

THE NATIONAL CREDIT REGULATOR

MARCH 2021

**TERMS OF REFERENCE FOR APPOINTMENT OF A
PANEL OF RECRUITMENT AGENCIES FOR THE
RECRUITMENT SERVICES FOR NCR FOR A PERIOD
OF 3 YEARS**

RFP NUMBER: NCR746.03.2021

**DUE DATE: 08 APRIL 2021 AT 11H00 CAT
HAND DELIVERY TO NCR OFFICES**

SECTION 1

GENERAL TERMS OF CONDITIONS

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 as stipulated in section 2 of this document.

1.1. 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, 2017 (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 (see Section 4 below and Annexure B.1). Please read this document carefully prior to submitting your proposal.

1.2. The Proposal Format

1.2.1. 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 for, in a file of Annexures.

1.2.2. 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. Refer to the quarters in the terms of reference (TOR).

1.2.3. Number of proposals

Each bid participant must provide **three (3) hard copies and 1 CD/Stick** of their entire proposal,

including all the documentation referred to in 4 below, in the format specified in that section. All submitted proposals will become the property of the NCR, and will not be returned. Receipt of all proposals will be recorded in a register at the point of receipt. One copy of the proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

2. Submission of proposals

2.1. Proposals must reach the offices of the NCR before **11:00 on 08 April 2021, @11H00am** and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside:

(a) RFP No: NCR 746.03.2021

(b) TERMS OF REFERENCE FOR APPOINTMENT OF A PANEL OF RECRUITMENT AGENCIES FOR THE RECRUITMENT SERVICES FOR NCR FOR A PERIOD OF 3 YEARS

(c) CLOSING DATE: 08 April 2021 AT 11H00 SHARP

2.2. 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).

2.3. Please note that this RFP closes punctually at 11h00 on **08 April 2021**. No late submissions will be considered under any circumstances.

2.4. All the documentation referred to in Section 4 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.

2.5. If responses are not delivered as stipulated in this Section 2.1, such responses will be considered "late", and will not be considered for evaluation.

2.6. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.

2.7. Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.

2.8. The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.

2.9. Only the participants that are short-listed after the evaluation process will be informed of

the results of the submission adjudication process.

- 2.10.** 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.

3. Timetable

Date	Activity
12/03/2021	Advertisement of the RFP
08/04/2021	Closing date @ 11h00
08/04/2021	Preliminary evaluation
14/04/2021	Evaluations by the Evaluation Committee
22/04/2021	Adjudication Committee meeting
30/04/2021	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.

4. Documentation to be submitted

Please Note

All of the documentation described below must be submitted, with no omissions whatsoever. Where a particular form or format of documentation is stipulated, this is the only form or format in which these documents must be submitted. Failure to adhere to these requirements may result in the rejection of the entire submission.

All of the documentation referred to below (in Parts One – Twelve) must be acknowledged and submitted. For ease of reference and to facilitate the evaluation process, you are requested to clearly mark each part of the submitted documentation as it is referred to below.

4.1. Table of content

Introductory letter by the bidder with authorized contact person and details for this specific tender

- 4.2. SBD 1** – should be the completed and inserted after the introductory letter

One – Proposal drafted in response to Terms of Reference

Section 2 of this document below, contains the terms of reference (TOR) for the above mentioned tender. Bid participants are required to draft a proposal that will clearly indicate to the Evaluation Committee how they will fulfil the requirements as set out in the TOR.

Bid participants should include the following information when drafting their proposals:

- Proposals should make clear the relevant skills, experience and capacity of the participant, in respect of this particular TOR. This is an important evaluation criterion. Bid participants should ensure that their proposals focus on how they will address the requirements of this TOR, rather than on achievements.
- Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR.
- Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR.

4.3. Two – Pricing Proposal- SEPERATE ENVELOPE

SBD 3.3 Pricing Schedule together with signed off detailed pricing on the company's letter head. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected. Additional information may be added on a separate page if necessary.

The total price that the participant will charge to deliver services in accordance with the TOR must be clearly indicated. The pricing proposal should contain sufficient information to allow the Evaluation Committee to estimate the cost of the service, to a high degree of accuracy.

Please note that a financial proposal must be submitted in a separate sealed envelope together with your submission. The financial Proposal will be opened once all technical proposals have been evaluated. This appointment will be made in line with QBS. All prices provided must be inclusive of Value-Added Tax (VAT).

Please note that the prices contained in the pricing proposal are the only charges that may be levied if the participant's proposal is successful, unless explicitly agreed to in writing by the National Credit Regulator, and in terms of the General Conditions of Contract, no additional cost will be accepted after the bidding documents have been submitted and the tender closing date has expired. Any cost for additional parts and peripherals needed for the successful implementation of the project shall remain and form part of the bidding price.

4.4. Three – General Conditions and Procedures of the NCR

Annexure B and B1 - General Conditions and Procedures of the NCR. Bid participants must indicate clearly that they have read this document, and have no objections to being bound by its

contents. In cases where any provisions of the General Conditions and Procedures conflict with this General Information for Bidders and/or Terms of Reference, the latter will take precedence over the General Conditions of Contract.

4.5. Four – Contract Form: Rendering of Services

Annexure C - Contract Form: Rendering of Services. This will only be completed by the successful bidder once a selection has been made by NCR. Participants do not, therefore, need to complete this form at the bidding stage but their proposals must clearly indicate that they have read this form, and have no objections to signing it as is, if selected as the successful participant.

4.6. Five – Tax status

Annexure D - Please attach CSD showing Tax status

A CSD print out must also be attached.

4.7. Six – Preference Points Claim Form

Annexure E – form SBD 6.1. Bid participants must complete Sections 8 and 9 in full. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected. *## Please note that a **BBEE certificate/ sworn affidavit** must also be attached to the bid documents. None submission will result in zero scoring in this competitive bidding process*

4.8. Seven – Declaration of Interest

Annexure F – form SBD 4. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

4.9. Eight – Declaration of past Supply Chain Management Practices

Annexure G – form SBD 8. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

4.10. Nine – Non-Disclosure Agreement

Annexure H – Non-Disclosure Agreement. Participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is.

4.11. Ten – Certificate of Independent Bid Determination

Annexure I – Certificate of Independent Bid Determination Participants. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

4.12. Eleven – SLA draft version for supplier review

Annexure K – SLA draft version for supplier review. The participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is. If not objections should be outlined separately in a letter. NB: all the SBD documents can be downloaded from our website - <https://www.ncr.org.za/tenders-download/current-tenders>

5. 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 B-BBEE codes system, allocated as indicated in the table below:

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

Functionality will be evaluated in terms of Section 2 point 10

6. Conflict of interest

Service providers are required to provide services that are professional, objective and impartial. Service providers must ensure that there is no conflict of interest between existing assignments, obligations and responsibilities to other clients and the services set out in the TOR. In the event of any uncertainty in this regard, full disclosure in the submitted proposal should be considered. Non-disclosure of a conflict of interest may be grounds for termination of any contract.

7. Confidentiality agreement

The successful service provider may have access to confidential data or information. The appointment of a successful bidder is subject to that bidder agreeing to the contents of, and signing, the NCR's standard Non-Disclosure Agreement.

8. Contact details

This no-contact policy does not apply to any information deemed to be in the public domain, or which is readily available from organs of State, which are repositories of such information. All communications and enquiries/requests for clarification relating to this proposal should be directed to procurement@ncr.org.za.

SECTION 2

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.

1.1. 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.

1.2. SCOPE OF WORK

The panel of recruitment agencies to assist with 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 on 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 .

2. DURATION

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

3. THE FUNCTIONALITY CRITERIA WILL BE EVALUATED BASED ON THE FOLLOWING :

Bids shall be evaluated in terms of the following process:

3.1. Phase 1: Initial Screening Process

Phase 1: Initial Screening Process: During this phase, bid responses will be reviewed for purposes of assessing compliance with RFP requirements including the general bid conditions, which requirements include the following:

Section 1

- Submission of a valid Tax Clearance Certificate
- Submission of Company Registration Forms
- Submission of ID copy for the Company Representative

- BBEE Status Certification
- Completion of all Standard Bidding Documents and other requirements, as reflected in this RFI, which covers the following:
 - Appendix A- SBD 4
 - Appendix B- 6.1
 - Appendix C- SBD 8
 - Appendix D- SBD 9
 - Appendix E – Acceptance of General terms and conditions

Section 2: Statement of compliance with the Functional Evaluation Criteria for this RFI

Section 3: Cost Proposal and Price Declaration Form

Failure to comply with the requirements assessed in Phase 1 (compliance), may lead to disqualification of bids.

3.2. Phase 2: Technical/ Functionality Evaluation

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 produced 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 produced 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 produced 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 and more than 10 years' experience</p> <p>4= Relevant qualification and 5 to 10 years' experience</p> <p>3= Relevant qualification and 4 to 5 years' experience</p> <p>2= 3 to 4 years' experience</p> <p>1= 1 to 2 years' experience</p>	30
<p>References</p> <p><i>Reference letters must not be older than 2 years</i></p> <p>5= more than 3 written reference letter with contact details</p> <p>4= 3 written reference letters with contact details</p> <p>3= less than 3 letters with contact details</p> <p>2= less than 3 letters without contact details</p> <p>1= one written reference</p>	20
<p>Industry Affiliation</p> <p>5= All consultants allocated to this project registered/affiliated with a recognised body. Proof must be submitted</p> <p>3= Some consultants allocated to this project registered/affiliated with a recognised body. Proof must be submitted</p> <p>1= Not affiliated with any recognised accreditation body or no proof submitted</p>	20
<p>TOTAL</p>	100%

Note: Only bidders who achieved a technical score of more than 70% will be considered further in terms of B-BBEE.

3.3. B-BBEE

All bids that achieve the minimum qualifying score for Functionality (acceptable bids) will be evaluated further in terms of B-BBEE, as follows:

CRITERIA	POINTS
B-BBEE	20
Price	80
TOTAL	100 points

3.4. 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:	Information
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?	

SECTION 3: COST PROPOSAL

The bidder must provide their proposed fees as follows:

Permanent Placements

Description	Fee %
Placement fee	Not more than 15% of TCTC as per the presentation

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.**

-----End-----