

RFQ TITLE	APPOINTMENT OF A PANEL FOR RECRUITMENT SERVICES FOR A PERIOD OF THREE YEARS		
RFQ NUMBER	RFQ202627-R0048		
DATE ISSUED	16 SEPTEMBER 2026		
CLOSING DATE	02 OCTOBER 2026		
CLOSING TIME	16h00 (South African Standard Time, obtained from Telkom SA SOC Limited by dialing 1026)		
PHYSICAL ADDRESS	Menlyn Central Office Building, 11th Floor, 125 Dallas Avenue, Waterkloof Glen, Pretoria, 0010		
POSTAL ADDRESS	P O Box 41, Menlyn Park, 0063		
WEBSITE	www.faisombud.co.za		
TO BE COMPLETED BY THE BIDDER			
BIDDER'S NAME			
TELEPHONE NUMBER			
EMAIL ADDRESS			
NAME OF BIDDERS REPRESENTATIVE			
SUPPLIER NUMBER AS PER THE CENTRAL SUPPLIER DATABASE (CSD) REPORT: MAAA			
POSITION OCCUPIED IN THE COMPANY(DIRECTOR, TRUSTEE, SHAREHOLDER)			
COMPANY REGISTRATION NUMBER			
ENQUIRIES RELATING TO THE REQUEST FOR A QUOTATION			
EMAIL	supplychain@faisombud.co.za		
QUOTATIONS MUST BE SUBMITTED VIA EMAIL: supplychain@faisombud.co.za			

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A. INTRODUCTION TO REQUEST FOR QUOTATION (RFQ)

1. Introduction

- 1.1 The Office of the Ombud for Financial Services Providers (FAIS Ombud) was established by the Financial Advisory and Intermediary Services Act 37 of 2002. The FAIS Ombud's role is to resolve disputes between financial services providers and their clients in a procedurally fair, informal, economical and expeditious manner and by reference to what is equitable in all circumstances.
- 1.2 The mission of the FAIS Ombud is to promote consumer protection and contribute to the integrity of the financial services industry by resolving complaints in a manner that is impartial, expeditious, economical, accessible and, all times, equitable. Visit the FAIS Ombud website, www.faisombud.co.za for further information about the FAIS Ombud.
- 1.3 The FAIS Ombud office is located at the Menlyn Central Office Building, 11th Floor, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010.
- 1.4 This RFQ is subject to the Preferential Procurement Policy Framework Act No. 5 of 2000 and the Preferential Procurement Regulations, 2022, the General Conditions of Contract (GCC) and, if applicable, any other special conditions of contract. Where, however, the special conditions of contract are in conflict with the general conditions of contract, the special conditions of contract prevail.
- 1.5 This RFQ is also subject to application data protection laws including POPIA.
- 1.6 The FAIS Ombud invites quotations from potential service providers to form a panel for recruitment services for a period of three years

2. Submission of Quotations

- 2.1 The quotations and supporting documents must be submitted by email to supplychain@faisombud.co.za and must align with the table below

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- 2.2 Bid documents will only be considered if received by the FAIS Ombud on or before the closing date and time, regardless of the method used to send or deliver such documents to the FAIS Ombud
- 2.3 All inquiries relating to the contents of the request for quotation (conditions, rules, terms of reference etc.) must be forwarded in writing via email [to supplychain@faisombud.co.za](mailto:supplychain@faisombud.co.za)
- 2.4 All questions must reference specific paragraph numbers, where applicable

2.5 Late submissions will not be accepted.

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2.6 Service providers must initial each page of the tender document on the bottom right-hand corner.

3. Request for Quotation (RFQ) rules

3.1 The following rules will apply for this Request for Quotation:

- 3.1.1 Price(s) quoted must be valid for 30 days from the closing date and time of your offer.
- 3.1.2 Price(s) quoted must be firm and must be inclusive of Value Added Tax (VAT) where applicable.
- 3.1.3 Pricing must clearly indicate all costs and include all related expenses, i.e. transport, accommodation, etc. (where applicable).
- 3.1.4 Potential supplier/service provider must be validly registered on the Central Supplier Database (CSD) as hosted by National Treasury.
- 3.1.5 Payment will be processed upon submission of a valid invoice and acceptance of services rendered by the Project Manager.
- 3.1.6 The FAIS Ombud reserves the right to negotiate the price with the appointed service provider.

B. TERMS OF REFERENCE

4. Objectives

4.1 The broad objectives of this bid include:

- 4.1.1 Provide prospective service providers with adequate information to understand and respond to FAIS Ombud's requirements for the appointment of a panel for recruitment services for a period of three years.
- 4.1.2 To ensure uniformity in the responses received from each prospective service provider.
- 4.1.3 To provide a structured framework for the evaluation of the proposals.
- 4.1.4 The office seeks to appoint a maximum of five (5) service providers that will form a panel for recruitment services, and the evaluation will be based on an 80/20 preference point system. The top five service providers with the highest preference points will be included in the recruitment services panel.

5. Background

5.1 The FAIS Ombud has identified a need to appoint a panel for the provision of recruitment services. To fulfill its mandate, the office requires skilled employees to assist it in executing its mandate, whether on a temporary or fixed basis. The skilled employees will be required in the following fields: case management, adjudication, human resources, finance, supply chain management, information and communication technology, and others.

6. Scope of work

6.1 The service provider will be required to provide recruitment services for a period of three (3) years. The services will include the following:

- 6.1.1 Recruitment advertising, including print media
- 6.1.2 Various Temporary and permanent recruitment
- 6.1.3 Response handling
- 6.1.4 Source of candidates
- 6.1.5 Headhunting/Specialist search

6.2 The service provider appointed to the panel will further be required to produce industry analysis/trends reports as and when required

7. Pricing

7.1 The service provider must provide a quotation aligned with the table below

DESCRIPTION	YEAR 1- RATE	YEAR 2- RATE	YEAR 3- RATE
Recruitment advertising including print media			
Various Temporary and permanent recruitment			
Response handling			
Sourcing of candidates			
Headhunting/specialist search			
Generation of industry/ trends reports as and when required			
Other			
Total combined unit rates including VAT			

8. Bid evaluation.

8.1 The proposals will be evaluated as follows:

8.1.1 Evaluation Stage One: Compliance

Compliance with administrative requirements stated in the Standard Bidding Documents and the mandatory requirements listed in **paragraph 10.1** below. In this evaluation stage, all bidders that fail to provide the required information and documentation may be disqualified from further evaluation.

8.1.2 Evaluation Stage Two: Preference Point System

The 80/20 preference point system applies to this phase, where 80 points represent the maximum obtainable points for the lowest acceptable price, and 20 points represent the B-BBEE level status. Points will be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table as listed in the bid documentation.

9. Preference point system

9.1 General Conditions

9.1.1 The applicable preference point system for this request for quotation is the 80/20 preference point system.

9.1.2 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for Price and Specific Goals.

9.2 The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

9.3 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

9.4 The organ of state reserves the right to require a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

9.5 Formulae for procurement of goods and services

9.5.1 Points awarded for price

The 80/20 Preference Point System

A maximum of 80 points is allocated for price on the following basis:

$$PPPP = 8888 \text{ ₤} - \frac{PPPP - PP \text{ mmmmm}}{PP \text{ mmmmm}}$$

Where

P_s = Points scored for the price of tender under consideration

P_t = Price of tender under consideration

P_{min} = Price of lowest acceptable tender

9.5.2 The applicable preference points for this procurement is 80/20. While 80 will be allocated for price and 20 for specific goals indicated in table 5 below.

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Table 2

SPECIFIC GOALS ALLOCATED POINTS	80/20 PREFERENCE POINTS ALLOCATED	NUMBER OF POINTS CLAIMED (80/20 SYSTEM) (TO BE COMPLETED BY TENDERER)	PROOF OF CLAIM FOR A SPECIFIC GOAL
≥ 51% black owned	10		BEE Certificate/Sworn Affidavit/Latest CSD report
≥ 31 % black women-owned	6		BEE Certificate/Sworn Affidavit/Latest CSD report
QSE or EME	4		BEE Certificate/Sworn Affidavit/Latest CSD report
Total			

10. Additional Information Required

10.1 The following compulsory additional information is required. Failure to complete and supply any of these documents will lead to disqualification of this bid

Table

ELIGIBILITY/MANDATORY REQUIREMENT	COMPLY	NOT COMPLY
(i) Proof of registration on the National Treasury Central Supplier Database with a compliant tax status		
(ii) Submission of BEE Certificate (Not Mandatory)		
(iii) Submission of completed SBD 4		
(iv) Submission of completed SBD 6.1		
(v) Submission of quotation		
(vi) The bidder must submit three (3) contactable reference letters, on official letterhead, from clients for whom they have provided recruitment services, within the last three years of the closing date of the request for quotation. • For all submitted letters, the bidder must complete the reference list in paragraph 11. This is required to assist the office in obtaining all required information from the letters, as stated in paragraph (vii) above.		
(vii) The service provider must be registered with the Federation of African Professional Staffing Organizations (APSO) or an equivalent professional body		

11. REFERENCE LIST

11.1 The FAIS Ombud reserves the right to request all relevant information, agreements, and additional documentation to verify information supplied by the service provider in Appendix A below. Any service provider found to have submitted fraudulent, factually incorrect, or misleading information may be disqualified at the discretion of the FAIS Ombud.

NO.	NAME OF ORGANIZATION	CONTACT PERSON	CONTACT NUMBER	EMAIL ADDRESS	PROJECT DESCRIPTION	PROJECT IMPLEMENTATION DATE	PROJECT DURATION

C. STANDARD BIDDING DOCUMENTS

SBD 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offer in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, the bidder must make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. BIDDER'S DECLARATION

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

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2.3.1 If so, furnish particulars:

.....
.....

3. DECLARATION

I, the undersigned, (name) in
submitting the accompanying bid, do hereby make the following statements that I certify to be true
and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements, or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a co

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Date

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and the applicable preference point system for this tender is the **80/20** preference point system.

1.2 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.3 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.4 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.5 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation.

- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

80/20

$$PPPP = 8888 - \frac{PPPP - PP_{min}}{PP_{min}}$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. POINTS AWARDED FOR SPECIFIC GOALS

3.2.1 In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

3.3. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

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- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 3: Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

Table 3

THE SPECIFIC GOALS ALLOCATED POINTS IN TERMS OF THIS TENDER	NUMBER OF POINTS ALLOCATED (80/20 SYSTEM)	NUMBER OF POINTS CLAIMED (80/20 SYSTEM) (TO BE COMPLETED BY THE TENDERER)	PROOF OF CALM FOR A SPECIFIC GOAL
≥ 51% black owned	10		BEE Certificate/Sworn Affidavit/Latest CSD report
≥ 31 % black women owned	6		BEE Certificate/Sworn Affidavit/Latest CSD report
QSE or EME	4		BEE Certificate/Sworn Affidavit/Latest CSD report
Total	20		

DECLARATION WITH REGARD TO COMPANY/FIRM

3.4. Name of company/firm.....

3.5. Company registration number:.....

3.6. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

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- 3.7. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/firm for the preference(s) shown and I acknowledge that:
- i) The information furnished is true and correct.
 - ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
 - iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
 - iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:
.....
.....
.....