



SEFAKO MAKGATHO HEALTH SCIENCES UNIVERSITY

REQUEST FOR QUOTATION

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER
TO SUPPLY, IMPLEMENT, INTEGRATE AND SUPPORT OF AN INTEGRATED
E-RECRUITMENT SYSTEM**

RFQ NO: :HR/004/2026

SEFAKO MAKGATHO HEALTH SCIENCES UNIVERSITY

REQUEST FOR QUOTATION

RFQ NUMBER	HR/004/2026
CLOSING:	DATE: 22 October 2026 TIME: 10:00
DESCRIPTION	Appointment of an experienced, qualified service provider to supply, implement, integrate and support of an integrated e-recruitment system

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1. INVITATION TO REQUEST FOR QUOTATION

- 1.1 **RFQ VALIDITY:** 90 days from the date of closure of this RFQ.
- 1.2 **RFQ DOCUMENTS MUST BE PLACED IN THE BID BOX AT THE ADDRESS INDICATED BELOW:** Bidders should ensure that bids are delivered timeously to the correct address. If the RFQ documents are late, it will not be accepted for consideration.

1.3 ANY ENQUIRIES REGARDING THE BID PROCEDURE MAY BE DIRECTED TO:

Department: Supply Chain Management

Contact Person: Ms. Naledi Khunou

E-mail address: naledi.khunou@smu.ac.za

ANY TECHNICAL ENQUIRIES RELATING TO THIS BID, MAY BE DIRECTED TO:

Department: Human Resources Department

Contact Person: Ms. Mercia Makgati

E-mail address: mercia.makgati@smu.ac.za

2. DEFINITION OF TERMS

- 2.1 **"All applicable taxes"** includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- 2.2 **"B-BBEE"** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- 2.3 **"B-BBEE status level of contributor"** means enterprises whose B-BBEE score, in terms of a sector scorecard which has been issued as a sector code of good practice or in terms of the DTI's Generic Scorecard, has been verified by an accredited B-BBEE verification agency or in the case of Exempt Micro Enterprises or Qualifying Small Enterprise that are at least 51% Black Owned, produced an affidavit verifying their status;
- 2.4 **"RFQ"** means a written request for quotation in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services, works or goods, through price quotations, advertised competitive bid processes or proposals;
- 2.5 **"Bid rigging (or collusive bidding)"** occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bid process. Bid rigging is, therefore, an agreement between competitors not to compete.
- 2.6 **"Broad-Based Black Economic Empowerment Act"** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- 2.7 **"Comparative price"** means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration;
- 2.8 **"Contract"** means the agreement that results from the acceptance of a bid by an organ of state;
- 2.9 **"EME"** means any enterprise with annual total revenue of R10 million or less.
- 2.10 **"Firm price"** means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or resignation, is binding on the

demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;

- 2.11 **“Functionality”** means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;
- 2.12 **“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 contract.
- 2.13 **“Non-firm prices”** means all prices other than “firm” prices;
- 2.14 **“Person”** includes a juristic person;
- 2.15 **“Rand value”** means the total estimated value of a contract in South African currency, calculated at the time of bid invitations, and includes all applicable taxes and excise duties;
- 2.16 **“Sub-contract”** means the primary contractor’s assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract;
- 2.17 **“Total revenue”** bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act and promulgated in the *Government Gazette* on 9 February 2007;
- 2.18 **“Trust”** means the arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person; and
- 2.19 **“Trustee”** means any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person.
- 2.20 **“PURCO SA”** means Purchasing Consortium Southern Africa

3. GENERAL CONDITIONS OF THE RFQ

- 3.1 Bid submissions must be delivered to the correct address location which is indicated in the rfq document, which must be delivered timeously as late bids submissions will **NOT** be accepted for consideration.
- 3.2 Late submissions will not be accepted. A submission will be considered late if it arrives only a second after **10:00** or any time thereafter. The bid shall be closed at exactly **10:00** and bids arriving late **will not** be accepted under any circumstances. Bidders are therefore strongly advised to ensure that their bids be dispatched, allowing enough time for any unforeseen events that may delay the delivery of the bid.
- 3.3 **The rfq including the returnable address must be submitted in a sealed envelope in the Bid Box, Clinical Pathology Building, Fifth Floor, marked with:**
 - 3.3.1 RFQ Number: HR/004/2026
 - 3.3.2 **Closing Date and Time: 22 October at 10H00**
 - 3.3.3 The Name and Address of the Bidder.
 - 3.3.4 Submit two (2) copies of the bid document. One (1) Original and One (1) Copy.
 - 3.3.5 **Submit a memory stick / USB with your bid and pricing in electronic format.**

PLEASE NOTE: The bid is subject to the Sefako Makgatho Health Sciences University Procurement Policy, the Preferential Procurement Policy Framework Act, the Higher Education Act of 1997 and, if applicable, any other special conditions of contract.

- 3.4 The successful bidder will be required to sign a written contract or agreement with the University.
- 3.5 It is an absolute condition of the bid that the taxes of the bidder **to be in order**, or that proof is submitted that suitable and satisfying arrangements have been made with the South African Receiver of Revenue (SARS).
- 3.6 A **Valid, Tax Compliance Status Certificate / proof of tax compliance must be submitted** with the bid proposal on or before the closing date and time of the bid. Failure to submit will invalidate the bid.
- 3.7 Failure to submit a valid B-BBEE Certificate will result in zero preference points being awarded for B-BBEE.
- 3.8 Rfq forms contained within the rfq document requesting information have been drawn up so that certain essential information is to be furnished in a specific manner and format. Any additional particulars should be furnished on this document where appropriate, or in a separate Annexure.
- 3.9 Should the bidder desire to make any departures from, or modifications to this bid or to qualify its proposal in any way, it shall clearly set out its bid departure/modification as an Annexure, or alternatively state them in a covering letter attached to the bid proposal referred to herein, failing which, the bid shall be deemed to be unqualified unless it conforms **exactly** with the requirements of this bid. Unless otherwise specified and stipulated in writing, any part of the Bidder's bid, which deviates from any terms and conditions stated within the rfq document, shall be of no force or effect.
- 3.10 This rfq document, together with associated forms and annexures, may NOT be retyped or redrafted, but photocopies or reprints may be prepared and used.
- 3.11 This rfq document, together with associated forms and annexures, may NOT be filled in by means of mechanical devices. A black ink pen should be used to fill in this bid document.
- 3.12 Bidder shall check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability shall be accepted in regard to claims arising from the fact that pages are missing or duplicated.
- 3.13 The rfq price/ bid shall be open for **acceptance for a period of at least 90 days after the closing date of the bid and the bid price quoted must be fixed for a period of 1 year after the bid has been awarded**. It should be noted that Bidders may bid a shorter validity period, but their bid may in that event, be disregarded for this reason. Bidders shall clearly state the period of validity of their rfq.
- 3.14 All prices shall be quoted in South African currency; **all prices quoted must include VAT (where applicable)**.
- 3.15 Sefako Makgatho Health Sciences University reserves the right to only accept part of the submitted bid by a service provider or reserve the right not to accept lowest bid or any other bid
- 3.16 Sefako Makgatho Health Sciences University reserves the right to withdraw or cancel this rfq.
- 3.17 Unless specifically provided for in the rfq document, no rfqs will be considered if submitted or transmitted by telegram, telex, facsimile, e-mail or similar apparatus.
- 3.18 It should be noted that Sefako Makgatho Health Sciences University reserves the right to accept or reject any bid proposal without being obliged to give any reasons in this respect.
- 3.19 Unsuccessful service providers will **not be notified** whether their bid/bid was accepted or not, but will be advised of the outcome if telephonically requested.

- 3.20 The service provider's **company letterhead** must be used in the bid's cover letter and reflect **the company's name, address and contact details**.
- 3.21 The correct Rfq Reference Number (See the front page of this bid for the Rfq Number) **and service provider's company name must appear on all pages of the proposal**.
- 3.22 All pages of the proposal must be **initialled** by the responsible person.
- 3.23 These conditions form part of the bid general conditions and failure to comply therewith will invalidate your bid.

4. SERVICE PROVIDER DETAILS

Registered Name of the Company:		
Trading Name of the Company:		
Company / Close Corporation registration Number:	VAT Registration Number:	Income Tax Reference Number:
Telephone Number:	Fax Number:	
Web Address:	E-mail Address:	
Name of Contact Person:	Contact Numbers Cell:	
Business Physical Address:	Postal Address:	
Web Address:	E-mail Address:	
TYPE OF FIRM (Please tick the relevant box or boxes)		
☐ Public Company (Ltd)		
☐ Private Company (Pty) Ltd		
☐ Closed Corporation (CC)		
☐ Sole Proprietor		
☐ Partnership		
☐ Other, (Specify)		
PARTICIPATION CAPACITY (Please tick the relevant box or boxes)		
☐ Director		

☐	Partner
☐	Associate
☐	Senior Associate
☐	Junior Associate
☐	Owner
BUSINESS SECTOR (Please tick the relevant box or boxes)	
☐	Agriculture
☐	Accounting services
☐	Manufacturing
☐	Electricity, Gas and Water
☐	Construction
☐	Auditing
☐	Consulting
☐	Professional services
☐	Retail and Motor trade
☐	Wholesale trade, commercial and other trade
☐	Catering, accommodation and other
☐	Transport, storage and other trade
☐	Communications
☐	Finance and Business Services
☐	Repair/Allied Services
☐	Commercial Agents
☐	Community and Social Services
☐	Personal Services
☐	Other, (Specify)
SMALL, MEDIUM, MICRO ENTERPRISE (SMME) STATUS (Please tick the relevant box)	
☐	Micro
☐	Very Small
☐	Small
☐	Medium
☐	Large
TOTAL NUMBER OF EMPLOYEES (Please tick the relevant box and state the number)	
☐	Full Time Number:
☐	Part Time Number:
LIST ALL PARTNERS, PROPRIETORS & SHAREHOLDERS AS INDICATED BELOW	

NAME AND SURNAME	IDENTITY NUMBER	CITIZENSHIP	DATE OF OWNERSHIP	% OF OWNERSHIP	SPECIFY STATUS IF HDI, WOMEN, OR DISABLED	% VOTING

LIST AND IDENTIFY ANY OWNER OR MANAGEMENT OFFICE BEARER WHO HAS AN OWNERSHIP INTEREST IN ANOTHER FIRM

NAME AND SURNAME	IDENTITY NUMBER	CITIZENSHIP	DATE OF OWNERSHIP	% OF OWNERSHIP	SPECIFY STATUS IF HDI, WOMEN OR DISABLED	% VOTING

IDENTIFY ANY OWNER OR MANAGEMENT OFFICER WHO IS AN EMPLOYEE OR HAS DUTIES IN ANOTHER BUSINESS ENTERPRISE

NAME AND SURNAME	IDENTITY NUMBER	CITIZENSHIP	DATE OF OCCUPATION	DESIGNATION	SPECIFY STATUS IF HDI, WOMEN OR DISABLED	% TIME DEVOTED

LIST THE MAJOR ITEMS OF PROPERTIES, LAND, EQUIPMENT, PLANT AND VEHICLES OWNED BY THE FIRM

ITEM DESCRIPTION	QUANTITY	ESTIMATED VALUE
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INDICATE BY NAME AND STATUS, THOSE INDIVIDUALS IN THE FIRM (INCLUDING OWNERS AND NON-OWNERS) RESPONSIBLE FOR THE DAY TO DAY MANAGEMENT AND BUSINESS DECISIONS				
ACTIVITY	NAME AND SURNAME	RACE	GENDER (MALE/ FEMALE)	DISABLED (YES/ NO)
CLIENT DETAILS WHERE SIMILAR PROJECTS TO THIS BID HAVE BEEN UNDERTAKEN, ATTACH PROOF				
Company/ Institution Name				
Address				
Contact Person	Telephone:			
Value of contract	R	Date:		
Description of Work				
Company/ Institution Name				
Address				
Contact Person	Telephone:			
Value of contract	R	Date:		
Description of Work				

Company/ Institution Name			
Address			
Contact Person	Telephone:		
Value of contract	R	Date:	
Description of Work			
Company/ Institution Name			
Address			
Contact Person	Telephone:		
Value of contract	R	Date:	
Description of Work			
LIST YOUR CURRENT MAIN CLIENTS BELOW			
Client			
Rand Value P.A.	R	% Turnover	
Contact Person		Telephone	
Client			
Rand Value P.A.	R	% Turnover	
Contact Person		Telephone	
Client			
Rand Value P.A.	R	% Turnover	
Contact Person		Telephone	

Client			
Rand Value P.A.	R	% Turnover	
Contact Person		Telephone	
GENERAL			
i. Did the firm exist under a previous name? YES/ NO			
If YES , what was its previous name?			
ii. Does your company/any of its employees have a vested interest in Sefako Makgatho Health Sciences University? If YES , state which Department / Unit within Sefako Makgatho Health Sciences University the said employee(s) have such vested interest			
iii. Indicate as to whether any of the Partners, Proprietors & Shareholders is in the service of Sefako Makgatho Health Sciences University , or has been in the service of Sefako Makgatho Health Sciences University in the previous twelve months?			
iv. At what % of full capacity is your firm / company currently operating?			
v. What percentage of work, directly/indirectly, is for Sefako Makgatho Health Sciences University ?			
vi. What was your firm's / company's average turnover (excluding VAT) during the previous three financial years?			

vii.	Has your firm / company previously been on an approved supplier list with Sefako Makgatho Health Sciences University ? If YES , specify
viii.	Does your company have an after-hours service policy? (If YES , specify)

5. BANKING DETAILS

I/We hereby request and authorize you to pay any amounts which accrue to me/us to the credit of my/our bank account with the below-mentioned bank. I/we understand that the credit transfer hereby authorized will be processed by computer through a system known as Electronic Funds Transfer and I/we also understand that no additional advice of payment will be provided by my/our bank, but details of each payment will be printed on my/our bank statement or any accompanying voucher. (This does not apply where it is not customary for banks to issue bank statements.) I/we understand that a payment will be applied by Sefako Makgatho Health Sciences University in a normal way, and that it will indicate the date on which funds will be available in my/our account.

Bank Account Name: _____

Name of Bank: _____

Branch Name & Code: _____

Account Number: _____

Type of Account: Cheque Savings Transmission

Bank details to be certified as correct by DATE STAMP of BANK /PROOF OF BANK DETAILS WITH THE BANK STAMP

Name and Surname: _____

DATE STAMP OF BANK

Signature: _____

Designation: _____

Tel number: _____

Fax number: _____

6. TAX COMPLIANCE STATUS REQUIREMENTS

- 6.1 It is a rfq condition that the taxes of the Bidder must be in order, or that satisfactory arrangements have been made with the South African Revenue Services (SARS) to meet the bidder tax obligations.
- 6.2 In order to meet this requirement, Bidders are required to obtain from SARS and complete in full the “Application for a Tax Compliance Status Certificate” and submit it to any SARS branch office nationally.
- 6.3 The original, valid Tax Compliance Status Certificate / proof of tax compliance must be submitted together with the bid/ bid proposal. Failure to submit the original, valid Tax Compliance Status Certificate / proof of tax compliance will result in the bid/ bid proposal being invalidated. **Certified copies of the Tax Compliance Status Certificate will not be accepted.**

7. PREFERENCE POINTS CLAIM

The preference point system will be applied in the adjudication of all qualifying bid.

NB: BIDDER SHOULD STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIONS IN RESPECT OF THE PREFERENCE POINT SYSTEM APPLICABLE TO B-BBEE AND PRICE.

7.1 RFQ EVALUATION POINTS

- 7.1.1 The following formula will be used to calculate the total points awarded
$$TP = \text{Price} + \text{Functionality} + \text{B-BBEE}$$

Where, TP = Total points scored
- 7.1.2 **Functionality Points:** The Bid Specifications Committee have set minimum **75** points on functionality requirements to be met by Bidder before their bid qualify for price and BBBEE evaluation. Functionality requirements will include technical capacity to deliver, expertise, knowledge and understanding of the service to be provided, relevant track record in the industry and other such requirements.
 - 7.1.2.1 In this instance, the Bid Specifications Committee have decided and stipulated the functionality requirement of 75 points will be required before the price and BBBEE evaluation and before awarding of the bids.
 - 7.1.2.2 The total points awarded for price will not exceed **80**.

7.2 SCORING METRICS

In summary the scoring matrix is as follows:

Functionality	100 Points
Price	80 Points
B-BBEE	20 Points

- ❖ The bidder obtaining the highest number of points will be awarded the rfq.
- ❖ Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts.
- ❖ Points scored will be rounded off to two decimal places.
- ❖ In the event that two or more bids have scored equal total points or provides same bid, the successful bid must be the one scoring the highest number of preference points for B-BBEE, in the

event the B-BBEE points are equal, the bidder scoring the highest points on functionality will be the preferred bidder.

- ❖ Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.
- ❖ A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- ❖ A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

- ❖ The SMU may request additional information, clarification or verification in respect of any information contained in or omitted from a bidder submission. This information will be requested in writing;
- ❖ The SMU may conduct a due diligence on any bidder, which may include interviewing customer references or other activities to verify a bidder track record or other information and capabilities(Including visiting the bidder various premises and/or sites to verify certain stated information or assumptions) and in this instances the bidder will be obliged to provide the SMU with all necessary access, assistance and/or information which the SMU may reasonably request and to respond within the given time frame set by the SMU.
- ❖ The SMU may enforce whatever measures it considers necessary to ensure the confidentiality and integrity of the contents of the proposal;
- ❖ The SMU may call shortlisted bidders for presentations and interviewing of the projects managers;
- ❖ The SMU reserves the right to withdraw, accept or rejects any bid below the reserved property price from the bidders.

8. PRICE DECLARATION BY THE BIDDER

I/ We have examined the information provided in your bid document and bid to undertake the work prescribed in accordance with the requirements as set out in the bid document. The bid price quoted in this bid is valid for the stipulated period. I/We confirm the availability of the proposed team members. I/We confirm that this bid will remain binding upon us and may be accepted by you at any time before the expiry date.

8.1 Pricing Schedule for this bid

All prices in SA Rand and VAT inclusive

All other additional information must be detailed separately.

Name and Surname: _____

Signature: _____

Date: _____

Are you duly authorized? To commit this bid: Yes or No

Capacity under which this bid is signed _____

TOTAL BID PRICE R

THE AMOUNT IN WORDS.....

8.2 VALIDITY OF THE BID FOR THE PERIOD OF ACCEPTANCE

The bidder is required to complete the following information on the duration for acceptance of the bid, as follows:

The bid holds price fixed until _____

(State alternative period if less than 90 days after Bid closure, and 1 year After the bid bid)

Print Name: _____

Signature of bidder: _____

Name of Company: _____

Date: _____

9. DECLARATION OF INTEREST

9.1 Any legal person, including persons employed by the Sefako Makgatho Health Sciences University, or persons having a kinship with persons employed by the Sefako Makgatho Health Sciences University, including a blood relationship, may make a bid or bids in terms of this invitation to submit rfq (includes a price quotation, advertised bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting rfq, or part thereof, be awarded to persons employed by the Sefako Makgatho Health Sciences University, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where:

9.1.1 the bidder is employed by the Sefako Makgatho Health Sciences University; and/or

9.1.2 the legal person on whose behalf the bid document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

9.2 In order to give effect to the above, the following questionnaire must be completed.

Full Name of bidder or his or her representative: _____

Identity Number: _____

Position occupied in the Company (director, shareholder): _____

Company Registration Number: _____

Tax Reference Number: _____

VAT Registration Number: _____

9.3 The names of all directors /shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee numbers must be indicated in below.

9.4 "Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

9.5 Are you or any person connected with the bidder presently employed by the state? **YES / NO** If so, furnish the following particulars:

Name of person (s) / director(s) / trustee(s) / shareholder(s)/ member _____

Name of the division(s) at which you or the person connected to the bidder is employed: _____

Position occupied at Sefako Makgatho Health Sciences University: _____

Any other particulars: _____

9.6 If you are presently employed by the Sefako Makgatho Health Sciences University, did you obtain the appropriate authority to undertake remunerative work outside employment in the Sefako Makgatho Health Sciences University? **YES / NO**

9.7 If yes, did you attached proof of such authority to the bid document **YES / NO** (Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid)

If no, furnish reasons for non-submission of such proof:

- 9.8** Did you or your spouse, or any of the company's director's trustees / shareholders / members or their spouses conduct business with the University in the previous twelve months? **YES / NO** If so, furnish particulars:

- 9.9** Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this BID? **YES / NO**

If so, furnish particulars:

- 9.10** Are you, or any person connected with the bidder; aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this BID? **YES / NO**

If so, furnish particulars:

- 9.11** Do you or any of the partners / directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidder for this contract? **YES / NO**

If so, furnish particulars:

- 9.12 Full details of directors / trustees / members / shareholders.**

Full Name	Identity Number	Personal Tax Reference Number	University employee personnel number

9.13 Declaration

I, THE UNDERSIGNED (NAME) _____

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT. I ACCEPT THAT THE SEFAKO MAKGATHO HEALTH SCIENCES UNIVERSITY MAY REJECT THE RFQ OR ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

Name and Surname of the bidder

Date

Position

Signature

10. PREFERENCE POINTS CLAIM FORM

This preference claim form must form part of all RFQs submitted. Before completing this form, Bidders must study the General Conditions and Definitions in respect of B-BBEE. This form serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution and it must be completed by Bidders claiming points in respect of B-BBEE Status Level of Contribution.

10.1 Claim Declaration

Bidders who claim points in respect of B-BEE Status Level Contribution must complete and provide the following information:

B-BBEE Status Level of Contribution: _____ **(Maximum of 20 points (see above))**

(Points claimed must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited by SANAS or a sworn affidavit).

11. DECLARATION WITH REGARD TO COMPANY/ FIRM

11.1 Name of company/ firm _____

11.2 VAT registration number (if applicable): _____

11.3 Company registration number: _____

11.4 TYPE OF COMPANY/ FIRM [Tick Applicable Box]

- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Company
- ☐ (Pty) Limited
- ☐ Partnership

11.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

11.6 COMPANY CLASSIFICATION [TICK APPLICABLE BOX]

- Manufacturer
- Supplier
- Professional service provider
- Bus transport company
- Other Transport Service Provider etc.

11.7 Total number of years the company/firm has been in business? _____

11.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contribution indicated in paragraph 9 of the foregoing certificate, qualifies the company/firm for the preference(s) shown and I / we acknowledge that:

11.8.1 The information furnished is true and correct;

11.8.2 The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form.

11.8.3 In the event of a contract being awarded as a result of points claimed as shown in paragraph 7, the contractor may be required to furnish documentary proof to the satisfaction of the Sefako Makgatho Health Sciences University that the claims are correct;

11.8.4 If the B-BBEE status Level of contribution has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the Sefako Makgatho Health Sciences University may, in addition to any other remedy it may have to:

11.8.4.1 disqualify the person from the bid process;

11.8.4.2 recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

11.8.4.3 cancel the contract and claim any damages which it has suffered as a result of having to make less favorable arrangements due to such cancellation;

11.8.4.4 restrict the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, from obtaining business from the Sefako Makgatho Health Sciences University for a period not less than 10 years, after the *Audi alteram partem* (hear the other side) rule has been applied; and

11.8.4.5 Forward the matter for criminal prosecution.

WITNESSES:

Name and Surname of witness 1

Date

Position

Signature

Name and Surname of witness 2

Date

Position

Signature

12. DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

12.1 This document serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.

12.2 The rfq document of any bidder may be disregarded if that bidder, or any of its directors have:

12.2.1 Abused the Sefako Makgatho Health Sciences University's supply chain management system;

12.2.2 Committed fraud and or bribery or any other improper conduct in relation to such system; or

12.2.3 Failed to perform on any previous contract.

12.3 In order to give effect to the above, the following questionnaire must be completed and submitted with the Bid.

Item	Question	Yes	No
i.	Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied). The Database of Restricted Suppliers now resides on the National Treasury's website www.treasury.gov.za		
	If so, furnish particulars		
ii.	Is the bidder or any of its Directors listed on the Register for BID Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? The Register for bidder Defaulters can be accessed on the National Treasury's website www.treasury.gov.za		
	If so, furnish particulars		

iii	Is the bidder or any of its directors convicted by a court of Law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?		
	If so, furnish particulars		
iv	Is any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?		
	If so, furnish particulars		

I, THE UNDERSIGNED FULL NAME_____CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

_____	_____
Name and Surname of the bidder	Date
_____	_____
Position	Signature

13. CERTIFICATE OF INDEPENDENT BID DETERMINATION

13.1 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bid (or bid rigging). Collusive bid is a *per se* prohibition meaning that it cannot be justified under any grounds.

13.2 Treasury Regulation 16(A)9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:

13.2.1 Disregard the bid of any bidder if that bidder or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.

13.2.2 Cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidder process or the execution of that contract.

13.3 This form serves as a certificate of declaration that would be used by the Sefako Makgatho Health Sciences University to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid -rigging.

13.4 In order to give effect to the above, the attached Certificate of bid Determination must be completed and submitted with the bid:

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid: _____

(BID Number and Description) in response to the invitation for bid made by: _____ (Name of Institution) do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that: (Name of bidder)

- i. I have read and I understand the contents of this Certificate;
- ii. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
- iii. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
- iv. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
- v. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - a. Has been requested to submit a bid in response to this bid invitation;
 - b. Could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - c. Provides the same goods and services as the bidder and/or is in the same line of business as the bidder.
- vi. 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 consortium will not be construed as collusive.
- vii. In particular, without limiting the generality of paragraphs via above, there has been no

consultation, communication, agreement or arrangement with any competitor regarding:

- a. Prices;
 - b. Geographical area where product or service will be rendered (market allocation)
 - c. Methods, factors or formulas used to calculate prices;
 - d. The intention or decision to submit or not to submit, a rfq;
 - e. The submission of a bid, which does not meet the specifications and conditions of the bid; or
 - f. Bidders with the intention not to win the rfq.
- viii. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
- ix. 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.
- x. 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 Sefako Makgatho Health Sciences University for a period not less than ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

Name and Surname of the Bidder

Date

Position

Signature

14. TERMS OF REFERENCE

14.1 PURPOSE

The purpose of these Terms of Reference (TOR) is to outline the requirements for the appointment of a suitably qualified and experienced service provider to provide, configure, implement, integrate, support and maintain an e-Recruitment System that meets the University's recruitment and selection requirements.

The appointed service provider will be expected to provide a solution that supports the University's recruitment process from the initiation and approval of a vacancy through to appointment and the associated reporting and record-management requirements for a period of thirty six (36) months.

14.2 BACKGROUND

Sefako Makgatho Health Sciences University (SMU), through Human Capital & Transformation (HCT), is responsible for managing the University's recruitment and selection processes to ensure that suitably qualified candidates are attracted, assessed and appointed in accordance with the University's approved policies, procedures and applicable legislative requirements.

- The current recruitment process involves a number of manual and fragmented activities, including vacancy requests, approval process, advertising, receipt and screening of applications short listings, scheduling of selection activities, communication with candidates, compilation of selection documentation, approvals and appointment processes.
- The manual nature of certain aspects of the recruitment process creates administrative challenges and may contribute to delays in recruitment turnaround times, limited visibility of recruitment progress, duplication of effort, difficulty in monitoring ageing vacancies and challenges in generating reliable management information.
- The University therefore intends to procure and implement an integrated e-Recruitment System to automate, streamline and improve the end-to-end recruitment process, while strengthening accountability, transparency, governance, reporting and the candidate experience
- The implementation of the system is expected to support the University's objective of improving recruitment turnaround times and providing management with real time visibility of recruitment activities and bottlenecks.

14.3 OBJECTIVES

The primary objectives of the e-Recruitment System are to:

- Digitise and automate the University's end-to-end recruitment and selection processes;
- Reduce administrative and manual processing associated with recruitment;
- Improve recruitment turnaround times and enable effective monitoring against approved Recruitment timelines;
- Provide real-time visibility of the status of vacancies and recruitment processes;
- Establish clear accountability for actions and process stages among HCT, HR Business Partners, Talent Acquisition, line managers, selection panels, approving authorities and other relevant stakeholders
- Improve the candidate experience through an accessible and user-friendly recruitment platform;
- Improve the quality, accuracy and accessibility of recruitment data;
- Provide management dashboards and reports to support evidence-based decision making;

- Strengthen compliance, auditability, confidentiality and information security throughout the recruitment process; and
- Enable integration with relevant existing University systems where technically feasible and approved

14.4 SCOPE OF WORK

The appointed service provider shall be responsible for the supply and implementation of a comprehensive e-Recruitment System covering, at a minimum, the following functional areas:

14.4.1. Vacancy Requisition and Approval

The system should facilitate:

- Electronic initiation of requests to fill vacant positions;
- Completion of approved electronic vacancy requisition forms;
- Routing of requests through predefined approval workflows;
- Verification against approved organisational structures and establishment where applicable;
- Budget/funding confirmation where required;
- Electronic approval and rejection of requisitions;
- Tracking of requisition status and approval history;
- Automated notifications and reminders for outstanding approvals and
- Full audit trail of all actions.

14.4.2. Job Description and Position Management

The system should provide functionality to:

- Maintain approved job descriptions;
- Link vacancies to approved positions;
- Capture job titles, organisational units, reporting lines and grading levels;
- Support academic and professional/administrative positions;
- Allow authorised users to create vacancies using approved templates; and
- Maintain version control of job descriptions and vacancy information.

14.4.3. Advertisement Management

The system should enable:

- Creation of vacancy advertisements from approved templates;
- Electronic approval of advertisements;
- Publication of advertisements on the University's careers portal;
- Publication to selected external recruitment platforms where supported;
- Management of opening and closing dates;
- Automatic closing of advertisements at prescribed deadlines;
- Re-advertisement functionality;
- Identification of applicants from previous advertisements where applicable; and
- Tracking of advertising channels and associated recruitment statistics.

14.4.4. Online Application Management

Candidates should be able to:

- Register and create secure profiles;
- Complete online application forms;
- Upload CVs and supporting documentation;

- Apply for multiple vacancies without unnecessarily duplicating information;
- Save applications and return to complete them before closing;
- Receive confirmation of applications;
- Update relevant profile information; and
- Track application status where the University elects to provide such functionality.
- The system should minimise unnecessary data capture and support mobile and desktop access.

14.4.5. Applicant Screening and Shortlisting

The system should support:

- Electronic screening of applications against predetermined criteria;
- Application filtering and searching;
- Screening questions;
- Minimum qualification and experience screening;
- Shortlisting functionality;
- Recording of reasons for inclusion/exclusion where required;
- Conflict-of-interest declarations where applicable;
- Electronic circulation of applications to authorised panel members;
- Structured scoring/rating of candidates;
- Consolidation of panel members' assessments;
- Shortlisting reports; and
- Audit trails of changes and decisions.

14.4.6. Selection Panel Management

The system should support the University's selection and interview processes, including:

- Appointment/identification of panel members;
- Electronic distribution of candidate information;
- Secure access to candidate documentation;
- Interview scheduling;
- Panel member notifications;
- Conflict-of-interest declarations;
- Electronic scoring and evaluation;
- Consolidation of panel scores;
- Recording of panel recommendations;
- Electronic approval of selection outcomes; and
- Secure retention of selection records.

14.7. Interview and Assessment Management

The system should facilitate:

- Scheduling of interviews;
- Candidate and panel notifications;
- Multiple interview sittings where required;
- Different interview formats;
- Assessment and scoring templates;
- Recording of interview outcomes;
- Practical assessments, presentations or other selection activities where applicable and;
- Consolidation of assessment results.

14.4.8. Reference and Background Checks

Where required, the system should support:

- Initiation and tracking of reference checks;
- Recording of reference-check outcomes;
- Background screening status;
- Verification of qualifications or other prescribed requirements;
- Tracking of outstanding checks; and
- Secure storage of supporting documentation.

14.4.9. Recommendation and Appointment Process

The system should provide for:

- Electronic compilation of selection recommendations;
- Routing of recommendations for approval;
- Tracking of outstanding approvals;
- Generation of appointment documentation;
- Electronic communication of outcomes to successful candidates;
- Regret communications to unsuccessful candidates;
- Recording of acceptance or decline of offers;
- Tracking of pre-employment requirements; and
- Handover of relevant information to the appropriate HR/employee administration processes.

14.4.10. Candidate Communication

The system should support automated and manual communication, including:

- Application confirmations;
- Interview invitations;
- Interview reminders;
- Requests for additional information;
- Notifications of recruitment status;
- Appointment/offer communication;
- Regret letters; and
- Re-advertisement communication where applicable.

Communication templates should be configurable by authorised University users.

4.5. WORKFLOW AND PROCESS CONFIGURATION

The service provider shall configure the system to accommodate SMU's approved recruitment processes, including different workflows based on:

- Academic appointments;
- Administrative/professional appointments;
- Senior management appointments;
- Fixed-term appointments;
- Permanent appointments;
- Internships and graduate programmes;
- Re-advertised positions; and
- Special or grant-funded positions where applicable.

The system must allow authorised University administrators to modify workflow steps, approval levels, notifications and templates without requiring extensive technical intervention by the service provider.

14.6. RECRUITMENT DASHBOARD AND MANAGEMENT REPORTING

A key requirement is the provision of comprehensive recruitment dashboards and management reports.

The system should provide real-time visibility of:

- Number of approved vacancies;
- Number of advertised vacancies;
- Vacancies currently open;
- Applications received;
- Applications per vacancy;
- Shortlisting status;
- Interview status;
- Selection recommendation status;
- Approval status;
- Offer status;
- Filled and unfilled vacancies;
- Ageing of vacancies;
- Recruitment turnaround times
- Vacancies exceeding prescribed timelines;
- Bottlenecks and outstanding actions;
- Recruitment workload by HRBP;
- Recruitment activity by School/Department;
- Academic versus administrative recruitment;
- Recruitment source/channel;
- Candidate demographics and Employment Equity information, subject to applicable legislation and University requirements and
- Reasons for recruitment delays where captured.

Reports should be exportable into commonly used formats such as Excel and PDF.

The system should support configurable dashboards for different user levels, including HCT management, HRBPs, Talent Acquisition, line managers and authorised governance structures.

14.7. WORKLOAD AND PERFORMANCE MONITORING

The system should enable the University to monitor recruitment activity and workload based on actual recruitment processes and activities rather than vacancy numbers alone.

The system should, where technically feasible, provide information relating to:

- Number of active recruitment processes per HRBP;
- Number of applications requiring screening;
- Number of shortlisting activities;
- Number of interview/selection sittings;
- Number of candidates shortlisted;
- Outstanding actions;
- Ageing of recruitment processes;
- Time spent at each process stage;
- Delays attributable to different process dependencies; and
- Recruitment processes requiring escalation.

This functionality should support workload balancing, recovery planning and management intervention without automatically equating the number of posts to the amount of recruitment work required.

14.8. AUTOMATED ESCALATIONS AND NOTIFICATIONS

The system should provide configurable automated alerts and escalations for:

- Pending approvals;
- Approaching recruitment deadlines;
- Recruitment activities exceeding prescribed timelines;
- Outstanding panel actions;
- Outstanding line-manager actions;
- Delayed selection recommendations;
- Delayed appointment approvals;
- Outstanding candidate documentation; and
- Other process bottlenecks identified by the University.

Escalation rules should be configurable according to the University's approved delegation framework

14.9. INTEGRATION REQUIREMENTS

The proposed solution should provide integration capabilities with relevant University systems, including, where applicable:

- Human Resources/HR Information System;
- Payroll system;
- Organisational structure and establishment records;
- Active Directory/Single Sign-On;
- University email system;
- Document management/records management systems;
- University website; and
- Other approved third-party recruitment platforms.

The service provider must clearly identify all integration requirements, dependencies, APIs, licensing requirements and associated costs. Bidders shall submit an Integration Catalogue for all proposed interfaces and integrations.

Microsoft Identity and Collaboration Integration Requirements

The proposed solution must support integration with the University's Microsoft technology environment and shall, at a minimum:

- Integrate with SMU's Microsoft identity environment for authentication and user access management
- Support standards-based Single Sign-On (SSO) and Multi-Factor Authentication (MFA);
- Support role-based access control (RBAC);
- Support privileged administration and privileged account management;
- Support user access lifecycle management;
- Integrate with Microsoft 365 and Exchange Online for recruitment notifications, workflow communications and system-generated correspondence where applicable and;
- Clearly identify any Microsoft licensing requirements, prerequisites, dependencies or additional costs associated with the proposed solution.

14.10. USER ROLES AND ACCESS CONTROL

The system must provide role-based access control, including appropriate access for:

- System administrators;
- HCT management;
- Talent Acquisition personnel;
- HR Business Partners;
- Line managers;
- Selection panel members;
- Approving authorities;
- Recruitment administrators;
- Candidates; and
- Other authorised users.

Users must only have access to information appropriate to their role and delegated authority.

The system should support secure authentication and, where possible, Single Sign-On and multi-factor authentication.

14.11. DATA PROTECTION, SECURITY AND CONFIDENTIALITY

The system must comply with applicable South African legislation and University policies relating to the protection, processing, retention and security of personal information. Particular consideration must be given to the Protection of Personal Information Act (POPIA) and the sensitive nature of recruitment information.

The service provider must provide information regarding:

- Data encryption;
- Access controls;
- Audit logs;
- Data backup and recovery;
- Data retention and deletion;
- Disaster recovery;
- Business continuity;
- Hosting arrangements and location of data;
- Security testing;
- Incident and breach management;
- Confidentiality obligations; and
- Data ownership and portability.

The University must retain ownership of its recruitment data.

14.11.1 Identity, Access and Security Controls

The proposed solution shall provide robust identity and access management controls including

- Role-based access control to ensure users have access appropriate to their authorised responsibilities.
- Secure administration of privileged and system administrator accounts.
- Comprehensive audit logging of user and administrative activities.
- Periodic access review capabilities to support governance and compliance requirements.
- Monitoring and reporting of privileged user activities.

- Segregation and identification of supplier, vendor and third-party support accounts.
- Full auditability of supplier and third-party access to University information and systems.

The bidder shall describe how user access, privileged access and security permissions are granted, monitored, reviewed and revoked throughout the user lifecycle.

14.11.2 Hosting and Cloud Architecture Requirements

The bidder must provide a description of the proposed solution architecture, including:

Solution and Hosting Model

- SaaS, cloud-hosted, on-premises or hybrid deployment model;
- Hosting provider and the location of production and backup data;
- Any applicable compliance or security certifications; and
- Data residency arrangements.

Environment and Infrastructure

The bidder must provide details of:

- Production, test, development and disaster recovery environments;
- Environment separation and change control processes;
- Database, storage and application architecture;
- Network and connectivity requirements;
- High availability, scalability and capacity management arrangements; and
- Monitoring, business continuity and disaster recovery capabilities.

The University reserves the right to request additional technical architecture information during the evaluation process.

14.12. AUDIT TRAIL AND GOVERNANCE

The system must maintain a comprehensive audit trail capturing, at a minimum:

- User activity;
- Date and time of actions;
- Approvals and rejections;
- Changes to vacancy information;
- Shortlisting decisions;
- Panel assessments;
- Recruitment recommendations;
- Appointment approvals;
- System-generated notifications; and
- Changes to workflow configurations.

Audit information must be accessible to authorised University officials for governance, compliance and audit purposes.

14.13. MIGRATION OF EXISTING DATA

The appointed service provider must assess and, where required, facilitate migration of relevant existing recruitment information from current systems, databases, spreadsheets or other approved sources.

The service provider must:

- Develop a data migration plan;
- Identify data fields and mapping requirements;
- Validate migrated information;
- Ensure data integrity;
- Conduct user acceptance testing of migrated data; and
- Provide appropriate migration documentation.

14.14. IMPLEMENTATION REQUIREMENTS

The service provider shall provide a detailed implementation plan covering:

Project initiation;

- Business process analysis;
- Requirements validation;
- Solution configuration;
- Workflow development;
- System integration;
- Data migration;
- Testing;
- User acceptance testing; Training;
- Change management;
- Go-live preparation;
- Go-live;
- Post-implementation support; and
- System stabilisation and handover.

The implementation methodology should minimise disruption to the University's ongoing recruitment activities.

14.15. BUSINESS PROCESS REVIEW AND CONFIGURATION

The service provider shall not merely implement an off-the-shelf system without considering SMU's recruitment requirements.

The appointed service provider will be required to:

- Analyse the University's current recruitment processes;
- Identify inefficiencies and duplication;
- Recommend opportunities for process optimisation;
- Map the approved future-state recruitment process;
- Configure the system in accordance with the approved future-state process;
- Identify processes requiring policy or procedural alignment; and
- Obtain University approval for material workflow changes before implementation.

14.16 TRAINING AND CHANGE MANAGEMENT

The service provider shall develop and deliver an appropriate training programme for different user groups.

- Training should cover, at a minimum:
- System administration;
- HRBPs and Talent Acquisition;
- Line managers;
- Selection panel members;
- Approving authorities;
- Recruitment administrators; and
- Candidates/applicants where applicable.

Training materials must include user manuals, quick-reference guides and/or online resources.

The service provider should also provide change-management support to facilitate user Adoption

14.17 TESTING AND USER ACCEPTANCE

Before implementation, the system shall undergo appropriate testing, including:

Functional testing;

- Workflow testing;
- Integration testing; Security testing;
- Performance testing;
- Data migration testing; and
- User acceptance testing.

The University shall approve the system for production use following satisfactory completion of user acceptance testing and resolution of critical defects.

14.18 SERVICE LEVEL AGREEMENT AND SUPPORT

14.18.1 The service provider must provide a comprehensive Service Level Agreement (SLA) covering:

- System availability;
- Technical support;
- Response times;
- Resolution times;
- Incident management;
- Maintenance;
- System upgrades;
- Security patches;
- Backup and recovery;
- Disaster recovery;
- Escalation procedures; and
- Service reporting.

The bidder must clearly distinguish between:

- Implementation costs;
- Licensing/subscription costs;
- Integration costs;
- Data migration costs;
- Training costs;
- Support and maintenance costs;
- Optional modules;
- Third-party costs; and
- Future upgrade costs.

14.18.2 Minimum Service Levels

The bidder shall provide a comprehensive Service Level Agreement (SLA) which, at a minimum, addresses the following service standards:

System Availability

The proposed solution shall provide:

- Minimum monthly system availability (uptime) of 99.5%, excluding approved maintenance windows;
- Planned maintenance to be communicated at least five (5) business days in advance;
- Scheduled maintenance to be performed outside of normal University operating hours where reasonably possible; and
- Clear reporting of all service interruptions, outages and service degradation incidents.

Incident Severity Classification and Response Times

The bidder shall define and manage incidents in accordance with the following minimum service levels:

Severity Level	Description	Response Time	Resolution Target
Critical (Priority 1}	Complete system outage, security breach or business-critical functionality unavailable	1 Hour	8 Hours
High (Priority 2}	Major functionality unavailable with significant impact on recruitment operations	2 Hours	1 Business Day
Medium (Priority 3}	Partial loss of functionality with available workaround	4 Hours	3 Business Days
Low (Priority 4}	Minor defects, queries or cosmetic issues	1 Business Day	5 Business Days

Bidders may propose enhanced service levels provided they meet or exceed the above minimum requirements.

Support Services

The bidder shall provide details of:

- Support operating hours;
- Helpdesk operating model;
- Escalation procedures;
- Telephone support channels;
- Email support channels;
- Web-based support portal functionality;
- Self-service knowledge base functionality;
- Availability of local support resources; and
- After-hours support arrangements for critical incidents.

Service Reporting

The successful bidder shall provide monthly service reports which shall include, at a minimum:

- System availability statistics;
- SLA compliance performance;
- Number and classification of incidents logged;
- Incident response and resolution performance;
- Outstanding incidents and corrective actions;

- Security incidents and remediation activities;
- System performance statistics;
- Usage and adoption metrics;
- Planned maintenance activities completed; and
- Recommendations for continual service improvement.

The University reserves the right to require quarterly service review meetings to assess service delivery performance and contractual compliance.

14.19. SERVICE PROVIDER EXPERIENCE AND CAPACITY

Bidders should demonstrate:

- Proven experience implementing e-Recruitment systems;
- Experience within higher education or similarly complex institutions;
- Experience implementing systems with multiple approval levels and governance structures;
- Experience integrating HR and other enterprise systems;
- Experience handling high-volume recruitment;
- Adequate technical and project management capacity;
- Availability of suitably qualified implementation personnel;
- Relevant client references; and
- Demonstrable experience in data protection and information security.

14.20 PROJECT GOVERNANCE

A project governance structure should be established consisting of, at a minimum:

Project Sponsor:

Executive Director: Human Capital & Transformation

Business Owner:

Deputy Director: HR Client Services/Manager: TA and HR Admin

Project Manager:

To be designated by the University and/or service provider as agreed.

Project Team:

Representatives from:

- Human Capital & Transformation;
- Talent Acquisition;
- HR Business Partners;
- Information and Communication Technology;
- Institutional Planning/related business functions, where required;
- Legal/Compliance, where required;
- Records Management, where required;
- Supply Chain Management;
- Finance, where required; and
- Other relevant stakeholders.

The project governance structure shall provide oversight of scope, timelines, risks, deliverables, testing, implementation and acceptance.

- **KEY DELIVERABLES**

The appointed service provider shall deliver, at a minimum:

Deliverable

- Project initiation and detailed project plan;
- Business and functional requirements validation;
- Current-state and future-state process mapping;
- Solution design;
- Configured e-Recruitment platform;
- Configured recruitment workflows;
- Vacancy and advertisement management functionality;
- Online application functionality;
- Screening and shortlisting functionality;
- Selection panel and interview functionality;
- Approval and appointment workflows;
- Recruitment dashboards and management reports;
- Automated notifications and escalation functionality;
- System integrations;
- Data migration;
- Testing and User Acceptance Testing;
- Training and user manuals;
- Change-management support;
- Go-live implementation;
- Post-implementation support; and
- System documentation and technical handover
- Service level Agreement

- **EXPECTED OUTCOMES**

The implementation of the e-Recruitment System is expected to result in:

- A centralised and integrated recruitment platform;
- Reduced reliance on manual recruitment administration;
- Improved recruitment turnaround times;
- Improved visibility of recruitment progress;
- Improved accountability across recruitment process stages;
- Improved candidate experience;
- Improved management reporting and analytics;
- Improved recruitment workload monitoring;
- Strengthened auditability and governance;
- Improved data quality and record keeping;
- Improved compliance with University policies and applicable legislation;
- Reduced duplication of recruitment activities; and
- Improved ability to identify recruitment bottlenecks and dependencies.
- Early identification and escalation of recruitment delays;

14.23 PERFORMANCE INDICATORS

The effectiveness of the system should be assessed against agreed indicators, including:

- Reduction in manual recruitment administration;
- Reduction in recruitment turnaround times;
- Percentage of recruitment processes tracked electronically;
- Percentage of recruitment activities completed within prescribed timelines;
- Reduction in vacancies exceeding approved recruitment timelines;
- Percentage of approvals completed electronically;
- User adoption rate;
- System availability and reliability;
- Accuracy and completeness of recruitment data;
- Reduction in recruitment-related administrative errors;
- Improved visibility of recruitment ageing and bottlenecks;
- User satisfaction among HR, line managers and selection panel members; and
- Candidate experience and satisfaction, where measured.

14.24 PROCUREMENT REQUIREMENTS

The service provider shall submit a comprehensive proposal addressing all requirements contained in these Terms of Reference.

- The proposal should include:
 - Company profile;
 - Proposed solution overview;
 - Detailed functional response;
 - Technical architecture;
 - Implementation methodology;
 - Project plan and timelines;
 - Proposed project team;
 - Relevant experience;
 - Higher education references;
 - Integration capabilities;
 - Information security and POPIA compliance approach;
 - Data migration approach;
 - Training and change-management approach;
 - Support and maintenance model;
- Services Level Agreement.
- Pricing schedule;
- Licensing model;
- Implementation costs;
- Annual recurring costs;
- Optional functionality and associated costs; and
- Any assumptions, exclusions or dependencies.

14.25 DURATION

The implementation period shall be agreed with the successful service provider following appointment.

The bidder must provide a detailed implementation schedule indicating the anticipated duration of each phase from project initiation to go-live and post-implementation stabilisation.

The University prefers a phased implementation approach where this reduces implementation risk and allows appropriate testing and user adoption.

14.26 OWNERSHIP OF DATA

All data generated, captured, processed or stored in the system in relation to the University's recruitment activities shall remain the property of Sefako Makgatho Health Sciences University.

The service provider shall not use University recruitment data for any purpose other than delivering the contracted services unless expressly authorised by the University and permitted by applicable legislation.

The University must be able to extract its data in a structured and commonly usable format upon request and upon termination of the contract.

14.27 CONFIDENTIALITY

The successful service provider shall maintain strict confidentiality regarding all University information, candidate information, employee information, recruitment records, selection outcomes, remuneration-related information and other confidential information accessed during the implementation and operation of the system.

All employees assigned to the project shall be bound by appropriate confidentiality and information-security requirements.

14.28 ASSUMPTIONS AND DEPENDENCIES

The implementation will be dependent on:

- Availability of relevant University stakeholders;
- Availability and accuracy of existing recruitment data;
- Availability of ICT infrastructure and integration support;
- Timely approval of business requirements;
- Availability of approved recruitment policies and procedures;
- Completion of user acceptance testing;
- Timely decisions and approvals by relevant governance structures;
- Procurement and contracting timelines; and
- Availability of required budget and licensing arrangements.

Any assumptions made by the bidder must be clearly stated in the proposal.

14.30. CONCLUSION

The procurement and implementation of an e-Recruitment System is intended to provide SMU with a modern, integrated and transparent recruitment platform that strengthens the efficiency, governance and accountability of the University's recruitment processes.

The system should support the University not only in digitising existing manual processes but also in improving process visibility, identifying recruitment bottlenecks, monitoring ageing vacancies, enabling timely escalation and providing reliable management information.

The successful implementation of the system will therefore form an important component of the University's broader recruitment recovery and process-improvement initiative.

15. EVALUATION CRITERIA

15.1 Stage 1 Mandatory Requirements

The following should be submitted as prequalification and mandatory compliance documents. (Failure to submit any of the listed valid documents may disqualify your bid):

No	Item	Attached (Yes/No)
1	A company profile detailing a proven track record and experience in the supply, implement and support an e-Recruitment System	
2	Business registration certificate from the Companies and Intellectual Property Commission (CIPC)	
3	Copies of Identity Documents of all the directors / trustees /members/ shareholders	
4	Resolution of director(s) (authority to sign)	
5	Proof of tax compliance status e.g., valid tax clearance certificate or personal identification number (PIN) issued by South African Revenue Services (SARS)	
6	Original proof of business residential address attached (Service providers must attach proof of residence clearly stating the physical address in the form of a letter ,lease agreement or municipal rates statement)	
7	Returnable forms	
8	Proof of most recent Central Supplier Database (CSD) Registration- Printed during the month of the advert or after	
9	For partnerships, Joint Ventures, Consortiums and Cooperatives the following requirements should be complied with: Partnership The partners to submit a signed partnership agreement. Each partner to submit its mandatory compliance documents as required/ each partner to be compliant on its own.	

	The partnership to delegate a partner/s to be appointed and designated to sign on behalf of the Partnership. Letter of appointment of the partner/s to be submitted s proof of delegation of authority to sign. Bank account in the name of the partnership. B-BEEE certificate of each partner. The lowest B-BBEE claim by one of the partner will be considered for evaluation purposes. Joint Venture Registration document of a Joint venture form the CIPC. The members to submit a signed joint venture agreement if incorporated. If the Joint venture is not incorporated it will be treated like a partnership. Each member/entity to submit its mandatory compliance documents as required/ each member to be compliant on its own. The Joint venture to delegate a partner/s to be appointed and designated to sign on behalf of the Joint venture. Letter of appointed member/s to sign as proof of delegation of authority. Bank account in the name of the Joint venture. A joint valid B-BEEE certificate to be submitted. Consortiums Members to submit a Consortium agreement. Each member/entity to submit its mandatory compliance documents as required/ each member to be compliant on its own. The Consortium to delegate a member/s to be appointed and designated to sign on behalf of the Consortium. Letter of appointed member/s to sign as proof of delegation of authority. Bank account/Bank accounts in the name of the Consortium. A joint valid B-BEEE certificate to be submitted	
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A valid joint or non-joint (partnership) B-BBEE certificate from accredited verification companies for Large Enterprises with a turnover threshold exceeding R50M or a Sworn Affidavit for EME with a turnover threshold of up to R10M or a Sworn Affidavit for QSE with a turnover threshold of above R10M and below R50M. Non submission of the valid B-BBEE certificate or Sworn Affidavit or B-BBEE contribution level or letter from a qualified or certified accountant will result Zero (0) allocation of points.

15.2 Stage 2: Evaluation in terms of functionality and Presentation

Stage 2.2 Evaluation in terms of Functionality

Proposals will be evaluated on price and functionality in accordance with the SMU Procurement Policy, 80/20 principles of evaluation will be applicable. Service providers must score at least **60/70** points on functionality before they can be considered for presentation, price and BBBEE

Criterion	Key Components	Score
Company Experience <i>(Please attach Contactable Reference Letters in the supply, implement, and support an e-recruitment system)</i>	• 4 Reference Letters or more in the supply, implement, and support an e recruitment system (30 Points) • 3 Reference Letters or more in the supply, implement, and support an e recruitment system (25 Points) • 2 Reference Letters in the supply, implement, and support an e- recruitment (20 Points) • 1 Reference Letter in the supply, implement, and support an e recruitment System (10 Points) • 0 Reference Letter(s) in the supply, implement, and support an e recruitment System) (0 Points) Service provider is required to submit letter of reference stating the value of the contract and term. Letter must be in the letterhead of the client. For reference letter to be accepted must have a minimum value of R1 million per project or contract	30 Points
Project Team Compilation <i>(Please attach CVs of Team with experience in supply, implement, and support an e-recruitment system)</i>	Project Team Lead CV with experience in the supply, implement, and support an e-recruitment system, a minimum NQF Level 7 Degree or BTECH in Information Technology or equivalent • Project Team Lead with 5 years or more experience – 5 points • Project Team Lead 3 to 4 years' experience – 4 Points, • Project Team Lead with 1 to 2 years' experience – 3 Points • Project Team Lead with 0 years' experience – 0 Points System Developer CV with experience in the supply, implement, and support an e recruitment system, a minimum NQF Level 6, National Diploma Degree in Information Technology or equivalent System Developer with 5 years or more experience – 5 Points, System Developer with 1 to 4 years' experience – 4 Points, System Developer with 0 years' experience – 0 points	10 Points

Project Approach / Methodology <i>(Please attach Project Approach / Methodology)</i>	Project Approach/ Methodology, which includes (1) Milestones (2) Key activities, (3) Resource allocation, and (4) Risk Management and (5) (SLA),Training and Change Management • Project implementation plan with 5/5 four elements mentioned on paragraph 1 of this section – (20 points) • Project implementation plan with 4/5 elements mentioned on paragraph 1 of this section – (15 points) • Project implementation plan with 3/5 elements mentioned on paragraph 1 of this section – 10 points) • Project implementation plan with 2/5 elements mentioned on paragraph 1 of this section – (5 points) • Project plan with 1/5 elements mentioned on paragraph 1 of this section or Non submission of a project plan – (2 points) • Project plan with 0/5 elements on paragraph 1 of this section or non submission of a project plan –(0 points)	20 points
Post-Implementation Support & sustainability	- Strong SLA support, upgrades, training, scalability, and vendor stability - (10 Points) - Good support and upgrade path (8 Points) - Standard vendor support (6 Points) - Limited support or unclear SLA (4 Points) - Weak or unreliable support model (2 Points) - Not addressed (0 Points)	10 Points
	Minimum Points= 60	
	Total for Stage 2.1	70 Points

Stage 2.2 – Presentation and System Demonstration

Service providers must score at least **20/30 points** on presentation before they can be considered for price and B-BBEE.

Bidders shall conduct a live demonstration of the proposed e-Recruitment System and present the proposed implementation approach. The demonstration will be evaluated on the extent to which the proposed solution satisfies the University's functional requirements, ease of use, workflow automation, reporting capability, integration readiness, security features and overall suitability for the University environment.

Preference will be given to solutions that demonstrate functionality through standard system capabilities and configuration rather than extensive customisation

Criterion	Key Components	Score
Project Execution	• Demonstration of Vacancy Requisition, Workflow Automation and Approval Processes 5 points • Demonstration of Candidate Management, Online Application and Communication Functionality 5 points • Demonstration of Screening, Shortlisting, Interview and Selection Management Functionality 5 points • Demonstration of Reporting, Dashboards, Audit Trails and Management Information Capabilities 5 points • Technical Architecture, Integration, Security and POPIA Compliance 5 points • Training, Change Management, Support, Maintenance, SLA and Risk Management Approach 5 points Points for technical compliance to be scored as follows: Fully compliant- 5 Points Partially compliant- 3 Points Non-compliant- 0 Points	30 Points
	Total for Stage 2.2	30 Points

Service providers must score at least **80/100 points** on functionality and presentation before they can be considered for price and B-BBEE.

15.1.1 Stage 3: Evaluation in terms of PPPFA (Price and B-BBEE)

Price and B-BBEE will be considered using the following formula:

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where:

P_s = Points scored for price of tender under consideration
 P_t = Rand value of tender under consideration
 P_{min} = Rand value of lowest acceptable tender

i. B-BBEE Evaluation:

A bidder must submit proof of its B-BBEE status level contributor. Failing to submit proof of B-BBEE status level of contributor or is a non-compliant contributor to B-BBEE may not be disqualified and will score 0 points out of 20 for B-BBEE. The allocation of points for B-BBEE is as follows:

BBBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-complaint contributor	0

16. PRICING SCHEDULE

The pricing schedule should cover costs associated with the following and priced across 3 years:

Cost Element	Year 1	Year 2	Year 2
Software License			
Implementation			
Configuration			
Integration			
Data Migration			
Training			
Support and Maintenance			
Additional users			
Travel costs			
Custom development			
Optional modules			
Other			
TOTAL			