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| Request for Quotations **PROCUREMENT OF A SERVICE PROVIDER TO RENDER ADVERTISING, RECRUITMENT, PLACEMENT AND RESPONSE HANDLING FOR THE ROAD TRAFFIC INFRINGEMENT AGENCY**  22 JANUARY 2024 |

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### Purpose

The purpose of this document is to invite proposals from suitably qualified service providers to submit proposals to render advertising & recruitment, placement and response handling of applications for the Agency for a period of twenty four (24) months.

1. **Objectives**

* To procure expert and specialised service providers who have adequate capacity to render advertising/recruitment, placement and response handling service to the Agency. The service provider is required for a period of twenty four (24) months.

1. **Requirements**

A credible service provider is required to recruitmrnt, placement and response handling for the Agency to bring efficiency to the Recruitment and Selection process. Amongst other things, to assist the Agency in meeting Recruitment and Selection deadlines as well as to enhance turnaround strategies. A service provider required should be able to render professional services to the Agency and provide expert knowledge, skills, expertise and dependable data and reports to the Agency.

1. **Deliverables**

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

* 1. Placement of tailor-made advertisement in the national media;
  2. 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;
  3. Provide placement services for the Agency ( permanent and contract); and
  4. Submit monthly reports on services rendered.

### Commitment Period

The services are required for a period of twenty four (24) months.

### Required expertise and skills

The Service Provider should:

* Demonstrate working knowledge and experience in providing professional and expert services in response handling.
* Provide the approach and methodology as well as demonstration of expertise.
* At least 5-10 years’ experience as a credible professional service provider rendering or outsourcing response handling services for both public and private sector organisations; and
* Have at least three (3) references where similar services where previously provided detailing the nature of the contract and provide contact details.

### 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 will be price as well as equity ownership in accordance with the RTIA’s supply chain management policies which are in line with the PPR 2022; and service will be awarded to the service provider obtaining the highest number of points as per the 80/20 preference points system and Specific Goals.

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| **Detailed functional criteria** | **Points** |
| **Phase 1** |  |
| **Demonstrate working knowledge and experience in providing professional and expert services in response handling:**   * *Minimum of 4 years’ experience and above = 25 points* * *Minimum of 2 - 3 years’ experience = 15 points* * *Minimum of 0 - 1 year experience = 5 points* | 25 points |
| **Provide the approach and methodology as well as demonstration of expertise:**   * *Elabororate on your normal processes and approach as well as possible tools, systems or methods you are using when conducting response handling services* | 20 points |
| **At least 3-5 years’ experience as a credible professional service provider rendering or outsourcing response handling services for both public and private sector organisations:**  *• Minimum of 4 years’ experience and above = 25 points*  *• Minimum of 2 - 3 years’ experience = 15 points*  *• Minimum of 0 -1 year experience = 5 points* | *25 points* |
| **Have at least three (3) references where similar services where previously provided detailing the nature of the contract and provide contact details:**  *List of references* **MUST be specific** *to response handling projects conducted and will be evaluated as follows:*   * *Provision of 3 relevant reference letters from previous clients = 10 points* * *Provision of 2 relevant reference letters from previous clients = 7 points* * *Provision of 1 relevant reference letter from a previous client = 4 points* * *Non provision = 0 points* | *10 points* |
| **Qualifications and Experience of project team**  CVs including qualifications of project team as well the respective roles they will play will be evaluated as follows:   * 20 years and above combined experience of project team = 20 points * 15 - 19 years combined experience of project team = 15 points * 10 – 14 years combined experience of project team = 10 points * 06 – 09 years combined experience of project team = 05 points * Less than 6 years combined experience of project team = 0 | 20 points |
| **TOTAL** | **100 points** |
| **Minimum required score** | **70 points** |

* ***Only service providers that qualify from Phase 1 with a minimum score of 70/10points will be considered and assessed in Phase 2.***

1. **Phase 2: Price and Special Goals**

**Table 1:** Specific goals for the tender and points claimed are indicated as 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 be indicated as such. **Note to RFQ:** The request for quotations must indicate how they claim points for each preference point system).

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| **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)** |
| 1. Who had no franchise in national elections before the 1983 and 1993 Constitution. | 10 |  |  |
| 1. Who is female | 5 |  |  |
| 1. Who has a disability | 2 |  |  |
| 1. Specific goal: Youth | 3 |  |  |

**NB: Source documents for claiming of points: Prove of company registration, ID copies of women in the company and their positions, Medical report as well as prove of residence**

### Submission of proposals

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

* A valid tax clearance certificate (TCC) , A company profile that highlight previous relevant experience;
* A detailed list of at least three (3) current and completed contracts/projects with references that specify the institution name, contact details and nature of the contract;
* Summarised CV’s of the proposed team member(s) which should highlight the relevant experience in similar projects and qualifications; and
* Proposals to be addressed and delivered to the Agency.

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;
* The contract price will remain fixed for the first year of the contract; thereafter will be subject to review on the anniversary of the contract based of the consumer price index (CPI). All price(s) must be inclusive of all costs plus VAT and. 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.

**NB: 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.**

### Right to appoint

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

### Closing Date & submission of quotes

10.1 Quotes are expected to be submitted no later than 16h00 on 25 January 2024 The successful bidder will be informed subject to the approval of finance.

10.2 Quotes may be submitted electronically by e-mail to Kelebogile.Thipe@rtia.co.za or hand delivered to the Agency’s offices for attention, Kelebogile Thipe , Road Traffic Infringement Agency, Waterfall Edge B, Howick Close, Waterfall Office Park, Bekker Road, Midrand.

### Enquiries and more information

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