



## **Independent Communications Authority of South Africa**

350 Witch-Hazel Avenue, Eco Point Office Park

Eco Park, Centurion

Private Bag X10, Highveld Park 0169

### **TERMS OF REFERENCE FOR EMPLOYEE RECRUITMENT SYSTEM**

#### **1. Purpose of the Request**

ICASA seeks to appoint a qualified vendor through this request for quotes to provide, implement, and support a proven off-the-shelf employee recruitment system. This system, operational from **01 August 2024 to 31 January 2025**, should include unlimited job adverts and an application tracking system. The aim is to streamline and automate the hiring process for the Authority.

#### **2. Scope of Work**

##### **2.1. Employee Recruitment System**

ICASA requires a comprehensive off-the-shelf Employee Recruitment System to streamline and optimise the hiring process within the organisation. The system must enhance efficiency, improve communication, and facilitate seamless management of the recruitment cycle. Vendors are requested to submit quotations for a system that includes, but is not limited to, the following features:

##### **2.2. Requisition Workflow Management**

Functionality to initiate, track, and conclude job requisitions from inception to fulfilment.

##### **2.3. Job Advertising**

Capability to create and manage an unlimited number of job adverts.

Distribution across multiple platforms, including the ICASA website, intranet, and social media channels.

## **2.4. Applicant Tracking**

Integrated applicant tracking that enables shortlisting and interview arrangement.

## **2.5. Reporting Tool**

Functionality to download reports of all applications in Excel format with links to the candidates' CVs for ease of distribution internally to recruiting managers.

## **2.6. Automated Responses**

Automated, yet tailored, communications to inform candidates of their application status, whether successful or unsuccessful.

## **2.7. Screening Logic**

A critical feature of the system involves having an intelligent screening logic that includes:

### **2.7.1. Questionnaire Functionality**

The system must allow for a list of both mandatory and optional yes/no questions during the application process.

### **2.7.2. Application Submission Control**

Only applicants meeting the mandatory criteria can proceed to submit their applications.

### **2.7.3. Immediate Feedback**

Auto-response functionality to immediately inform unsuccessful candidates, coupled with a mechanism to prevent them from reapplying for the same role.

## Example Questions for a Contract Administrator

Question Number	Candidate Question	Yes/No	Compulsory/Optional	Follow-up Discussion or Details
1	Do you hold a Diploma or Advanced Certificate in Finance/Accounting (NQF Level 6)?		Compulsory	Please provide details.
2	Do you hold a B. Com Degree or higher qualification?		Optional	Please provide details.
3	Have you accumulated at least 3 years of experience in Supply Chain Management?		Compulsory	Please describe your roles, responsibilities, and key achievements in Supply Chain over the past 3 years.
4	Do you have at least 2 years of experience in Contract Administration?		Compulsory	Describe your responsibilities and experiences in Contract Administration.
5	Have you managed complex contracts involving multiple suppliers or vendors before?		Optional	Explain your approach to coordination, compliance, and handling conflicts or discrepancies in a contract scenario.

### 3. Mandatory Requirements

#### 3.1. Qualified Vendor

The vendor must demonstrate experience in providing, implementing, and supporting recruitment systems.

#### 3.2. System Specifications

Proof that the proposed system includes all features listed in the Scope of Work.

#### 3.3. Compliance

The system must comply with relevant South African data protection laws and regulations.



## **5.1.Functionality Criteria**

### **5.1.1. Company experience and capabilities:**

The bidder must demonstrate experience in providing, implementing and supporting a recruitment system by submitting a short methodology explaining how their system works and when they started operating (Weight 30):

- 10 years or more (5)
- 7-9 years (4)
- 4-6 years (3)
- 1-3 years (2)
- Less than 12 months/No demonstrated experience (1)

### **5.1.2. Company experience and capabilities:**

The bidder must attach testimonials/reference letters that are relevant to the scope of work (providing, implementing and supporting a recruitment system). The letters must be in the company letterhead with a contactable phone number for the supply chain to verify (Weight: 30):

- 5 or more testimonial/reference letters (5)
- 4 testimonial/reference letters (4)
- 3 testimonial/reference letters (3)
- 2 testimonial/reference letters (2)
- 1 or no testimonial/reference letter (1)

### **5.1.3. Experience:**

The service provider's personnel/ developers should have experience in providing, implementing and supporting a recruitment system; attach the CVs and qualifications of the Technical Staff detailing the years of experience in software development and implementation (Weight 40):

- 4 or more CVs attached for qualified technicians (CVs and certified qualifications) (5)
- 3 CVs attached for qualified technicians (CVs and certified certificates/ qualifications) (4)
- 2 CVs attached with uncertified qualifications (3)
- 1 CVs attached with uncertified qualifications (2)
- No CVs and qualifications attached (1)

### **Contract Terms**

The contract duration is from **01 August 2024 to 31 January 2025**.