



BID CLARIFICATION MATRIX NO.1

FOR

CONSULTANCY SERVICES FOR PROVISION OF COMPREHENSIVE BACKGROUND SCREENING FOR TMA EMPLOYEES

FWA NUMBER: TMA/FWA/HR/01/2025

24th JUNE 2025

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FRAMEWORK TITLE: CONSULTANCY SERVICES FOR PROVISION OF COMPREHENSIVE BACKGROUND SCREENING FOR TMA EMPLOYEES

FWA NUMBER: TMA/FWA/HR/01/2025

This clarification matrix forms an integral part of the tender document and therefore, must be considered carefully considered by service providers in preparation and submission of bids.

It is divided into two sections: -

1. Section 1 contains the clarifications to queries raised and requested through the official bidding clarification email address (that is frameworks@trademarkafrica.com).
2. Section 2 contains general tips on how to prepare and submit a competitive bid.

All communications must be directed to the procuring entity, Trademark Africa through frameworks@trademarkafrica.com as provided for in the tender document.

SECTION 1: QUERIES AND RESPONSES

These clarifications are for those queries sought by bidders in line with the RFP of the tender document:

S/No.	Query	Response	Status (closed/ open/ pending)
1.	Section 2 (Item 7) of the ITT document states that financial costing is to be submitted. However, Section 3 (Item 3.2.2) of the ITT document states that "price is not evaluated at this stage". Please clarify if pricing as per Section 2 (Item 7) is to be submitted and if so, would this information need to be presented in Part B of the response?	Kindly note that for this submission, we do not require financial costing. Please submit only the technical proposal as per the provided guidelines.	closed
2.	Section 3 (Item 3.0.2) of the ITT document states that "potential service providers shall be required to provide their daily rates in line with the fee rates schedule provided as Annex 3 of this document. Failure to comply with the rate card provided may lead to your submission being declared non-responsive". As per our question posted above, please confirm if the submission of pricing will be required, and if so, please confirm that "Section 5 - Fees" of the Contract for Services Template is being referred to?	Kindly note that for this submission, we do not require financial costing. Please submit only the technical proposal as per the provided guidelines.	Closed
3.	Is the form "Annex 1A - Bidders' Conflict of Interest Form" to be submitted with the TMA Code of Conduct, or is it a document that needs to be prepared and submitted upon Framework Agreement	Yes, it needs to be submitted with the TMA Code of Conduct.	closed

	Award?		
4.	Please can TMA provide an indication of the expected volume of background checking and screening to be performed, if available?	This is dictated by the number of vacant positions either new or existing positions. We can't determine the numbers right now.	Closed
5.	Please can TMA confirm whether the background screening services would need to be performed on current/existing staff or newly recruited staff?	The services will be conducted for the new staff.	Closed
6.	With reference to the Scope of Work presented in Section 2 (Item 4) of the ITT document, please can TMA clarify what is meant under "Gap Analysis" within the context of Background Screening Services?	Seeking an understanding of time gaps in candidate's profiles/resumés between jobs that are unexplained.	Closed
7.	With reference to the Evaluation Criteria presented in Section 3 of the ITT document, under "A - Firm's Experience" (Item 4), reference is made to relevant "search engines" apart from background check databases. Please can TMA clarify what is meant by search engines?	Some of the background checks will involve searches on search engines such as google and news articles that are not generally founded under background check databases.	Closed
8.	We note that Trademark Africa has presence in different countries, how many roles to be recruited per country?	This is not established as of now; this comes out as the vacancies are established.	Closed
9.	Are we required to use the "Contract for Consultancy Service Form," or can we submit our own format?	Please note that you are not required to complete these forms at this stage. They are provided for your reference only, as no contracting will take place at this point in the process.	Closed
10.	How to verify self-employed or freelance work history? Based on candidate declaration or any proof of executed project(s) that shows continuous engagement	TMA accepts verification of self-employment or freelance history based on candidate declarations supported by any available documentation, such as contracts, invoices, client references or evidence of ongoing project work	Closed
11.	Do we need to cover global background checks, or are they limited to specific regions when the supplier is servicing for a particular country? What if the candidate study/worked abroad	The provider is expected to cover global checks where applicable, particularly if the candidate studied or worked abroad. Priority should be given to the 14 TMA countries of operation, but candidates may have experience beyond these	Closed
12.	What percentage breakdown of hires over the last 5 years by Capital cities/metropolitan areas, Other urban centers, Rural/semi-urban areas or province level, this info is required to understand historical recruitment patterns by geographic location for accurate and cost-effective modelling and budgeting.	Most of TMA offices are based in the capital cities of the countries TMA operates. However, it is prudent to know that some of the talent we attract isn't exactly based in the said cities. By the virtue of being TMA being headquartered in Nairobi, Kenya, over 65% of staff are based in Nairobi and the rest of the staff broken down like below:	Closed

		<p>Breakdown by Country</p> <ul style="list-style-type: none"> • Burundi 2% • Djibouti 1% • DRC 3% • Ethiopia 2% • Ghana 7% • Kenya 65% • Malawi 1% • Rwanda 4% • Somaliland 1% • Tanzania 9% • Uganda 5% • South Sudan 0% • Zambia 0% • Total 100% <p>However, please note the recruitments are open worldwide to including sourcing candidates outside the African Continent.</p>	
13.	For "any other necessary checks," what is the process for requesting new/additional checks? (Clicking residence picture, map for reaching home etc.)	Additional checks will be agreed upon on a case-by-case basis between TMA and the vendor. These will be initiated through a formal request and may vary depending on the nature of the assignment or role	Closed
14.	How do you expect safeguarding checks (sexual harassment, bullying)? Are these based on public records, employer disclosures, or other sources?	These checks should include information from public records, employer disclosures (if available), reference feedback and any documented legal proceedings. Where feasible, vendors should request disclosures during reference checks	Closed
15.	For fraud, terrorism, and organized crime checks, which databases should be used (e.g., Interpol etc.) do you also want to check if the candidate has any open civil case from local police station	Checks should include, but are not limited to, Interpol, national criminal databases, financial regulatory blacklists and publicly available legal/judicial records. Civil suits from local police stations may be included where legally and practically accessible	Closed
16.	How do you handle "gap analysis"—do you require candidate explanations, or do you rely solely on records?	Vendors are expected to identify and report any unexplained gaps. TMA may request the vendor to seek explanations from the candidate. Both documentation and declarations may be used	Closed
17.	What methods do you use for identity verification (biometrics, document authentication, etc.)? or do you check for synthetic identity fraud (will TMA provide any support for liaising with local authorities	Document authentication is required (e.g., passports, ID cards). Where feasible and legally permissible, biometrics or liaison with local authorities may be requested. Support from TMA	Closed

		will be provided if needed.	
18.	What is the standard format of the reports? Can they be customized for our needs?	Reports will follow a mutually agreed format between TMA and the vendor	Closed
19.	How do you ensure compliance with local data protection laws when handling sensitive data? Is this as per vendor policy or supplier policy?	Vendors must demonstrate compliance with local and international data protection regulations. Vendor policy should align with TMA's confidentiality standards, as outlined in the TOR	Closed
20.	What is the average turnaround time for each type of check? Are there different timelines for domestic vs. international checks?	Vendors are expected to commit to reasonable timelines, which may vary by type and location	Closed
21.	Will there be any special request e.g. priority/rush checks? If yes, what the turnaround time	TMA may occasionally request priority checks, for which vendors should indicate expected turnaround times and any additional costs.	Closed
22.	If a candidate disputes a finding, what is your resolution process? Who is supposed to handle dispute TMA or the vendor	Initial handling is expected from the vendor, who must verify and investigate the claim. TMA will intervene only if necessary and retain final decision authority.	Closed
23.	How do you consider cases where past employers/schools do not respond to verification requests? Will it be okay or hold, is there any impact to the vendor	Vendors should make reasonable attempts and document efforts. Non-responsiveness should be flagged	Closed
24.	What security measures (encryption, access controls) do you expect for storing and transmitting sensitive data? And will the cost be provided if handled by vendor	All data must be stored and transmitted using industry-standard encryption, access controls, and secure protocols	Closed
25.	Do you retain candidate's data post-verification? If yes, for how long?	Yes. The verification data forms a part of the Employee information stored by TM Aas the employer. This will be retained as long as the candidate is an employee and later disposed as per each country's employee data storage and disposal laws.	Closed
26.	Is pricing per candidate? per check (education, background, work experience etc), or fixed monthly, e.g., what happens if 8 of 10 are completed and the remainder goes on hold due to external dependency	Vendors should submit a clear pricing structure: per check, per candidate, and note any conditions (e.g., partial completions or checks on hold). TMA will evaluate based on transparency and cost-efficiency	Closed
27.	What's the workload or how many cases are expected for verification checks in a month for the specific region	Volume may vary. TMA will issue work on demand	Closed
28.	Hope the cost will vary for rechecks, international verifications, what %age is it higher as compared to local case?	Vendors should indicate expected percentage uplift for international or re-verifications in their financial proposal	Closed

29.	Is there any online portal/software for updating records, or its via mail or the expectation is to get a system from supplier If yes, can your system integrate with our systems, If the expectation for supplier is to come up with a software	For now, transmission is on email. However, a vendor whose system has a client's interface will be a good value add.	Closed
30.	Do TMA accept if the references and experience is checked from personal email ids (as the reference/employee/manager might have left the company at the time of checking reference	Yes, if corporate contacts are no longer reachable, personal emails may be accepted, but documentation of the relationship must be provided	Closed
31.	For fitness checks (please specify is it limited to blood pressure etc. or some chronic diseases), if medical documentation or just self-declarations require?	TMA may request self-declarations or medical records only where the role requires fitness certification	Closed
32.	Can the supplier reach out to a candidate, if stuck in validating information or its TMA who will coordinate with the candidate and offer support	Yes, the supplier may reach out to the candidate, especially when clarification is needed. TMA will provide support only if escalation is required.	Closed

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SECTION 2: TIPS ON HOW TO PREPARE AND SUBMIT A COMPETITIVE BID

1. Administrative: -

- 1.1 Correct language (with translation/s where different language is used);
- 1.2 Timelines complied with;
- 1.3 Full response to tender requirements;
- 1.4 Attachment of required documents as per the bid instructions such as:
 - 1.4.1** Registration certificate/s;
 - 1.4.2** Tax compliance/ registration;
 - 1.4.3** Professional registrations such as that for engineers, architects, environmentalists, accountants, supply chain experts, etc;
 - 1.4.4** Power of attorney; and
 - 1.4.5** Audited accounts for the years requested.
- 1.5 Accurate sealing/ naming of bids envelopes; and
- 1.6 Timely submissions (no last-minute rush!).

2. Technical: -

- 2.1 Very good methodology:
 - 2.1.1** Good work-plan.
 - 2.1.2** Understanding of TORs.
- 2.2 Evidenced based experience;
- 2.3 Excellent proposed team of experts/ personnel;
- 2.4 Compliant structure of bid;
- 2.5 Signed CVs of proposed experts/ personnel alongside declaration by individual of her/ his CV not being used by any other firm within the same bid especially where cross-bidding is barred;
- 2.6 Keen attention on high/ important technical requirements/ qualifications areas & scoring more;
- 2.7 Quality assurance of the bid;
- 2.8 Well arranged, titled and easy to read proposal;
- 2.9 Defined jargon where used;
- 2.10 Demonstrated creativity and uniqueness of the technical bid;

3. Financial: -

- 3.1 Inclusion of taxes when advised to.
- 3.2 Fair pricing.
- 3.3 Signed submission form/s.

4. Post-award: -

- 4.1 Positive due diligence.
- 4.2 Accurate bid information.
- 4.3 Good performance (quality, cost, quantity, etc) on award of contract.

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26th AUGUST 2024