



in the footsteps ...

NELSON MANDELA MUSEUM

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13 April 2026

RFP 3 of 2026: Appointment of a service provider to preside over a disciplinary enquiry for 12 months period

BACKGROUND

The organisation requires the services of an independent, suitably qualified Chairperson to preside over a disciplinary hearing over a 12 months period. This appointment is intended to support the fair, consistent, and legally compliant management of the specific misconduct matter under consideration. The Chairperson will ensure that the disciplinary proceedings are conducted impartially, in accordance with applicable labour legislation, organisational policies, and the principles of procedural and substantive fairness. This engagement forms part of the NMM's commitment to sound labour relations practices, transparent decision-making, and the protection of the rights of both employees and employers during the disciplinary process.

SCOPE OF WORK

The appointed service provider will be required to perform the following services:

1. Preside Over Disciplinary Hearings

- Act as an independent and impartial Chairperson.
- Conduct hearings in accordance with applicable labour legislation and the Nelson Mandela Museum's disciplinary procedures.

2. Preparation for Hearings

- Review charge sheets, investigation reports, and supporting documentation prior to the hearing.
- Familiarise themselves with NMM policies and procedures relevant to the matter.

3. Management of Hearing Proceedings

- Explain the hearing process and ensure procedural fairness.
- Guide parties on hearing procedures and rules of evidence.
- Rule on objections and procedural matters.

- Ensure orderly and professional conduct throughout proceedings.
- 4. Evaluation of Evidence**
 - Assess documentary and oral evidence presented by all parties.
 - Consider mitigating and aggravating factors where applicable.
 - Apply principles of substantive and procedural fairness.
- 5. Findings and Recommendations**
 - Make a determination on the merits of the case.
 - Recommend an appropriate sanction where misconduct is proven.
 - Provide clear, reasoned outcomes based on evidence.
- 6. Reporting**
 - Compile a written outcome report including:
 - Summary of proceedings
 - Findings
 - Reasons for decision
 - Recommended sanction (if applicable)
 - Submit the report within the agreed timeframe.
- 7. Confidentiality and Professional Conduct**
 - Maintain strict confidentiality of all information and proceedings.
 - Declare any conflict of interest prior to accepting an appointment.
- 8. Availability**
 - Be available for hearings as scheduled by the organisation.
 - Conduct hearings in-person or virtually, as required.

CRITERIA

The Bidder must demonstrate that they have the capacity to render the required service. The bidder must provide references where a similar service was rendered. This must be provided on the letterhead of the previously serviced client and should reflect at least the name of the client, description of the relevant service rendered, year completed, contactable reference name and contact details, and whether the quality of work was satisfactory or not. It should be signed by a duly authorised person or their representative.

METHODOLOGY

The service provider will follow a structured and impartial process in conducting the disciplinary hearing. Upon appointment, the Chairperson will confirm availability and independence, review all relevant documentation, and familiarise themselves with the applicable policies and procedures. The hearing will be conducted in a fair, orderly, and professional manner, ensuring that all parties are given an opportunity to present evidence

and make representations. The Chairperson will objectively evaluate all oral and documentary evidence, apply principles of procedural and substantive fairness, and make a reasoned determination based on the merits of the case. A written outcome report, including findings and recommendations where applicable, will be submitted within the agreed timeframe while maintaining strict confidentiality throughout the process.

Company Experience

The service provider must furnish the Nelson Mandela Museum (NMM) with at least **four (4) reference letters** confirming their technical expertise and experience in presiding over and handling disciplinary hearings. The reference letters must be from clients for whom similar services were rendered and must not be older **than three (3) years** from the closing date of this tender.

RETURNABLE DOCUMENTS

Service providers are required to submit all the returnable documents together with their quotations. ***Failure to provide all the Compulsory Returnable Documents at the closing date and time of this RFQ will result in a respondent's disqualification. Respondents are therefore urged to ensure that all these Documents are returned with their Proposals. Failure to submit the Supporting documents for functionality scoring will result in a scoring of zero.***

COMPULSORY RETURNABLE DOCUMENTS

- Duly signed & completed **SBD 1** Invitation to BID
- **SBD 2** Tax Clearance Requirements
- Duly signed & completed **SBD 3** Pricing Schedule
- Duly signed & completed **SBD 4** Declaration of Interests form.
- Duly signed & completed **SBD 6.1** Preference points claim form
- Duly signed & completed **SBD 7.2** Contract Form (Rendering Services).
- General Conditions of Contract
- Duly signed & completed **SBD 8** Declaration of Bidder's Past Supply Chain Management Practices.
- Duly signed & completed **SBD 9** Certificate of Independent Bid Determination.
- Proof of CSD registration

SUPPORTING RETURNABLE DOCUMENTS (for functionality scoring)

- Reference Letters and Appointment letters/ Purchase Orders.
- Project Methodology with approach to be used to carry out the scope of work.
- Relevant NQF level 7 tertiary qualification in Labour Law, Industrial Relations, LLB, Human Resources, or related field.
- Personnel qualification(s) and CV's
- Registration with the South African Board for People Practices (SABPP)
- South African Society for Labour Law (SASLAW)

ESSENTIAL SUPPORTING DOCUMENTS

Specific goals verification documents, as stipulated below, must be submitted on or before the closing date and time (**failure to submit on or before the closing date will result in an automatic score of zero for preference**)

PRICING PROPOSAL

No.	Activity	Hourly Rate	Daily Rate
1.	Preparation for hearing		
2.	Preside and manage disciplinary hearing		
3.	Evaluation of evidence		
4.	Findings and recommendations		
5.	Reporting		

EVALUATION CRITERIA

The received quotations will be evaluated using the 80/20 system (80 for **functionality** and 20 for specific goals). Functionality will be scored at a maximum of 100 points, whereby the bidder must obtain a **minimum of 70 points** to qualify for the financial evaluation according to the criteria captured in the table below:

Value: 1=Poor; 2=Average; 3=Good; 4=Very good; 5=Excellent

Criteria	Weight	Value
Reference Letters	40	4 letter and more = 40 points

Criteria	Weight	Value
<p>Signed reference letters (for rendering disciplinary services) on the recommending company's letterhead- Each reference letter must be accompanied by an appointment letter or the official Purchase Order</p> <p>NB: Reference letters should not be older than three (3) years</p>		<p>3 letters = 30 points</p> <p>2 letters = 20 points</p> <p>1 letters = 10 points</p> <p>Failure to submit or submission of irrelevant letter = 0</p>
<p>Qualification(s), Certified Identity Document and CV of a resources</p> <p>NB: A certificate not linked to a CV and an ID will not be considered</p>	20	<p>NQF Level 7 or Higher in the relevant field (Labour Law, Industrial Relations, LLB, Human Resources, or related field)</p>
<p>Registration with regulatory bodies</p> <p>The service provider must provide proof of registration and good standing, where applicable, with one or more of the following recognised professional or statutory bodies:</p> <ul style="list-style-type: none"> • Legal Practice Council (for admitted attorneys or advocates) – 5 points • Commission for Conciliation, Mediation and Arbitration (Accredited Commissioner or Panellist, where applicable) – 5 points • South African Board for People Practices (SABPP) – 5 points • South African Society for Labour Law (SASLAW) – 5 points 	20	<p>Valid certificates = 5</p> <p>Invalid certificate or failure to submit = 0</p>
<p>Methodology</p> <p>The service provider must provide a detailed proposal of the methodology/ approach to be used to carry out the scope</p>	20	<p>20 - Excellent proposal</p> <p>15 - Good proposal</p> <p>10- Average proposal</p> <p>5 - poor</p>

Criteria	Weight	Value
of work. The service provider must demonstrate their knowledge and how they will deliver this project in line with the scope of work which must address all areas required under testing and counselling services, financial education and health education.		0 - non-submission of proposal
Total	100	

1. APPLICABLE PREFERENCE POINTS ALLOCATION SYSTEM

(1) Points for this shall be awarded for:

(a) Price; and

(b) Specific Goals.

(c) Where 80 points will be allocated for price and 20 points allocated for specific goals

(2) The following specific goals are applicable to all procurements of a transaction value above R2 000 and up to R50 000 000

a. The NMM will utilise the following preference criteria ;

- i. Service providers within the OR Tambo region & Eastern Cape
- ii. Historically Disadvantaged Individuals (Women, Youth, and People living with disabilities)
- iii. SMMEs

b.

Category		Sub-categories	Specific goals points	Verification documents
Local Supplier	5	OR Tambo supplier	5	
		Eastern Cape Supplier	4	

		Anywhere in South Africa	3	CIPC Registration Certificate (CK) or Proof of residence
		Non-South African	0	
Women-owned supplier	4	Black African Women	4	CIPC Registration Certificate (CK) and CSD Report
		Non-Black African Women	2	
Youth Owned Supplier	4	Youth Owned (< 35-year-old persons)	4	CIPC Registration Certificate (CK) and CSD Report
		Non-Youth Ownership (> 35-year-old persons)	2	
People living with disabilities	3	People living with disabilities	3	CSD Report
Small Micro, Medium & Enterprises	4	SME – Owned by people with disability	4	CSD Report
		SME – Black owned	3	Sworn Affidavit (BBBEE Affidavit)
		SME – Other	2	

QUOTATION SUBMISSIONS

- All quotations and accompanying documents must be forwarded to: supplychain@nelsonmandelamuseum.org.za
- NO FAXED OR HAND-DELIVERED QUOTATIONS SHALL BE ACCEPTED.
- Closing date for the submission of quotations is **20 April 2026**

ENQUIRIES

All communications and inquiries/requests for clarification relating to this proposal should be directed to the contact person:

<i>Technical Enquiries:</i>
Ms Y. Khumelwana
Tel: 047 501 9522
Email: <u>yoleka@nelsonmandelamuseum.org.za</u>
HRM Office

NB: The NMM reserves the right to amend, modify or withdraw this RFQ at any time, without prior notice and without liability to compensate and/or reimburse any party.

Mandisi Msongelwa CA (SA)
Acting Chief Executive Officer