

## ANNEXURE A

### **Terms of Reference for appointment of a suitably qualified and experienced service provider to provide and manage e-recruitment services at PanSALB for a period of twelve (12) months.**

#### **1. PURPOSE**

The Pan South African Language Board seeks to appoint a suitably qualified and experienced service provider to provide and manage e-recruitment services at PanSALB for a period of twelve (12) months.

PanSALB intends to appoint a suitably qualified and experienced service provider to provide and manage e-recruitment services at PanSALB for a period of twelve months. The availability of the e-recruitment services at PanSALB will fast-track the filling of vacant positions to be within the stipulated period as required by Recruitment, Selection, and Appointment Policy. It will also improve the efficiency and effectiveness of the Human Resources Division when filling vacant positions.

Therefore, these terms of reference seek to invite prospective service providers to submit quotations to:

- a) provide and manage e-recruitment at PanSALB; and
- b) ensure that the e-recruitment services provided can cater for permanent and contract employments including internships, and work integrated learnings, which must be linked to the proposed e-recruitment system.

#### **2. SCOPE OF WORK**

**The successful bidders will be required to undertake the following tasks:**

##### **2.1 Workforce Planning / Position Management.**

- Ability to setup the position structure (filled and vacant) based on organization needs i.e. set up the positions needed to meet the strategic objectives of the organization.
- Classification of positions by defining roles, job descriptions, skills, competencies.
- Integration with AI tools (e.g. ChatGPT) to generate position descriptions – i.e. job descriptions, skills, competencies etc. for publishing to the job board.
- Assign employees to positions.
- Maintain an accurate up-to-date record of all positions.

## **2.2 Job Requisition and Job Profile.**

- The proposed system must provide the user with the ability to set up the job advertisement based on a competency-based job profile consisting of accurate job descriptions that are non-discriminatory and legally compliant.
- Workflow approval process to allow a manager/supervisor to make a requisition to HR to fill a position.
- Ensuring proper authorizations and compliance to fill a position and align with the organization's budgets.

## **2.3 Job Advertisements.**

- The system must have a user-friendly job creation and posting tools.
- An ability to circulate advertised jobs to multiple channels including the PanSALB website, as well as an extended reach and exposure to leading South African websites for added exposure, ensuring that the client's brand and jobs receive maximum exposure to South Africa's largest pool of quality candidates.

## **2.4 Candidate Database.**

- The system must be able to generate 'talent pool' and search for resumes with advanced search tools. The resume database will be automatically searched for candidates who match our job requisition requirements. Advanced candidate search functionality with filters and keywords.
- Seamless integration with job boards, social networks, and professional platforms.
- AI-powered resume parsing for efficient extraction of relevant information.

## **2.5 Response Handling**

- The system must be able to save time and increase efficiency with superior response handling tools including online screening, multiple regret, contacting tools and resume shortlist features. The response handling should contain the following functionality: requisition, job posting, candidate management, searching, screening, and short-listing, interview, selection, offer, reporting, and hiring manager information.

## **2.6 Integration.**

- The system must elegantly accommodate a flexible organizational structure that will be created and will be specifically based on the requirements of PanSALB.
- The system should be flexible to allow for multiple recruitment processes and permissions and considers the recruitment process per division and the corresponding approvals framework per process.

- The system should be an interactive system which sends email triggers to the relevant parties (HR and line management) to advise on actions needed to move forward in the process (Including automatic closing of adverts and status changes).
- Seamless integration with existing HR systems, payroll, and other relevant tools.
- API support for easy integration with third-party applications.
- Scalability to adapt to the organization's changing needs and growing workforce.

## **2.7 Confidentiality and Security.**

The system should comply with the following security requirements:

- Candidates should be able to apply online and create profiles/application using unique ID and strong password.
- The application or system must be encrypted.
- Candidates must NOT be authorized to see other candidates' information.
- PanSALB must have its own database where information is stored.
- Once PanSALB's data had been migrated from the service provider's database to PanSALB's identified system, such information must be deleted from the service provider's database and proof must be provided to PanSALB.
- Role-based access control to ensure data security.
- Regular updates and patches to address potential security vulnerabilities.

## **2.8 HR-XML Compliance.**

- The technology should be developed in line with international HR-XML standards allowing for the easy integration with all interfaces and systems that are HR-XML compliant.

## **2.9 Legal Compliance.**

- The bidder should provide us with proof that the e-recruitment system adheres to and is in line with all relevant legislation.

## **2.10 Business Continuity (Avoid down time).**

- The bidder must provide proof that there is a backup system and solution in place to ensure that data is backed up and can be restored as-and-when required.
- The bidder must provide evidence of an existing disaster recovery solution to ensure that the system can be restored in case of a disaster.
- The bidder must provide evidence indicating some level of high availability.

### **2.11 System Support (Need to have SLA).**

The service provider should indicate the technical support and services that they provide as part of the e-recruitment system. The support should indicate the following:

- A process for reporting technical issues.
- A support SLA which outlines response time to technical issues.
- At the end of the contract period between PanSALB and the service provider, the service provider must migrate all PanSALB information from the system's database to the system which will be specified by PanSALB.

### **2.12 Multiple Job Boards.**

- The system must enable recruiters to post or select multiple employment sites, job boards, social media, and other platforms for job advertisement. In addition, the bidder should also provide PanSALB with research, information, and support on the best way to source talent using this media.

### **2.13 Candidate Data and Search Functionality.**

- The bidder should provide information on how and where candidate information will be stored, managed, and utilized in the system. Provide guidelines on how to manage this data in the system. An easy-to-use functionality should be provided to search for candidate data and store reports that can be used by the recruitment team.

### **2.14 Reporting.**

- The system should enable placement reports and turn-around times reports.
- The system should enable recruitment reports from candidate activities, recruitment activities, recruiter performance management and SLA adherence, and turnaround times to fill vacancies. Although not a pre-requisite for reporting the system must also be able to provide customer feedback on each placement or placements per business area.
- The system should have the functionality to generate reports according to organizational requirements. The bidder should as part of the response attach some of the reports to give a good picture of the "look and feel" of those reports.

### **2.15 Training.**

- The service provider must provide information on the training that is used to accredit users, different types of users, and related information. In addition, training information such as materials, trainers' profile and evaluation of training conducted should ideally be shared.

### **2.16 Agency Portal and Agency Performance Management.**

- The e-recruitment system must provide an agency portal for all the agencies on the preferred supplier list, which allows agencies to register on the system their candidates, communication with the organization via the system and to allow the recruitment team to manage issues of which agencies' candidates belong to. The agency portal must also have functionality for performance management, so that this helps in selecting our preferred suppliers.

### **2.17 Candidate Types and Duplicates.**

- The system must not allow for duplications where we do not know nor are not certain of candidates whether candidates are registered with which agency, which agencies send the candidate first and whether the same candidates is registered on our database or applied for positions before.

### **2.18 Position Job Codes.**

- The system must allow for each position to have a unique job code that links to the job profile or job description and will provide simplified reporting.

### **2.19 Document Formatting.**

- The system must allow for a document to be formatted for instance to transfer a document PDF to a word document or from html to another format.

### **2.20 Attaching Documents.**

- The system must allow applicants to attach all specified and required documents.

### **2.21 Candidate Experience.**

- Web and mobile-friendly application process.
- Clear and concise communication about the hiring process.
- Feedback mechanisms to gather insights from candidates.

The agreement must include end-to-end ITIL-aligned support services such as:

- a) Event Management – A full-blown network operations command centre is in place to monitor and manage network-related and firewall-related events.
- b) Incident/Request and Problem Management – IT Service Management (ITSM) tooling for tracking, recording and escalation management.
- c) Change Management aligned to the PanSALB Change control policy.
- d) Monthly Service Review and reporting for the Network and Firewall.

### **3. Required capacity of the service provider**

**Service providers are required to meet the following requirements in terms of skills and experience:**

- a) Bidders must have a minimum of five (5) years' experience in providing and managing e- recruitment services.
- b) Bidders must be able to provide and facilitate e-recruitment services in all PanSALB offices.
- c) Bidders must have all necessary resources, expertise, and information to provide and manage e- recruitment services in line with PanSALB policies and procedures; and
- d) Bidders must demonstrate an in-depth experience and expertise in the field of providing and managing e- recruitment services.

#### **3.1. Other documentation required to undertake functionality evaluation.**

Service Providers interested in this RFQ must submit a concise written proposal that addresses the scope of work. Failure to submit these documents will not result in disqualification, however, the information contained in them is required for evaluation purposes. The proposal must include:

- a) Company profile, structure, vision, mission, and infrastructure and service provider strategy and method to deliver the project.
- b) Short CVs (each CV not more than three (3) pages in total) of each team member who will be involved in this work, detailing their qualifications/training, specialist skills and knowledge, and their relevant experience of similar work related to their role for this RFQ.
- c) Detailed proposal and work plan that explains how service providers plan to fulfil the scope of work, with the proposed start and completion date and timeframes for the project.

- d) Quotations clearly stipulating the amount to be charged for providing and managing e- recruitment services, with VAT listed separately.
- e) Bidders must provide three (3) positive reference letters from clients in the past three (3) years (company name, contact person, telephone number, services provided, and contract duration with dates, performance of the service provider per service provided). The reference letters must be relevant to this RFQ.

#### 4. Evaluation Criteria

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that include Functionality as Criterion for Evaluation (issued 3 September 2010), this bid will be evaluated in the following stages:

The **first stage** will evaluate functionality according to the criteria listed in the table below:

CRITERIA FOR EVALUATING FUNCTIONALITY		WEIGHT / POINTS
<b>Detailed Proposal and Work Plan</b>		<b>40</b>
<b>Implementation method and project plan:</b> Company profile, structure, vision, mission, and infrastructure Service provider strategy and method to deliver the project		<b>40</b>
<b>Sub-Criteria</b>	<b>Points</b>	
No submission	0	
Governance and staffing structure	10	
Infrastructure required to provide services (e.g. hardware and software)	10	
Service provider strategy and method to deliver the project	20	
<b>Past experience of the service provider</b> in the past three (3) years to undertake the scope of the work as defined in this Request for Quotation		<b>30</b>
Three positive reference letters regarding work of similar scope and scale completed in the last three (3) years:		<b>30</b>



CRITERIA FOR EVALUATING FUNCTIONALITY		WEIGHT / POINTS	
<b>Sub-Criteria</b>	<b>Points</b>		
No submission	0		
One positive reference letter	10		
Two positive reference letters	15		
Three positive reference letters or more	30		
<b>Capacity of the team members</b> in the past three (3) years to undertake the scope of work as defined in this Request for Quotation.			<b>15</b>
CV for proposed key personnel:			
<ul style="list-style-type: none"> <li>○ Previous work experience of similar projects</li> <li>○ Total number of years of working experience in providing and managing e- recruitment services</li> <li>○ Individual and team experience on similar work in the last three (3) years</li> </ul>			
<b>Sub-Criteria</b>	<b>Points</b>		
<b>Qualification requirements:</b>			
No submission	0		
A team leader or a team leader with two (2) or more team members with relevant tertiary qualification at NQF 5	2		
A team leader or a team leader with two (2) or more team members with relevant tertiary qualification at NQF 6	5		
A team leader or a team leader with two (2) or more team members with relevant tertiary qualification at NQF 7	7		
A team leader or a team leader with two (2) or more team members with relevant tertiary qualification at NQF 8	10		
A team leader or a team leader with two (2) or more team members with relevant tertiary qualification at NQF 9 or more	15		





CRITERIA FOR EVALUATING FUNCTIONALITY		WEIGHT / POINTS	
<b>Experience requirements:</b>	<b>Points</b>		<b>15</b>
No submission	0		
A team leader or a team leader with two (2) or more team members with relevant experience of 2 years or more	2		
A team leader or a team leader with two (2) or more team members with relevant experience of 4 years or more	5		
A team leader or a team leader with two (2) or more team members with relevant experience of 6 years or more	7		
A team leader or a team leader with two (2) or more team members with relevant experience of 8 years or more	10		
A team leader or a team leader with two (2) or more team members with relevant experience of 10 years or more	15		
<b>Total:</b>			<b>100</b>

**Bids that fail to score a minimum of 70 points out of a possible 100 points for functionality will not be eligible for further consideration.**

### **5. Contract Period**

A 12-month contract will be entered into with the successful service provider and PanSALB will enter into a Service Level Agreement (SLA) with the successful service provider for monitoring and compliance purposes which will be signed with the successful service provider during contracting. The performance of the successful bidder will be monitored through compliance meetings which will take place quarterly. The contract will be subjected to an annual performance review which will be performed on the anniversary of the contract.