

BROADBAND INFRACO SOC LTD

**REQUEST FOR QUOTATION: TO APPOINT A SERVICE PROVIDER TO PROVIDE FRAUD
HOTLINE SERVICES FOR A PERIOD OF THREE (03) YEARS**

RFQ NUMBER:	10969
RFQ ISSUE DATE:	13 MAY 2024
RFQ CLOSING DATE:	17 MAY 2024 @ 12:00 NOON
RFQ VALIDITY PERIOD:	30 Days (Commencing from the RFQ Closing Date).
A FULL DESCRIPTION OF GOODS/SERVICES REQUIRED:	TIP-OFF ANONYMOUS FRAUD HOTLINE SERVICES FOR A PERIOD OF THREE (03) YEARS
RESPONSES TO THIS RFQ SHOULD BE FORWARDED TO:	Supply Chain Management – Commercial Department Email: Risben.Khoza@Infraco.co.za
ENQUIRY:	Risben Khoza

NB: BIDDERS MUST ACKNOWLEDGE RECEIPT OF THIS RFQ ON THE ABOVE CONTACT DETAILS.

Annexure A

BIDDER:

REGISTRATION NUMBER:

ADDRESS:

CONTACT PERSON:

TEL:

FAX:

E-MAIL ADDRESS:

TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ).

1. Broadband Infraco standard conditions of purchase shall apply.
2. No services must be rendered, or goods delivered before an official Broadband Infraco Purchase Order form has been received.
3. Late and incomplete submissions will not be accepted.
4. Any bidder who has reasons to believe that the RFQ specification is based on a specific brand must inform Broadband Infraco before the RFQ closing date.
5. Where applicable, Work will be carried out in terms of the OHS Act and regulations and therefore it is important for the bidders to include OHS compliance costs (i.e., safety file for the recommended bidder will be approved by Broadband Infraco).
6. Bidder is required to submit copy of Tax Clearance Certificate and verification information (PIN) to be used by Broadband Infraco to validate the copy on the SARS website for all price quotations exceeding the value of R30 000 (VAT included). Failure to submit the copy of valid Tax Clearance Certificate and verification information will result in the invalidation of this RFQ. It is the responsibility of the bidder to ensure that Broadband Infraco is in possession of the bidder's valid Tax Clearance certificate.
7. The onus is on the bidder to ensure that Broadband Infraco receives a valid Tax Certificate as soon as the validity of the said certificate expires.
8. Bidders must attach a valid B-BBEE certificate, correct affidavit or valid exemption letters with the bid. Copies must be certified.
9. Bidders must submit the full CSD report.
10. Bidders are required to complete **PART A** for all price quotations exceeding the value of R30 000 (VAT included).
11. This RFQ will be evaluated in terms of Price and Specific Goals system and points shall be awarded accordingly.
12. All prices must be quoted in South African Rand (ZAR) and the foreign currency amount applicable must be stated. The bidder must indicate clearly which portion of the quoted price is linked to the exchange rate. The cost of installation, delivery, and other charges must be included in the total price quoted.
13. It is within Broadband Infraco's prerogative to award this bid in part/s or whole to one or more than one service provider based on the pricing and other technical consideration within the ambit of the law.
14. Broadband Infraco will only commence payment processes after fulfilment of the conditions contained in the contract and/ or on receipt of an invoice from the service provider and after such has been approved by the client division as representing the services received.
15. Payment of invoices will be effected on the last day of the calendar month following the calendar month of receipt of a correct and original invoice
16. Bidders who submitted information that is fraudulent, factually untrue, or inaccurate, for example memberships that do not exist, BEE credentials, experience, etc. will be disqualified.

17. Bidders will be disqualified if there are listed on prohibited register of bidders in National Treasury and register of tender's defaulters.

NB*, Please provide us with a detailed quotation on your company letterhead, indicating all the product specifications and indicate compliance (and any deviations) to the given specification.

DECLARATION BY BIDDER

I, the undersigned (NAME) certify that:

- i. I have read and understood the conditions of this RFQ.
- ii. I have supplied the required information and the information submitted as part of this RFQ is true and correct.

.....

.....

Signature

Date

.....

Capacity

PART B: TERMS AND CONDITIONS FOR BIDDING

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (BROADBAND INFRACO SOC LTD)					
BID NUMBER:	10969	CLOSING DATE:	17 MAY 2024	CLOSING TIME:	12:00PM
DESCRIPTION	TO APPOINT A SERVICE PROVIDER TO PROVIDE FRAUD HOTLINE SERVICES FOR A PERIOD OF THREE (03) YEARS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
N/A					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON			CONTACT PERSON		
TELEPHONE NUMBER			TELEPHONE NUMBER		
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS			E-MAIL ADDRESS		
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					

<p>ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>[IF YES ENCLOSE PROOF]</p>	<p>ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>[IF YES, ANSWER THE QUESTIONNAIRE BELOW]</p>
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QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?
 YES NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA?
 YES NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?
 YES NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?
 YES NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?
 YES NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

**PART B
TERMS AND CONDITIONS FOR BIDDING**

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g., company resolution)

DATE:

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

DECLARATION OF INTEREST FOR TENDERS (SBD 4)

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of institution	State

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

3 DECLARATION

I, _____ the _____ undersigned, (name)...in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procurement institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The applicable preference point system for this tender is the 80/20 preference point system.
- c) Either the 90/10 or 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.

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

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 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.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right) \quad \text{or} \quad Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \quad \text{or} \quad Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

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 (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Black Owned Entity		6		
Women Owned Entity		4		
Youth Equity Ownership		4		
People With Disability		3		
Military veterans		3		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....

SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

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1. SCOPE OF WORK

1.1. Background Information

Broadband Infraco strives to prevent, deter and ultimately eradicate the occurrence of fraud, corruption, theft, mal-administration and dishonest conduct.

1.2. Objectives of the proposal

The objective of this RFQ is to identify, evaluate and appoint an experienced suitable service provider, capable of providing Broadband Infraco with an externally managed anonymous Fraud Hotline Services.

1.3. Scope of work/supply

1.3.1. A Fraud Hotline service to be used to report incidences of fraud and corruption using the following reporting tools:

- Toll free call number;
- Email facility;
- Short Message Services (SMS);
- WhatsApp; and
- Please call (call back)

1.3.2. An emergency reporting mechanism for incidents considered urgent or an emergency.

1.3.3. The Fraud Hotline should be available in all eleven official languages.

1.3.4. Available 24 hours per day for 365 days per year.

1.3.5. The Fraud Hotline to be effectively marketed throughout the Company.

Broadband Infraco already has an externally sourced whistle blowing facility which was established and has been operational since 1 June 2015. It is expected that the preferred service provider takes over:

- Control and management of the existing **0800 212 713** toll free number and electronic mail facility, and
- All open and active cases.

The service provider must demonstrate how it will ensure integrity and confidentiality of information reported to them.

1.4. Contract period.

The preferred service provider will be appointed and contracted for a period of 36 months, i.e., **1st June 2024 to 31 May 2027.**

1.5. Minimum Requirements

The service provider must fulfil the following minimum requirements:

1.5.1. Provide a detailed profile of the team that will be managing the whistle blowing facility. The profile must indicate the following:

- Number of personnel allocated to the facility.
- Relevant experience of the personnel allocated.
- Curriculum Vitae of personnel who will be working on the project.
- Declaration by Directors of non-involvement on fraudulent activities,
- The service provider's personnel must be proficient in all eleven official South African languages.
- Relevant experience of the company especially with SOE and signed reference -letters
- The service provider is required to submit a proposed methodology or operational plan
- To protect the confidentiality of the company and whistle blower's information, the bidder must provide a valid accreditation letter issued by a recognized Regulator on Fraud and Ethics
- The service provider is to submit signed traceable references indicating client, contact person, and contact details on company's letterhead.

1.5.2. The service provider will be required to submit incident reports to the designated official / officials of the Broadband Infraco within a 24-hour turnaround time or at the intervals that shall be agreed to between the two parties. This will also form part of the Service Level Agreement (SLA).

1.5.3. Further, in the case of certain issues that are identified and categorised as significant; requiring immediate escalation, the service provider will be required to treat these on an urgent basis. This will also form part of the SLA.

1.5.4. The service provider will also be required to submit summary monthly and quarterly reports to the designated official / officials of the Broadband Infraco on the incidents reported to the Fraud Hotline; and/or as and when requested. This will also form part of the SLA.

NB: The appointed service provider will not be eligible to tender for any work within Broadband Infraco for the duration of the contract.

2. PRPOPOSAL SUBMISSION: RETURNABLES DOCUMENT

(Standard Bidding Documents) The verification during this phase is to assess the bid responses for purposes of verifying compliance with RFQ requirements, whereby a bidder may be disqualified if they do not fully comply which requirements as stipulated below:

- Submission of fully completed SBD1 (Invitation to Bid),
- Submission of a quotation on the company letterhead,
- Submission of fully completed SBD 4 (Bidder's disclosure),
- Submission of fully completed SBD 6.1
- CSD Report
- Valid Tax Pin or Certificate
- Certified copy of BBBEE

3. FUNCTIONAL EVALUATION

Functional Criteria	Scoring Guideline	Points Allocation	Weight
Capacity, capability and experience of the service provider Evidence: Description of company/service providers' capabilities must have relevant years in previous/current and applicable roles in the provision of Ethics and Fraud Hotline and related services	<ul style="list-style-type: none"> • Less than 2 years of relevant experience • 2 years but less than 4 years relevant experience • 4 years but less than 6 years of relevant experience • 6 years but less than 8 years of relevant experience • 8 years but less than 10 years of relevant experience • 10 or more years of relevant experience 	5 10 15 20 25 30	30
Core Team collectively possesses expertise and experience in Fraud Hotline services in a public or private sector for at least five (5) years per person.	<p>Director must have a minimum of 5 years in Fraud Risk Management /Anti-fraud hotline services.</p> <ul style="list-style-type: none"> • The director must have relevant accreditation or membership with the Ethics Institute and • Proof of Association for Fraud Examiners (ACFE), ICFP or Equivalent <p>Manager must have a minimum of 5 years in Fraud Risk Management /Anti-fraud hotline services.</p> <ul style="list-style-type: none"> • The manager must have relevant accreditation or membership with the Ethics Institute and • Proof of Association for Fraud Examiners (ACFE) or Equivalent <p>Call Centre Employees- a minimum of 2 employees with extensive experience in call centre agency.</p>	10 5 5 10 5 10	50 Points

	(Failure to submit proof of membership with relevant bodies will lead to disqualification)		
Reference Letters Evidence: The reference letter must have a description of the services, the duration, the value of contract, and a statement acknowledging the quality of work done. These letters must also be on the client's letterhead, and include the following: ▪ Email address ▪ Work phone numbers Duly signed by a person in authority	<ul style="list-style-type: none"> • No reference letters provided. • 1 reference letter provided. • 2 reference letters provided. • 3 reference letters provided. • reference letters provided. • 5 or more reference letters provided 	0 4 8 12 16 20	20 Points
TOTAL AVAILABLE POINTS		100	
TOTAL THRESHOLD FOR FUNCTIONALITY		70	

4. PRICE AND SPECIFIC GOALS

The average rate price for each services costed will be utilized to determine the bid price. The evaluation for Price and Specific Goal shall be based on the 80/20 PPPFA Principle and the points for evaluation criteria are as follows:

CRITERIA	WEIGHTING/ POINTS
Price	80
Specific Goals	20

5. PRICING SCHEDULE

Description	Qty	Unit Price	Total Price
TO PROVIDE FRAUD HOTLINE SERVICES FOR A PERIOD OF THREE (03) YEARS	1		
Price Excl. VAT			
VAT 15%			
Price Incl. VAT			

- *Pricing schedule must reflect a detailed cost breakdown and any indirect costs associated with rendering required service.*
- *Please indicate delivery lead time.*

6. PROPOSAL SUBMISSION

- 5.1. All proposals must be submitted electronically to Risben.Khoza@Infraco.co.za on or before **17 MAY 2024 at 12:00pm**
- 5.2. Respondents must use the RFQ number as the subject reference number when submitting their proposals.
- 5.3. All documents submitted electronically via-email must be clear and visible.
- 5.4. All proposals, documents, and late submissions received after the due date will not be evaluated.

NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED.