

THE NATIONAL CREDIT REGULATOR

APRIL 2024

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF PANEL OF THE RECRUITMENT AGENCIES FOR RECRUITMENT SERVICES FOR NATIONAL CREDIT REGULATOR (NCR) FOR A PERIOD OF THREE YEARS.

RFP NUMBER: NCR913.04.2024

DUE DATE: 22 MAY 2024 AT 11H00 SHARP CAT
ADDRESS: 127-15TH ROAD RANDJES PARK MIDRAND
(NCR OFFICES)
EMAIL YOUR RFP QUERIES TO: procurement@ncr.org.za

PART A- GENERAL TERMS OF CONDITIONS (SCM)

1. General Information for Bidders

The National Credit Regulator (NCR) was established in terms of section 12(1) of the National Credit Act, Act 34 of 2005 and came into being on 1 June 2006.

The NCR will determine which bidding organisation (“bid participant”), if any, is appointed in response to this request for submission of the appointment of a service provider for the acquisition / procurement of qualified / accredited service provider / supplier internet service provider (ISP) for the provision of the internet and related.

General Terms

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2001/2022 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (Annexure B and B.1 that can be downloaded from NCR website -<https://www.ncr.org.za/index.php/procument/tender-standard-bidding-documents/general-terms-conditions>). **Please read this document carefully and confirm your agreement to the terms prior to submitting your proposal.**

2. The Proposal Format

- **Economy of proposal preparation**

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant’s ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to and provided in a file of annexure.

3. **Validity of proposals**

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids.

4. **Number of proposals**

Each bid participant must provide two (2) hard copies and one(1)memory stick of their entire proposal, including all the documentation referred to in Section 7 below, in the format specified in that section. All submitted proposals will become the property of the NCR and will not be returned. The proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

5. **Submission of proposals**

- 5.1. Proposals must reach the offices of the NCR before 11:00AM on 22 May 2024, and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside.

A) RFQ No: NCR913.05.2024

B) TERMS OF REFERENCE FOR THE APPOINTMENT OF A PANEL OF RECRUITMENT AGENCIES FOR RECRUITMENT SERVICES AT NATIONAL CREDIT REGULATOR (NCR) FOR A PERIOD OF THREE (3) YEARS.

C) CLOSING DATE: 22 MAY 2024 AT 11H00 AM,

- 5.2. Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15th Road, Randjiespark, Halfway House, Midrand. The tender box will only be available for the depositing of proposals between 08h00 and 16h30 on weekdays (excluding public holidays).
- 5.3. Please note that this RFP closes punctually at 11h00 on 22 May 2024. No late submissions will be considered under any circumstances.

- 5.4. **All** the documentation referred to in Section 7 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.
- 5.5. If responses are not delivered as stipulated in this Section 5.1, such responses will be considered “**late**”, and will not be considered for evaluation.
- 5.6. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 5.7. Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 5.8. The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 5.9. Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 5.10. After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Adjudication Committee. A minimum of 2 days’ notice will be given to relevant participants in advance of the presentation date.

6. Timetable

Date & time	Activity
30/04/2024	Issue RFP document
22/05/2024	Closing date
22/05/2024	Preliminary evaluation
23/05/2024	Evaluations by the Evaluation Committee
06/06/2024	Adjudication Committee meeting
11/06/2024	Appointment

The National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

7. Documentation to be submitted.

Document that must be Submitted	Guideline		Consequence of Non-submission
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status SBD 1	Yes	Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. Proof of Registration on the Central Supplier Database Vendor number	Disqualification from process
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on Specific goals	Zero points awarded for specific goals
Registration on Central Supplier Database (CSD)	Yes	The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA. Submit proof of registration.	Disqualification from process
Acceptance of the General Terms and Conditions	Yes	https://www.ncr.org.za/index.php/procedure/tender-standard-bidding-documents/general-terms-conditions	Bidders to confirm that they read

8. Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on specific goals, allocated as indicated in the table below:

B-BBEE status level of contributor	Specific goals	Price
Total maximum points	20	80

The points system is outlined for the 80/20 to address the preferential procurement as followed:

8.1. SMME's which are owned by Black people.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	TOTAL NUMBER OF
Persons historically disadvantaged on the basis of race	81%- 100% black ownership	7
	51% - 80% black ownership	5
	31% - 50% black ownership	3
	0 – 30% black ownership	1

8.2. SMME's which are owned by People with disability

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged on the basis of disability	50 %- 100% owned by persons living with disabilities	3
	30% - 49% owned by persons living with disabilities	2
	0 – 29% owned by persons living with disabilities	1

8.3. SMME's which are owned by Women.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	POINTS
Persons historically disadvantaged on the basis of gender – Women	81% - 100% owned by women	7
	51% - 80% owned by women	5
	31% - 50% owned by women	3
	0 – 30% owned by women	1

8.4. SMME's which are Youth owned business.

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged based on age	50%- 100% owned by persons who are youth	3
	30% - 49% owned by persons who are youth	2
	0 – 29% owned by persons who are youth	1

9. Evidence for specific goals

PROOF OF EVIDENCE TO SCORE SPECIFIC GOALS POINTS			
EVIDENCE	YES	NO	ATTACH EVIDENCE (indicate a page)
Share certificate			
ID Copies stamped by the commissioner of oath			
Sworn affidavits			
BBBEE certificates			
Proof of disability			
CIPC Documents			

NB: Bidders will only score points based on the evidence submitted.

10. Reporting of fraud and corruption

The National Credit Regulator management is commitment to transparency, integrity, and accountability, as described in our Code of Conduct and business principles. Which led to the establishment of the Ethics Line. The Ethics Line seeks to provide an independent and comprehensive service through enhanced anonymity assurance and a wide range of communication channels. Bidders and members of the public are encouraged to use the following toll-free line to report any misconduct relating procurement activities amongst others.

Fraud / Anti-Corruption Hotline

Report any incidents of wrongdoing
to the KPMG Ethics Line

0800 20 53 17 (Toll Free)

PART B: TERMS OF REFERENCE: APPOINTMENT OF A PANEL OF RECRUITMENT AGENCIES FOR THE RECRUITMENT SERVICES FOR NCR FOR A PERIOD OF 3 YEARS

1. BACKGROUND

The National Credit Regulator is the regulatory authority established on 01 June 2006 in terms of the National Credit Act, 2005 with the mandate to promote and advance the social and economic welfare of South Africans, promote a fair, transparent, competitive, sustainable, responsible, efficient, effective and accessible credit market and industry, and to protect consumers.

The staff complement is about 160 with 40 Job Titles. The grading system used is Paterson and the levels range from B lower to Executive. At this stage we do not have any employees occupying the A levels.

2. RECRUITMENT PURPOSE

- For the organization to achieve this mandate it is fundamental that the NCR is in a position to acquire requisite talent as and when required in line with the business needs. Furthermore, in an era where there is a stiff competition for talent, talent acquisition is a key business lever, and for the Corporation to attract talent, it is important to have service providers (recruitment agencies, head-hunters/ search firms) that can assist us to attract and place the relevant talent in the organization as required.
- Therefore, we are looking for reputable, experienced and innovative service providers, which will ensure that suitable talent and talent pools are provided cost effectively and timeously including:
 - To source the correct, skill, fit and profile while ensuring cost effectiveness.
 - Talent Attraction and Retention.
 - To ensure that there is equitable representation of all employees (in terms of race and gender ensuring non-discrimination).
 - To ensure compliance in line with The EE Act, Labour Relations Act as well as BCEA Act when conducting Recruitment.

3. SCOPE OF WORK

The panel of recruitment agencies to assist the NCR with recruitment services from time to time when all internal processes failed. The scope of work will entail:

- Permanent placements where applicable;
- Temporary placements where applicable;
- Fixed contracts where applicable;
- Long list and response handling where required;
- Search and headhunting of managerial or specialist positions;
- Interview candidates that have been referred for a vacancy;
- Conduct a bouquet of checks (ITC, Criminal Checks, Qualifications, References and Identity Documents);
- Feedback to candidates after the interviews;
- Explanation of offers to candidates;
- Presentation of letter of appointment on NCR's behalf to candidates.
- General recruitment for all positions including critical area for ICT and Legal.
- Replacement of candidates in the event that an appointed candidate resigns within 3 months, without any additional charges to NCR.

4. DURATION

- The panel of recruitment agencies will be appointed for a period of three years.

5. EVALUATION CRITERIA.

The following criteria- will be used: After the closing date for the bid invitation, an appointed evaluation committee of NCR officials and / or external parties / consultants (where necessary) will evaluate the proposals.

The committee will evaluate each of the bid proposals received against the approved criteria as stated below:

- a) Phase 1: Compliance check of administrative documents/ information.
- b) Phase 2: Functionality (Technical) evaluation.
- c) Phase 3: Price and specific goals

5.1 Phase 1: Pre-compliance of administrative documents

Document that must be Submitted	Guideline		Consequence of Non-submission
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status SBD 1	Yes	Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. Proof of Registration on the Central Supplier Database Vendor number	Disqualification from process
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on Specific goals	Zero points awarded for specific goals
Registration on Central Supplier Database (CSD)	Yes	<p>The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal.</p> <p>Visit https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA. Submit proof of registration.</p>	Disqualification from process
Acceptance of the General Terms and Conditions	Yes	https://www.ncr.org.za/index.php/procedure/tender-standard-bidding-documents/general-terms-conditions	Disqualification from process

5.2 Phase 2: Functionality/ (Technical) evaluation)

Minimum threshold of **70 points** should be obtained to qualify for the second phase. The functionality criteria will be evaluated based on the following:

- Values: 1= poor
- 2= did not met requirements
- 3= partially met the requirements
- 4= meet the requirements
- 5= exceed the requirements

Bid responses will be evaluated in accordance with the Functional criteria as follows:

Other Functional/ Technical Requirements

ELEMENT	WEIGHT
<p>Approach and Methodology, Work Plan and Process (Temporary/Permanent Staff)</p> <p>5= Detailed approach (step by step) indicating reason for each step and timeline (Demonstrate turnaround time and strategy in terms of recruitment process – (CV’s to be submitted to the NCR within 7 days)</p> <p>4= Detailed approach (step by step) indicating reason for each step (Demonstrate turnaround time and strategy in terms of recruitment process – (CV’s to be submitted to the NCR within 10 days)</p> <p>3= Approach indicated with sufficient detail (Demonstrate turnaround time and strategy in terms of recruitment process – (CV’s to be submitted to the NCR within 14 days)</p> <p>2= Vague approach indicated</p> <p>1= No approach indicated</p>	30
<p>Experience</p> <p>Experience and qualifications of consultants allocated to the NCR</p> <p>5= Relevant qualification in relation to HR/Recruitment and more than 10 years’ experience</p> <p>4= Relevant qualification in relation to HR/Recruitment and 5 to 10 years’ experience</p> <p>3= Relevant qualification in relation to HR/Recruitment and 4 to 5 years’ experience</p>	30

2= 3 to 4 years' experience 1= 1 to 2 years' experience	
References Reference letters must not be older than 2 years and must be on a letterhead and signed by senior official, must include the telephone no and email address. Letters must be from different companies serviced indicating the scope of work. 5= more than four written reference letters with contact details 4= four written reference letters with contact details 3= three written reference letters with contact details 2= two written reference letters with contact details 1= one written reference letter with contact details	20
Industry Affiliation The bidder must be registered/affiliated with APSO. 5 = Proof of valid registration provided 1= No valid proof of registration provided	20
TOTAL	100%

**** Bidders will need a minimum of 70 points to be qualified for price and specific goals.**

○ **TENDER RESPONSE**

The bidder must indicate (by a tick in the relevant box) the area of **service category/ speciality** they are bidding for:

SERVICE CATEGORY/ SPECIALTY	PLEASE TICK
Temporary Placements	
Permanent Placements	
Fixed Term contracts	
Headhunting/search specialists of key leadership, managerial or specialist positions	

SECTION 2 (C) ADDITIONAL INFORMATION

The bidder must provide the following information:

The Recruitment Company must indicate their ability to do the following and to substantiate as required:	Reference page for the information required
Strategy: Describe the strategy you use to source talent.	
Selection Criteria: Describe the selection criteria that you follow prior to forwarding candidates to clients. (Please provide your talent selection policy)	
Turnaround time: What is your turnaround time from the receiving of the request to submitting the candidate to the client as per your area of specialty?	
Guarantee period: What is your guarantee period per area of specialty?	
Please forward a sample of a CV that you place on your database.	
Surveys: Do you conduct the post appointment evaluations/ surveys for appointed candidates?	
Company Guidelines: What are your company’s guidelines on “cooling off periods” of your placements? How are these guidelines applied in practice?	
Assessment Services if required?	
Do you provide assessment services? If so, What assessment do you conduct? Kindly provide proof of these assessments.	
Checks: Describe any checks that you conduct on the candidate i.e. criminal checks? Do you conduct these checks upfront and how do you conduct them?	
Market Research: Describe how you conduct your market research on recruitment and search using social media platforms?	

Additional information:

- Brief company profile, as relevant to the above-mentioned terms of reference.
- Experience in the relevant areas.
- Clientele.
- The proposal should contain a work plan, showing tasks, timelines etc.
- Certified BBBEE certificate
- Financial proposal.
 - Detailed pricing on the company letter head, the total cost must link to SBD 3.1 attached.

**** Bidders will need a minimum of 70 points to be qualified for price and BBBEE.**