



PROVISION OF PERSONAL CREDENTIALS VERIFICATION SERVICES, SUPPORT AND MAINTENANCE SPECIFICATION

2025

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, support and maintenance for a three-year period.
- 1.3 Legal Aid SA has its Head Office in Braamfontein, Gauteng, 6 Provincial Offices (KZN, Gauteng, Free State, Western Cape, Eastern Cape and Limpopo), 64 Local Offices with a further 64 Satellite Offices linked to them nationally.
- 1.4 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 Legal Aid South Africa with verifying personal credentials of all

potential candidates for employment with the organisation and or the verification of the credentials of existing Legal Aid SA employees. This system must be able to verify qualifications, criminal checks, other verifications that are relevant and or documents of the potential/recommended candidates.

2.2 The system should provide authenticated information obtained from the relevant statutory bodies including but not limited to 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 provide twenty-five (25) fingerprint hosting machines.

3.3 The bidder must ensure that during the 3year contract, their platform or system is fully operational. The successful bidder must provide a 24hour technical support to Legal Aid SA.

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

3.5 The appointed bidder must provide training on the system or platform to be utilised by the Legal Aid SA i.e. +-70 staff members.

3.6 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

No.	Verification Type (As and when required)	Expected turnaround times (business days)	Bidder's turnaround times
1	Criminal Check	4 days	
2	Criminal Record (SAPS Full Report if any criminal case)	4 -8 weeks	
3	Criminal Record – Manual form	14 days	
4	National Matric Qualification (Umalusi Post 1992)	5 days	
5	National Matric Qualification (Pre 1992)	10 days	
6	Umalusi Other	3 days	
7	N Level Qualifications	7 days	
8	National Tertiary Qualification – NQR™ (Resident) or Similar	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	

No.	Verification Type (As and when required)	Expected turnaround times (business days)	Bidder's turnaround times
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	

NB: Provisions of the POPI Act should be taken into consideration to promote the protection of personal information of natural persons or juristic persons processed, managed, stored, held or acquired by the bidder in the execution of its mandate as contemplated in the Constitution and the Act.

- 3.7 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.
- 3.8 The bidder must have established offices in major cities and regions across South Africa, ensuring that candidates referred by Legal Aid SA can easily access the nearest office for their verification needs. Below is an outline of the required national footprint:

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 a valid certificate as proof of registration with National Credit Regulator to comply with the National Credit Act (NCA) of 2005 and as may be required by the applicable laws.
- 4.2 Bidder must have a platform/system that is compatible with the MorphoSmart 300 Series device – 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.

No.	Functional Element	Weighting
1	Bidder must provide a sample of the training manual on their system. Sample must include the following elements: • Duration • Type of training: In-person for Refresher • Table of contents showing the scope of the training • Number of trainees • Sample provided includes the above elements = 10 points • Sample not provided or does not include the above elements = 0 points	10
2	Three (3) reference letters with at least 3 years' service history - each letter will be allocated 10 points as follows: • Letter must be on the letterhead of the client and bear a date = 1 point (1) • Letter must contain the contact details of the referee and be signed by relevant official = 2 points • The services provided must be for Personal Credential Verification services = 2 points • Services provided for a minimum of 12	30

No.	Functional Element	Weighting
	months and should not be older than 5 years from date of proposal = 5 points <u>If no letters are provided the bidder will score 0.</u>	
3	Bidder must provide turnaround times for ALL items per Table 1: - Proposed turnaround times should not exceed 3 days of the Expected turnaround times reflected in Table Turnaround times as per table 1 = 30 points - Should the bidder not provide turnaround times for any one of the items as per table 1 = 0 points - Turnaround times not aligned or variance exceeded by more than 3 days as per Table 1 = 0 points	30
4	Two (2) examples or screenshots of monthly reports indicating adherence to timelines - Two (2) examples or screenshots provided = 10 points - One (1) example or screenshot provided = 5 points - No examples or screenshots provided = 0 points	10
5	Proposed key accounts team to serve Legal Aid SA 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. - Organogram provided linked to Legal Aid SA with at least 1 key account manager and 4 resources = 10 points - Organogram provided linked to Legal Aid SA with at least 1 Key Account Manager and less than 4 resources = 5 points - Generic organogram not linked to Legal Aid SA = 0 points	10
6	Bidder must have a national footprint – provide list of offices. This list must include reliable, up-to-date addresses and contact details.	5

No.	Functional Element	Weighting
	National footprint must be able to support Legal Aid SA Offices: Minimum one listed office - National Office, Local Offices (64) & Satellite Offices (64) = 5 points - No offices in all provinces = 0 points	
7	Provide technical support service for the platform proposed - 24 hours' turnaround time. - Within 24 hours = 5 points - More than 24 hours = 2 points - No turn around time = 0 points	5
Total Points		100

NB: Bidders who score less than **80 points** of the 100 points for functionality will be disqualified and will not be evaluated further.

Qualifying bidders will be evaluated on Specific Goals whereby the Preference Point System of 80/20 with the maximum points as follows: Price = 80 points and 20 points are for preferential procurement requirements on Historically Disadvantaged Individuals (HDI).

Evaluation on Price and Historically Disadvantaged individual (HDI) will be calculated as per the below table;

Preferential points will be awarded in terms of the Historically Disadvantaged individual (HDI) which must be substantiated as follows **(kindly refer to form SBD 6.1 for more details and fully complete to claim the points):** -

NO	PRICE AND Historically Disadvantaged individual (HDI)	POINTS
1.	Total bid price offered (inclusive of all applicable taxes)	80
2.	Historically Disadvantaged individual (HDI)	20
	TOTAL	100

Bidders must submit a valid CSD registration or B-BBEE status level verification certificate, or a sworn affidavit confirming annual turnover

and level of black ownership in case of an EME and QSE as proof to substantiate the HDI points claimed as per SBD 6.1

6. Bidders must provide in Annexure A 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. Bidders are to indicate the escalation percentage which will be applicable from the second year of the contract.

Table 2.

No.	Verification Type	Estimated Annual verifications completed	Cost per unit
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	720	
14	Driver's License	550	
15	Professional Driving Permit	2	

No.	Verification Type	Estimated Annual verifications completed	Cost per unit
	(PrDP)		
16	ID Validation	720	
17	ID Verification and fraud listing	36	
18	Work Permit	2	
19	Asylum permit	2	
20	Permanent Residence	2	
21	Social Media Risk Assessment	12	
22	Sexual Offenders Clearance	720	
23	Directorship Information	700	
24	Fraud Listing	2	
25	Sanctions World Checks	2	

7. Customer Support

7.1 **Dedicated Support Team:** the bidder should provide a dedicated support team to assist Legal Aid SA with any issues or inquiries regarding their services. This includes technical support for using their platforms and resolving any verification-related issues.

7.2 **Contact Channels:** Legal Aid SA should reach out through multiple channels, including phone, email, and an online contact form.

7.3 Training and Onboarding

7.3.1 **User Training:** Bidder should offer training sessions for new users and refresher training to existing user where applicable, to help them understand how to use their verification systems effectively.

7.3.2 **Onboarding Assistance:** Comprehensive onboarding processes ensure that clients can start using the services smoothly.

- 7.4 **Technical Maintenance:** System Updates: Regular updates to the verification platforms to ensure they are secure, efficient, and compliant with the latest regulations.
- 7.5 **Data Integrity:** Ongoing maintenance to ensure data accuracy and integrity in their verification processes.
- 7.6 **Account Management:** Account Managers: Dedicated account managers are assigned to larger clients to provide personalized support and address specific needs and queries.

8. BID CONDITIONS

- 8.1 Responsive Bidders may be requested to attend a meeting (which might be conducted virtually) where they will be given the opportunity to present their proposal to the bid evaluation committee for clarity.
- 8.2 Bid responses should be submitted in line with any attached annexures and detailed specifications.
- 8.3 Legal Aid SA reserves the right to award the bid to one or more service providers.
- 8.4 Legal Aid SA reserves the right to award the bid in whole or only partially.
- 8.5 By submitting the bid, the bidder agrees that the terms and conditions of the services level agreement attached read together with the General Conditions of Contract as stipulated by the National Treasury will be applicable.
- 8.6 Any personal information provided in response to this tender, will be regarded as acceptance to process the provided personal information.

9. OBJECTIVE CRITERIA

- 9.1 Legal Aid SA, like any other business, relies greatly on suppliers for most services, therefore, the interaction with suppliers/contractors/consultants can have a substantial impact on a Legal Aid SA operation. Legal Aid SA can be negatively impacted by a supplier who does not have a good reputation or has been implicated in

unethical activities, by association. To mitigate this reputational risk. Legal Aid SA will investigate any negative and positive news on the particular supplier/contractor/consultant before doing any business and will make an informed decision about association. Negative news includes reports on research misconduct, comprising fabrication, falsification, misrepresentation and/or plagiarism in proposing and/or performing research and/or reporting research results. Negative news also extends to business practices of a supplier, and any reports on fraudulent and unethical behaviour.

- 9.2 In the event a bidder is found to not satisfy/meet the conditions or requirements set under par. 9.1 above, Legal Aid SA shall exercise its right in awarding the bid using applicable prescripts as provided for under the PPFA (section 2(f), which states, *“the contract must be awarded to the tenderer who scores the highest points, unless objective criteria in addition to those contemplated in paragraphs (d) and (e) justify the award to another tenderer;”*.

LEGAL AID SOUTH AFRICA RESERVES THE RIGHT NOT TO MAKE ANY APPOINTMENT AND SHALL NOT ENTERTAIN ANY CLAIM FOR COSTS THAT MAY HAVE BEEN INCURRED IN THE PREPARATION AND THE SUBMISSION OF THE PROPOSALS.