



PANAGORAGROUP
MAKING OUR WORLD A BETTER PLACE FOR GOOD

Request for Quotations (RFQ)

Issue Date: Tuesday, December 01, 2020

RFQ Number: TSS_RFQ_Recruitment Services_015_2020

RFQ Title: Recruitment Services

Questions Due Date: Friday, December 04, 2020, at 17h00 (SAST).

Closing Date and Time for All Quotations: Friday, December 11, 2020, at 17h00 SAST

Place of Performance: South Africa

To All Prospective Offerors:

Panagora Group (hereinafter referred to as Panagora) issues the above referenced Request for Quotations (RFQ) for **Recruitment Services** for the Panagora South Africa Activity Office.

Instructions and Evaluation: Instructions for preparation of proposals are found below and proposals will be evaluated on the basis of the criteria described in Section H. Award shall be made to the Offeror whose proposal offers the best value to Panagora.

Questions: Questions regarding this solicitation must be submitted by email and shall be sent directly to info@panagorasouthafrica.net. All questions are due by the date specified above. If substantive questions are received which affect the response to the solicitation, or if changes are made to the closing date and time, as well as other aspects of the RFQ, this solicitation will be amended. Any amendments to this solicitation will be provided to all recipients of this RFQ.

Submission Due Date and Time: Electronic submission of proposals shall be submitted by the stated closing date and time specified above via email to info@panagorasouthafrica.net.

Panagora reserves the right to award a subcontract without discussions or the submittal of final revised proposals, therefore, Offerors are advised to review the RFQ in detail, raise questions and request clarifications by the due date for questions, and submit a comprehensive proposal meeting all the requirements of this RFQ by the due date and time. Accordingly, the Offerors' initial offer should contain its best terms from both a cost and technical standpoint.

Sincerely,

Thuliswa Nazo
Finance and Operations Director, Panagora Group

GENERAL INSTRUCTIONS TO OFFERORS

A. Purpose

The purpose of this RFQ is to provide the Technical Support Services (TSS) Activity with full-cycle Recruitment Services. Panagora intends to issue **one Blanket Purchase Agreement**. Offerors shall submit a comprehensive proposal for Recruitment Services with payment terms and conditions for the work outlined in the statement of work.

B. Relevant Timelines

- Tuesday, December 01, 2020, at 17h00 SAST – Vendors submit questions
- Friday, December 04, 2020, at 17h00 SAST - Vendors submit quotations
- Friday, December 11, 2020, at 17h00 SAST – Panagora will notify vendors of the decision
- Subcontract and work will commence shortly thereafter

C. Statement of Work

Panagora South Africa Activity Office (Panagora South Africa) is looking for an established recruitment firm to provide on-going full cycle recruitment services for both long-term employees and consultants who conduct work in South Africa and the southern Africa region.

D. Background

Panagora Group, a woman-owned small business and task order holder of the USAID Technical Support Services contract, is seeking technical assistance to provide recruitment services across southern Africa for the Panagora South Africa Activity Office based in Pretoria, South Africa.

The TSS Activity supports USAID/South Africa's Bilateral Health Office by working collaboratively with the Health Office staff to achieve their overall goals by creatively finding innovative solutions, supplementing and complementing their existing staff capacity and, as appropriate, enhancing capacity in performance management; evaluation and research; and systematic collaboration, continuous learning, and adaptive management.

The USAID/South Africa Health Office and Panagora South Africa routinely engage short-term consultants and long-term professionals to support the USAID mission and their implementing partners. The successful provider will consult local and regional labor legislation and policy, demonstrate best practices, as well as perform analysis of Panagora's needs in order to propose a proactive, innovative recruitment and talent attraction approach. This task supports Panagora South Africa's current work under the USAID TSS contract, as well as potential work in southern Africa.

E. Scope of Work

Panagora South Africa seeks a service provider for recruitment and selection of all staff and consultants in Southern Africa. This includes recruitment of candidates at the professional and senior executive level who possess unique and/or scarce skills. Panagora South Africa seeks to identify top

talent that is a culturally and gender diverse representation of South Africa and the surrounding southern Africa region.

Panagora South Africa intends to engage the recruitment firm on a results-basis for all services as needed on a position-by-position basis for specific job vacancies and to fill specific consultant positions.

The ideal firm will have an already established network of potential candidates from southern Africa. The ideal firm will also have substantial experience recruiting for positions within the NGO sector and USAID. The ideal firm will have experienced recruiters available to implement the scope of work.

F. Tasks and Deliverables

The selected provider will provide the following services.

Ad hoc services (fees charged per event according to predetermined fee structure):

Perform the full cycle services required to recruit and onboard new employees and consultants as and when required by Panagora South Africa in southern Africa. However, the successful provider should not expect to be the exclusive recruiter or source for new employees or consultants. [AN1][BF2]

This is not an exhaustive list of services but indicates the minimum service for every recruitment event. Providers may submit proposals with additional services or activities that might enhance the recruitment process and results, but each position the provider recruits for, must be priced according to the following steps:

1. Conduct an initial expectation meeting (1 hour) with Panagora staff to establish expectations of the process and analyze the needs for the role.
2. Update or develop various job descriptions: Performed in consultation with Panagora's managers.
3. Talent search and headhunting: The provider shall explore prospective candidates from the database, other sources, and/or by headhunting to match the skills and qualifications required by the specific job description. To achieve this, the provider will undertake labor market analysis, tap networks of professional affiliations, and leverage social media and other non-traditional methods of candidate sourcing.
4. Shortlist candidates: The provider shall share a shortlist of a maximum of five of the most qualified prospective candidates to Panagora for final interviews and selection. If any of the shortlisted candidates do not meet the hiring managers' expectations, Panagora South Africa may ask for additional candidates to be added to the shortlist. Short-listed candidates will have been interviewed by the provider prior to shortlisting.
5. Assessment: The provider will perform screening assessments for all shortlisted candidates and be able to conduct psychometric and other assessments for selected roles.
6. Interview questions: The provider will propose an interview questionnaire tailored to the role and Panagora's questions bank based on the identified needs. Depending on the position, several rounds of interviews may need to be conducted.
7. Administer interviews: The provider will coordinate and set up interview appointments with the Panagora South Africa interview panel and hiring manager.

8. Check references: The provider will perform reference checks with three referees provided by the prospective candidates. Reference checks may be performed for one to three of the final candidates per position. Three references must be collected for the final candidate.
9. Verify the final candidates' qualifications.
10. Collect all relevant documentation from the candidate including biodata, identification, work permit status, etc.
11. Prepare USAID documentation: Prepare documents using Panagora's templates to support the USAID approval process, including formatting CV/resume to Panagora's specifications.
12. Perform all credit checks for specific roles, police clearance, and other assessments for the final candidate(s).

G. Period of Performance

January 1, 2021 to December 31, 2021 (Contract may be renewed depending on contractor performance)

H. Reporting

The successful contractor will report to the Human Resources Director.

I. Format for technical proposal

Section 1: Offerors' proposed approach and methodology for the scope of work.

Section 2: Offerors' proposed work plan to achieve the scope of work. Proposals shall indicate the estimated length of time required to implement each of the services listed in the scope of work.

Section 3: Offerors' relevant experience in delivering similar work in South Africa and southern Africa. Proposals shall describe how the firm meets the services described in the scope of work.

Section 4: A brief outline of the firm and services offered, including:

- Full legal name, jurisdiction of incorporation and address of the company
- Full legal name and country of citizenship of company's President and / or Chief Executive Officer, and all other officers and senior managers of the company
- Year business was established

Section 5: Qualifications of key staff who will be assigned to this project.

Section 6: Fees

- 6.1: Detailed breakdown of each cost section to include:
 - Cost for full cycle ad hoc recruitment services that will produce a short-term consultant.
 - Cost for full cycle ad hoc recruitment services that will produce a long-term employee.
 - Cost for partial ad hoc recruitment services for a situation where Panagora identifies the short or long-term candidate who is ultimately selected.

- Cost for long-term employee and cost for consultant working from 5 to 20 days per month.

J. Instructions for the Preparation and Submission of the Proposals

Offerors must submit full, accurate, and complete information as required by this solicitation. **The proposals must be submitted in English.** Panagora may determine an offer to be unacceptable if the offer does not comply with all the terms and conditions of this solicitation. Panagora will not pay for any proposal preparation costs.

All proposals will be evaluated against the evaluation criteria below. The Offeror with the lowest cost may not be awarded the subcontract. Therefore, an award resulting from this RFQ will be made to the company that offers the greatest value to Panagora from a technical and cost standpoint.

Technical and Implementation Approach: The technical and implementation portion must be in line with the details in Sections C, D, E, and K.

Cost: The cost portion should define the Offeror's invoicing, payment terms, and timelines, explicitly breaking out all the costs included in the service. Please see section I.

K. Evaluation and Criteria

Pre-qualification Criteria (Step 1)

The following pre-qualification criteria will form the basis of evaluating all proposals and failure to comply will result in disqualification of the proposal:

1. Offeror shall submit a certified copy of a resolution from the company, which authorizes the signer to submit a proposal and other relevant documents on behalf of the company (see Section M).
2. The Offeror should have been in operation for a minimum of two years.
3. Offerors are required to include proof of registration with South African Department of Labour and Employment.
4. Offeror shall provide current proof of business registration with the Companies and Intellectual Property Commission, CIPC.
5. Offeror shall submit a valid Tax Clearance Certificate from SARS certifying that the tax affairs of that company are in order.
6. Offeror is eligible (not banned) to work on United States government-funded projects by the Office of Foreign Asset Control. See: <https://sanctionssearch.ofac.treas.gov/>

Functional Evaluation of Proposals (Step 2)

The proposal will be considered for review if and only if it meets all the above pre-qualification criteria. Documentation of the Offeror's evidence to all above stated criteria is to be included in the first section of the proposal. If, during this evaluation process, Panagora determines that a particular pre-qualification criteria may be modified or waived and still allow Panagora to obtain services that substantially meet the intent of this RFQ, the mandatory requirement will be modified or waived for all Offerors, and all proposals will be re-evaluated in light of the change. After evaluating the proposals according to the cited criteria, the award will be made based upon the best value to Panagora.

Panagora will evaluate Offerors' proposals on their responsiveness to the technical specifications defined in the Functionality Criteria.

Selection shall be based on the following weighted categories:

No	Functionally Criteria: Step 2	Percentage
1.	<p>Experience</p> <ul style="list-style-type: none"> a) A company profile must be submitted, stipulating the number of years the company has been rendering recruitment services. b) The company must have been in existence for at least 5 years, rendering similar services. If the company is a start-up company, provide proof that the directors appointed to perform the function have done similar jobs before. c) Number of candidates placed for LT and ST positions. d) Number of candidates for work similar in the field of donor-funded public health projects in South Africa and Southern Africa (Angola, Botswana, Eswatini, Lesotho, Namibia) that includes details of clients and roles that the Offeror has placed. Please redact names and personal details, as needed. e) Total number of individuals in existing database. f) References: The offeror must have demonstrable experience in providing recruitment services. At least three references must be provided in at minimum the following format: <ul style="list-style-type: none"> • Client name • Contact person • Contact details (telephone and email address) • Position placed • Year position place <p>The offeror may include other references from clients that demonstrate the offeror's capacity and service.</p> 	40%
2.	<p>Methodology</p> <ul style="list-style-type: none"> a) The Offeror must demonstrate their understanding of the key requirements and expectations of Panagora as outlined in this RFQ. b) The Offeror must provide in detail the proposed approach, methodology and tools and how they will assist Panagora in achieving the objectives of this request. c) The Offeror must provide an outline of the project deliverables, key milestones and turnaround times d) The Offeror must submit their complete placement terms and conditions. 	40%

4.	<p>Cost (Costing must be in ZAR using the November 2020 where the exchange is USD: ZAR is 0.062, as required).</p> <ul style="list-style-type: none"> a) Cost/price will be evaluated to assess the reasonableness of the costs/prices to determine the best value and the most advantageous approach to the statement of work. b) Provide your recruitment fee structure and a description of how costs are determined. c) Detailed costing list with budget notes, explicitly breaking out all the costs included in the service. d) Costing should include the Offeror's invoicing, payment terms, and timelines. e) Proposals must remain valid and firm for 30 days. 	20%
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The award will be made based upon the best value to Panagora. Panagora reserves the right to determine the proposal that best meets its needs. Contract awarded for this RFQ is neither exclusive nor mandatory.

L. Cost Proposal Submission Template

Please use this template to prepare your price submission. Please provide a quote for each deliverable outlined in **Section F**. Please provide a narrative price proposal along with the price.

EXAMPLE Detailed Cost per Deliverable:

USAID/South Africa TSS_RFQ_Recruitment Services_015_2020 - Price Offer Summary by Deliverable				
Number	Deliverable	% of total Cost to Company/Fixed cost	Brief description of costs considered for the deliverable	Guarantee
1.	Full cycle ad hoc recruitment services that will produce a short-term consultant.			
2.	Full cycle ad hoc recruitment services that will produce a long-term employee			
3.	Partial ad hoc recruitment services for a situation where Panagora identifies the short or long-term candidate who is ultimately selected.			
4.	Long-term employee and cost for consultant working from 5 to 20 days per month.			
5.	Other			
6.	VAT @ 15%			

*Fully loaded rates

M. Offer Cover Letter

The following cover letter must be placed on letterhead and completed/signed/stamped by a representative authorized to sign on behalf of the Offeror:

Technical Support Services Activity

Panagora Group
90 Ribeiro Avenue, Walker Creek Office Park,
Muckleneuk, Pretoria, South Africa

Reference: TSS_RFQ_ Recruitment Services_015_2020

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer for **Recruitment Services** to complete the activities and requirements as described in the above-referenced RFQ. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFQ. We further certify that the below-named provider is eligible to participate in this procurement under the terms of this solicitation and under USAID regulations.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

- We have no close, familial, or financial relationships with any Panagora Group or the Technical Support Services activity staff members.
- We have no close, familial, or financial relationships with any other offerors submitting proposals in response to the above-referenced RFQ; and
- The prices in our offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- All information in our proposal and all supporting documentation is authentic and accurate.
- We understand and agree to Panagora Group's prohibitions against fraud, bribery, and kickbacks.

We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature:
Name and Title of Company Signatory:
Telephone:
Company Registration Number:

Date:
Company Name & Address:
Website:
Company DUNS Number:

N. Ethical and Business Conduct Requirements

Panagora Group is committed to integrity in procurement, and only selects suppliers based on objective business criteria such as price and merit. Panagora expects suppliers to comply with our standard terms and conditions. Panagora does not tolerate fraud, collusion among offerors, or falsified proposals or bids. Any firm or individual violating these standards will be disqualified from this procurement and barred from future procurement opportunities. In addition, Panagora will inform USAID of any supplier offers of money, commissions, or gifts to obtain business. Employees and agents of Panagora are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, or object of value from current or potential vendors or suppliers in exchange for or as a reward for business. Offerors responding to this RFQ must disclose and include the following information as part of the proposal submission:

- Close, familial, or financial relationships with Panagora Group or activity staff. For example, if an offeror's cousin is employed by the activity, the offeror must state this.
- Any family or financial relationship with other Offerors submitting proposals. For example, if the Offeror's father owns a company that is submitting a proposal, the Offeror must state this.
- Certify that the prices in the offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- Certify that all information in the proposal and all supporting documentation are authentic and accurate.
- Certify understanding and agreement to prohibitions against fraud, bribery, and kickbacks.

Please contact Operations@panagoragroup.net with any questions or concerns regarding the above information or to report any potential violations.

END OF RFQ