



ANNEXURE A

TERMS OF REFERENCE

TERMS OF REFERENCE FOR THE APPOINTMENT OF RECRUITMENT SERVICE PROVIDER

1. INTRODUCTION AND BACKGROUND

- 2.1. Pan South African Language Board is an entity of government under Department of Sport, Arts and Culture, which promotes and supports the development of languages within South Africa.
- 2.2. The Board was established by national legislation with the exclusive mandate to promote and create conditions for the development and use of all official languages of the Republic of South Africa, including the KHOI, Nama and San languages, as well as the South African Sign language.

4. SCOPE OF WORK (RESPONSE HANDLING)

- 4.1. The Pan South African Language Board (PanSALB) wishes to appoint recruitment service provider to provide a comprehensive range of recruitment services to facilitate the appointment of;

No.	Position	Salary Level	Amount
a)	Senior Manager: Human Resource Management (Permanent)	13	R 1,073,187
b)	Information Technology Administrator	08	R 376,413 (37% benefits not included)

- 4.2. The PanSALB is a value-based employer and therefore requires recruitment agencies that have experience in both sourcing appropriately technical skilled candidates and candidates that demonstrate a value match with the corporate culture of the PanSALB.

4.3. SCOPE OF WORK

- 4.3.1 **ADVERT RESPONSE HANDING** – Service provider is required to create a dedicated email and receive applications on behalf of PaNSALB
- 4.3.2 Provide preliminary screening of all applications.
- 4.3.3 Provide list and report for all applications received for each position.
- 4.3.4 Preparation and submission of preliminary long list of no more than fifteen eligible applicants based on competency profile/candidate matrix.
- 4.3.5 Prepare Shortlisting meeting, make notes during shortlisting meeting and prepare a shortlisting report;
- 4.3.6 Preparing and Planning of interviews including drafting up 10 panel interview questions for each post and finalize in consultation with PanSALB
- 4.3.7 Attend Interviews and prepare report/minutes.
- 4.3.8 Screening checks (references, qualification, media checks)
- 4.3.9 Conduct verification of previous employment, reference checks, criminal vetting, credit checks, verification of ID and Verification of qualifications for all shortlisted candidates and submit to Chief Financial Officer.
- 4.3.10 Psychometric Assessments for the top three (3) shortlisted/ recommended candidates **(Senior Managers: Human Resource Manager Only)**
- 4.3.11 Compile recruitment report and Prepare recruitment files with all recruitment documents and submit to PanSALB

NB: Protection of personal information Act must be compiled with.

Proposed candidates being recruited must fit the profile, competencies and characteristics described in the applicable regulations, adverts and the job descriptions

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5. PROJECT OUTPUT/OUTCOMES

5.1. The service provider should be a specialist in Recruitment with hands-on Experience.

Deliverable	Key performance measure
Brief Taking	<ul style="list-style-type: none"> Receiving an in-depth job specification from the PanSALB
Response Handling	<ul style="list-style-type: none"> Handle all queries and response to the advert Assessment and screening of applications Advertisement and response handling report to be completed within 5 (five) working days after closing date and sent to PanSALB
Reference Check	<ul style="list-style-type: none"> Two reference checks from most recent employers/managers and other
Shortlisting	<ul style="list-style-type: none"> Provide a shortlist for line manager to consider for final interviews Candidates shortlisted must be in line with the criteria and salary budget.
Interview process	<ul style="list-style-type: none"> Agency to organize and inform candidates of the interviews Facilitate interview logistics in consultation with PanSALB representatives; Prepare interview packs which includes CV, interview questions and job profile Delivery of pack to HR for distribution no later than 2 working days before interviews <p>The recruitment agency representative must attend and take minutes as well as compile a recommendation report.</p>
Assessments	<p>FOR TOP THREE (3) SHORTLISTED</p> <ul style="list-style-type: none"> Screening checks (references, qualification, media checks) Conduct verification of previous employment, reference checks, criminal vetting, credit checks, verification of ID and Verification of qualifications for all shortlisted candidates and submit to Chief Financial Officer. Psychometric Assessments for the top three (3) shortlisted/ recommended candidates (Senior Managers: Human Resource Manager Only)

6. REPORTING REQUIREMENTS

- 6.1. The service provider shall provide regular progress report on the project.
- 6.2. The report format should be agreed upon between the service provider and the PanSALB Human Resource Department. Invoices should be accompanied by the required reports for processing of payments.

7. CONFIDENTIALITY

- 7.1. Information/data to be provided to the service provider will remain the property of PanSALB and the service provider should treat all the data with the required confidentiality and return all the data to PanSALB after the completion of the project.

8. EVALUATION METHODOLOGY

- 8.1. The service providers will be requested to give a quote regarding the work to be undertaken for each session under this project. The total cost must be VAT inclusive and should be quoted using the South African currency (i.e., Rand).
- 8.2. Quotes must be inclusive of all the services to be rendered.

9. COMPANY EXPERIENCE

- 9.1. Service Providers should at least have five (5) years' experiences in recruitment in the Public and Private Sectors.
- 9.2. Provide proof supported by three (3) contactable references indicating that similar project was executed.

10. ACCREDITATION, TEAM LEADER AND TEAM MEMBERS EXPERIENCE

- 10.1. A team leader must have at least three (3) years' experience and individual team members must have at least two (2) years' experiences in recruitment.
- 10.2. CVs of the team leader and team members must be attached to the technical proposal as proof.

11. QUALIFICATION OF PROPOSED TEAM MEMBERS

- 11.1. Team Leader must possess a minimum of a bachelor's degree in HR, Industrial Psychology or Public Admin.
- 11.2. Team members must possess a minimum of a Diploma in HR, Industrial Psychology or Public Admin.
- 11.3. Certified copies of Qualification must be attached to the proposal as proof, failure to do so will result in proposal forfeiting functionality points.

12. AVAILABILITY OF INFRASTRUCTURE

- 12.1. The successful service providers must demonstrate that they have required infrastructure and capacity (i.e., sufficient staff and required resources to handle the project within the agreed timeframe)

13. TERMS AND CONDITIONS

- 13.1. The appointed service providers will enter into a Service Level Agreement prior to commencement of the project.
- 13.2. The organisation reserves the right to terminate the appointment of any part thereof, at any stage of completion should PanSALB decide not to proceed with the project.
- 13.3. Should the contract between PanSALB and the service provider be terminated by either party due to reasons not attributed to the service providers, the service provider(s) will be remunerated for the appropriate portion of work completed.

14. LATE SUBMISSION

- 14.1. A response to this Request for Proposal (RFP) shall be late if it is received by the PanSALB at any time after the closing date and time indicated in **RFP**.
- 14.2. A late submission shall be clearly marked as late and shall not be admitted for consideration by PanSALB.

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