

**RFP 33/2017 Provision of Pre-employment Screening and Related Services**

**Briefing Session Question and Answer**

#	QUESTION	ANSWER
1	Is the pre-employment screening services the process of background checking and reference checking or is it related more to pre-screening with psychometrics assessment?	The tender is for background checks only, it does not include reference checks. Refer to Section 9 (Scope of Services) of the RFP 33/2017.
2	What is the validity period of the pre-employment screening checks?	The validity period would depend on the type of checks the service provider is conducting. For example: A qualification check will only be conducted once and there will be no changes on the results of the check, however credit record of a candidate may change within 24 hours. The bidder must comply with relevant legislation with regards to pre-employment screening checks and the applicable validity.
3	Reference to the draft Service Level Agreement, Section 9.3.1.1 Indicates that the turnaround time for qualifications obtained pre-1992 is 15 working days, Is it a compulsory turnaround time or will SARS look at the turnaround time on a case by case basis? The SLA between the bidder and certain departments indicates a turnaround time of 2 – 4 weeks. How to handle a situation where the third party has to look for qualifications manually and cannot comply with the 15 working days?	<p>The bidders should meet the stated turnaround time as per the RFP document. Please see section 9.3.2 of the RFP.</p> <p>SARS has internal turnaround times which would be impacted if the above is not met.</p> <p>There might be exceptions on a case by case basis. However, the 15 working days will be treated as a standard.</p> <p>Again some bidders may have agreements with their suppliers of between 2-4 weeks turnaround times. That notwithstanding, the turnaround times in the RFP are the standard that has to be met by bidders and anything outside of that is wanting, and will create difficulty in comparing like with like when an evaluation is conducted.</p>
4	Is fraud listing check not considered by SARS as it is not included in the RFP document?	Fraud listing checks are conducted internally by SARS Staff and would not be considered in this tender.
5	Reference to section 9.4.7. Should the bidder submit the Personal Credential Verification Report of Key Personnel with the tender submission? And as far as running the various checks, can the bidder use its systems or does the bidder have to use an alternative party to run the checks that SARS is looking for?	<p>The Personal Credential Verification Report of Key Personnel will be required from the winning bidder.</p> <p>It is not required at evaluation stage and can be issued by any credible background verification institution/company. Security clearance certificate issued by State Security Agency should not be used as a substitute for Personal Credential Verification Report.</p> <p>The bidder can use both their systems (if credible) and those of other parties. It depends on what is being verified and whether the bidder has the relevant information on their database or whether they have to source same from third parties e.g. dept. of education</p>

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6	Reference to Section 9.5.2: Testimonials. Will SARS consider international testimonials or SARS is only considering local testimonials?	SARS will only consider local testimonials from finance, banking and government sectors.
7	If the bidder has security clearance for a candidate, Will SARS consider it?	No. The tender is specifically looking at The Personal Credential Verification Report
8	Will SARS be responsible for requesting documents (e.g. ID, certificates) or will the bidder be required to request documents from the candidate?	When SARS submits a request for checks, all documents would have been submitted by the candidate; service provider will only do verifications.
9	Reference to Section 9.5.3.3.  Why does SARS require an automated and integrated system?	SARS requires a system to facilitate the verification process. The system should ensure direct interface between SARS and the service provider where documents can be uploaded and both parties can be able to communicate in relation to the verification requests. -  Communication by email or fax does not form part of the system, unless in terms of following up on a specific request.
10	How many people will be responsible for uploading requests?	Depends on the service provider. However, there must be sufficient number in order to ensure that TAT is adhered to.
11	With regards to the 3 most recent financial statements, we are currently in the last financial year and our financial for 2017/18 have not been audited as yet, would SARS allow current management accounts or should we submit the two most recent financial statements?	Entities which are trading for less than three (3) financial periods should provide: a) A letter detailing that fact, signed by a duly authorized representative of the entity; and b) Any other information or documentation which would provide more clarity on the financial history of the bidder
12	Reference to Section 11.2.1: System Capability Evaluation. Will the bidder be required to present the system to SARS?	SARS is not looking for a PowerPoint presentation, bidder must present the live system to be used and indicate the capabilities as per section 9.5.3.3.
13	Please explain the evaluation process	The tender process will be evaluated based on 3 gates: Gate0: prequalification and mandatory, Gate1: Gate1: Desktop Technical Evaluation and System Capability Evaluation and Gate2: Price and BEE • Gate 0: Bidders must complete and submit all documents as stipulated in Section 11.1 for pre-qualification and must be a minimum B-BBEE level 3 in order to proceed to gate 1. • Gate 1: All bidders that passed gate 0 will be evaluated on desktop and system capability/presentations as per Section 11.2. Bidders

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		<p>must achieve a total of 70 points in order to be evaluated on gate 2.</p> <ul style="list-style-type: none"> <li>• Gate 2: Price will be evaluated out of 80 points and B-BBEE will be evaluated out of 20 points. The bidders with the highest points on both price and BBBEE will be recommended</li> </ul>
14	<p>Within the USB/CD is there a certain structure that bidders should follow in presenting the documents?</p>	<p>Bidder must load documents as per Section 10.7. File 1 (only technical proposal) File 2 (only price, B-BBE proposal and Financial Statements)</p>
15	<p>If a bidder submits their proposal before 01 April 2017, should the bidder include VAT at 14% or 15%?</p>	<p>The bidder should include VAT at 15% as the bids will be evaluated post 01 April 2018 and the applicable VAT will be at 15%</p>
16.	<p>There is no space to indicate the various known supplier additional costs, such as University of Johannesburg, University of Witwatersrand etc., please note that this amount differs per institution.</p>	<p>Various unknown supplier additional costs will be treated as “pass-through costs” and will be incurred by SARS. The successful bidder must as when these costs are known, inform SARS for approval.</p>
17.	<p>What systems have been made use of in the past for data capturing by SARS? (e.g. Manual data capturing system, making use of paper records)</p>	<p>Online system</p>
18.	<p>How much information was captured in the past? (Was all the information as stated in the scope of services captured (9.3. Scope of services) )</p>	<p>A minimum of 2000 verification per annum, either one request per check or bulk depending on the need.</p>
19.	<p>Will any of the previously captured information be available upon request from SARS? or will the service provider be required to capture all information of the 300 employees from the start?</p>	<p>No, 300 is an example if the service provider has to deal with projects thus they must be prepared to handle such volumes should the need arise.</p>
20.	<p>Please clarify the line item (9.3.1.1/ Page 7 of the tender document), where the verifications timelines are indicated. Does the service provider have to filter through the whole database of 300 employees to determine which of them obtained local qualifications for example</p>	<p>There is no database. The successful service provider will have to verify information upon requests and the request will have to be within the stipulated turn-around time.</p>
21.	<p>The cost of acquiring a consolidated B-BBEE certificate vary between R 7 000.00 to R 30 000.00.  Kindly clarify and if possible suggest where we can acquire the Consolidated BBBEE Certificate</p>	<p>When submitting a bid as a joint venture, bidders are required to consolidate their B-BBEE certificate and submit one B-BBEE certificate. It is the Bidder's responsibility to obtain a consolidated B-BBEE certificate in order to qualify to B-BBEE points.  The Bidder should shop around as to obtain better costing</p>

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22.	<p>With regards to section C Financial Risk Assessment in the RFP.</p> <p>Could we provide our financial statements at a holding company level, which is listed, and base the supporting information thereon?</p>	<p>The financial risk is analysed based on the specific bidder's financial statements, not its parent or holding company. Therefore the bidders' financial statements are required.</p>