



ANNEXURE A - TOR HR SYSTEM RECRUITMENT AND PERFORMANCE 2025

TERMS OF REFERENCE FOR THE SUPPLY, IMPLEMENTATION AND SUPPORT OF A HUMAN RESOURCES SYSTEM FOR RECRUITMENT AND PERFORMANCE MANAGEMENT INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA (ICASA)

1. INTRODUCTION AND BACKGROUND

1.1 About ICASA

The Independent Communications Authority of South Africa (ICASA) is the regulatory authority for the South African communications, broadcasting, and postal services sectors. Established to enable a competitive environment within the ICT sector whilst ensuring the provision of quality services to all South Africans, ICASA plays a pivotal role in the country's digital transformation journey.

With a workforce of up to 360 employees, ICASA operates from its head office in Centurion and maintains a presence in the other eight (8) provinces across South Africa. The organisation's mission centres on ensuring universal access to high-quality, affordable communication services for all citizens.

1.2 Scope of This Procurement

This procurement seeks proposals for a cloud-based HR system encompassing:

Scope Element	Details
Core Modules	1. Recruitment Management: End-to-end recruitment from requisition to appointment. 2. Performance Management: Comprehensive performance review cycles with deadline enforcement.
Key Requirements	• Cloud-based deployment (SaaS) • Integration with Active Directory • Real-time reporting and analytics • Mobile accessibility • Two-year service level agreement
User Base	• Total employees: Up to 360

Scope Element	Details
	• HR division: 13 users • Recruitment employees: 4 users (elevated rights) • Performance specialists: 4 users (elevated rights) • Managers: Approximately 85 users

2. PROJECT OBJECTIVES AND SCOPE

2.1 Strategic Objectives

The HR system implementation aims to achieve the following strategic objectives:

Strategic Area	Objectives
2.1.1 Operational Excellence	• Reduce recruitment cycle time (the time it takes to recruit from start to having a person starting) by 40% • Achieve 100% on-time performance review completion • Eliminate manual data entry and duplication • Automate approval workflows
2.1.2 Enhanced Decision Making	• Provide real-time visibility into recruitment pipelines • Enable performance trend analysis • Facilitate evidence-based HR strategies
2.1.3 Regulatory Compliance	• Ensure Protection of Personal Information Act (POPI Act) compliance for candidate and employee data • Meet Employment Equity reporting requirements • Maintain audit trails for all transactions • Support PFMA compliance through proper controls
2.1.4 Stakeholder Satisfaction	• Improve candidate experience through self-service portals • Enhance manager effectiveness with intuitive tools • Increase HR team productivity • Enable mobile access for remote users • The system should be easy to learn

2.2 Project Scope

2.2.1 In-Scope Elements

Category	Elements
Recruitment Management	• Requisition creation and approval • Multi-channel job posting • Online application portal • CV parsing and screening • Interview scheduling

Category	Elements
	• Collaborative evaluation • Reference checking • Offer management • Recruitment analytics
Performance Management	• Goal setting and alignment • Performance contracting • Mid-year reviews • Final assessments • Performance calibration • Allow for multiple evaluators e.g. when an employee was transferred from one manager to another both managers must be able to evaluate the employee. • Development planning • Succession planning support • System locking for deadlines • Performance analytics
System-Wide Features	• Role-based access control • Workflow automation • Document management (uploading of evidence) • Notification engine (status feedback and reminders) • Audit trails • Reporting tools • Dashboard creation (by administrator) • Data export capabilities

2.2.2 Out-of-Scope Elements

Excluded Elements
Payroll processing
Leave management
Training administration
General HR administration
Benefits management
Time and attendance

2.3 Success Criteria

Criteria Type	Metrics
2.3.1 Quantitative Metrics	• System availability: 99.5% or higher • User adoption: 95% within 3 months

Criteria Type	Metrics
	• Process efficiency: 50% reduction in cycle times • Data accuracy: 99% or higher • On-time reviews: 100% completion rate
2.3.2 Qualitative Metrics	• Positive user feedback scores (>80%) • Enhanced HR team satisfaction • Strengthened compliance • Increased management confidence in HR data

3. FUNCTIONAL REQUIREMENTS

3.1 Recruitment Management Module

3.1.1 Requisition Management

The system must provide comprehensive requisition management capabilities:

Functionality Type	Requirements
Core Functionality	• Create requisitions with business justification • Link to organisational structure and budgets • Multi-level approval workflows • Approval delegation capabilities • Status tracking and notifications • Historical requisition analysis
Workflow Requirements	• Configurable approval hierarchies • Parallel and sequential approval options • Automatic escalation for delays • Mobile approval capabilities • Audit trail of all actions

3.1.2 Job Posting and Distribution

Feature Category	Requirements
Multi-Channel Publishing	• Internal job board with employee access • External career portal integration • Social media publishing (LinkedIn, Facebook, Twitter) • Job board integration capabilities • Government portal compliance • Automated posting schedules
Application Management	• Branded career portal • Mobile-responsive application forms • Document upload capabilities • Application status tracking • Duplicate detection

Feature Category	Requirements
	Automated acknowledgements

3.1.3 Candidate Screening and Selection

Feature Category	Requirements
Screening Tools	- CV parsing with keyword extraction - Customisable screening criteria - Knockout question capabilities - Skills matching algorithms - Compliance tracking (EE, POPI Act) - Bulk screening actions
Collaborative Evaluation	- Interview panel management - Scorecard customisation - Comparative candidate views - Interview scheduling integration

3.1.4 Offer Management

Process Stage	Requirements
Offer Process	- Offer letter generation - Offer approval workflows - Regret letter automation - Offer acceptance tracking

3.1.5 Recruitment Analytics and Reporting

Report Category	Requirements
Standard Reports	- Time-to-fill analysis - Source effectiveness - Cost-per-hire - Diversity metrics - Pipeline reports - Shortlisting reports
Analytics Capabilities	- Customisable dashboards - Trend analysis - Benchmark comparisons - Export capabilities

3.2 Performance Management Module

3.2.1 Performance Planning and Contracting

Feature Category	Requirements
Goal Management	• SMART goal creation • Goal alignment and cascading • Weighting and prioritisation • Goal libraries • Mid-cycle modifications • Goal achievement tracking
Performance Contracts	• Template management • Sign off functionality • Version control • Approval workflows • Contract amendments • Historical access

3.2.2 Performance Review Cycles

Feature Category	Requirements
Review Process	• Configurable review periods • Self-evaluation feature • Assessment by manager • Performance ratings • Comment requirements
Critical Feature - System Locking	• Automated deadline enforcement • Lock system for late submissions • Override capabilities with audit • Notification escalations • Compliance reporting

3.2.3 Calibration and Moderation

Feature Category	Requirements
Calibration Tools	• Moderation committees (enable capturing of comments by the moderation committee) • Score adjustment workflows • Distribution analysis • Comparative views • Audit trails for auditing purposes • Final approval process by divisional executive.

3.2.4 Performance Analytics

Analytics Type	Requirements
Real-Time Dashboards	• Contract completion progress • Review completion status • Rating distributions • Division comparisons • Individual performance trends
Reporting Suite	• Standard reports library • Custom report builder • Automated distribution • Export capabilities

3.3 Reporting and Analytics

3.3.1 Operational Reporting

Report Category	Requirements
Report Types	• Transactional reports • Summary reports • Trend analyses • Compliance reports • Audit reports
Report Features	• Drag-and-drop builder • Scheduling capabilities • Multiple formats • Automated distribution

3.3.2 Strategic Analytics

Analytics Category	Requirements
Analytics Capabilities	• Trend identification • Benchmark comparisons • What-if scenarios • ROI calculations
Visualisation Tools	• Interactive dashboards • Graphical representations • Drill-down capabilities • Real-time updates • Customisable views

4. TECHNICAL REQUIREMENTS

4.1 Architecture Requirements

4.1.1 Cloud Infrastructure

Requirement Category	Specifications
Deployment Requirements	• Software as a Service (SaaS) model • Multi-tenant architecture • South African data residency • ISO 27001 certified data centres • Disaster recovery provisions
Performance Specifications	• 99.5% uptime SLA • <3 second page loads on a fibre networks of 200 Mbps. • Support for 500+ concurrent users • Scalability for growth • Load balancing

4.1.2 Platform Standards

Technology Requirements
Modern web technologies
Responsive design framework
API-first architecture
Microservices approach
Container-based deployment

4.2 Security Requirements

4.2.1 Access Control

Security Category	Requirements
Authentication and Authorisation	• Active Directory integration • Role-based access control (RBAC) • Multi-factor authentication support • Session management • Password policies
Security Features	• Encryption at rest (AES-256) • Encryption in transit (TLS 1.2+) • Field-level encryption • Security headers

4.2.2 Compliance and Auditing

Compliance Category	Requirements
Audit Capabilities	• Comprehensive audit trails • User activity logging • Change tracking • Login monitoring • Report access logs
Compliance Features	• POPI Act compliance tools • Data retention policies • Right to deletion • Consent management • Data portability

4.3 Non-Functional Requirements

4.3.1 Performance Requirements

Performance Category	Requirements
Response Times	• Page loads: <3 seconds on a fibre networks of 200 Mbps. • Searches within the application: <2 seconds on a fibre networks of 200 Mbps. • Reports: <30 seconds on a fibre networks of 200 Mbps. • Bulk operations: Defined SLAs
Scalability	• Horizontal scaling capability • Auto-scaling features • Performance monitoring • Capacity planning tools • Load testing results

4.3.2 Availability and Reliability

Service Level Requirements
• 99.5% uptime (measured monthly)
• Planned maintenance windows
• Disaster recovery: RTO 4 hours, RPO 1 hour

Service Level Requirements
Automated backups
Geographic redundancy

4.3.3 Usability Requirements

Usability Category	Requirements
User Experience	- Intuitive interface design - Consistent navigation - Contextual help - Tooltips and guides - Minimal training required
Accessibility	- WCAG 2.1 Level AA compliance - Screen reader support - Keyboard navigation - Colour contrast compliance - Alternative text

4.4 Mobile Requirements

4.4.1 Mobile Access

Mobile Category	Requirements
Responsive Design	- Full functionality on tablets and mobile phones (with the display adjusting to the screen size. - Touch-optimised interfaces - Progressive Web App (PWA)
Mobile Features	- Approval workflows - Dashboard access - Basic reporting - Notifications on transition status - Document viewing

4.4.2 Mobile Applications

Native App Features (Optional)
iOS application
Android application
Push notifications

4.5 Development and Customisation

4.5.1 Configuration Capabilities

Configuration Category	Requirements
No-Code Configuration	Workflow designer Form builder Field customisation Business rule engine Report builder
System Administration	User management Role configuration System settings Integration management Monitoring tools

4.5.2 Extensibility

Customisation Options
Custom fields
Custom workflows
Webhook configuration
Integration framework

5. IMPLEMENTATION REQUIREMENTS

5.1 Implementation Approach

The service provider must complete implementation within two (2) months and adhere to the following schedule.

5.1.1 Methodology

Implementation Aspect	Details
Project Approach	Agile implementation methodology • Phased delivery approach • Regular demonstrations • Iterative refinement (preferably weekly) • User feedback incorporation

Phase Structure:

Phase	Duration	Key Deliverables
Phase 1: Initiation	Week 1 to Week 2	• Project kick-off • Team formation • Requirement validation • Project planning • Business process mapping • System configuration • Workflow design • Integration setup • Security configuration
Phase 2: Implementation	6 Weeks	• Phased rollout • User training • Hypercare support • Performance optimisation • Project closure

5.1.2 Critical Success Factors

Key Requirements
Dedicated project resources

Key Requirements
Regular stakeholder engagement
Clear communication channels
Risk management approach
Quality assurance processes

5.2 Project Management

5.2.1 Governance Structure

Governance Element	Details
Project Organisation	Steering Committee oversight Project Sponsor engagement Functional workstreams Technical workstreams
Meeting Cadence	Weekly project meetings Fortnightly steering committee Monthly stakeholder updates

5.2.2 Project Controls

Control Category	Elements
Management Tools	Project plan maintenance Risk register Issue log Change control process Status reporting
Quality Assurance	Deliverable reviews Gate approvals Testing protocols Sign-off procedures

5.3 Resource Requirements

5.3.1 Vendor Resources

Resource Category	Requirements
Core Team	Project Manager (dedicated) Technical Lead Change Management Consultant

Resource Category	Requirements
Expertise Requirements	Minimum 5 years HR system experience Cloud implementation expertise South African market knowledge Public sector experience (advantageous)

5.3.2 ICASA Resources

Resource Category	Details
Dedicated Resources	Project Sponsor Project Manager HR Functional Leads IT Technical Lead
Time Commitments	Part-time during configuration Available for testing Committed to training

6. DATA MIGRATION REQUIREMENTS

6.1 Data Migration Scope

6.1.1 Performance Data

Data Category	Details
Historical Data	Final performance scores (2 years) Employee identifiers Division information Rating scales Review periods
Data Volume	Approximately 360 employees 4 review cycles (2 years × 2 cycles) Estimated 1,440 records

6.1.2 Master Data

Employee Information
Basic employee details (demographic)
Organisational structure
Reporting relationships
Role information

Employee Information
Access rights

6.1.3 Reference Data

Configuration Data
Rating scales (1 to 5)
Review templates
Workflow configurations
User roles
System settings

6.2 Migration Strategy

6.2.1 Migration Approach

Approach Element	Details
Methodology	Extract, Transform, Load (ETL) Phased migration approach Rollback procedures Data validation protocols
Quality Assurance	Data profiling Cleansing procedures Transformation rules Validation checkpoints Reconciliation reports

6.2.2 Migration Activities

Migration Phase	Activities
Pre-Migration	Data assessment Mapping documentation Cleansing activities Test migrations Performance testing
Migration Execution	Final data extraction Transformation processing Load procedures Validation execution

Migration Phase	Activities
	Sign-off process
Post-Migration	Data verification Reconciliation reports Issue resolution Performance validation Archival procedures



ANNEXURE B: EVALUATION CRITERIA

The evaluation follows a multi-stage approach, which seeks to ensure a comprehensive assessment of the system.

PHASE 1: MANDATORY REQUIREMENTS EVALUATION

The following are the mandatory requirements for this tender. Failure to comply with any requirement will result in disqualification. When completing the table below, the bidders must provide details or indicate in the last column, where on the bid submission the information can be referenced.

No	Minimum Criteria	Yes	No	Provide details or indicate where on bid submission information can be read
1	Recruitment module: Does the proposed system provide the below functionalities			
	- Enable creation and management of job postings			
	- Multi-channel job advertisement (internal/external)			
	- Customisable application forms with mandatory fields			
	- Online application portal for candidates			
	- CV upload functionality			
	- Automatic acknowledgement of applications			
2	Performance management module: Does the proposed system provide the below functionalities			
	- Annual performance contract creation			
	- Weighting of performance criteria			
	- Employee self-evaluation for goal input			
	- Manager approval workflows (ability to see subordinate's progress)			
	- Mid-year review scheduling			
	- Performance contract templates			
	- Mid-year review functionality			
	- Final assessment capabilities			
	- Manager evaluation interface			
3	Does the proposed system offer cloud-based deployment?			
4	Does the proposed system integrate with Active Directory for authentication?			

No	Minimum Criteria	Yes	No	Provide details or indicate where on bid submission information can be read
5	Does the proposed system provide real-time reporting and dashboards?			
6	Does the proposed system support role-based access control with multiple permission levels?			
7	Can the system be implemented within eight (8) weeks?			

PHASE 2: FUNCTIONALITY EVALUATION

Bidders' competence

This section evaluates the service provider's reliability, experience, reputation, and sustainability. Only the bidders who meet the cut-off of **70%** out of 100 on functionality will be considered for further evaluation (phase 3, which is live demonstration).

No	Functional Evaluation Criteria	WEIGHT
1	Reference letters Bidder must submit contactable reference letters on client letterhead for similar HR system implementations during the past five (5) years which includes: (References to be verified by ICASA) - Client name - Contact name and telephone number - Successful completion date - Detailed description of services delivered Scoring: - One (1) reference or less provided= 1 - Two (2) references provided = 2 - Three (3) references = 3 - Four (4) references = 4 - Five (5) or more references = 5	10
2	Bidder's experience Bidder's experience in providing cloud-based HR systems (The bidder must provide company profile): - Less than three (3) years of experience in providing cloud-based HR systems = 1 - Between three (3) and Five (5) years of experience in providing cloud-based HR systems = 2 - Between Six (6) and Seven (7) years of experience in providing cloud-based HR systems = 3 - Between Eight (8) and Ten (10) years of experience in providing cloud-based HR systems = 4 - More than 10 years of experience in providing cloud-based HR systems= 5	15
Bidder's ability to deliver on functionality as per Annexure C below This section evaluates the service provider's ability to meet ICASA's recruitment and performance management requirements.		
3	Recruitment Module Requirements (C1-C5 in Annexure C)	30

No	Functional Evaluation Criteria	WEIGHT
	- If 38-43 requirements met = 5 - If 34-37 requirements met = 4 - If 30-33 requirements met = 3 - If 26-29 requirements met = 2 - If less than 26 requirements met = 1	
4	Performance Management Requirements (C6-C9 in Annexure C) - If 25-28 requirements met = 5 - If 22-24 requirements met = 4 - If 19-21 requirements met = 3 - If 16-18 requirements met = 2 - If less than 16 requirements met = 1	30
5	Technical Requirements (C10-C14 in Annexure C) - If 45-50 requirements met = 5 - If 40-44 requirements met = 4 - If 35-39 requirements met = 3 - If 30-34 requirements met = 2 - If less than 30 requirements met = 1	15
Total score		100

ANNEXURE C: FUNCTIONALITY REQUIREMENTS

(to be completed by the service provider)

RECRUITMENT (SCOPE OF WORK)

C1. Recruitment - Job Requisition and Approval

Does the System Support the Following?	Yes	No	Notes
1. Initiating recruitment requests with business justification			
2. Multi-level approval workflows for new positions			
3. Budget validation for recruitment			
4. Integration with organisational structure			
5. Automatic notification to relevant stakeholders			
6. Tracking of approval status in real-time			
7. Historical record of all recruitment requests			
8. Configurable approval hierarchies			
9. Delegation of approval authority			
10. Audit trail of all approval actions			
Total Score	10		

C2. Recruitment - Job Posting and Applications

Does the System Support the Following?	Yes	No	Notes
1. Duplicate application detection			
2. Application status tracking for candidates			
3. Mobile-responsive application interface			
4. Integration with job boards and social media			
Total Score	4		

C3. Recruitment - Candidate Management and Screening

Does the System Support the Following?	Yes	No	Notes
1. Candidate database with search functionality			
2. CV parsing and keyword matching			
3. Shortlisting tools with customisable criteria			
4. Collaborative evaluation by panel members			
5. Scoring and ranking of candidates			
6. Interview scheduling and calendar integration			
7. Communication templates for candidates			
8. Bulk communication capabilities (e.g., sending regret letters to multiple candidates)			
9. Talent pool management for future opportunities			
10. Compliance tracking (EE, POPIA)			
Total Score	10		

C4. Recruitment - Selection and Onboarding

Does the System Support the Following?	Yes	No	Notes
1. Reference check management			
2. Background verification tracking			
3. Offer letter generation and management			
4. Electronic signature capabilities			
5. Onboarding checklist creation			
6. Document collection for new hires			
7. Integration with HR systems for employee creation			
8. Probation period tracking			
9. New employee portal access			
Total Score	9		

C5. Recruitment - Reporting and Analytics

Does the System Support the Following?	Yes	No	Notes
1. Real-time recruitment dashboards			
2. Time-to-fill metrics			
3. Cost-per-hire calculations			
4. Source effectiveness analysis			
5. Diversity and inclusion reporting			
6. Shortlisting reports by position			
7. Recruitment funnel analytics			
8. Customisable report generation			
9. Export capabilities (Excel, PDF)			
10.Scheduled report distribution			
Total Score	10		

PERFORMANCE MANAGEMENT (SCOPE OF WORK)

C6. Performance Management - Goal Setting and Contracting

Does the System Support the Following?	Yes	No	Notes
1. Cascading of organisational goals (compulsory KPAs)			
2. Goal modification with audit trail			
Total Score	2		

C7. Performance Management - Process

Does the System Support the Following?	Yes	No	Notes
1. Deadline system locking feature			
2. Rating scale configuration			
3. Comments and feedback capture			
4. Performance evidence upload			
5. Review meeting scheduling			
6. Electronic sign-off process			
Total Score	6		

C8. Performance Management - Moderation and Calibration

Does the System Support the Following?	Yes	No	Notes
1. Moderation committee for calculating the moderated scores			
2. Performance score adjustment workflows			
3. Ability to synchronise with outlook calendar			
4. Comparative analysis tools (comparing between divisions)			
5. Bell curve distribution reports			
6. Audit trail for score changes			
7. Multi-level approval for final scores			
8. Dispute resolution tracking			
9. Historical score comparison			
10. Fairness and consistency checks			
Total Score	10		

C9. Performance Management - Reporting and Analytics

Does the System Support the Following?	Yes	No	Notes
1. Real-time performance dashboards			
2. Progress tracking for contracting completion			
3. Progress tracking for evaluation completion			
4. Comparison of scores across divisions			
5. Divisional comparison of stages of contracting, evaluation and moderation.			
6. Individual performance history			
7. Trend analysis over multiple cycles			
8. Export to various formats (Excel/PDF)			
9. Automated reminder notifications			
10. Compliance reporting for incomplete reviews			
Total Score	10		

TECHNICAL REQUIREMENT

C10. Technical Requirements - System Architecture

Does the System Support the Following?	Yes	No	Notes
1. Cloud-based deployment (SaaS)			
2. Multi-tenant architecture			
3. Data residency in South Africa			
4. 99.5% uptime SLA			
5. Automated backups and disaster recovery			
6. Scalability for up to 500 users (buffer but not current requirement)			
7. Mobile-responsive design			
8. Cross-browser compatibility			
9. Automated email notifications and workflow alerts			
10. Regular system updates and patches			
Total Score	10		

C11. Technical Requirements - Security and Compliance

Does the System Support the Following?	Yes	No	Notes
1. POPIA compliance features			
2. Data encryption (at rest and in transit)			
3. Role-based access control (RBAC)			
4. Active Directory integration			
5. Field-level access control and data masking capabilities (to hide specific fields from unauthorised access)			
6. Audit trails for all transactions			
7. Session management and timeout			
8. Regular security assessments			
9. Data retention and deletion policies			
10.ISO 27001 certification or equivalent			
Total Score	10		

C12. Technical Requirements - Data Management

Does the System Support the Following?	Yes	No	Notes
1. Data import capabilities for migration			
2. Data export in multiple formats			
3. Bulk data operations			
4. Data validation rules			
5. Duplicate detection and management			
6. Database backup and recovery			
7. Data archiving capabilities			
8. Real-time data synchronisation			
9. Scheduled automated report generation and distribution			
10. Compliance with data sovereignty requirements			
Total Score	10		

C13. Technical Requirements - User Experience

Does the System Support the Following?	Yes	No	Notes
1. Intuitive user interface			
2. Customisable dashboards			
3. Contextual help and tooltips			
4. Progress notification feature			
5. Personalisation options			
6. Quick search functionality			
7. Keyboard navigation support			
8. Accessibility compliance (WCAG 2.1)			
9. Responsive design for all devices			
10. Consistent user experience across modules			
Total Score	10		

C14. Technical Requirements - Support and Maintenance

Does the System Support the Following?	Yes	No	Notes
1. Helpdesk availability support during working hours			
2. Multiple support channels (phone, email, chat)			
3. Online knowledge base (training manuals)			
4. User training materials			
5. Regular system updates			
6. Bug fix commitments and SLAs			
7. User community or forum			
8. On-site support when required			
9. Dedicated account management			
10. Continuous improvement programme			
Total Score	10		

PHASE 3: PRESENTATIONS AND DEMONSTRATIONS EVALUATION

This section assigns scores based on the information gathered from the live demonstration.

FUNCTIONALITY GROUPS	WEIGHT
User Experience Demonstration (Demonstration of the system as per the requirements indicated in Annexure D) A total of 10 points are allocated for live demonstration. Only bidders who pass the cut-off of more than 7 /10 points in Phase 3 will be evaluated further for price and preferential points.	10
Total Score	10



ANNEXURE D: LIVE DEMONSTRATION SCORING

This section evaluates the user interface and experience through live demonstration. The service provider will demonstrate the following scenarios, and evaluators will score based on ease of use, intuitiveness, and functionality.

Demonstration Scenario	Evaluation Question	Points
A. Recruitment Process		
1. Create a job requisition and demonstrate the approval workflow	Is the requisition process intuitive with clear approval routing?	1
2. Post a job internally and externally which shows multi-channel distribution	Can the system easily publish to multiple channels simultaneously?	1
3. Show candidate application process from the applicant's perspective	Is the application process user-friendly with clear progress indicators?	1
4. Demonstrate shortlisting with panel collaboration	Does the system facilitate easy collaboration between panel members?	1
5. Generate a shortlisting report	Can reports be generated quickly with relevant information clearly presented?	1

Demonstration Scenario	Evaluation Question	Points
B. Performance Management Process		
1. Create a performance contract with goals and weightings	Is the goal-setting process straightforward with clear weighting allocation?	1
2. Show the mid-year review process including system locking for late submissions	Does the system effectively enforce deadlines and lock appropriately?	1
3. Demonstrate manager evaluation with score entry and comments	Is the evaluation interface intuitive for managers to complete reviews?	1
4. Show real-time dashboard for performance review progress	Does the dashboard provide clear, actionable insights on completion status?	1
5. Navigate between modules showing role-based access	Is navigation seamless with appropriate access restrictions clearly implemented?	1
Total Score	10	

The bidder will receive the score of zero (0), when they can't fully demonstrate ability of the system to provide the function.

PHASE 4: PRICE AND SPECIFIC GOALS EVALUATION

Bidders who comply with the requirements of this bid will be evaluated according to the preference point scoring system as determined in the Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, Act No 5 of 2000.

The maximum points for this bid are allocated as follows:

No	Category	Weight
A.	Price	80
B.	Specific goals	20
	TOTAL	100