

11 FUNCTIONALITY

11.1 Bids received will be evaluated according to the following requirements as listed in the table below.

11.2 Bidders who score **less than 70% out of 100%** on the functionality requirements listed below will be disqualified and will not form part of the Panel.

	CRITERIA	SUB-CRITERIA	WEIGHT																												
1.	Capacity or experience of the service provider. The bidder must fully	The Bidder must have relevant experience with a minimum of 5 years in conducting recruitment services (not limited to response handling, executive search, headhunting, and competency assessments) together with a minimum of 3 years' experience recruiting managerial positions. Bidders must fully complete Table 1 and 2 below, failure to fully complete will result in disqualification. Table 1. <table><tr><td>Nature of The project/ services</td><td>Value of thecontract</td><td>Name of the client</td><td>Client contacts number</td><td>Period of the contract</td><td>Start date</td><td>End date</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> Table 2 <table><tr><td>Project in recruiting managerial</td><td>Value of thecontract</td><td>Name of the client</td><td>Client contacts number</td><td>Period of the contract</td><td>Start date</td><td>End date</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> • 9 years or more experience in recruitment and 3 years recruitment of managerial positions = 5 points • 8 years' experience and 3 years recruitment of managerial positions = 4 points • 7 years' experience and 3 years recruitment of managerial positions = 3 points • 6 years' experience and 3 years recruitment of managerial positions = 2 points • 5 years and less experience and 3 years recruitment of managerial positions =1 point • No experience and Table 1 not fully completed =0 points	Nature of The project/ services	Value of thecontract	Name of the client	Client contacts number	Period of the contract	Start date	End date								Project in recruiting managerial	Value of thecontract	Name of the client	Client contacts number	Period of the contract	Start date	End date								30
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TERMS OF REFERENCE FOR THE APPOINTMENT OF A PANEL OF RECRUITMENT AGENCIES TO MANAGE THE ADVERTS RESPONSE-HANDLING, EMPLOYEE VERIFICATIONS AND PLACEMENTS FOR THE COMMUNITY SCHEMES OMBUD SERVICE (CSOS) FOR A PERIOD OF THREE (3) YEARS.

	References	Reference letters not older than 5 years must be on the client's letterhead, indicating the period of the work done within the recruitment space (not limited to response handling, executive search, headhunting, competency assessments), and must include contact details, signed, and dated. • 5 letters and above detailing as per criteria = 5 points • 4 references letters detailing as per criteria =4points • 3 reference letters detailing as per criteria =3 points • 2 reference letters detailing as per criteria =2 points • 1 reference letter detailing as per criteria =1 point • 0 reference letter detailing as per criteria = 0 points	15
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2.	Approach and methodology, work plan and process	Provide a detailed approach, methodology, and process to meet the organization's recruitment requirements. Detailed approach for the assignment (As per the below areas): 1. A workflow/process flow in how response handling is conducted and how applications are sorted 2. What information is included in the response handling report. 3. How many individuals does the service provider currently have in their database of candidates? 4. What details are examined in the competency assessment? 5. What does the service providers head-hunting process look like? • The approach addresses all areas from point covers 5 of 5 areas as per the above-mentioned areas = 5 points. • The approach addresses 4 to 5 areas as per the above-mentioned areas = 4 points. • The approach addresses 3 to 5 areas as per the abovementioned areas = 3 points • The approach addresses 2 to 5 areas as per the abovementioned areas = 2 points • The approach addresses 1 to 5 area as per the above-mentioned areas = 1 point • Non submission of Methodology & approach/Methodology & Approach not coveringany of the above-mentioned areas = 0 point	30
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3.	Experience of the team leader.	Demonstrate the experience and relevant HR qualifications i.e., National Diploma / Degree in Human Resource Management, Industrial and Organisational Psychology, Business Management of the proposed team leader, and CVs are to be attached. <i>Team</i> leader with a minimum of 6 years of experience (points will not be provided if qualifications & CVs are not attached)	10
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		• 10 and more years' experience with a National Diploma / Degree in Human Resource Management, Industrial and Organisational Psychology, Business Management = 5 points • 9 years' experience with a National Diploma / Degree in Human Resource Management, Industrial and Organisational Psychology, Business Management = 4 points • 8 years' experience with a National Diploma / Degree in Human Resource Management, Industrial and Organisational Psychology, Business Management = 3 points • 7 years' experience with a National Diploma / Degree in Human Resource Management, Industrial and Organisational Psychology, Business Management = 2 points • 6 years' experience with a National Diploma / Degree in Human Resource Management, Industrial and Organisational Psychology, Business Management = 1 point • 5 years and below / CVs & qualifications not attached = 0 point	
4.	Experience and HR qualification s of the recruitment team	Bidders must attach CVs of the proposed team in similar assignments and their HR National Diploma / Degree in Human Resource Management, Industrial and Organisational Psychology, Business Management, • 5 or more team members each with less than 5 years of recruitment experience = 5 points • 4 members each with less than 4 years of recruitment experience = 4 points	15

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		• 3 members each with less than 3 -year recruitment experience = 3 points • 2 members each with less than 3 years of recruitment experience = 2 points • 1 member with 1-year recruitment experience = 1 point • No member = 0 points	
	TOTAL		100
	THRESHOLD		

11.2.1 ASSESSMENT OF BIDDER'S PERFORMANCE BY INDEPENDENT REFERENCE

(This form **must** be sent to the bidders' previous clients to give reference to projects completed as explained in the evaluation criteria in the absence of a signed reference letter. All assessment forms must then be attached with the tender submission.)

Name of Bidder	
Value of Contract	
Date of Commencement	
Contract Duration	
Contract Completion Date	

Services Provided (as per the scope of work)	Tick

Your assessment of the Contractor's performance in the following areas: Please tick one of the blocks on the right-hand side. 1 = Poor. 5 = Excellent	1	2	3	4	5
Turn-around times					
Quality of feedback					
Accessibility and availability					
Reliability					
Customer satisfaction					
1 = Poor; 2 = Unsatisfactory; 3 = Average; 4 = Good; 5 = Excellent					

COMMENTS:

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Name of Person Completing this Assessment Form	
Representing Firm	
Telephone Number	
Email Address	
Date of Assessment	

SIGNATURE OF THE OFFICIAL RESPONSIBLE FOR COMPLETING THE ASSESSMENT FORM.	
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