



Dear Bidder

WCGHSC 0386/2023: FOR PROVISION OF A VERIFICATION AND FORENSIC CHECKING SERVICE FOR ALL HUMAN RESOURCE MANAGEMENT, RECRUITMENT AND SELECTION FOR THE WESTERN CAPE GOVERNMENT HEALTH AND WELLNESS FOR A THREE (3) YEAR PERIOD

Clarification questions posed by bidders:

Question	Response from the Department of Health and Wellness
1. Must we provide the mobile device for the vetting of candidates?	Yes – for new ones No – for take-over currently used machines
2. On page 4 – Item 1.4 - Fingerprint Detail Are you referring to the manual capturing of fingerprints on the SAPS 91(a) form?	All fingerprint verification
3. On page 5 – Item 1.5 - Training of users - - Off- site AFIS training of a group of 5 / 10 / 15 delegates - Off- site AFIS training per day per delegate - On-boarding AFIS training - On-site AFIS training per day per delegate - On-site AFIS training of a group of maximum 5 / 10 / 15 delegates (Off/on-site training including virtual training within the Western Cape including Rural areas shall include equipment, venue, travel expenses to and from venue as well as Human Resources at Service Provider's own cost) Question 3.1 - Afiswitch regulations state that no reseller is permitted to offer virtual training for Afis training (Biometric training). We can offer virtual system training, but as a Afiswitch reseller we are prohibited from offering any virtual Afiswitch training. Would you kindly let us know if we can offer a price for just physical training? Question 3.2 - Are there any designated locations (addresses) where physical training will be conducted, encompassing rural parts of the Western Cape? Rural Area Physical Training Will Western Cape Department of Health provide a venue for the training to be conducted? Western Cape - We can offer training at the our venue in Cape Town (Brackenfell) which will include the equipment and venue costs. Department of Health - Will the following address apply to on-site training: Western Cape Government Building	The pricing schedule does make provision for in-person and virtual. The Department cannot indicate to bidders how they should offer. The reason for the virtual option is that should the country find itself in a pandemic that provision is made in the contract. There is no designated address, as the Department has facilities throughout the province. Per page 5 – 1.5, that the Service providers will be responsible Off/on-site training including virtual training within the Western Cape including Rural areas and shall include equipment, venue, travel expenses to and from venue as well as Human Resources at Service Provider's own cost. If the Service Provider does not have training facilities across the WC then the cost will be for the Service provider to get candidates to the venue. NO



4 Dorp Street(next to the Cape High Court) at the junction of Dorp and Keerom Street, Cape Town?	There is no designated address, as the Department has facilities throughout the province.
4. Page 8 Point 7.3 - Company profile containing three (3) references and a minimum of 3-5 years' relevant experience (Proof to be provided by means of auditor's letter) Will certified reference letters be accepted as a auditor's letter?	It must be an Auditor's letter to proof the minimum relevant experience. The reference letters can be certified.
5. Page 8 Point 7.5 - The organization must be able to conduct a verification of credentials on a daily basis and list of fingerprinting branches within South Africa (Proof in respect of the number of verifications to be provided by means of an Auditor's letter) Will certified documentation be accepted as a auditor's letter?	An Auditor's letter
6. Page 15 Pricing Schedule – item 16 - Booking for fingerprint branches in all Provinces. We service all provinces with fingerprint branches. Will the agents book the candidates in at the zones at themselves? Or do you require us to assist with the booking of the candidates on Department of Health's behalf, as this will attract additional costs.	Booking of candidates to be managed by the Department, training in this regard to be provided by service provider.
7. <u>Page 4 – 1.4 Other Additional Verification types</u> SMes and Whatsapp services to candidates Question 7.1 Will one of the methods above be suitable or do you require both options (SMSe and Whatsapp) to be priced?	Both options refer to items 14 and 15 on pricing schedule.
8. Question 8.1 - Service Provider must provide training and certification for the new AFIS with users. In addition, the service provider must orientate and train users and administration within the DOHW: Western Cape including Rural areas on the process of loading requests and documents on the relevant website. 1. Is it possible to train users how to load requests onto a web-based system (system training), virtually?	Yes, the option for virtual training is possible.
9. <u>Page 15 – Pricing schedule (Mandatory Verifications)</u> - National Matric Qualification Pre -1992 via SAQA inclusive of Institutional Accreditation (1) - National Matric Qualification Post -1992 inclusive of Institutional Accreditation (2) - National Tertiary Qualification inclusive of Institutional Accreditation (3) - International Qualification inclusive of Institutional Accreditation (4) Questions 9.1 1. Item 1 above - Can this be verified directly from sources or will only SAQA verification be considered?	- Verification from other sources are permitted.



2. Item 1 – 4 above - The Institutional Accreditation is this seen as the 'additional fees' or will this be a verification whether an academic institution is accredited by the relevant governing body? Item 1 – 4 – Due to the fact that Qualifications attract additional supplier fees, can you provide a list of institution Western Cape Government Health and Wellness utilizes for verification? While some institutions don't charge anything at all, some do charge an additional cost. 4.Item 4 Please can you kindly indicate the Institutes used for International Qualifications, some the institutes attract additional supplier fees these costs are directly linked to the current exchange rate.	- Verification that the academic institution is accredited. - DOHW does not have the requested list of institutions. (this would normally be secondary or high schools) Additional costs to be accepted upon verification from service provider. - DOHW cannot provide the institution used for verification of international qualifications. Verification of qualifications must include institutional verification
10. Page 16 – Pricing schedule (Additional Verifications) • Junior Certificate - Qualification Pre -1992 inclusive of Institutional Accreditation (1) • Junior Certificate- Qualification Post -1992 inclusive of Institutional Accreditation (2) Questions 10.1 1. Item 1-2 above - The Institutional Accreditation is this seen as the 'additional fees' or will this be a verification whether an academic institution is accredited by the relevant governing body? 2. Item 1-2 above – Does this relate to International/Africa checks or just South Africa checks? 3. Item 1 – 2 – Due to the fact that Qualifications attract additional supplier fees, can you provide a list of institution Western Cape Government Health and Wellness utilizes for verification? While some institutions don't charge anything at all, some do charge an extra cost.	- Verification of qualification to be obtained from High School, no costs involved. - All checks - DOHW does not have the requested list of institutions.

M. Maset

BID SPECIFICATION COMMITTEE: CHAIRPERSON

DATE: 5/12/2023