



Request for Quotations

**PROCUREMENT OF A SERVICE PROVIDER TO RENDER
RESPONSE HANDLING OF APPLICATIONS FOR THE
AGENCY**

08 June 2023

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1. Purpose

The purpose of this document is to invite proposals from suitably qualified service providers to render Response Handling services to the Road Traffic Infringement Agency (RTIA).

2. Objectives

- To enable contracts for the recruitment process, thus impacting on turnaround times and compliance with the with recruitment policy; and
- To achieve the RTIA strategy and performance objectives essential to contract recruitment and selection service providers.

3. Requirements

Service providers are required to provide a quote for the following recruitment and selection services to the Agency:

Please provide a quote for the following service:

Response handling.

4. Deliverables

The supplier is required to provide the Agency with the following services:

- 4.1 Screening of all applications against job criteria/requirements (i.e. Capturing of all applications and providing the Agency with an executive summary detailing recommended and non-recommended applications against job requirements/criteria;

4.2 Pricing Schedule:

Item No	Description	Estimated Qty per position	Unit Cost per CV	Estimated number of positions	Estimated bid price for 100 positions with estimated 1000 applications per position	Total
1	Screening of all applications against job criteria/requirements (i.e. Capturing of all applications and providing the Agency	0 - 1000	R 00.00	100		

	with an executive summary detailing recommended and non-recommended applications against job requirements/criteria				
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5. Commitment Period

The commitment period will be for a period of twenty-four (24) months from the date of engagement and or award, subject to signing of a service level agreement (SLA).

6. Required expertise and skills

Prospective service provider:

- A working knowledge and experience in the HR field, particularly in recruitment and selection processes, conducting background checks, competency and skills assessments and psychometric assessments.
- At least 5-10 years' experience in the field of HR with specific reference to recruitment and selection, competency assessments or psychometric testing and bulk recruitment for reputable organisations.
- The prospective service provider must submit a comprehensive CV for project team indicating their appropriate qualifications and 5 to 10 years' experience and above.
- Have at least five (5) references where similar services were previously provided detailing the nature of the contract and provide contact details
- Demonstrable track record of delivering previous similar assignments.

7. Evaluation Criteria

- This bid will be evaluated in two stages. The first stage evaluation is based on functionality, which will be evaluated using the following criteria and points. Service Providers will be evaluated on delivery expertise, approach and methodology.
- The second stage of evaluation is based on price as well as equity ownership in accordance with the RTIA's supply chain management policies which are in line with the Preferential Procurement Policy Framework Act 5 of 2000 (80/20) PPPFA scoring principles).

The applicable values that will be utilized when scoring each criterion ranges from: 1 being Poor, 2 = Average 3 = Good, 4 = Very Good & 5 = Excellent.

Detailed functional criteria	Points
Phase 1	
Demonstrate working knowledge and experience in providing professional and expert services in response handling: • 5 years = 1 • 6 to 7 years = 2 • 7 to 8 years = 3 • 8 to 9 years = 4 • 9 to 10 years and above = 5	25 points
Provide the approach and methodology as well as demonstration of expertise: • <i>Elaborate on your normal processes and approach as well as possible tools, systems or methods you are using when conducting response handling services</i>	20 points
At least 3 to 8 years and above experience as a credible professional service provider rendering or outsourcing response handling services for both public and private sector organisations: • 3 years = 1 • 4 to 5 years = 2 • 5 to 6 years = 3 • 6 to 7 years = 4 • 7 to 8 years and above = 5	25 points
Have at least five (5) references where similar services were previously provided detailing the nature of the contract and provide contact details: <i>List of references MUST be specific to response handling projects conducted and will be evaluated as follows:</i> • 1 Reference letters = 1 • 2 Reference letters = 2 • 3 Reference letters = 3 • 4 Reference letters = 4 • 5 Reference letters = 5	10 points

Qualifications and Experience of project team. The prospective service provider must submit a comprehensive CV for project team indicating their appropriate qualifications and 5 to 10 years' experience and above. CVs including qualifications of project team as well the respective roles they will play will be evaluated as follows: • 5 years = 1 • 6 to 7 years = 2 • 7 to 8 years = 3 • 8 to 9 years = 4 • 9 to 10 years and above = 5	20 points
TOTAL	100 points
Minimum required score	70 points

- *Only service providers that qualify from Phase 1 with a minimum score of 70/100 points will be considered and assessed in Phase 2.*

Phase 2: 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 franchise in national elections before the 1983 and 1993 Constitution	10		
II. Who is female	5		
III. Who has a disability	2		
IV. Specific goal: Youth	3		

8. Submission of proposals

Bidders must furnish the following information as part of the bid response:

- Proposals must be submitted in four copies plus one original;
- An original and valid tax compliance certificate (TCC);
- A company profile that highlight previous relevant experience including five (5) contactable references for previous similar projects/ assignments;

- A detailed list of at least five (5) current and completed contracts/projects with references that specify the institution name, contact details and nature of the contract;
- Summarised CV's and qualifications of the proposed team member(s) which should highlight the relevant experience in similar projects and qualifications; and
- Proof of registration with any professional bodies where necessary.

The following conditions will be applied:

- This quote is subject to the Government Procurement General Conditions of Contract that may not be amended. Quotes should not be qualified by own conditions;
- All price(s) must be inclusive of all costs plus VAT and must be firm for the duration of the contract period. VAT must be shown separately. Price (s) quoted must be valid for the at least thirty (30) days from the closing date of the quotation and a firm delivery period must be indicated; and
- All quotes should be submitted within 7 days after receiving the terms of reference on the letterhead of your business and prices must be indicated as a monthly fee.

Please note that failure to complete and sign all bids documentation and or to submit all of the above mentioned documentation as requested will result in bidder's bid being automatically disqualified.

9. Right to appoint

The Agency reserves the right not to appoint a service provider, if it is established that no proposal meets the requirements.

10. Closing Date & submission of quotes

- 10.1 Quotes are expected to be submitted no later than 05 July 2023.
- 10.2 The successful bidder will be informed subject to the approval of finance.
- 10.3 Quotes may be submitted electronically by e-mail to kwena.moloko@rtia.co.za.

11. Enquiries and more information

All enquiries and requests for more information should be directed to Kwena.moloko@rtia.co.za. The response will be distributed to all the prospective bidders by email so that every bidder has the same information.