Number of background checks handled will be assessed according to the following: Above 800 within 3 years = Excellent (5) 601-800 within 3 years = Very good (4) 401- 600 within 3 years = Good (3) 200- 400 within 3 years = Average (2) Below 200 within 3 years = Poor (1) Note: The Service Provider must have successfully completed the project. SASSA will verify the information provided, and failure to supply verifiable, contactable reference letter/s in support of the submitted information—as required in Annexure A—shall result in a lower evaluation score for the Service Provider. SASSA will consider the combined number of years’ experience acquired as well as the number of background checks conducted after validating the information provided by the service provider as per Annexure A.	15 10
3.	<u>Proposed project implementation plan</u> The proposed plan to be aligned with SASSA’s requirements, turnaround times and must include activities but not limited to the following: ✓ Pre-project implementation phase ✓ During project implementation plan ✓ Closeout phases ✓ Contingency plan - Measures to be implemented in the event of verification system downtime. Service Providers will evaluate as per the below: • Proposals not addressing all elements or with irrelevant information =1 point	10 10 10 20

	• 1 element addressed in line with the bid requirements =2 points • 2 elements addressed in line with the bid requirements =3 points • 3 elements addressed in line with the bid requirements =4 points • 4 elements and above addressed in line with the bid requirements =5points	
	TOTAL	100

Stage 2:

Phase 1: PRICE AND SPECIFIC GOALS.

This Bid will be evaluated in terms of 80/20 preference point system. The table below indicate evaluation criteria on price and Specific Goals.

PRICE AND SPECIFIC GOALS	100
Price	80
Specific Goals	20

Price

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{min} = Price of lowest acceptable tender

Notes:

- Service Providers are required to submit a detailed quotation of the requested services in line with **Annexure B**.
- The onus is upon the prospective Service Provider(s) to consider all costs (Direct and Indirect) for the duration of the contract and to CLEARLY indicate the bid price.
- Service Providers are required to quote as per the specification using South African rands including VAT.
- The price offer by the prospective Service Providers should be firm and contract price will only be adjusted in line with the Consumer Price Index (CPI) after the anniversary of the contract as determined by STATSA.

- Prospective Service Providers must clearly provide price per item as stipulated in the expected deliverables on paragraph 4.2.

Specific Goals

Preference points will be awarded to a Service Provider for attaining the specific goals in accordance with the table below:

Specific Goals	Number of points (80/20)
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership	20
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership	18
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership	16
B-BBEE Status Level 1 - 2 contributor	14
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership	12
B-BBEE Status Level 3 - 4 contributor	8
B-BBEE Status Level 5 - 8 contributor	4
Others (Non-Compliant)	0
Note: In the event of a Service Provider claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points.	

Note:

- Service Providers must submit a B-BBEE verification certificate from a verification agency accredited by the South African National Accreditation System (SANAS) or certified copies thereof and/or a CSD MAAA number and/or a sworn affidavit indicating the percentage of ownership of all shareholders and/or owners and signed by the commissioner of oaths.

- Failure to submit the required documents shall be interpreted to mean that preference points for specific goals are not claimed.

8. CONTRACT TERMS AND CONDITIONS

- 8.1 The appointed Service Provider must be able to provide an invoice and a statement on a monthly basis, accompanied by a usage report which reflects the Agent's particulars and background screening conducted.
- 8.2 No advance payment will be made. Payment would be made in terms of the deliverables or otherwise agreed upon by SASSA and the successful Service Provider.
- 8.3 The appointed Service Provider must co-ordinate requests from National and all nine (9) Regions and consolidate such into one (1) monthly account to be submitted to National (Head Office) for payment, on the last day of the month.
- 8.4 The appointed service provider is required to deliver a background screening system that is fully compatible with Microsoft Edge and Google Chrome browsers.
- 8.5 The appointed Service Provider will be responsible for delivering comprehensive training to the SASSA HCM officials on the system that will be used to log requests. This includes ensuring that the SASSA HCM officials are fully equipped to operate the system efficiently and understand all its functionalities relevant to their roles. After the initial training, the Service Provider must offer ongoing support and refresher sessions to address any new features or changes in the system and to reinforce best practices.
- 8.6 The appointed service provider should at all-time commit and expect to provide services as per the turnaround time.
- 8.7 The service provider must timeously notify SASSA during the down-time periods / interruptions.
- 8.8 The appointed service provider is required to conduct business in an ethical, courteous and professional manner.
- 8.9 The appointed service provider must ensure that there is always a dedicated Project Manager available in case of inquiries and to manage the SASSA account.
- 8.10 The successful Service Provider must ensure that the information provided by SASSA during and after the contract period is not transferred /copied/corrupted/amended in whole or in part by or on behalf of another party.

- 8.11 The appointed service provider must ensure that they obtain approval for any additional fees required by institutions prior to finalizing the requests.
- 8.12 SASSA will not accept any responsibility for accounts/expenses incurred by the service provider that was not agreed upon by the contracting parties.
- 8.13 SASSA will enter into a contract and Service Level Agreement prior to the commencement of the contract with the appointed Service Provider including signing a declaration of secrecy.
- 8.14 The Agency reserves the right to effect penalties for any breach of contract or contravention(s) per incident on a sliding scale as determined by the approved guidelines that will be specified in the service level agreement.
- 8.15 SASSA reserves the right to conduct security checks on the appointed Service Provider(s).
- 8.16 Annexure C shall serve as the formal contract terms and conditions, confirming that the appointed Service Provider is capable of delivering all required services as stipulated.

9. BID CONDITIONS

- 9.1 Service Providers should be Protection of Personal Information Act, 2013 (POPIA) compliant in all aspects of the bid.
- 9.2 SASSA reserves the right to negotiate with the preferred Service Provider.
- 9.3 Government Procurement General Conditions of contract (GCC) as issued by National Treasury will be applicable on all instances. The General Condition is available on the National Treasury website (www.treasury.gov.za) and form part of this bid document.
- 9.4 Failure to comply with the Bid requirements will invalidate the Bid proposal or terminate the contract.
- 9.5 Any misrepresentation or failure to provide verifiable information will result in the bidder being disqualified.

10. ENQUIRIES

- 10.1 All questions and/or enquiries related to this Bid, should be submitted in writing, and addressed to the following email address: PSC@sassa.gov.za
- 10.2 All question and/or enquiries should be raised within 7 days from the date of the bid advertisement. Responses will be provided within 9 days from the date of advertisement.

Note: It is important to note that for all questions Service Providers must ensure that:

- The Bid Ref# is included in the subject line of the e-mail.

- The Service Provider's company name, contact and telephone number are clearly stated in your e-mail.
- The question is clear and concise.
- Where applicable, reference be made to specific points in the Bid document

11. SUBMISSION OF THE BID DOCUMENTS

Prospective Service Providers are required to submit their proposals in both digital and physical formats.

- The original hard copy submission of the bid proposal must be submitted as per the bid advertisement accompanied by an electronic version uploaded to the e-tender portal.
- All contents of the electronic submission must correspond precisely to the sequence and structure of the physical bid proposal.
- Structure of the hard copy to facilitate efficient navigation and evaluation of the bid response.

Note: It is the responsibility of the Service Provider(s) to ensure that bid proposal(s) are submitted in the SASSA bid box on or before the closing date and time of the bid as stipulated in the bid document.

ANNEXURE A

NB: SASSA shall verify the contents of this list directly with the Service Providers' clients. Service Providers are required to provide information as per the table below and provide supporting document/s in the form of reference letter/s. The information provided will be used to evaluate service providers' experience and capability in rendering the Background Screening Services.

SASSA reserves the right to verify all information submitted. Any misrepresentation or failure to provide verifiable information may result in the bidder being disqualified or adversely affected in the evaluation process. SASSA will consider the combined number of years' experience acquired as well as the number of background checks conducted after validating the information provided by the service provider as per Annexure A.

TABLE OF EXPERIENCE

CONTRACTS SUCCESSFULLY EXECUTED (CLIENT BASE)

A list of successfully rendered contracts, which are in line with Background Screening Services must be provided.

Name of the organization where Background Screening services has been rendered/implemented	Contract period (indicate start and end dates) e.g. 1 April 2013 to 31 March 2014	Project value per contract	Number of Background checks conducted	Contact persons; designation; telephone numbers and email address of your client
SASSA	1 Feb 2020- Jan 2023	R500000	400	

ANNEXURE B

Price schedule

Financial records / checks	Turnaround Time	Price
❖ Comprehensive ITC	1 Business day	
Driver's license and Professional Driving' Permit	Turnaround Time	
❖ Driver's License ❖ Professional Driving Permit	2 Business days	
Qualifications	Turnaround Time	
❖ National Matric / Senior certificate: ✓ Pre 1994 ✓ Umalusi ✓ Symbol match	2-6 Business days	
❖ Technical and Vocational Education and Training (TVET) Certificates	2-6 Business days	
❖ National Tertiary Qualification ✓ South African ✓ International	2-6 Business days 2-6 Business days	
❖ Statement of Results (Tertiary)	2-6 Business days	
❖ Tertiary Course (Short courses)	2-6 Business days	
❖ Professional Membership	2-6 Business days	
❖ NQF levels	2-6 Business days	
Criminal Records	Turnaround Time	

❖ Criminal record checks	2-5 Business days	
❖ Fraud checks	2-5 Business days	
ID and Citizenship	Turnaround Time	
❖ ID Verification	1-2 Business days	
❖ Citizenship		
❖ Permanent Residence / Work Permits		
Social media	Turnaround Time	
❖ Social Media Activities /Profiles report	1-2 Business days	
GRAND TOTAL		

ANNEXURE C

Confirmation of services required

The Service Providers are required to fully complete the following confirmation of the requested services and turnaround times, failure to complete may result in the bidder being disqualified or adversely affected in the evaluation process. SASSA will not appoint a bidder that will not be able to provide any of the following required services.

Financial records / checks	Turnaround Time	Confirm Services (Yes/No)
❖ Comprehensive ITC	1 Business day	
Driver's license and Professional Driving' Permit	Turnaround Time	
❖ Driver's License ❖ Professional Driving Permit	2 Business days	
Qualifications	Turnaround Time	
❖ National Matric / Senior certificate: ✓ Pre 1994 ✓ Umalusi ✓ Symbol match	2-6 Business days	
❖ Technical and Vocational Education and Training (TVET) Certificates	2-6 Business days	
❖ National Tertiary Qualification ✓ South African ✓ International	2-6 Business days 2-6 Business days	
❖ Statement of Results (Tertiary)	2-6 Business days	
❖ Tertiary Course (Short courses)	2-6 Business days	
❖ Professional Membership	2-6 Business days	

❖ NQF levels	2-6 Business days	
Criminal Records	Turnaround Time	
❖ Criminal record checks	2-5 Business days	
❖ Fraud checks	2-5 Business days	
ID and Citizenship	Turnaround Time	
❖ ID Verification	1-2 Business days	
❖ Citizenship		
❖ Permanent Residence / Work Permits		
Social media	Turnaround Time	
❖ Social Media Activities /Profiles report	1-2 Business days	

Name of the Bidder: _____

Capacity: _____

Signature: _____

Date: _____