COMMISSION FOR CONCILIATION, MEDIATION & ARBITRATION

National Office

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REQUEST FOR QUOTATIONS "RFQ"

RFQ NO:	**RQN00000221704**			
DESCRIPTION OF SERVICES REQUIRED:	**APPOINTMENT OF PANEL OF TARGETED RECRUITMENT SERVICE PROVIDERS ON AN AS AND WHEN REQUIRED BASIS FOR A PERIOD OF THREE (3) YEARS**			
ISSUING DATE:	06 November 2026			
COMPULSORY BRIEFING SESSION LINK	**Microsoft Teams meeting** **Join:** https://teams.microsoft.com/meet/3811678961857966?p=Q7cF9qAaDgLN5PEPmN Meeting ID: 381 167 896 185 796 6 Passcode: RA9cJ3r3			
CONTRACT DURATION	**THREE (3) YEARS**			
COMPULSORY BRIEFING SESSION	**TIME:**	11H00	**DATE:**	13 November 2026
CLOSING:	**TIME:**	16H00	**DATE:**	20 November 2026
PLEASE ENSURE THAT THE QUOTATION HAVE THE TOTAL FIXED AMOUNT STATED IN ORDER FOR CCMA TO BE ABLE TO EVALAUTE YOUR PRICE AND PRICE MUST INCLUDE ALL APPLICABLE TAXES				
QUOTATION VALIDITY PERIOD:	90 days			
CONTACT PERSON:	**Thabang Kgagane** **ThabangK@ccma.org.za** **Tel:0113776916** **Aluwani Mulibana 011 377 6902**			
DELIVERY OR SUBMISSION INSTRUCTIONS FOR RFQ:	The submissions of the quotations must be emailed to: RFQ2@ccma.org.za **only** **All quotations need to be on an official letterhead (All cost included)**			
DISQUALIFICATION	Quotations not submitted to the RFQ2@ccma.org.za will be disqualified.			

EVALUATION OF QUOTATIONS	• All quotations above R2000 will be evaluated on pricing and CCMA preferential points using the 80/20 system. • The 80 points are for requests for quotations up to the rand value of R1 million. • The 20 points will be allocated to promote this goal, and points will be allocated in
	• **NB: Supplier must attach the following documents when responding to this RFQ:** • **Proof of ownership must be attached in the form of:** • Copy of the founding documentation of the company with which the ownership is listed i.e. CIPC etc; • ➢ Copy of the id-document (s) of the owner (s). • ➢ Proof of Medical certificate confirming disability of the owner (s). • **Failure to adhere to the above will result in the non-allocation of preferential points.**

SPECIFICATION

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

1. SPECIAL INSTRUCTIONS TO SERVICE PROVIDERS

1.1 Service providers shall provide full and accurate answers to the questions posed in this RFP document. Service providers must substantiate their response to all questions, including full details on how their proposal/solution will address specific functional/ technical requirements; failure to substantiate may lead to the service provider being disqualified. All documents as indicated must be supplied as part of the bid response.

1.2 Failure to comply with mandatory requirements and/or providing false information will lead to the service provider being disqualified.

1.3 Uttering and/or provision of false information by the service provider on any of the aspects herein will result in the disqualification of the bid.

2. INTRODUCTION

2.1 The Commission for Conciliation, Mediation and Arbitration (CCMA) is an independent statutory organisation that was established by the Labour Relations Act of 1995 (LRA) to deliver dispute prevention and resolution services to the people of South Africa. The core mandate of the CCMA is derived from the purpose of the LRA, which, amongst others, is to advance economic development, social justice, labour peace and the democratisation of the workplace.

2.2 The CCMA employs approximately eight hundred and fifty-seven (857) Full-Time employees and utilises the services of approximately four hundred and eighty-four (484) Part-Time Commissioners and approximately one hundred and nine (109) Part-time Interpreters. The CCMA National Office is in Johannesburg. Eight (08) Provincial Offices deliver services to users in the nine (09) provinces of the CCMA.

3. PURPOSE

3.1 The purpose of this document is to request call proposals from accredited and competent targeted Recruitment Service Providers (Recruitment Agencies) to form part of a panel of preferred service providers for the CCMA's National, Provincial, and regional offices. The appointed Panel shall provide placement services through a targeted recruitment process and will be engaged on an as**-and-when-required basis for a period of three (03) years.** The utilisation of a panel of targeted recruitment service providers will benefit the CCMA by streamlining the targeted recruitment procurement, contracting, and management processes, thereby saving time typically spent on the Request for Quotes (RFQ) process each time targeted recruitment is undertaken.

3.2 Vacancies in the CCMA cover a diverse range of occupations, including Entry-Level, Skilled Professionals, Senior and Executive-Level vacancies. When there is a need to recruit externally, vacancies are typically filled through different mechanisms using resources within the CCMA. In instances where internal CCMA processes do not or are unlikely to yield suitable candidates, the services of service providers from the appointed panel may be utilised.

4. TERMS OF REFERENCE

4.1 The Human Resources Management Unit is responsible for capacitating the organisation in order that the organisation is able to deliver on its mandate; by inter alia ensuring that suitable candidates are identified to fill vacancies expediently and in a cost-effective manner.

4.2 The CCMA seeks to establish a panel of targeted recruitment service providers who will promptly respond to placement needs for a period of three (3) years.

4.3 The targeted recruitment services will be utilised on an "as and when required basis" to capacitate the national, provincial, and regional offices of the CCMA.

4.4 The Targeted Recruitment Service Provider must have the capacity to deliver suitable candidates in a relatively short period.

4.5 Pricing will be requested when the Targeted Recruitment Services are required.

4.6 There is no guarantee that work will be allocated to the successful Service Provider during the term of the contract.

4.7 Work will be allocated according to the CCMA requirements, including but not limited to specialisation in respect of candidates sought.

4.8 The CCMA reserves the right to limit the size of the Panel of Targeted Recruitment Service Providers to twelve (12)*.

4.9 Service Providers who score a minimum threshold of 70 out of 100 on functionality will be evaluated further on points for specific goals. Service Providers with the highest score on specific goals will be appointed in descending order (with top scorers prioritised). See Table 2.

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

5. DELIVERABLES

5.1 Below is a list of targeted recruitment activities that Service Providers must tick to confirm that they are capacitated to execute. Service Providers may indicate any additional activities not covered in Table "A" below.

5.2 Failure to indicate **"Yes"** on any of the targeted recruitment activities in **Table A** below **will result in disqualification.**

TABLE A: LIST OF TARGETED RECRUITMENT DELIVERABLES		
Activity	**Deliverable**	**PLEASE TICK** **(Yes ✓ or No X)**
Searching and Headhunting	The service provider shall source prospective candidates from its database, other sources, and/or by headhunting to match the skills and qualifications required as specified on the job profile and job advert. To achieve this, the service provider may be required to undertake labour market analysis, tap networks of professional affiliations, and/or leverage social media and other non-traditional methods of targeted recruitment.	
Identifying suitable candidates	The service provider will analyse profiles of applicants received through applications or other means; and identify candidates who best match the job requirements.	
Shortlisting	The service provider will select three (03) of the most qualified candidates and share their curriculum vitae with the CCMA's Human Resources Management to commence with the selection process. If any of the shortlisted candidates do not meet the CCMA's expectations, the CCMA may request for additional candidates to be added to the shortlist.	

TABLE A: LIST OF TARGETED RECRUITMENT DELIVERABLES		
Activity	**Deliverable**	**PLEASE TICK (Yes ✓ or No X)**
Assessments (Where required)	The service provider will arrange for the shortlisted candidates to undergo assessments and/or other selection processes, as directed by the CCMA Human Resources Management team.	
Reference Checking	The service provider will conduct reference checks on three (3) referees provided by the prospective candidate. Additionally, Personal Credential Verification (Vetting) of all presented shortlisted candidates (where required) will be conducted by the service provider prior to submission of candidates to the CCMA. These must include ID, Qualification, Citizenship, criminal, credit checks, reference checks, professional memberships and other checks e.g. social media scanning.	
Offer of Contract and Payment	The service provider will present the contract of employment prepared by the CCMA to the successful candidate. Following commencement of employment with the CCMA by the successful candidate, the service provider will present an invoice for services rendered to the CCMA for payment.	
POPIA Compliance	At all times, the service provider must comply with the Protection of Personal Information Act (POPIA) and provide proof thereof, e.g. Consent/indemnity form completed and signed by candidates.	

5.3 All checks and verifications conducted on referred candidates, such as probity checks etc; will be for the account of the service provider and must therefore be consideration for Service Providers when quoting. The CCMA will pay for suitability assessments arranged for and facilitated through the CCMA Human Resources Management team.

5.4 **THE PROPOSAL WILL BE EVALUATED IN THREE (03) STAGES:**

- **Mandatory Requirements (Stage 1)**
- **Functionality Evaluation (Stage 2)**
- **Price and Specific Goals (Stage 3)**

6. MANDATORY REQUIREMENTS (STAGE 1)

To be completed by the Service Provider.

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

If "NO" is indicated for the minimum requirement in the table below, the bid will be disqualified			
DESCRIPTION	**COMPLIANT**	**NON-COMPLIANT**	**REFERENCE PAGE NUMBER IN PROPOSAL**
Service Providers must indicate by ticking (√) in the correct box, indicating that they Comply or Do Not Comply:			
6.1 **Affiliation with a Professional Body.** The Service Provider, as an entity, or at least one (01) of its key personnel, must be affiliated to a professional body in relation to recruitment services, e.g. APSO (Association of Personnel Services Organisation) or any other relevant **professional body** which governs the business and conduct of recruitment service providers. Provide a copy of a membership certificate from a professional body as indicated above, either for the Service Provider as an entity or at least one of its key personnel (of being a member of a professional body regulating the recruitment industry e.g. APSO) **The CCMA may verify the certificate from the regulating body.**			
6.2 **Agreement with a Verification Agency** The Service Provider must have an account/agreement with a verification agency e.g. MIE, LexisNexis etc., and attach a copy of a letter from verification agency attesting			

If "NO" is indicated for the minimum requirement in the table below, the bid will be disqualified			
DESCRIPTION	**COMPLIANT**	**NON-COMPLIANT**	**REFERENCE PAGE NUMBER IN PROPOSAL**
Service Providers must indicate by ticking (√) in the correct box, indicating that they Comply or Do Not Comply:			
to a valid, current agreement between the Service Provider and the verification agency. **The CCMA may verify the certificate from the verification agency.**			
TABLE A: List of Targeted Recruitment Deliverables completed in full.			

7. FUNCTIONAL/TECHNICAL REQUIREMENTS (STAGE 2)

7.1 The service providers will be required to score a **minimum of 70 out of 100** points on the Functionality Evaluation to qualify for Stage 3 of the evaluation, where only Price and Specific Goals points will be considered.

REQUIREMENTS		WEIGHTING
Company Experience and Expertise The service provider must have at least five (5) years' demonstrable experience in the provision of targeted recruitment services.	The service provider must submit a company profile detailing its areas of expertise, years in operation, and experience in rendering similar services **Points Allocation** Five (05) years' demonstrable experience **10 Points** Less than five (05) years' demonstrable experience **0 points**	**10 points**
Contactable References: Each letter will be assessed and allocated points as set out below:	**Contactable References** Service providers must provide five (05) written contactable reference letters not older than three (03)	**50 points**

REQUIREMENTS		WEIGHTING
• No reference letter or did not provide the required information = 0 points • 1 valid letter = 10 points • 2 valid letters = 20 points • 3 valid letters = 30 points • 4 valid letters = 40 points • 5 valid letters = 50 points No additional points will be allocated for additional reference letters over and above the required maximum.	years attesting to the Targeted Recruitment Services rendered. The signed reference letters must be on a company letterhead, clearly indicating: • Company name • Physical address • Period/ date for which targeted recruitment services were rendered • Position/Occupational Level in which a candidate/s was/were confirming placement • Authorised signatory's name, designation, and contact details **NB:** • **Reference letters that do not fully meet the above requirements will not be considered as valid and will result in disqualification.** • **The CCMA may at its discretion conduct reference checks /verification of the reference letters at any stage of the evaluation.** • **Submission of reference letters whose authenticity/validity is disputed by the referee will lead to disqualification of the bid.**	
Implementation roll-out plan The plan will be assessed and allocated points as set out below **5 – Excellent**: Fully meets and exceeds requirements with a detailed, clear, and practical approach.	The Service Provider must provide a practical and comprehensive implementation roll-out plan for the execution of targeted recruitment services, with a structured end-to-end recruitment process for sourcing and placing candidates at Executive, Senior, and Middle Management levels. The Service Provider must demonstrate an understanding of all the requirements by addressing all aspects of the Scope of Work and Deliverables and outlining how the Service Provider plans	**40 points**

REQUIREMENTS		WEIGHTING
4 – Very Good: Meets all requirements with minor gaps. **3 – Good:** Meets most requirements but lacks depth or clarity. **2 – Poor**: Meets some requirements but significant gaps exist. **0 – Very Poor**: Does not adequately meet requirements.	to execute the services required. The implementation roll-out plan, with detailed and clear timelines, must demonstrate the ability to provide the required assessments within the required timelines. Points will be allocated as set out below **5 (Excellent)** 5/5 *40 =40 **4 (Very Good)** 4/5 * 40 =32 **3 (Good)** 3/5 *40=24 **2 (Poor)** 1/5 * 40 =8 **1 (Very Poor)** 0/5 * 40 =0	
Total		**100**

Service Providers who score a minimum threshold of **70 out of 100 points** on the functionality evaluation criteria will be considered for appointment to the panel of targeted recruitment service providers, subject to the provisions of 4.7 above, on an as-and-when-required basis for a period of three (3) years.

NB: The award will be on an as-and-when-required basis and quotations will be requested from the appointed panel.

8. PRICING AND SEPCIFIC GOALS (STAGE 3)

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

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

PRICE AND SPECIFIC GOALS	POINTS
Points allocated for price	**80**
Points allocated for specific goals	**20**
TOTAL FOR PRICE and SPECIFIC GOALS	**100**

8.1 **PRICE AND SPECIFIC GOALS**

Note: The 80/20 will be applied when a specific targeted recruitment service is procured from the appointed panel.

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

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

b) Price; and

c) Specific Goal(s).

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

Table 1:

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

Table 2:

Ownership verification will be conducted in line with the Central Suppliers Database by National Treasury. Company Registration Documents and the owner/s identity documents	**80/20 Preference points system**	**90/10 Preference Points system**
Price	**80**	**90**
Black Owned Entities	*08*	*04*

Women Owned Entities	*06*	*03*
Youth Owned Entities	*04*	*02*
PWD Owned Entities	*02*	*01*
Total points for Price and Specific Goals	**100**	**100**

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

8.5 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

9. COMPULSORY BRIEFING SESSION (VIRTUAL SESSION)

9.1 A virtual Compulsory Briefing Session will be held as follows:

9.2 Date 13 November 2026

9.3 Time: 11H00

Please use the below link to connect the session

Microsoft Teams meeting
Join: https://teams.microsoft.com/meet/3811678961857966?p=Q7cF9qAaDgLN5PEPmN
Meeting ID: 381 167 896 185 796 6
Passcode: RA9cJ3r3