



APPOINTMENT OF SERVICE PROVIDER TO ASSIST THE DEPARTMENT OF SMALL BUSINESS DEVELOPMENT WITH THE RECRUITMENT AND SELECTION PROCESS, FOR A PERIOD OF 12 MONTHS.

DSBD 02 RFQ HR/2026

DATE ISSUED : 06 FEBRUARY 2026

CLOSING DATE AND TIME Extended to : 27 FEBRUARY 2026 at 11:00AM

BID VALIDITY PERIOD : 120 DAYS.

Tender submission DSBDEExternalRFQ@dsbd.gov.za

Department Address : Department of Small Enterprise Development (DSBD)

The dtic Campus

1st floor, Block G

77 Meintjies Street Sunnyside

Pretoria

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TERMS OF REFERENCE

1. PURPOSE

1.1 To appoint prospective service providers to assist the Department of Small Business Development with the recruitment and selection process (responses handling) , for a period of 12 months.

2. BACKGROUND AND RATIONALE

2.1 Chapter IV of Public Service Act, Section 11 (2) states that all that applied and qualified shall be considered and the evaluation of persons shall be based on (1) training, skills, competence, knowledge and the need to redress, (2) in accordance with the Employment Equity Act, 1998 (Act 55 of 1998), (3) correcting the imbalances of the past to achieve a public service broadly representative of the South African people, including representation according to race, gender and disability.

2.2 Regulation 65 of the Public Service Regulations, 2016 as amended states that an executive authority shall ensure that vacant posts in the department are advertised, as efficiently and effectively as possible, to reach the entire pool of potential applicants, including designated groups.

2.3 The Department is in the process of implementing the approved structure which provides for a significant increase in posts. The Department implemented an online application system through designated mailboxes; however, due to high numbers of applications from all over the Republic, several challenges have been experienced with the mailboxes.

2.4 In complying with the above, these applications must be assessed with efficiency, diligence and fairness. Due to limited capacity, the appointment of a service provider is required.

3. CONDITIONS IN RESPECT OF SUBMISSION OF PROPOSALS

3.1 As a condition for this requirement, a detailed project plan, outlining receipt of applications and how the work will be executed, should be submitted to the Department by the interested service provider. The plan must include a detailed work plan with time frames and the number of personnel to work on each post as well as their knowledge and experience.

SCOPE OF WORK

- a) Providing an online recruitment system/platform or email service
- b) Receiving applications

- c) Capturing applications
- d) Sorting and pre-screening of applications per post
- e) Submission of categorized spreadsheet based on the outcome of the applications received

4. PRICE

4.1 Quotations for the work to be carried out must be inclusive of VAT and quoted in South African currency (ZAR).

4.2 The quotation value must represent the costs per application (CV) received and assessed for a total of 15 000 applications over a 12-month period.

- a) Receiving of application on the online recruitment system/platform or email service
- b) Capturing of the applications
- c) Sorting and pre-screening applications

Number of Applications	Cost per application	Total Number of Applications of a 12-month period	Total Costs (including VAT)
15 000		15 000	

5. THE DSBD OBLIGATIONS

- 5.1 Advertise posts.
- 5.2 Communicate with and advise the service provider (assigned by the contracted service provider) regarding all matters relating to the project.
- 5.3 The DSBD will supply all the reasonable, relevant, available data and information required and as requested by the service provider for the proper delivery of the services, and provide assistance as reasonably required by consultants towards carrying out their duties under this contract.

6. SERVICE PROVIDER'S OBLIGATIONS

- 6.1 The service provider undertakes to act as an independent contractor in respect of the work.
- 6.2 Is responsible for providing an online recruitment system/ platform or email service and receipt, sorting and pre-screening of applications per post, as and when positions are advertised by the DSBD.

- 6.3 Possess the ability to receive applications electronically (via the online system/platform or email service as referred to above); Prepare and submit a comprehensive list of applications received per position; The lists must include the assessment of applications into Lists, i.e., A (Recommended), B (Partially Recommended) and C (Not Recommended).
- 6.4 Attend meetings with DSBD officials whenever required to do so for the purpose of obtaining information or advice regarding the work and assignments or for discussing any matters arising from or in connection therewith.
- 6.5 The service provider is responsible for its own computers and its own technical infrastructure, including human capital to adequately perform its functions.
- 6.6 The service provider shall exercise all reasonable skill, care and diligence in the execution of the work and shall carry out their obligations in accordance with international professional standards. The consultant shall act as a faithful advisor to the DSBD and respect the laws and customs of the country and provinces in which any business in relation to the project is conducted.
- 6.7 The service provider shall be deemed to have satisfied itself as to the correctness and sufficiency of the rates and prices set out in the quotation for the work to be rendered.
- 6.8 The service provider must plan and provide all possible risks that may affect the delivery project on time and demonstrate the mechanisms in place to manage such risks.
- 6.9 Engage meaningfully with the DSBD staff throughout the project; and
- 6.10 Be ready to assume work as soon as possible.

7. EVALUATION CRITERIA

- 7.1 The three-quotation system, the basis of the scope of work and compliance with all the MPSA Directives on recruitment and selection, will be used to evaluate bidders.
- 7.2 The recommended service provider/consultant must be a reputable company with a functional online recruitment system/platform or email service with a minimum of two successful years, plus a minimum of two (2) references of similar successful projects conducted/concluded.
- 7.3 Be able to provide a portfolio of evidence for past successful work with contactable references.
- 7.4 Below are three (3) phases to be followed.

8. TENDER/PROPOSAL EVALUATION CRITERIA

The 80/20 principle will be applied in evaluating the proposal. Please note that the proposals/bids will follow a three-phased evaluation process as follows:

8.1 PHASE 1: PROPOSAL MANDATORY REQUIREMENTS (SCM COMPLIANCE EVALUATION)

- a) Supply Chain Management will conduct a preliminary compliance evaluation of all proposals and only those that have complied in terms of procurement requirements (i.e., registered on CSD, tax complaint, Completion of the SBD 4 and 6.1 and any other requirement that would have been indicated in the bid document).
- b) Only those proposals whose compliance is in order will move to Phase 2

8.2 PHASE 2: FUNCTIONAL EVALUATION

- a) The second phase will be the evaluation to determine the capability of the service provider to deliver on the specified requirements. The following key score shall be applied for the evaluation of functionality. Only service providers that score 70 points and above on functionality will go through to Phase 3.

0	1	2	3	4	5
Non responsive	Poor (significantly below requirements)	Inadequate (below requirements)	Good (meets requirements)	Very good (above requirements)	Excellent (significantly above requirements)

FUNCTIONAL CRITERIA	WEIGHT/SCORE
1 RECRUITMENT SYSTEM / PLATFORM OR EMAIL SERVICE	40
1.1 Recruitment system/ Platform or email service	
Service Provider must have a minimum of two (2) years of functional online system/platform or email service that can cater for high-volume applications to support all the requirements for public service applications. Including a minimum of two (2) testimonials/references of similar successful projects conducted/concluded.	
VALUES	
2 years of functional online system/ platform or email service, and includes two (2) testimonials/references of similar successful projects conducted/ concluded	3
3-4 years of functional online system/ platform or email service, and includes two to three (2-3) testimonial/references of similar successful projects conducted/ concluded	4

5-6 years of functional online system/ platform or email service and includes three to four (3-4) testimonial/references of similar successful projects conducted/ concluded	5
2 COMPETENCIES AND CAPABILITIES	20
2.1 Staff complement with competencies to screen applications according to the job advertisement. Service Provider should have expertise and experience in pre-screening, evaluating and analysing applications according to job requirements/advertisements. Proposal to include evidence, i.e. Organogram detailing staff complement, CVs highlighting expertise, competencies and relevant experience. Proposal to include how they have performed on similar projects before and how long they took to complete such a task. 10	10
VALUES	
3-4 staff members with the ability to do pre-screening, evaluating and analysing applications according to job requirements/advertisements and submit results within seven working days from the date of receipt of the request.	3
4-5 staff members with the ability to do pre-screening, evaluating and analysing applications according to job requirements/advertisements and submit results within seven working days from the date of receipt of the request.	4
5-6 staff members with the ability to do pre-screening, evaluating and analysing applications according to job requirements/advertisements and submit results within seven working days from the date of receipt of the request.	5
2.2 Logistics and records management Service provider must demonstrate the ability to receive and provide screened applications electronically. Ability to provide the DSBD with applications and an analysis of applications received from most suitable to unqualified applicants, i.e., via lists as per paragraph 6.3 (A, B, C), electronically.	10
VALUES	
Ability to receive applications and provide analysis of applications (lists A, B and C) to the DSBD electronically within 4 weeks after the closing date	3
Ability to receive applications and provide analysis of applications (lists A, B and C) to the DSBD electronically within 3 weeks after the closing date	4

Ability to receive applications and provide analysis of applications (lists A, B and C) to the DSBD electronically within 2 weeks after the closing date	5
3. EXPERIENCE The service provider must be a reputable company with experience in similar projects in the Public or Private Sector. Proposal to include proof of delivering similar projects i.e. Reference Letters/testimonials with contact details from clients where similar projects were implemented	20
VALUES	
2 years in operation and includes two (2) testimonials/references of similar successful projects conducted/ concluded	3
3-4 years in operation and includes two to two-three (2-3) testimonials/references of similar successful projects conducted/ concluded	4
5-6 years in operation and includes three to four (3-4) testimonials/ references of similar successful projects conducted/ concluded	5
4. METHODOLOGY Service provider to propose a detailed project and implementation plan. These plans must include a detailed delivery methodology, including the process to be followed with defined turnaround times.	20
VALUES	
The plan provided partially addresses or partially adheres to all requirements, methodology partially indicating how they will do the work, and the delivery timelines are partially indicated.	3
The plan provided has addressed all the requirements, the methodology indicated how they will do the work, and the delivery timelines are indicated.	4
The plan provided has satisfactorily addressed all the requirements, the methodology is clear and detailed, and they have clearly indicated how they will do the work, and the delivery timelines are clearly indicated.	5
Total	100

Bidders that score less than 70 points out of 100 points on Functionality will not be considered to the next phase, which will be phase 3.

8.3 PHASE 3: PRICE AND SPECIFIC GOALS STATUS LEVEL OF CONTRIBUTION

The bid price must be inclusive of VAT and quoted in RSA currency.

	80/20 PRINCIPLE	POINTS
1	PRICE	80
2	SPECIFIC GOALS STATUS LEVEL OF CONTRIBUTION	20
	MAXIMUM POINTS	100

Only qualifying quotations will be evaluated for 80/20 preference points, in terms of the preference point system described in the PPPFA.

Price and Preference Points

The following formula will be used to calculate the points for price: Criteria	Points
Price Evaluation $Ps = 80 \left(1 - \frac{Pt - P_{\min}}{P_{\min}} \right)$	80

Where,

Ps = Points scored for the comparative price of a bid under consideration

Pt = Comparative price of a bid under consideration

Pmin = Comparative price of lowest acceptable bid

In terms of Regulations 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points will be awarded to a bidder for attaining the Specific goals status level of contribution by the table as set out in the Preference Points Claim Form (SBD 6.1).

Table 1: Specific goals for the tender and points claimed are indicated per the table below. Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
	2	
Enterprise Ownership (Evidence BBBEE certificate and CSD report) B- Black W- Women D- Disability Y- Youth	Level 1 = 2 pts Level 2 = 1,75 pts Level 3 = 1,5 pts Level 4 = 1,25 pts Level 5 = 1 pts Level 6 = 0,75 pts Level 7 = 0,5 pts Level 8 = 0,25 pts Non-compliant contributor= 0	
Size of Enterprise (MSMES): MICRO, SMALL, MEDIUM ENTERPRISES	8 Micro = 8 Small = 5,6 Medium = 3,2 Large = 0,8	
Spatial (Rural/ Township/ City)	4 Rural = 4 Township = 2,4 City = 0,8	
Youth and Non-Youth	6	

9. TERMS AND CONDITIONS

- 9.1 Only fully compliant National Treasury's Central Supplier Database (CSD) registered service provider's proposals will be considered.
- 9.2 The completed SBD 4 and 6.1 documents attached to this RFP must be completed and returned with the quotation.
- 9.3 No late quotations will be accepted under any circumstances.
- 9.4 Suppliers must complete and return all the required documents, failing which the supplier's quotation will be declared invalid.

10. IMPORTANT NOTICES

Submission of the bid must submit together in two envelopes, i.e., comprehensive proposals (**Envelope 1**) and financial proposal (**Envelope 2**).

And submission to **Tender submission: DSBDEExternalRFQ@dsbd.gov.za**

11. PROPOSAL SUBMISSION

The deadline for the submission of proposals to DSBD is as follows:

Date : **20 February 2026**

Time : 11h00

12. ENQUIRIES

- 12.1 Direct all technical questions to:

Mr. Maanda Ndou/Ms. Nthabiseng Mahlangu

Telephone: 072 242 6245 / 072 197 7511

Email: HRA@dsbd.gov.za

- 12.2 Direct all tendering processes enquiries to:

Mr. I Chabalala, Ms. Rudzani Matodzi, Mr. Msane and Ms. Kekana

Telephone: 012 394 3014

Email: dsbdtenders@dsbd.gov.za

ANNEXURE A

Please note this checklist must be completed and submitted together with the **Financial Proposal** (Envelope 1)

Document that must be submitted	Non-submission may result in disqualification?	
Declaration of Interest – SBD 4	YES/NO	Complete and sign the supplied pro forma document
Preference Point Claim Form – SBD 6.1	YES/NO	Non-declaration and non-submission of the Sworn Affidavit and a valid BEE Certificate issued by a SANAS Accredited supplier will lead to a zero (0) score on BBBEE
Registration on Central Supplier Database (CSD)	NO	The Service Provider must be registered on the CSD. If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number. Submit proof of registration.
Functional Proposal including Mandatory documents (Envelope 2)	YES	Submit a functional proposal in line with the Terms of Reference including the SBD documents above.
Pricing Schedule (Envelope 1)	YES	Submit full details of the pricing proposal

ToR Approved

YES

NO



MR. ALFRED TAU

DIRECTOR: ORGANISATIONAL DEVELOPMENT AND HUMAN RESOURCES

MANAGEMENT

DATE: 06/02/2026