



PART B: SCOPE OF WORK - SAT Tender 272/24 - PANEL OF THE RECRUITMENT AND EXECUTIVE SERVICES	
Panel of Recruitment and Executive Services	
Bidder Name:	
Tender Number:	SAT 272/24
Issue date:	27 November 2024
Closing Date and Time:	17 January 2025 at 12:00 pm (No late and email submissions will be accepted)
Bid Submission link	https://e-procurement.southafrica.net Should bidders encounter any issues, queries must be directed in writing to tenders@southafrica.net No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.
Contact Person	Raymond Mabuela - tenders@southafrica.net .

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS - (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF THE CONTRACT

1. CLOSING DATE

The closing date for submitting proposals is **17 January 2025 at 12H00 PM, Johannesburg, South Africa time.** No late submissions will be accepted.

2. TENDER SUBMISSION LINK

2.1 South African Tourism has developed and implemented an online e-procurement Portal, enabling bidders to respond to procurement opportunities as and when they are issued by South African Tourism. The portal is the official portal for South African Tourism, which ensures an open, transparent, and competitive environment for any person participating in the procurement processes.

The portal enables a bidder to register as a supplier on the system to RSVP to tender briefings and to submit tender responses on the portal.

The Portal's URL (<https://e-procurement.southafrica.net>) is compatible with Google Chrome, Microsoft Edge, Internet Explorer, FireFox, and Safari. Interested bidders should, with immediate effect, consider registering and submitting their bid proposals on the portal, which has specifically been developed and implemented for this purpose.

The supplier user manual can be viewed and downloaded on South African Tourism's website at <https://www.southafrica.net/gl/en/corporate/page/tenders>.

All bidders should, therefore, take note that the physical drop-offs and courier of bid responses to South African Tourism's physical address are no longer permitted.

Prospective tenderers must periodically review both <http://www.southafrica.net/gl/en/corporate/page/tenders> and <https://e-procurement.southafrica.net> for updated information or amendments about this tender before due dates.

Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

- 2.2 Failure on the part of the tenderer to sign/mark this tender form and thus to acknowledge and accept the conditions in writing or to complete the attached forms, questionnaires, and specifications in all respects, may invalidate the tender.
- 2.4 Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

3. CONTACT AND COMMUNICATION

- 3.1 A nominated official of the bidder(s) can make inquiries in writing to the specified person, Raymond Mabuella via email at tenders@southafrica.net. Bidder(s) must reduce all telephonic inquiries to writing and send to the above email address.
- 3.2 Bidders are to communicate any technical inquiries through the nominated official in writing, no later than **29 November 2024 at 12:00 pm**

All responses will be published by **04 December 2024** on the following links:

<https://www.southafrica.net/gl/en/corporate/page/tenders>;

4. BACKGROUND AND SCOPE OF WORK

The Public Finance Management Act (PFMA), 1999 (Act No. 1 of 1999) promotes economy, efficiency, effectiveness, and transparency in the use of state resources. A key objective is to establish and maintain a responsive and credible Supply Chain Management System.

Having regard to the aforementioned, South African Tourism is accordingly inviting reputable, experienced, and suitably qualified recruitment agencies to submit proposals for the provision of on-demand Recruitment Process Outsourcing (RPO) services. This process will enable South African Tourism to have at its disposal a panel of preferred recruitment agencies who are locally based in South Africa where some of the successful panel members will need to have global reach and network capacity and capabilities.

Work for the approved panel will be commissioned as and when the specific services are required and done on a rotation basis. The services required will include a comprehensive range of recruitment, search and placement services and will need to cover amongst other things at least the following:

A. For Permanent Staff Placement:-

- Sourcing of suitable candidates as per job specification provided by the South African Tourism;
- Response handling;
- Search and headhunting of executives/senior managers and/or scarce and critical skills in the labour market.
- Pre-screening of all potential candidates, that is interviews, employment checks, ITC, criminal and qualification checks.
- Scheduling of interviews with the shortlisted candidates.
- Psychometric Assessments
- Verification Checks (background checks)
- Advertising of positions via media outlets and print publications

B. For Temporary Staff Placement.

- Sourcing of suitable candidates as per job specification provided by the South African Tourism;
- Response handling;
- Search and headhunting of senior managers and scarce and critical skills in the labour market.
- Pre-screening of all potential candidates, that is interviews, employment checks, ITC, criminal, and qualification checks
- Scheduling of interviews with the shortlisted candidates.

Bidders may bid for the permanent or short-term staff placement bid or both. The bidder needs to specify which category they are submitting their proposal for

C) The service provider should demonstrate their value proposition to South African Tourism through the following:

- Process efficiencies (technology to simplify their recruiting methods);
- Reduced turnaround times;
- Quality of candidates presented

D) Bidders must specify on the cover page whether they are bidding for local recruitment (South Africa), or local and international recruitment. International offices include the following locations:

- Netherland (Amsterdam)
- USA (New York)
- France (Paris)

- Japan (Tokyo)
- China (Beijing)
- German (Frankfurt)
- Nigeria (Lagos)
- India (Mumbai)
- Australia (Sydney)
- UK Office (London)

Bidders may bid for the permanent or short-term staff placement bid or both. The bidder needs to specify which category they are submitting their proposal for and must know about recruitment and Labour Law across the regions where the recruitment will take place.

Appointed bidders who have global partners will also be requested to recruitment in the International Office.

E. Pricing schedule

- Since the services required are as and when needed, the recruitment agency must attach the following price breakdown list in the bid:
 - Percentage mark-up charged on temporary employment for management positions and other positions and annual fee increase projections.
 - Once-off placement fee percentage that will be charged in respect of the successful placement of Fixed Term Contract / permanent employment for management positions and other positions including their guarantees and annual fee increase projections.
- Bidders must provide all-inclusive prices where VAT or other applicable taxes as applicable

F. PANEL UTILISATION GUIDELINE.

The panel will consist of the preferred bidders that reached the qualifying threshold in phase 3 of evaluation. The appointment process for the qualifying bidder (s) will be conducted as follows:

- The RFQ process which is guided by specific scope of work and/or evaluation criteria (where applicable, functionality scoring may be utilised).
- The formal approval of a specific work assignment will be facilitated through the Supply Chain Management (SCM) unit,
- Bidders will be required to respond promptly to the request and finalisation of specific orders, and an official order in the form of Purchase Order (PO) will be issued.
- There is no guarantee that a service provider on the panel will be assigned work/projects tasks or other during the duration of the panel.
- Assignments will be requested in the form of a brief and the RFQ template that clearly defines the scope and objective of work, proposed timeframes, qualifying criteria, qualification requirements, expected duration (hours), and expected deliverables, amongst others.
- This will be done through SA Tourism's SCM and no other communication in any form from any other official shall constitute a valid brief and or appointment.
- Appointed bidders on the on the panel shall remain competent in all aspects related to the specific area of appointment.

- South African Tourism, in its sole discretion, deems it necessary to deviate from this requirement, may do so as this is not a non-exclusive panel (SA Tourism may, at its sole discretion, source services' similar service outside this panel).
- Some briefs may require prior approval for a specific briefs that may be required from a specific bidder from the panel without issuing an RFQ process to all qualifying panelists. Acceptable reasons or justifications may not be limited to the following:
- continuity of work that may not be feasible and/or cost-effective should another bidder from the panel offer a similar service. The appropriate internal process for such approval must be in accordance with the Delegation of Authority.

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