



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

# TENDER 245S/2025/26: PROVISION OF PSYCHOMETRIC AND BEHAVIOURAL ASSESSMENT INSTRUMENTS TO THE CITY OF CAPE TOWN

CORPORATE SERVICES/ HR STAFFING | 01 JUNE 2026





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# TENDER SUBMISSION INFORMATION

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- Contract period: **36 months** from commencement.
- Closing date & time: **25 June 2026**, 10:00 (no late submissions accepted).
- Non-refundable fee: **R200** (proof of payment to be included in submission).
- Enquiries: [SCM.Tenders5@capetown.gov.za](mailto:SCM.Tenders5@capetown.gov.za)

Directed to the dedicated email address stated in the tender document; responses typically issued within 48 hours and formalised via circulated notices to all bidders.

# EVALUATION CRITERIA

With reference to schedules, annexure & weightings





Evaluation Criteria	Schedule	Weight												
<b>1. Assessment System Functionality</b>	<b>13A</b>													
<b>Single Portal Access</b>	<p style="text-align: center;"><b><u>Schedule 13A –: Assessment System Functionality</u></b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">Criteria</th> <th style="width: 50%; text-align: center;">Statement</th> </tr> </thead> <tbody> <tr> <td> <b>System Usability</b> (single portal access, test setup process, notification to assessors, report generation)                 </td> <td>                     The video must demonstrate the ease of system use setting up tests, generating results, and delivering re                 </td> </tr> <tr> <td> <b>Reporting Capabilities</b> (statistical reporting)                 </td> <td>                     The video must demonstrate the system's statistic across test, battery, candidate group, and organis time-based filtering and trend analysis capabilities a                 </td> </tr> <tr> <td> <b>System Access and Requirements</b> (device capability)                 </td> <td>                     Indicate through which devices (mobile, tablet, desl can access the system to complete assessments, ar requirements (browser, operating system, etc.).                 </td> </tr> <tr> <td> <b>Candidate Experience and Branding</b> (candidate experience, and helpline, City of Cape Town customisation)                 </td> <td>                     The video must show the full candidate journey from the ease of use, access to helpline support, and ho City of Cape Town to customise the platform (e.g messaging).                 </td> </tr> <tr> <td colspan="2"> <b>SIGNED ON BEHALF OF TENDERER:</b> .....                 </td> </tr> </tbody> </table>	Criteria	Statement	<b>System Usability</b> (single portal access, test setup process, notification to assessors, report generation)	The video must demonstrate the ease of system use setting up tests, generating results, and delivering re	<b>Reporting Capabilities</b> (statistical reporting)	The video must demonstrate the system's statistic across test, battery, candidate group, and organis time-based filtering and trend analysis capabilities a	<b>System Access and Requirements</b> (device capability)	Indicate through which devices (mobile, tablet, desl can access the system to complete assessments, ar requirements (browser, operating system, etc.).	<b>Candidate Experience and Branding</b> (candidate experience, and helpline, City of Cape Town customisation)	The video must show the full candidate journey from the ease of use, access to helpline support, and ho City of Cape Town to customise the platform (e.g messaging).	<b>SIGNED ON BEHALF OF TENDERER:</b> .....		<b>50</b>
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<b>Notifications to Assessors</b>														
<b>Report Generation</b>														
<b>Statistical Reporting</b> (Reporting at various levels – test, battery, candidate group, organisational unit) <b>And</b> Ability to filter and analyse reports over custom historical time periods														
<b>Device Compatibility</b> (System accessibility across devices)														
<b>Candidate Experience</b> (Seamlessness of candidate experience (link distribution, guidance)														
<b>Candidate helpline</b> (online queries and assistance)														
<b>Branding Capabilities Customisation</b> (Branding capabilities) Categories: <ul style="list-style-type: none"> <li>• Email notifications</li> <li>• Portals</li> <li>• Reports</li> </ul>														

\* Video evidence demonstrating functionality to be provided at tender submission



Evaluation Criteria	Schedule	Annexure	Weight																																																
<b>2. Instruments and Reporting Properties</b>	<b>13B</b>																																																		
<b>Assessment Reports</b>  Evidence of assessment report options to be submitted for <b>all 7 CORE INSTRUMENTS</b> (e.g., PDF, Word sample)	<b>Schedule 13B – Instrument and Reporting Properties:</b>																																																		
<b>Norm Group Suitability</b>  (Availability of norms relevant to South African/ Public Sector)	<table border="1"> <thead> <tr> <th>Core Instrument Name</th> <th>Verbal</th> <th>Numerical</th> <th>Inductive / Logical / Abstract</th> <th>Speed &amp; Accuracy</th> <th>Personality</th> <th>Emotional Intelligence</th> <th>Learning Potential (Junior / Graduate)</th> </tr> </thead> <tbody> <tr> <td colspan="8" style="text-align: center;">EVIDENCE REQUIRED: PRINTED EVIDENCE OF ASSESSMENT REPORT OPTIONS TO BE SUBMITTED FOR ALL 7 CORE INSTRUMENTS</td> </tr> <tr> <td>Criteria</td> <td colspan="7">COMPLETE INFORMATION BY INDICATING YES/NO FOR EACH CORE INSTRUMENT BASED ON CRITERIA LISTED ON THE LEFT</td> </tr> <tr> <td>Norm Group Suitability (Availability of norms relevant to South African and or Public Sector) Evidence of norms to be provided for all core 7 instruments</td> <td><input type="checkbox"/> Yes <input type="checkbox"/> No</td> <td><input type="checkbox"/> Yes <input type="checkbox"/> No</td> <td><input type="checkbox"/> Yes <input type="checkbox"/> No</td> <td><input type="checkbox"/> Yes <input type="checkbox"/> No</td> <td><input type="checkbox"/> Yes <input type="checkbox"/> No</td> <td><input type="checkbox"/> Yes <input type="checkbox"/> No</td> <td><input type="checkbox"/> Yes <input type="checkbox"/> No</td> </tr> <tr> <td>Local Test Development (Language and content relevance to South African context) Evidence of language and content relevance to be provided for all core 7 instruments</td> <td><input type="checkbox"/> Yes <input type="checkbox"/> No</td> <td><input type="checkbox"/> Yes <input type="checkbox"/> No</td> <td><input type="checkbox"/> Yes <input type="checkbox"/> No</td> <td><input type="checkbox"/> Yes <input type="checkbox"/> No</td> <td><input type="checkbox"/> Yes <input type="checkbox"/> No</td> <td><input type="checkbox"/> Yes <input type="checkbox"/> No</td> <td><input type="checkbox"/> Yes <input type="checkbox"/> No</td> </tr> <tr> <td>Alignment with City Competency Framework (Linkage of personality measures to City of Cape Town competencies) Ability to Integrate Across Instruments (into One Report)</td> <td colspan="7" style="text-align: center;">EVIDENCE REQUIRED: PROVIDE EVIDENCE OF MAPPING OF COMPETENCIES TO PERSONALITY INSTRUMENT</td> </tr> </tbody> </table>	Core Instrument Name	Verbal	Numerical	Inductive / Logical / Abstract	Speed & Accuracy	Personality	Emotional Intelligence	Learning Potential (Junior / Graduate)	EVIDENCE REQUIRED: PRINTED EVIDENCE OF ASSESSMENT REPORT OPTIONS TO BE SUBMITTED FOR ALL 7 CORE INSTRUMENTS								Criteria	COMPLETE INFORMATION BY INDICATING YES/NO FOR EACH CORE INSTRUMENT BASED ON CRITERIA LISTED ON THE LEFT							Norm Group Suitability (Availability of norms relevant to South African and or Public Sector) Evidence of norms to be provided for all core 7 instruments	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	Local Test Development (Language and content relevance to South African context) Evidence of language and content relevance to be provided for all core 7 instruments	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	Alignment with City Competency Framework (Linkage of personality measures to City of Cape Town competencies) Ability to Integrate Across Instruments (into One Report)	EVIDENCE REQUIRED: PROVIDE EVIDENCE OF MAPPING OF COMPETENCIES TO PERSONALITY INSTRUMENT								
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<b>Please refer to annexure G</b>		<b>G</b>																																																	

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**ANNEXURE G: ASSESSMENT COMPETENCIES:**

- Action/ Results Orientation:**  
Display high work ethic in setting and achieving challenging goals, meeting deadlines and keeping promises. It manifests itself in one's ability to stay focused on task, to be energetic, persistent and reliable
- Conceptual/Analytical ability**  
Demonstrate the ability to develop a thorough and integrated understanding of issues and opportunities.
- Change Readiness/Management**  
The ability to innovate, challenge the status quo, personally cope with and manage change processes.
- Client Centricity/ Focus/ Orientation**  
Understands the service needs of a client/customer (internal or external) and actively focuses on anticipating, meeting and exceeding the needs in a timely and appropriate manner
- Direction Setting/ Leadership**  
The ability to create a clear sense of common purpose and vision for others with a view to obtaining buy-in and commitment to the goals
- Impact and Influence**  
The ability to inspire positive attitudes and gain buy-in from others that leads to intended action.
- Innovation**  
The ability to generate unique solutions to problems that reflects creative, lateral and original thinking, as well as openness to out of the ordinary thinking
- Collaboration/ Interpersonal Relations**  
The ability to establish and maintain productive relationships with people within and outside of the City
- Project or Portfolio Management/ Planning, Organising and Resourcing**  
The ability to plan broad activities linked to specific timeframes and then execute these activities according to plan
- Problem Solving/ Decision-Making**  
Demonstrates the ability to consider options and apply sound judgement, creativity and preventative thinking in solving problems and making decisions
- Quality Orientation**  
Ensures high-quality output, accurately checks processes and tasks and shows attention to detail
- Resilience**  
The ability to respond constructively to pressure/stress situations and persist with goals despite obstacles and setbacks
- Team Orientation**  
The capacity to promote a cooperative climate, understand group dynamics and apply appropriate facilitation techniques in working with others to achieve a shared goal



Evaluation Criteria	Schedule	Annexure	Weight																				
<p><b>3. Test Developer/Distributor Service</b></p>	<p><b>13C.1</b></p>																						
<p>Client Feedback - Written client feedback across clients</p> <p>See Schedule 13C.1 to be completed</p>	<p><u>Schedule 13C.1 - Test Developer/ Distributor Service</u></p> <p>The tenderer will be required to provide written client feedback.</p> <p>For each entity listed the tenderer must submit a letter of recommendation, stipulating satisfactory performance, the type of services rendered as well as the period that the services were being rendered for.</p> <table border="1" data-bbox="1172 385 1847 506"> <thead> <tr> <th>Client Organisations Name</th> <th>Duration of Contract with the Client</th> <th>Contact person Name and Surname</th> <th>Contact person Contact Number</th> <th>Contact person Email Address</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Client Organisations Name	Duration of Contract with the Client	Contact person Name and Surname	Contact person Contact Number	Contact person Email Address																	
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<p>Assessment Tool <b>AND</b> Assessment System</p>	<p><b>13C.2</b></p>																						
<p><b>Assessment Tool Training (e.g. test interpretation, ethical use, feedback provision)</b></p> <p>The training outline must be submitted as part of the tender submission in the form of a written document or presentation e.g. Word, PDF, or presentation format) and shall, at a minimum, include for each component <b>specified in Schedule 13C.2.</b></p> <p><u>AND</u></p> <p><b>Assessment System Training (e.g., platform functionality, navigation, user roles)</b></p> <p>The training outline must be submitted as part of the tender submission in the form of a written document or presentation e.g. Word, PDF, or presentation format) and shall, at a minimum, include for each component <b>specified in schedule 13C.2.</b></p> <p><b>Schedule 13C.2 to be completed</b></p>	<p><u>Schedule 13C.2 - Test Developer/ Distributor Service</u></p> <p>The training outline must be submitted as part of the tender submission in the form of a written document or presentation e.g. Word, PDF, or presentation format) and shall, at a minimum, include for each component the information specified in the table below.</p> <table border="1" data-bbox="1095 742 1872 1385"> <thead> <tr> <th>Assessment Tool Training (e.g. test interpretation, ethical use, feedback provision)</th> <th>General Requirements (applicable to this training component):</th> <th>Per training module per Psychometrist/Industrial Psychologist</th> </tr> </thead> <tbody> <tr> <td> </td> <td> <ul style="list-style-type: none"> <li>Training modules/course or topics covered</li> <li>Duration of each module (indicated in hours or days)</li> <li>Mode of training i.e. in-person, online or web-based</li> </ul> <p><b>Assessment Tool Training shall include:</b></p> <ul style="list-style-type: none"> <li>Overview of assessment instruments</li> <li>Administration of assessment tools</li> <li>Scoring of results</li> <li>Interpretation of results</li> <li>Report writing and integration</li> <li>Feedback on results</li> <li>Ethical guidelines and professional considerations</li> </ul> </td> <td> </td> </tr> <tr> <td>Assessment System Training (e.g., platform functionality, navigation, user roles)</td> <td> <ul style="list-style-type: none"> <li>Training modules/course or topics covered</li> <li>Duration of each module (indicated in hours or days)</li> <li>Mode of training i.e. in-person, online or web-based</li> </ul> <p><b>System Training shall include:</b></p> <ul style="list-style-type: none"> <li>Full guidance on system navigation</li> <li>Role-based access and user management</li> <li>Troubleshooting processes</li> <li>Reporting functionality</li> </ul> </td> <td> </td> </tr> </tbody> </table>	Assessment Tool Training (e.g. test interpretation, ethical use, feedback provision)	General Requirements (applicable to this training component):	Per training module per Psychometrist/Industrial Psychologist		<ul style="list-style-type: none"> <li>Training modules/course or topics covered</li> <li>Duration of each module (indicated in hours or days)</li> <li>Mode of training i.e. in-person, online or web-based</li> </ul> <p><b>Assessment Tool Training shall include:</b></p> <ul style="list-style-type: none"> <li>Overview of assessment instruments</li> <li>Administration of assessment tools</li> <li>Scoring of results</li> <li>Interpretation of results</li> <li>Report writing and integration</li> <li>Feedback on results</li> <li>Ethical guidelines and professional considerations</li> </ul>		Assessment System Training (e.g., platform functionality, navigation, user roles)	<ul style="list-style-type: none"> <li>Training modules/course or topics covered</li> <li>Duration of each module (indicated in hours or days)</li> <li>Mode of training i.e. in-person, online or web-based</li> </ul> <p><b>System Training shall include:</b></p> <ul style="list-style-type: none"> <li>Full guidance on system navigation</li> <li>Role-based access and user management</li> <li>Troubleshooting processes</li> <li>Reporting functionality</li> </ul>		<p><b>19</b></p>												
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# PRICE SCHEDULE C.4

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## Pricing Instructions:

- ✓ State rates and prices in **Rand**
- ✓ Tenderer must therefore tender prices/rates on all items as per the section in the Price Schedule
- ✓ An item against which no rate is/are entered, or if anything other than a rate or a nil rate (for example, a **zero**, a **dash** or the word **"included"** or **abbreviations** thereof) is entered against an item, it will also be regarded as a nil rate having been entered against that item, i.e. that there is no charge for that item
- ✓ Tenderer may be requested to **clarify nil rates**, or items regarded as having nil rates; and the CCT may also perform a risk analysis with regard to the reasonableness of such rates
- ✓ Provide **fixed rates and prices** for the duration of the contract
- ✓ Tenderers may **not alter** the pricing schedule or **submit alternative pricing**. Any such amendment will be regarded as a material deviation and may result in the tender being declared non-responsive

Item No	Description	Unit of measure	Year 1 (excl VAT)	Year 2 (excl VAT)	Year 3 (excl VAT)
1A	General Assessment Battery including reports: <ul style="list-style-type: none"> <li>• Verbal ability and reasoning measures,</li> <li>• Numerical ability and reasoning measures,</li> <li>• Inductive/Deductive/Abstract/Cognitive,</li> <li>• Personality questionnaire)</li> </ul>	Per Candidate			
1B	Emotional intelligence assessment including reports	Per Candidate			
1C	Learning potential measure for junior/graduate staff including reports	Per Candidate			
1D	Speed and accuracy measure for clerical staff including reports	Per Candidate			
2A	Basic Assessment Tool training provided: Overview of assessment instruments: <ul style="list-style-type: none"> <li>• Administration of assessment tools</li> <li>• Scoring of results</li> </ul>	Per Psychometrist/Industrial Psychologist			
2B	Comprehensive Assessment Tool training provided: Overview of assessment instruments: <ul style="list-style-type: none"> <li>• Administration of assessment tools</li> <li>• Scoring of results</li> <li>• Interpretation of results</li> <li>• Report writing and integration</li> <li>• Feedback on results</li> <li>• Ethical guidelines and professional considerations</li> </ul>	Per Psychometrist/Industrial Psychologist			
3A	Basic Assessment System training provided: <ul style="list-style-type: none"> <li>• Full guidance on system navigation</li> <li>• Role-based access and user management</li> </ul>	Per Psychometrist/Industrial Psychologist			
3B	Comprehensive Assessment System training provided: <ul style="list-style-type: none"> <li>• Full guidance on system navigation</li> <li>• Role-based access and user management</li> <li>• Troubleshooting processes</li> <li>• Reporting functionality</li> </ul>	Per Psychometrist/Industrial Psychologist			
4	Development of automatically generated integrated competency reports (customisation)	Per Report			
5	Generation of customised reports	Per Report			

# SPECIFICATION(S) C.5

With reference to schedule 13D



# SPECIFICATIONS

- ✓ Require a range of **selection, individual, and team development assessments**, to be procured on an as-needed basis over the **3-year contract** period
  - ✓ Preference to contract with **ONE** supplier
- 
- a) Verbal ability and reasoning measures at entry, operational, junior specialist/supervisory and senior specialist/management levels
  - b) Numerical ability and reasoning measures at entry, junior specialist/supervisory and senior specialist/ management level
  - c) Inductive/Deductive/Abstract/Cognitive reasoning measure at junior specialist/ supervisory and senior specialist/management levels
  - d) Emotional intelligence
  - e) Learning potential measure for junior/graduate staff
  - f) Speed and accuracy measure for clerical staff
  - g) Personality questionnaire for organisational/work settings easily linked to competency framework



## IMPORTANT COMPLIANCE NOTICE:

**\*In terms of clause 2.3.7.2 of the Tender Conditions**

Tenderers strictly advised to **avoid submitting their own terms and conditions together with their tender submissions or amending the current terms and conditions.** Any attempt at doing so shall render the tender submission non-responsive for material deviations





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# Thank You

