



COMMISSION FOR CONCILIATION, MEDIATION & ARBITRATION

National Office

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REQUEST FOR QUOTATIONS "RFQ"

RFQ NO:	214502 APPOINTMENT OF PANEL OF TARGETED RECRUITMENT SERVICE PROVIDERS AS AND WHEN REQUIRED FOR A PERIOD OF THREE (3) YEARS			
DESCRIPTION OF SERVICES REQUIRED:	APPOINTMENT OF PANEL OF TARGETED RECRUITMENT SERVICE PROVIDERS AS AND WHEN REQUIRED FOR A PERIOD OF THREE (3) YEARS			
ISSUING DATE:	27 November 2025			
DELIVERY ADDRESS	CCMA National Office, 13 th Floor, 28 Harrison Street, JCI Building, Marshalltown, Johannesburg			
CONTRACT DURATION	THREE (3) YEARS			
COMPULSORY BRIEFING SESSION	TIME:	10H00am	DATE:	03 December 2025
CLOSING:	TIME:	16H00pm	DATE:	10 December 2025
PLEASE ENSURE THAT THE QUOTATION HAVE THE TOTAL FIXED AMOUNT STATED IN ORDER FOR CCMA TO BE ABLE TO EVALUATE YOUR PRICE AND PRICE MUST INCLUDE ALL APPLICABLE TAXES				
QUOTATION VALIDITY PERIOD:	90 days			
CONTACT PERSON:	Avelile Vutha 011 377 6733			
DELIVERY OR SUBMISSION INSTRUCTIONS FOR RFQ:	The submissions of the quotations must be emailed to: Rfq6@ccma.org.za only All quotations need to be on an official letterhead (All cost included)			
DISQUALIFICATION	Quotations not submitted to the Rfq6@ccma.org.za will be disqualified.			
EVALUATION OF QUOTATIONS	- All quotations above R2000 will be evaluated on pricing and CCMA preferential points using the 80/20 system. - The 80 points are for requests for quotations up to the rand value of R1 million.			

	• The 20 points will be allocated to promote this goal, and points will be allocated in
	• NB: Supplier must attach the following documents when responding to this RFQ: • Proof of ownership must be attached in the form of: • Copy of the founding documentation of the company with which the ownership is listed i.e. CIPC etc; • ➤ Copy of the id-document (s) of the owner (s). • ➤ Proof of Medical certificate confirming disability of the owner (s). • Failure to adhere to the above will result in the non-allocation • of preferential points.

COMPULSORY BRIEFING SESSION TEAMS MEETING LINK

[Join the meeting now](#)

Meeting ID: 335 675 044 497 81

Passcode: Hp6p8un2

SPECIFICATION

**APPOINTMENT OF PANEL OF TARGETED RECRUITMENT SERVICE PROVIDERS AS AND WHEN
REQUIRED FOR A PERIOD OF THREE (3) YEARS.**

1. SPECIAL INSTRUCTIONS TO BIDDERS

- 1.1 Bidders shall provide full and accurate answers to the questions posed in this RFP document, and, where required explicitly state "Comply/Non-Compliance" regarding compliance with the requirements. Bidders must substantiate their response to all questions, including full details on how their proposal/solution will address specific functional/ technical requirements; failure to substantiate may lead to the bidder being disqualified. All documents as indicated must be supplied as part of the bid response.
- 1.2 Failure to comply with Mandatory Requirements will lead to the bidder being disqualified.

2. INTRODUCTION

- 2.1 The Commission for Conciliation, Mediation and Arbitration (CCMA) is an independent statutory organisation that was established by the Labour Relations Act of 1995 (LRA) to deliver dispute prevention and resolution services to the people of South Africa. The core mandate of the CCMA is derived from the purpose of the LRA, which, amongst others, is to advance economic development, social justice, labour peace and the democratisation of the workplace.
- 2.2 The CCMA employs approximately eight hundred and sixty-five (865) Full-Time employees and utilises the services of approximately four hundred and sixty-seven (467) Part-Time Commissioners and approximately one hundred and one (101) Part-time Interpreters. The CCMA National Office is in Johannesburg. Eight (08) Provincial Offices deliver services to users in the nine (09) provinces of the CCMA.

3. PURPOSE

- 3.1 The purpose of this document is to request call proposals from accredited and competent targeted recruitment service providers (recruitment agencies) to form part of a panel of preferred service providers for the CCMA's national, provincial, and regional offices over a period of three (3) years. The appointed panel shall provide placement services through a targeted recruitment process and will be engaged on an "as and when required" basis. The availability of a panel of targeted recruitment service providers will benefit the CCMA by streamlining the targeted recruitment procurement, contracting, and management processes, thereby saving time typically spent on the Request for Quotes (RFQ) process.
- 3.2 Vacancies in the CCMA cover a diverse range of occupations, including Entry-Level, Skilled Professionals, Senior and Executive-Level vacancies. When there is a need to recruit externally, vacancies are typically filled through different mechanisms using resources within the CCMA. In instances where internal CCMA processes do not or are not unlikely to yield suitable candidates, the services of service providers from the appointed panel may be utilised.

4. TERMS OF REFERENCE

- 4.1 The Human Resources Management Unit is responsible for capacitating the organisation in order that the organisation is able to deliver on its mandate; by inter alia ensuring that suitable candidates are identified to fill vacancies expediently, in a cost-effective manner.
- 4.2 The CCMA seeks to establish a panel of targeted recruitment service providers who will promptly respond to placement needs for a period of three (3) years, anticipated start date upon signing of the SLA, ending on 30 August 2028.
- 4.3 The targeted recruitment services will be utilised on an “as and when required basis” to the national, provincial and regional offices of the CCMA.
- 4.4 The targeted recruitment service provider must have capacity to deliver suitable candidates in a relatively short period.
- 4.5 Pricing will be requested when the targeted recruitment services are required.
- 4.6 There is no guarantee that work will be allocated to the successful bidders during the term of the contract.
- 4.7 Work will be allocated according to CCMA requirements, including but not limited to specialisation in respect of candidates sought.
- 4.8 The CCMA reserves the right to limit the size of the panel of targeted recruitment service providers to 12*.
- 4.9 Bidders who score a minimum threshold of 70 out of 100 on functionality will be evaluated further on points for specific goals. Bidders with the highest score on specific goals will be appointed in descending order (with top scorers prioritised). See Table 2.

***This is based on the estimate of the amount of work and available budget for the recruitment services.**

TARGETED RECRUITMENT DELIVERABLES

- 4.10 Below is a list of targeted recruitment activities that bidders must tick to confirm that they are capacitated to execute. Bidders may indicate any additional activities not covered in Table “A” below.
- 4.11 Failure to confirm all of the targeted recruitment activities in the table below will result in disqualification.

TABLE A: LIST OF TARGETED RECRUITMENT DELIVERABLES

Activity	Deliverable	PLEASE TICK (✓ or X)
Searching and Headhunting	The service provider shall source prospective candidates from its rich database, other sources, and/or by headhunting to match the skills and qualifications required as specified on the job advert and job profile. To achieve this, the service provider may be required to undertake labour market analysis, tap networks of professional affiliations, and leverage social media and other non-traditional methods of targeted recruitment.	
Identifying suitable candidates	The service provider will analyse profiles of applicants received through applications or other sources and identify those who best match the job requirements.	
Shortlisting	The service provider will select three (03) of the most qualified candidates and share their curriculum vitae with the CCMA's Human Resources Management to commence with the selection process. If any of the shortlisted candidates do not meet the CCMA's expectations, the CCMA may ask for additional candidates to be added to the shortlist.	
Assessing (Where required)	The service provider will arrange for the shortlisted candidates to undergo assessments and other selection processes, as directed by the CCMA Human Resources Management team.	
Reference Checking	The service provider will conduct reference checks on three (3) referees provided by the prospective candidate. Additionally, Personal Credential Verification (Vetting) of all presented shortlisted candidates (where required) will be conducted by the service provider prior to submission of candidates to the CCMA. These must include ID, Qualification, Citizenship, criminal, credit checks, reference checks, professional memberships and other checks e.g. social media scanning.	

Offer of Contract and Payment	The service provider will present the contract of employment prepared by the CCMA to the successful candidate. Following commencement of employment with the CCMA by the successful candidate, the service provider will present an invoice for services rendered to the CCMA for payment.	
POPIA Compliance	At all times, the service provider must comply with the Protection of Personal Information Act (POPIA) and provide proof thereof e.g. Consent/indemnity form completed and signed by candidates.	

- 4.12 All checks and verifications conducted on referred candidates, such as probity checks etc; will be for the account of the service provider. The CCMA will pay for suitability assessments arranged for and facilitated through the CCMA Human Resources Management team.

5. MANDATORY REQUIREMENTS (STAGE 1)

To be completed by the bidder.

Bidders must comply to the requirements by indicating YES/NO in the box provided below:

If “**NO**” is indicated to the minimum requirement on the table below the bid will be disqualified:

DESCRIPTION	COMPLIANT	NON-COMPLIANT	REFERENCE PAGE NUMBER IN PROPOSAL
Bidders must indicate by ticking (✓) in the correct box indicating that they Comply or Do Not Comply:			
5.1 Affiliation with a Professional Body. The Bidder, as an entity, or least one (01) of its key personnel, must be affiliated to a professional body in relation to recruitment services, e.g. APSO (Association of Personnel Services Organisation)			

DESCRIPTION	COMPLIANT	NON-COMPLIANT	REFERENCE PAGE NUMBER IN PROPOSAL
Bidders must indicate by ticking (✓) in the correct box indicating that they Comply or Do Not Comply:			
or any other relevant professional body which governs the business and conduct of recruitment service providers. Provide a copy of a membership certificate from a professional body as indicated above, either for the bidder as an entity or at least one of its key personnel (of being a member of a professional body regulating the recruitment industry e.g. APSO) The CCMA may verify the certificate from the regulating body.			
5.2 Agreement with a Verification Agency The Bidder must have an account/agreement with a verification agency e.g. MIE, LexisNexis etc., and attach a copy of a letter from verification agency attesting to a valid, current agreement between the bidder and the verification agency. The CCMA may verify the certificate from the verification agency.			

6. FUNCTIONAL REQUIREMENTS (STAGE 2)

- 6.1 Must have extensive experience in the provision of targeted recruitment, and this must be indicated by way of contactable references to serve as evidence showing their experience in targeted recruitment.
- 6.2 The bidder must submit a comprehensive targeted recruitment Project Methodology and Implementation Roll-Out Plan in line with the evaluation criteria outlined below

1. Contactable References: Company experience and expertise (Reference letters)		60
2. Project Methodology and Implementation Roll-out Plan		40
Requirement		Weighting
1 reference each for the four (04) occupational levels (#Top Management/Executives; #Senior Management; #Professionally Qualified; #Experienced Specialists/Mid Management, and Skilled Technical & Academically Qualified/Junior Management/Supervisors/Foremen/Superintendents.	20	The Bidder must submit evidence of contactable references: experience and expertise as outlined below. Three (03) reference letters per the following Occupational Levels confirming placement must be attached: Top Management/Executives; Senior Management; Professionally Qualified & Experienced Specialists/Mid Management, and Skilled Technical & Academically Qualified/Junior Management/Supervisors/Foremen/Superintendents. References in relation to the Semi-Skilled & Discretionary Decision-Making and the Unskilled & Defined Decision-Making occupational levels do not count for purposes of scoring points. - Where only some of the four (04) occupational levels are covered in a letter, the other services may be covered in another letter from the same or different client. - In that case, the score will be prorated by the occupational level indicated, i.e. each occupational level indicated will earn five (05) points (5 points X 4 occupational levels X 3 references = 60 points) - No additional points will be allocated for additional references over and above the required maximum
2 references each for the four (04) occupational levels (#Top Management/Executives; #Senior Management; #Professionally Qualified; #Experienced Specialists/Mid Management, and Skilled Technical & Academically Qualified/Junior	40	

Management/Supervisors/ Foremen/Superintendents.		Contactable References: experience and expertise	
3 references each for the four (04) occupational levels (#Top Management/Executives; #Senior Management; #Professionally Qualified; # Experienced Specialists/Mid Management, and Skilled Technical & Academically Qualified/Junior Management/Supervisors/ Foremen/Superintendents.	60	Bidders must provide written contactable reference letters <u>not older than five (5) years</u> where similar services (targeted recruitment interventions) were rendered. The signed and dated reference letters must be on a company letterhead clearly indicating: • Company name • Contact person details • Physical address • Date targeted recruitment was provided • Position in which a candidate/s was/were successfully placed. NB: • References that do not meet the requirements hereabove will be disqualified. • CCMA may at its discretion conduct reference checks /verification of the reference letters at any stage of evaluation.	
2. Project Methodology and Implementation roll- out plan Value Weighting Detailed roll-out plan for executing targeted recruitment from the service provider once allocated an assignment to source and place a candidate.		The bidder must provide a comprehensive Project Methodology and Implementation roll-out plan for executing targeted recruitment. Detailed Project plan (The Project plan should address the following): ○ Milestone ○ Responsibility Matrix ○ Duration ○ Salary Survey Methodology No points will be allocated if the plan does not fully address the above.	40 points
Total			100

Bidders who score a minimum threshold of **70 out of 100 points** on the functionality evaluation criteria will be considered for appointment to the panel of targeted recruitment service providers, subject to the provisions of 4.7

above, on an as and when required basis for a period of three (3) years. A bidder must at least have a positive score on each of the two (2) functional requirements.

NB:

- The award will be on an as and when required basis and quotations will be requested from the appointed panel.
- As and when targeted recruitment is required, targeted recruitment providers will be required to provide CVs of their targeted recruitment team project team members or Sole Facilitator their relevant qualifications as well as track record of a minimum of five (05) successful placement assignments.
- The targeted recruitment service providers must have the expertise (qualifications and experience) to

PRICE AND SPECIFIC GOALS	POINTS
Price Evaluation The proposals will be evaluated in terms of the 80/20 evaluation principle, in line with Preferential Procurement Policy Framework Act and Preferential Procurement Regulations (PPR) 2022, where 80 points is allocated for price and the 20 points will be allocated to promote the CCMA preference Goal	
Points allocated for price	80
Points allocated for specific goals	20
TOTAL FOR PRICE and SPECIFIC GOALS	100

facilitate targeted recruitment. CVs, proof of qualifications, and experience of project team members or the Sole Facilitator will be requested as and when targeted recruitment is required.

7. PRICING (STAGE 3)

- 7.1 For the purpose of appointing the panel of targeted recruitment service providers, bidders do not need to quote for pricing. The 80/20 will be applicable when the actual procurement to appoint targeted recruitment service provider on a specific targeted recruitment intervention takes place.

7.2 PRICE AND SPECIFIC GOALS

Note:

The 80/20 will be applied when a specific targeted recruitment services are procured from the appointed panel.

- a) The applicable preference point system for this tender is the 80/20 preference point system, in line with PPPFA Regulations 2022, where 80 points is allocated for price and the 20 points will be allocated to promote the CCMA Preference Goal. The 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

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

- b) Price; and
- c) Specific Goal(s).

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

Table 1:

	POINTS
Price	80
Specific Goal(s)	20
Total points for Price and Specific Goals	100

Table 2:

Ownership verification will be conducted in line with the Central Suppliers Database by National Treasury. Company Registration Documents and the owner/s identity documents	80/20 Preference points system	90/10 Preference Points system
Price	80	90
Black Owned Entities	08	04
Women Owned Entities	06	03
Youth Owned Entities	04	02
PWD Owned Entities	02	01
Total points for Price and Specific Goals	100	100

- 7.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for Specific Goal(s) with the tender, will be interpreted to mean that preference points for Specific Goal(s) are not claimed.
- 7.6 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.

8. COMPULSORY BRIEFING SESSION (VIRTUAL SESSION)

- 8.1 A virtual Compulsory Briefing Session will be held as follows:
- 8.2 Date and Time: 03 December 2025 09H30am