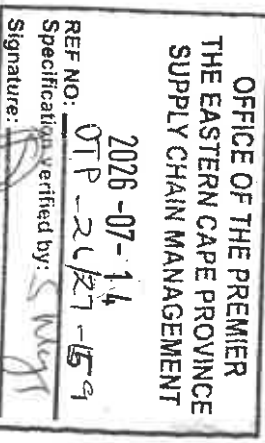




Province of the
EASTERN CAPE
OFFICE OF THE PREMIER



INTERNAL MEMO
Office of the Premier Building | Independence Avenue | Bisho | Eastern Cape
Private Bag X0047 | Bisho | 5605 | REPUBLIC OF SOUTH AFRICA | Website: www.ecprov.gov.za

**SPECIFICATION: COMPETENCY BASED INTERVIEWING FOR
PANELISTS 2026/2027 FINANCIAL YEAR**

Venue: East London and Gqebera
Enquiries: Ms Abongile Halom Tel: 0794928219
Email: abongile.halom@ecotp.gov.za
Implementation Date: August 2026

BACKGROUND

The Eastern Cape Provincial Government seeks to appoint a suitably qualified and accredited service provider to design, facilitate and deliver Competency-Based Interviewing (CBI) training for officials who serve as members of recruitment and selection panels. The training is intended to strengthen the capacity of panel members to conduct fair, objective, transparent, legally compliant and competency-based interviews that support the recruitment and selection of suitably qualified candidates within the Public Service. The programme must align with applicable Public Service legislation, regulations, directives, and best practices governing recruitment and selection processes.

DURATION OF PROGRAMME

Duration of training should be 4 days. Day 4 should focus on interview simulations. Day 4 should accommodate the finalisation and submission of the Portfolio of Evidence (POE).

1) PROJECT SCOPE

The service provider is expected to cover but not limited to the following:

2) SCOPE OF WORK

The service provider is expected to deliver the following:

Content to be covered but not limited to the following:



SPECIFICATION: COMPETENCY BASED INTERVIEWING FOR PANELISTS
TRAINING 2026/2027 FINANCIAL YEAR

Introduction to Competency-Based Recruitment and Selection

Topics

Overview of recruitment and selection best practices

Principles of merit-based selection

The role and responsibilities of panel members

Benefits of competency-based interviewing

Risks associated with poor interview practices

Understanding Competencies

Topics

Definition of competencies

Types of competencies:

Core competencies

Functional/Technical competencies

Leadership competencies

Behavioural competencies

Competency frameworks

Linking competencies to job profiles

Designing Competency-Based Interview Questions

Topics

Characteristics of effective interview questions

Behavioural interviewing principles

Developing competency-focused questions

Open-ended versus closed questions

Avoiding leading and discriminatory questions

Conducting Structured Interviews

Topics

Interview preparation

Interview planning and logistics

Interview opening techniques



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Effective questioning methods

Active listening skills

Managing interview time

Interview closure techniques

Behavioural Interviewing Techniques

Topics

The STAR Method:

Follow-up and probing techniques

Extracting evidence from candidate responses

Managing difficult interview situations

Assessing and Scoring Candidate Responses

Topics

Competency assessment principles

Behavioural indicators

Rating scales and scoring guidelines

Evidence-based decision-making

Recording interview outcomes and writing the report

Eliminating Bias and Ensuring Fairness

Topics

Unconscious bias in recruitment

Common rating errors:

Halo effect

Horn effect

Similar-to-me bias

First impression bias

Confirmation bias

Diversity and inclusion considerations

Fair and equitable recruitment practices



SPECIFICATION: COMPETENCY BASED INTERVIEWING FOR PANELISTS
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Legal and Ethical Compliance

Topics

Recruitment policy requirements
Employment equity considerations
Confidentiality and ethics
Documentation requirements
Defensible selection decisions

Panel Decision-Making

Topics

Consensus decision-making
Managing differing panel opinions
Evaluating evidence collectively
Making recommendation decisions
Documentation and reporting

It is mandatory that Practical Exercise should include

Review of current recruitment challenges
Recruitment compliance scenarios
Interview planning and simulation
Mock competency-based interviews (Live interview simulation)
Panel role allocation
Evaluation and feedback
Candidate assessment and scoring
Panel moderation exercise

Training Methodology

The programme will utilise:
Interactive presentations
Facilitated discussions
Case studies



SPECIFICATION: COMPETENCY BASED INTERVIEWING FOR PANELISTS
TRAINING 2026/2027 FINANCIAL YEAR

Group exercises

Role plays

Video demonstrations

Interview simulations

Practical assessments

Peer learning activities

3. QUANTITY

- 50 Officials government officials (25 in Gqebera and 25 in KuGompo)

4. TARGET GROUP

- Directors
- Deputy Directors
- Assistant Directors
- Human Resource Practitioners
- Labour Relations Officials
- Employment Equity Managers
- Officials serving on recruitment and selection panels

5. EXPECTED DELIVERABLES

The successful service provider must provide the following:

- Registration as a legal entity
- Tax Compliance Status
- Provide facilitator-led training covering both theory and practical application
- Issue the department with originals of all certificates of competence at least three (3) months after the completion of the course
- Provide learner guides, facilitator guides and presentation material
- Customise training material for the Public Service environment
- Incorporate Eastern Cape Provincial Government recruitment scenarios
- Conduct formative and summative assessments to determine competence



SPECIFICATION: COMPETENCY BASED INTERVIEWING FOR PANELISTS
TRAINING 2026/2027 FINANCIAL YEAR

6. FUNCTIONAL RESOURCES

- Provision of Learning Material including Textbooks, Learning Devices and Stationery for Delegates.
- Facilitators should have own Laptops, projectors electrical extension cords (**for own use**), (Flip Chart paper, pens, markers in the case of Power Failure) and internet access and own administrative support (for own use)
- Facilitator travel and accommodation requirements must be included in the facilitation fee

7. MANDATORY REQUIREMENTS

- Ensure compliance with SCMU procurement processes i.e., active tax compliance certificate, active profile on the CSD database.
- Submit a company profile clearly demonstrating the proposed execution plan, methodology and implementation approach aligned to the scope of work, deliverables and training objectives, including a sample training programme.
- Provide proof that the service provider or proposed facilitator is accredited to deliver training services through relevant SETAs and/or recognized accreditation bodies and submit the accreditation certificates.
- Demonstrate that the proposed facilitator has a minimum of five (5) years' experience in the provision of skills development training, specifically in recruitment, selection and competency-based interviewing, supported by relevant certifications and CV as evidence of experience.
- Submit a minimum of five (3) reference letters from credible and traceable clients confirming the successful delivery of similar recruitment, selection and competency-based interviewing training interventions.
- Reference letters must be in the letterhead of the previously serviced client and should reflect at least the name of the client, description of the project, year completed, contactable reference name and contact details

Failure to comply with the mandatory requirements will result in your bid being non-compliant and will be eliminated from the process



SPECIFICATION: COMPETENCY BASED INTERVIEWING FOR PANELISTS
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8. EXPECTED OUTPUTS

By the end of the training, participants should demonstrate the ability to:

- Conduct competency-based interviews independently
- Develop legally compliant interview questions
- Evaluate candidates objectively
- Apply competency rating scales consistently
- Produce defensible recruitment decisions
- Promote merit-based recruitment and Professionalization within the Eastern Cape Provincial Government
- Improve the quality of recruitment process

9. POST COURSE REQUIREMENTS/REPORTING

At least 2-3 days after the training, the Service Provider must submit the following:

- Attendance Register
- Delegate Feedback Form
- Facilitator Feedback Report
- Invoice

10. ENQUIRIES

All enquiries related to technical specification must be forwarded to Ms

Abongile Halom - cell: 0794928219 Email: abongile.halom@ecotv.gov.za.

APPROVED BY:



BABALWA BUDAZA (MS)
DIRECTOR: HRD

14/07/2026

DATE



PART A

INVITATION TO BID

BID NUMBER:	OTP-26/27-159	CLOSING DATE:	23 July	CLOSING TIME:	11H00
DESCRIPTION	Training on Competency Based Interviewing for Panellists				
BID RESPONSE DOCUMENTS MAY BE emailed to:					
Unathi.ntanjana@ecotp.gov.za					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Ms U. NTANJANA	CONTACT PERSON	Ms. A Hallom		
TELEPHONE NUMBER	064 062 0740	TELEPHONE NUMBER	079 492 8219		
FACSIMILE NUMBER		FACSIMILE NUMBER			
E-MAIL ADDRESS	Unathi.ntanjana@ecotp.gov.za	E-MAIL ADDRESS	Abong ile.halom@ecotp.gov.za		
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?					
☐ YES ☐ NO					
DOES THE ENTITY HAVE A BRANCH IN THE RSA?					
☐ YES ☐ NO					
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?					
☐ YES ☐ NO					
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?					
☐ YES ☐ NO					
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?					
☐ YES ☐ NO					
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B

TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF THE BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders /

members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

I, _____ the _____ undersigned,
(name)..... in
submitting the accompanying bid, do hereby make the following
statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

contract.

3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON ENHANCING COMPLIANCE, TRANSPARENCY AND ACCOUNTABILITY IN SUPPLY CHAIN MANAGEMENT SHOULD THIS DECLARATION PROVE TO BE FALSE.

..... Signature Date

..... Position Name of bidder

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL
PROCUREMENT REGULATIONS 2022**

PRICE QUOTATION PROCESS (UP TO R 1 MILLION)

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

1.2 To be completed by the organ of state

a) The applicable preference point system for this tender is the 80/20 preference point system.

b) 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

1.7 Bidders who wish to claim points in terms of table 4.2 below need to provide proof for each point claimed as guided below:

- Who had no franchise in national elections before the 1983 and 1993 Constitution – **attach certified copy of identity document (ID) and company registration document / CSD report to show/ substantiate percentage ownership equity.**
- Who is female- **attach certified copy of identity document (ID) and company registration document / CSD report to show/ substantiate percentage ownership equity.**
- Who has a disability – **attach doctor's letter confirming the disability**
- Who is youth - **attach certified copy of identity document (ID) and company registration document / CSD report to show/ substantiate percentage ownership equity.**

2. DEFINITIONS

- (a) **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
-------	----	-------

$$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right) \text{ or } Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

or

90/10

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \text{ or } Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

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)	Percentage ownership equity (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
I.	Who had no voting rights in elections before the 1983 and 1993 Constitution	3		
II.	Who is Women	5		
III.	Who has a disability	5		
IV.	Who is youth	5		
V.	Enterprise located in Eastern Cape	2		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

Partnership/Joint Venture / Consortium
 One-person business/sole propriety
 Close corporation
 Public Company
 Personal Liability Company
 (Pty) Limited
 Non-Profit Company
 State Owned Company
 [TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

i) 0020The information furnished is true and correct;

ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

- (a) disqualify the person from the tendering process.
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct.
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....