TERMS OF REFERENCE

AFRICAN TAX ADMINISTRATION FORUM (ATAF)

APPOINTMENT OF A SERVICE PROVIDER FOR THE MANAGEMENT OF HUMAN RESOURCES SERVICES FOR A PERIOD OF 12 MONTHS

1. Introduction
The African Tax Administration Forum (ATAF) is a network promoting cooperation, knowledge sharing, capacity building, and technical support to African revenue authorities. It further seeks to ensure greater synergy and cooperation in capacity development amongst all relevant stakeholders to reduce duplication and give greater support to African Tax Administrations. Since its inception in 2009, ATAF has steadily been growing in stature and in influence. Today ATAF is recognised as the leading voice on tax affairs in Africa on global tax matters. It is an international organisation with a membership of 40 African Country Tax Administrations.

2. Background of the Assignment
ATAF has conducted a comprehensive re-alignment of its strategic plan in relation to its governance and institutional instruments and the consequential impact on its organisational structure. This process has re-positioned the organisation for the next ten years.

As part of the re-alignment process, a decision has been taken to outsource all HR Services of ATAF. With this in mind, ATAF is seeking the services of a reputable Human Resources Management company for a period of twelve months.

3. Objectives of the assignment
The objectives of the Human Resources Management services will be to provide the following:

- Manage and facilitate compliance with employment legislation and practices i.e. SARS, SDL, UIF etc
- Facilitate staff training and development and the annual development of the SDP
- Manage Compensation and benefits monthly
• Manage leave
• Manage Recruitment and Selection Processes
• Manage the implementation and review of all HR policies
• Manage the Performance Management system
• Manage HRM Information Systems
• Arrange Work Permits (DIRCO) and provide necessary documentation for out of country Visa staff appointments
• Manage grievances
• Manage disciplinary procedures
• Monthly Reporting on all HR matters
• Provide input to the annual ATAF budget and submit monthly expenditure

ATAF is inviting proposals from reputable and qualified companies with a track record of success in the above-mentioned services.

4. General Scope of Work

The Consultancy Firm is to undertake the following tasks:

Human Resource Service Provider will undertake the following tasks:

• Ensure labour law compliance
• Manage employee relations
• Facilitate training and development
• Facilitate Compensation and benefits
• Manage recruitment (from advertising through to contracting)
• Ensure appointments, extensions and terminations are adhered to as per the contracts signed.
• Ensure that approved policies are adhered to by employees in support of ATAF objectives
• Ensure compliance with BCEA requirements.
• Ensure that employees and employer adhere to Labour Relations Act requirements.
• Arrange work permits for foreign nationals
• Improve job satisfaction, improve throughput, improve quality and reduce employee problems.
• Develop a program that will ensure employee health and wellness improves.
• Manage employee data and leave on SAGE ESS and/or any other HR system.
• Reporting

5. Key Deliverables
The following outlines the key expected deliverables:
• Implementation of New Organisational Structure and associated support required
• Draft job descriptions for positions of the new organogram (where not existing)
• Full and comprehensive HR support services in line with the organizational needs

6. Reporting
The successful bidder will be working under the overall supervision of the Head of Corporate Services.

The successful bidder will be under obligation of confidentiality. Information, data, database, knowledge resources in the forms of briefings, reports, proceedings, articles, etc. issued by and for ATAF will be ATAF’s property and require permission for use and disclosure.

7. Requirements for the successful bidder: (Qualifications, Skills, Experience and Competencies)
The successful bidder should demonstrate and provide evidence of experience in providing similar services as follows:
• Be a reputable company with at least 7 years of prior experience in the provision of Human Resource Management services
• Familiar with and proven experience in the application of laws and principles in the administration of the HR function of an NPC
• Experience in the management of the HRM function for an international NPC
• Familiar with the SAGE VIP Payroll System and ESS
• Familiar with the Department of International Relations and Cooperation (DIRCO) diplomatic rules and procedures

The successful bidder must allocate staff to work on this contract with the following qualifications and competencies:
• A postgraduate qualification in Human Resource Management and/or Industrial Psychology and/or Public Management and/or Business Administration.
• Supporting staff and associates must have HR qualifications, knowledge and experience.
• The contract lead must have a minimum of 10 years work experience in Human Resources Management
• Experience and exposure to South African employment law.
• Experience in the provision of and outsourced HR function.
• Excellent command of spoken and written English.

8. Period of the Assignment
The duration of the assignment is for a period of twelve months beginning in April 2022 (subject to negotiations with the successful firm).

9. Submission of Technical and Financial Proposals
The Technical and Financial proposals should be sent by the latest 24 March 2022 to Ms Desire Ottner, the Procurement Manager at dottner@ataftax.org.

The Technical proposal in pdf format, not exceeding 10 pages must contain the following information:
• A one-page Letter of Interest, containing the Firms contact details and why the Firm is the most suitable to undertake the assignment.
• Understanding of the Terms of reference.
• Profile of similar and related assignments undertaken by the consulting firm.
• CVs of the Team Leader and resource team
• An action plan and methodology to carry out the assignment.
• Profile of similar and related assignments undertaken by the consulting firm (Names and contact details of at least 3 latest clients not older than 3 months).
• Letters of reference not older than 3 months
• Other relevant information to prove the required qualifications and skills.
• A separate financial proposal to address the work.
  o The fee which you propose for the consultancy should indicate the breakdown and detail of all costs. This fee should be inclusive of ALL considerations.
In order to qualify for further consideration, the company must accomplish a minimum score of 70 percent in the technical offer. The financial offer will account for a maximum of 20 points.