



REQUEST FOR PROPOSALS (RFP)

You are hereby invited to submit Proposal for the requirements of SALGA	
RFQ number:	Reference Checks
RFQ Issue Date	12 December 2024
COMPULSORY/ NON COMPULSORY BRIEFING SESSION	None
Briefing Session Date and Time: <i>(if applicable)</i>	None
RFQ Closing date:	20 December 2024 @ 11:00
RFQ Description:	Request for proposals for the appointment of a service provider to conduct qualification, professional association memberships, ID and driver's license verifications, as well as reference, fraud listings, criminal record and credit bureau checks over a three-year period.
1.1 PURPOSE The purpose of this document is to call for proposals from competent and suitably qualified service providers to conduct qualification, professional association memberships, ID and driver's license verifications, as well as reference, fraud listings, criminal record and credit bureau checks over a three-year period.	
1.2 BACKGROUND As per SALGA recruitment and selection policy clause 3.14.1 , <i>"the vetting process requires that all successful candidates will be subjected to Personnel Suitability Checks (criminal record,</i>	

citizenship- & financial/asset record checks and qualification and employment verification)". Successful candidates will also be subjected to security clearance processes.

Lexis and Nexis was appointed as a service provider to do SALGA's verifications checks on the 18th of July 2016 and the Purchase Order was depleted in March 2024. The HCCS cluster, therefore, requires a service provider to assist with qualification, professional association memberships, ID and driver's license verifications, as well as reference, fraud listings, criminal record and credit bureau checks over a three-year period.

1.3 SCOPE OF WORK

1.3.1 The service provider is required to conduct a range of the verifications, including, but not limited to:

- Criminal record check
- Credit bureau check
- Driver's license check
- ID verifications
- Fraud listings
- Qualification verifications
- Professional association memberships checks

1.3.2 The appointed service provider must provide SALGA with validation/ verification/ reference checks report conducted on an individual.

1.4 TEAM COMPOSITION

The service provider must assemble a team of qualified verification checks professionals and related professional membership will be advantageous.

1.5 BIDDER REQUIREMENTS AND COMPETENCIES

The bidder will be expected to demonstrate technical ability and capacity to conduct verification and reference checks. The following requirements are crucial to undertake the above scope of service:

- 1.5.1** 10 years broad knowledge and understanding of verifications and reference checks methods;
- 1.5.2** Adhere to legal and ethical considerations and obtain written or electronic consent.
- 1.5.3** Understanding of legislation frameworks governing the employment environment (Labour Relations Act and Basic Conditions of employment).
- 1.5.4** Conduct background checks in accordance with the Protection of Personal Information Act (POPIA).
- 1.5.5** Ensures responsible data collection.
- 1.5.6** Good report writing and analysing skills.
- 1.5.7** Ability to identify potential risk
- 1.5.8** Have advanced progressive systems and any other checks that will assist the recruitment process (fingerprint zone)

- 1.5.9** Relationships with relevant government institutions will be an added advantage.
- 1.5.10** Shortlisted bidders will be required to submit a comprehensive document or make a presentation to SALGA on their value proposition;
- 1.5.11** Produce the necessary proof of competence and experience in the provision verifications;
- 1.5.12** Have legal background;
- 1.5.13** Have contactable call centre.
- 1.5.14** Be affiliated with institutions that can do fingerprints in different areas e.g. Postnet.
- 1.5.15** Have national and international footprint in conducting reference checks.
- 1.5.16** A proven written track record for conducting verifications accompanied by 5 contactable/traceable references.
- 1.5.17** The service provider must have the required administrative capacity that is commensurate with delivery of the service.;
- 1.5.18** The service provider must provide a detailed budget breakdown to conduct verifications

1.6 CONTENT OF PROPOSAL

(Information to be submitted by the bidders)

The proposal should include:

- 1.6.1** All relevant perceived strengths and weaknesses of the service provider bidding for the service, e.g. similar previous experience, in-house skills, etc; providing information which will assist SALGA to assess its capabilities, competitive advantages, etc.;
- 1.6.2** The summary of the bidder's mission statement, the vision statement, values and long-term strategies and objectives as comprehensively as possible;
- 1.6.3** A list of references of previous and current appointments relevant to the required services; examples of such services capabilities and experience and more specifically the number and size of organisations where service is/ was rendered.
- 1.6.4** An organogram or list of partners, managers, specialists, together with the curriculum vitae of the staff who will be assigned to provide the services; any staff changes regarding staff allocated to SALGA must be done in consultation with the Project Manager representing the organisation. The successful bidder should provide experienced specialists relevant to the required services.
- 1.6.5** A breakdown of the costs, VAT inclusive, per category as required for services rendered. Expenditure incurred without the prior approval of SALGA will not be reimbursed. An analysis of costs must be given to cover the full amount, and where possible, costs should be linked with specific tasks to be undertaken. All other incidental costs should be included in the budget breakdown.
- 1.6.6** A comprehensive budget, showing the service of activities proposed, with charge-out rates and budgeted hours per activity, detailing all assumptions made in arriving at a proposed budget.

1.6.7 Provide an overview of the methodology to be applied.

1.7 APPOINTMENT, COMMENCEMENT AND DURATION

The appointed service provider is anticipated to commence the work upon appointment for a duration of a period of **three (3) years** and will be assessed on a quarterly basis and reviewed on annual basis based on their performance.

1.8 DESCRIPTION AND EXTENT OF SERVICES

1.8.1 Verifications and reference checks are to be performed in accordance with the industry/profession standards as well as the terms of reference. All reports will be reviewed by the relevant person representing the organisation.

1.8.2 All reports and documents will become the property of SALGA.

1.8.3 The successful bidder shall work with the Chief Officer: Human Capital and Corporate Services together with Human Capital team and must be prepared to provide consolidated reports on the number of verifications conducted as well as the findings and costs thereof on a quarterly basis.

1.9 INSTRUCTION TO BIDDERS

1.9.1 General Instructions

This document constitutes a Request for Proposal (RFP), which specifies SALGA's requirements for conducting the assessment. The information contained herein provides a format to facilitate bidder's responses to this RFP. It is important that the format be followed closely to help maintain the decision-making timetable. Responses must be presented in the same order as the requirements appear, section by section, and numbered accordingly, with acknowledgement of all clauses. All pricing information should be fully disclosed with all charges clearly defined, i.e., a per unit fee based on activity. Please feel free to address any other potential services not specifically mentioned in this RFP that may be of benefit to the National Executive Committee (NEC) of SALGA which is the organisation's accounting authority.

1.9.2 Objectives

The purpose of this document is to call for reputable and competent Service Providers to conduct qualification, professional association memberships, ID and driver's license verifications, as well as reference, fraud listings, criminal record and credit bureau checks over a three-year period.

1.9.3 Terms of Contract

The term of the contract shall be regulated by the Service Level Agreement (SLA) to be concluded with the winning bidder. It is anticipated that the term of the contract shall be for the duration of the assignment and shall expire upon fulfilment of the scope of work. The contract may be extended by mutual agreement. Thirty (30) days written notice must be given if either party wishes to terminate the agreement prior to the contract's expiry date.

1.9.4 Questions during Proposal Process

Any enquiries regarding this RFP should be directed to **Lucy Nkomo**, Senior Buyer: SCM at lnkomo@salga.org.za, located at the SALGA National Office – 012 369 8000. Questions will only be taken up to four days prior the closing date.

Service providers finding apparent discrepancies or omissions in the RFP should send email at SCM@salga.org.za at once.

1.10 Submission of Proposal

Proposals must be emailed clearly marked “REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER THAT WILL ASSIST SALGA WITH CONDUCTING QUALIFICATIONS AND REFERENCE CHECKS/ VERIFICATIONS should be addressed to:

E-mail address:

Lucky Nkomo at lnkomo@salga.org.za

Late submissions will not be accepted.

Service providers remain solely responsible for the method of conveyance of their proposal to the receiving point.

SALGA will not be responsible for any costs incurred by the service providers associated with the preparation of responses to the RFP.

All proposals will remain in force and will be irrevocable for **ninety days (90)** after the proposal closing.

Proposals shall be stipulated sums without escalator clauses or other qualifications.

1.11 Contract Award

SALGA reserves the right to accept any proposal submitted or reject all proposals.

Any proposal submitted, that is not in complete compliance with the requirements of the proposal documents may be accepted or disqualified, at the option of SALGA.

Please outline in your proposal the assistance your institution is prepared to provide in order to meet the estimated contract duration period for the full implementation of the scope of work.

1.12 Termination of Contract

SALGA reserves the right to terminate the agreement with 30 days written notice to the winning service provider subject to the following:

- 1.12.1** the winning service provider fails to perform in accordance with the specified service requirements as set out in the RFP;
- 1.12.2** the winning service provider fails to provide project deliverables as defined **above** without written explanation;
- 1.12.3** the winning service provider otherwise violates the provisions of the RFP to a substantial degree.

1.13 Liability

SALGA will not be held liable for any actions of the winning service provider and/or its employees.

1.14 Important Dates

12 December 2024 – **Closing date**

1.15 CONDITIONS OF RFP (FAILURE TO MEET ANY OF THE REQUIREMENTS BELOW MAY RENDER YOUR PROPOSAL NON-RESPONSIVE)

- 1.15.1** The requirement for content of the project proposal section below outlines the information that must be included in RFP offers. **Failure to provide all or part of the information may result in your RFP being excluded from the evaluation process.**
- 1.15.2** A contract will be signed with the appointed service provider.
- 1.15.3** The Service provider will be required to sign confidentiality and indemnity agreements with SALGA.
SALGA may at its own discretion vary an instruction to include more work.
- 1.15.4** Failure to comply with any condition of this request for a proposal will invalidate respective tender proposal.
- 1.15.5** In the event that any conflict of interest is discovered during the assignment, SALGA reserves the right to summarily cancel the agreement and demand that all the information, documents and property of SALGA be returned forthwith.
- 1.15.6** SALGA reserves the right to request new or additional information regarding each service provider and any individual or other persons associated with its project proposal.
- 1.15.7** Service providers shall not make available or disclose details pertaining to their project proposal with anyone not specifically involved, unless authorized to do so by SALGA.
- 1.15.8** Service providers shall not issue any press release, social media or other public announcement pertaining to the details of their project without the prior written approval of SALGA.
- 1.15.9** Service providers are required to declare any conflict of interest they may have in the transaction for which the RFP is submitted or any potential conflict of interest. SALGA reserves the right not to consider further any RFP where such a conflict of interest exists or where such potential conflict of interest may arise.
- 1.15.10** The RFP offers and proposals should be valid and open for acceptance by SALGA for a period of ninety days from the date of submission.
- 1.15.11** Service providers are advised that submission of a project proposal gives rise to no contractual obligations on the part of SALGA.
- 1.15.12** Disputes that may arise between SALGA and a service provider must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- 1.15.13** In addition to adherence to the specific terms and conditions of proposals, provided in this document, the service provider shall be bound by the provisions of the General Conditions of Contract attached hereto, an originally signed copy of which must be submitted together with all other RFP documentation.
- 1.15.14** All returnable RFP documents must be completed in full and submitted together with the service provider's proposal.
- 1.15.15** SALGA will not be liable for costs incurred during the site visits or any other cost related to the submission of the RFP.
- 1.15.16** Completion of the Standard Bidding Documents stated herein below is **mandatory**, failure to do so **may** render your RFP offer invalid.

1.16 Standard Bidding Form

1.16.1 Preference Points Claim form

Form SBD 6.1 - Service providers must complete this document in full, special attention must be given to section 8 and 9. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink.

1.16.2 Service provider's Disclosure

Form SBD 4 - Service providers must complete this document in full. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink.

1.17 EVALUATION

For the purpose of comparison and to ensure a meaningful evaluation, bidders must submit detailed information in substantiation of compliance with the evaluation criteria mentioned below. The bidder/s will be evaluated in five phases as stated below:

Phase 1	Pre-Compliance check on Mandatory requirements
Phase 2	Technical Functionality
Phase 3	Price and Specific goals

Phase 1: Mandatory Requirement

- ❖ Registration on Central Supplier Database (CSD)

Phase 2: Technical Functionality

NB: Technical functionality will be done only on bidders that comply with the mandatory requirements.

For functionality, the following criteria will be applicable and the maximum value of points breakdown for each criterion using these scale level descriptors:

SCALE LEVEL DESCRIPTIONS	RATING
No relevant response or information given to enable evaluation	0
Very poor response based on expected standard	1
Poor response based on expected standard	2
Average response based on expected standard	3
Good response based on expected standard	4
Excellent response based on expected standard	5

Proposal outlining the approach and process to be followed in conducting verifications	5 points - (Superior understanding of all key deliverables, the project proposal clearly outlines the study scope of services and how the	40
NB: Comprehensive approach and process is inclusive of all points		

mentioned in the scope of services and how such deliverables will be achieved as stated in paragraph 6 and 8.	project will be implemented as well as value-added services) • 4 points - (above average understanding of project proposal, the project proposal clearly outlines scope of services and provides more details on how the project will be implemented) • 3 points - (project proposal outlines understanding of the scope of the project and methodology to be followed on project implementation) • 2 points - (project proposal covers some elements of the project scope) • 1 point - (project proposal is poorly crafted and does not address the requirements of the project scope and there is lack of understanding of key deliverables. • 0 point - (No response or information).	
Previous Experience (refers to Bidder's experience in delivering similar services) Provide at least 5 or above contactable reference letters on a client letterhead of previous and/or current similar service	5 points – Five (5) and more letters stating similar/relevant work provided. 4 points –Four (4) reference letters stating similar/relevant work provided. 3 points – three (3) references letters stating similar/relevant work provided. 2 points – Two (2) references letters stating similar/relevant work provided. 1 point – One (1)) references letter stating similar/relevant work provided. 0 point - No reference letters stating similar/relevant work provided.	30
Capabilities and experience of the team that will conduct the verifications	5 points – more than 10 years proven track record of conducting verification 4 points - 8 –10 years proven track record of conducting verifications	30

	3 points - 5 -7 years proven track record of conducting verifications 2 points - 2 -4 years proven track record of conducting verifications 1 point – Less than 2 years proven track record of conducting verifications 0 point - No response or information	
Total for functionality		100
Threshold		70

NB: Service providers who score 70 (average) points and above will be considered in phase 3 of the evaluation.

Phase 3: Price and Specific Goals

The 80/20 preference point system will be used when evaluating this Request for Proposal in terms of sections 4(2) and 4(3) of the Preference Procurement Regulations of 2022 with 80 points allocated for price and 20 points for Specific goals as per table below:

B-BBEE Status Level of Contributor	Number of Points
	(80/20 System)
1	10
2	9
3	7
4	6
5	4
6	3
7	2
8	1
Specific Goals	
SMME's	4
100% Black Women Owned	3
100 % Youth	3
Total Points	20

NB: Points claimed shall be verified through the Central Supplier Database (CSD) and valid BBBEE certificates.

8. GENERAL CONDITIONS

The following should be noted by interested parties:

- Intellectual property and ownership of all materials and products developed in the execution of the contract will be vested in SALGA.
- Materials and products may not be made available to any unauthorized person or institution or sold for profit without prior written consent from SALGA.
- On completion or termination of the agreement, all materials and products must be handed over to SALGA.
- No information concerning the award of the RFP may be made available by the service provider to other parties without prior consultation and written approval from SALGA.
- SALGA may at its own discretion vary this instruction to include more scope / work or to exclude work/service areas. In the case of the latter, the service provider shall not be entitled to claim for any work not required and may engage SALGA on the pricing of the additional work/ service proposed.
- All copyright and intellectual property rights that may result as a consequence of the work to be performed shall reside with SALGA and the service provider shall be required to sign an agreement of confidentiality.
- SALGA may dictate the framework in which documents (policies, plans, report etc.) shall be submitted; however, the service provider should be able to submit a proposal on the lay-out of his/her choice for consideration by SALGA.
- SALGAs (general conditions of bid, contract, and order) shall be applicable to this bid.
- The service provider shall be required to conclude and sign a Service Level Agreement (SLA) after the appointment.
- SALGA reserves the right not to award the bid to any service provider at its own discretion.

NB: PRICING MUST BE PROVIDED FOR EACH ITEM FOR EACH SURVEY

Please note:

1. Proposal should be valid for at least 90 days.
Is the offer strictly according to specifications? Yes/No
2. If not to specification, state deviation(s)
3. Please indicate your delivery period:
4. All the Standard Bidding Documents (SBD) forms must be completed in full and returned with the quotation.
5. Please indicate a valid Central Supplier Database (CSD) registration number on your quotation. Tax status will be verified on CSD.
6. All prices must be VAT inclusive, if no indication is given, prices will be evaluated as inclusive.
7. No quotations received after closing time and date will be accepted without prior arrangement with the sender of this request.
8. It is the responsibility of the vendor to verify the receipt of any quotations forwarded to this office.
9. If you are unable to quote, please respond to the sender and state the reason/s for not quoting.
10. This quotation is subject to the general conditions of contract, as well as any special conditions

stated in the specifications.

11. Requests relating to procurement of goods for designated sectors, the quotations shall be evaluated in relation with the minimum thresholds for local production and content prescribed per sector:

a) Textiles, Clothing, Leather and Footwear: 100 % b) Office Furniture: 85 %

12. For bids of above R30 000 to R50 million , SALGA evaluates these in terms of the 80/20 adjudication criteria where :

a) Price : 80 b) BBBEE Level of contribution : 20 TOTAL : 100

13. For bids of above R50 million , SALGA evaluates these in terms of the 90/10 adjudication criteria where :

a) Price : 90 b) BBBEE Level of contribution : 10 TOTAL : 100

NAME OF SERVICE PROVIDER: _____

TOTAL PRICE (INCL VAT): _____

RETURNABLE DOCUMENTS:

- Fully completed and signed RFQ
- Official Quotation on the company letter head
- Latest Tax Compliance Status (SARS Pin document)
- Latest BBBEE certificate- SANAS Accredited or sworn affidavit for EME/QSE
- Company CK documents
- Full CSD Registration Report or (MAAA number)
- ID copies of company directors

I, the undersigned, for and on behalf of the Service Provider, hereby confirm that I/we understand the information as stated above and that I/we will comply with all of the above.

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Name (print)

Signature

