



PSiRA
Private Security Industry Regulatory Authority

ERRATUM

TERMS OF REFERENCE: APPOINTMENT OF SERVICE PROVIDER TO RENDER FINGERPRINT VERIFICATION FOR CRIMINAL RECORDS SERVICES FOR THE DURATION OF 36 MONTHS (PSiRA/2021/RFB/04)

With reference to the bid document: terms of reference issued on National Treasury website and PSiRA Website for appointment of service provider to render fingerprint verification for criminal records services for the duration of 36 months bidders are requested to note the following correction on the bid document: Terms of reference published

5. Functionality Evaluation Criteria

CURRENT EVALUATION CRITERIA		CORRECTION
SERVICE LEVEL AGREEMENT (5)	Bidders must submit a sample of Service Level Agreement in the line with the project indicating the following: ✓ PSiRA's Project Scope (Deliverables) ✓ Penalty clause pertaining to PSiRA Bid ✓ Response time to resolution of incidents relating to the project Points Allocation: ✓ 10 Points for all minimum requirements ✓ 5 Points for at least two of the minimum requirements ✓ 0 Points for submission of SLA with 1 or less of the minimum requirements above	Bidders must submit a sample of Service Level Agreement in line with the project indicating the following: ✓ PSiRA's Project Scope (Deliverables) ✓ Penalty clause pertaining to PSiRA Bid ✓ Response time to resolution of incidents relating to the project Points Allocation: ✓ 5 Points for all minimum requirements ✓ 3 Points for at least two of the minimum requirements ✓ 0 Points for submission of SLA with 1 or less of the minimum requirements above

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REFERENCE LETTERS (5)	Bidders must submit minimum of three contactable reference (not bids or letters of award) letters of appointment (not older than 5 years) where the bidder performed similar functions for clients, on a letterhead of the referees, detailing the name of the referee, signed by the referee and includes an e-mail address and/or telephone number. Points Allocation: ✓ 20 Points for more than 3 reference letters ✓ 10 Points for 2 references letters ✓ 5 Points for 1 reference letters ✓ 0 Points for no submission.
	Bidders must submit minimum of three contactable reference (not bids or letters of award) not older than 5 years, where the bidder performed similar functions for clients, on a letterhead of the referees, detailing the name of the referee, signed by the referee and includes an e-mail address and/or telephone number. Points Allocation: ✓ 5 Points for more than 3 reference letters ✓ 3 Points for 2 references letters ✓ 1 Points for 1 reference letters ✓ 0 Points for no submission.

Private Security Industry Regulatory Authority would like to apologize for any inconvenience caused.

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