

TERMS OF REFERENCE

1. PURPOSE

To appoint potential service providers to assist the Department of Small Business Development with Personnel Suitability Checks for potential candidates who are considered for employment by the department.

The process for conducting Personnel Suitability Checks is for a period of twelve (12) months.

2. BACKGROUND AND MOTIVATION

The reason for requesting personnel suitability service provider is for every employer to recruit the right people as employees in their departments. But sometimes the right person with the right qualifications, competency, and skills might have a criminal record, have bad credit history, etc. It is, therefore, critical to ensure that job applicants are assessed also on the potential risk that they could bring to the department, including whether they have a criminal record or not. It is, therefore, necessary for the department to acquire a service provider to facilitate the personnel suitability check so that there is an assurance that the department employs suitable candidates with no fraudulent qualifications, permanent citizenship, no criminal background, clear credit history etc.

3. CONDITIONS IN RESPECT OF THE SUBMISSION OF PROPOSALS

As a condition for this requirement, a detailed project plan, outlining how the work will be executed should be submitted. The plan must include a detailed work plan with time frames and a number of personnel to work on each post as well as their knowledge or experience.

SCOPE OF WORK

The service provider will be responsible for the following services.

- a) Criminal Record Check
- b) Qualification verification (Incl. grade12)
- c) ID Trace (citizenship verification)
- d) Reference check

- e) Credit record checks
- f) Other Professional body Certificates

4. PRICE

- 4.1 Quotations for the work to be carried out must be inclusive of VAT and quoted in South African currency (ZAR).
- 4.2 The quotation value must represent the costs **Per Item** submitted:
 - a) Criminal Record Check
 - b) Qualification verification (Incl. grade12)
 - c) ID Trace (citizenship verification)
 - d) Reference check
 - e) Credit record checks
 - f) Other Professional body Certificates

The quote must also reflect price per unit and Unit price inclusive of VAT.

5. THE DSBD OBLIGATIONS

- 5.3 Communicate with the service provider appointed regarding matters pertaining to the project.
- 5.4 Provide all necessary information and documents regarding the candidate(s)
- 5.5 Continuously checking up on the service provider on how far they are with their project and
- 5.6 Provide time frames to the service provider about the completion of the work.

6. SERVICE PROVIDER OBLIGATIONS

- 6.1. The service provider undertake to act as independent contractors in respect of the work.
- 6.2. Is responsible for conducting Personnel Suitability Checks.
- 6.3. Attend meetings with DSBD officials whenever required to do so for the purposes of obtaining information or advice regarding the work and assignments or for discussing any matters arising from or in connection therewith.
- 6.4. The service provider is responsible for its own computers and its own technical infrastructure to adequately perform its functions.
- 6.5. The service provider shall exercise all reasonable skill, care and diligence in the execution of the work and shall carry out their obligations in accordance with international professional standards. The service provider shall act as a faithful advisor to the DSBD and respect the laws and customs of the country and provinces in which any business in relation to the project is conducted.

- 6.6. The service provider shall be deemed to have satisfied itself as to the correctness and sufficiency of the rates and prices set out in the quotation for the work to be rendered.
- 6.7. The service provider must plan and provide all possible risks that may affect the delivery project on time and demonstrate the mechanisms in place to manage such risks.
- 6.8. Engage meaningfully with the DSBD staff throughout the project; and

7. Evaluation CRITERIA:

- 7.1. Service providers will be evaluated in three phases
- 7.2. The three-quotation system, the basis of the scope of work and compliance to all the Minister of Public Service Administration.
- 7.3. Directives on recruitment & selection will be used to evaluate bidders.
- 7.4. The recommended service provider/consultant must be a reputable company with a minimum of two (2) years in relevant operation plus a minimum of one (1) references of similar projects conducted.
- 7.5. Service provider must be able to provide a portfolio of evidence for past successful work with contactable references.
- 7.6. Below are three (3) phases to be followed.

PHASE 1: PROPOSAL MANDATORY REQUIREMENTS (SCM COMPLIANCE EVALUATION)

- a) The service provider must submit quotation together with the proposals.
- b) SCM will conduct and confirm compliance and completeness of documents, i.e., Tax compliance, complete SBD forms (SBD 4 and SBD 6.1) and other documentation that might have been required for the tender (e.g., certification of professional bodies).
- c) DSBD may request clarification or further information regarding any aspect of the bid, e.g., update of the Tax Compliance status where a bidder is non-tax compliant on the closure of the tender or incomplete). The bidder must supply the requested information within 7 days (tax compliance) or within 3 days (Incomplete SBD Forms) after the request has been made otherwise the bid will be disqualified.
- d) Only those proposals whose compliance is in order will move to Phase 2.

7.4.2 PHASE 2: FUNCTIONAL EVALUATION

- a) The Bid Evaluation Committee (BEC) will conduct the technical evaluation. The Bid proposals shall be evaluated individually on score sheets by the BEC according to the evaluation criteria indicated below and **only those service providers that scores 70 percent out of 100 will be considered for phase 3 as a final phase of the process.**

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Non responsive	Poor (significantly below requirements)	Inadequate (below requirements)	Good (meets requirements)	Very good (above requirements)	Excellent (significantly above requirements)

FUNCTIONAL CRITERIA	WEIGHT/SCORE
1 COMPETENCIES AND CAPABILITIES	60
1.1 Experience The service provider must be a reputable company with a minimum of two (2) years in operation. Including a minimum of one (1) reference of similar projects conducted.	30
VALUES	
2 years in operation and included one (1) testimonial reference of similar projects conducted	3
2-4 years in operation and included two (2) testimonials references of similar projects conducted	4
4-6 years in operation and included three (3) or more testimonials references of similar projects conducted	5
1.2 Staff complement with competencies to Service Provider should have expertise and experience in conducting Personnel Suitability Checks and staff complement with competencies and abilities to execute similar projects. Proposal to include evidence i.e. Organogram detailing staff complement and each staff member's role, CVs highlighting expertise, competencies, and relevant experience.	10
VALUES	
3-4 staff members with the ability to do Personnel Suitability Checks	3
4-5 staff members with the ability to do Personnel Suitability Checks	4
5-6 staff members with the ability to do Personnel Suitability Checks	5
1.3 Project Management Implementation Service Provider should have expertise and experience.in background checks i.e., qualification verification, ID checks, citizenship verification, criminal record check-ups, and credit check-ups to determine the suitability of the candidate. Proposal to include evidence i.e. how they have performed a similar project before and how long did they take to complete such a task. Including a minimum of one (1) reference of similar projects conducted and with timelines.	20
VALUES	
Ability to do Criminal Record Checks, Qualification verification (Incl. grade12), ID trace, reference checks, and credit record checks and submit results within seven working days from the date of receipt of the request. one (1) reference of similar projects conducted and with timelines.	3

Ability to do Criminal Record Checks, Qualification verification (Incl. grade12), ID trace, reference checks, and credit record checks and submit results within seven working days from the date of receipt of the request. two (2) references of similar projects conducted and with timelines.	4
Ability to do Criminal Record Checks, Qualification verification (Incl. grade12), ID trace, reference checks, and credit record checks and submit results within seven working days from the date of receipt of the request. three (3) or more references of similar projects conducted and with timelines.	5
2. METHODOLOGY Service provider to propose a detailed project and implementation plan. The plan must include how they will deliver according to the expected standard. The plan must also include the process they will follow when delivering within time frames.	40
VALUES	
The plan provided partially addressing or partially adhered to all requirements partially indicating how they will do the work, and the delivery timelines are partially indicated.	3
The plan provided has addressed all the requirements they have, indicating how they will do the work, and the delivery timelines are indicated.	4
The plan provided has addressed satisfactorily all the requirements with clear details, they have clearly indicated how they will do the work, and the delivery timelines are clearly indicated.	5
Total	100

7.4.3 PHASE 3: PRICE AND SPECIFIC GOALS CONTRIBUTION

Only bidders that score least 70 points and above out of 100 points on Functionality will be considered, which will determine the bidder (s) to be recommended for approval by the delegated authority. The 80/20 Preference points system will be applied using the formula below to calculate price:

The following formula will be used to calculate the points for price: Criteria	Points
Price Evaluation <div><div><div><div><div></div><div>Ps</div><div>80</div></div><div><div><div></div><div>1</div><div></div></div><div><div><div></div><div>Pt</div><div>Pmin</div></div><div><div><div></div><div>Pmin</div><div></div></div></div></div></div><div><div></div><div></div><div></div></div></div></div></div>	80

Where,
Ps = Points scored for comparative price of bid under consideration
Pt = Comparative price of bid under consideration
Pmin = Comparative price of lowest acceptable bid

A maximum of 20 points will be awarded to a tender for the specific goal specified for the tender. The points scored for the specific goal will be added to the points scored for price and the total will be rounded off to the nearest two decimal places. Subject to section 2(1)(f) of the Act, the contract will be awarded to the tenderer scoring the highest points.

Preference points will be awarded to a bidder for attaining the Specific goals status level of contribution in accordance with the table as set out in the Preference Points Claim Form (SBD 6.1).

Table 1: Specific goals for the tender and points claimed are indicated per the table below.
Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
BEE Compliance Based on Section of the BBBEE Act (Act 53 of 2003 as amended by Act 46 of 2013)	2	
	Level 1 = 2 pts Level 2 = 1,75 pts Level 3 = 1,5 pts Level 4 = 1,25 pts Level 5 = 1 pts Level 6 = 0,75 pts Level 7 = 0,5 pts Level 8 = 0,25 pts Non-compliant contributor= 0	
Size of Enterprise (SMMES): MICRO, SMALL, MEDIUM ENTERPRISES	8	
	Micro = 8 Small = 5,6 Medium = 3,2 Large = 0,8	
Spatial (Rural/ Township/ City)	4	
	Rural = 4 Township = 2,4 City = 0,8	
Youth and non-youth	6	
	Youth = 6 None-Youth = 1,8	

9. ENQUIRIES:

9.1. Direct all technical questions to:

Ms Nthabiseng Mahlangu

Telephone: 071 197 7511

Email: NMahlangu@dsbd.gov.za


9.2. Enquiries for procurement processes

Ms Rudzani Matondzi

Email: dsbdtenders@dsbd.gov.za

PERSONEL SUITABILITY CHECKS

ToR Approved:



ALFRED TAU

**DIRECTOR: ORGANISATIONAL DEVELOPMENT AND HUMAN RESOURCE
MANAGEMENT**

DATE: 24/03/2025