


NON – COMPULSORY BUT STRONGLY RECOMMENDED CLARIFICATION MEETING – ONLINE (SKYPE)		 CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD	
SUPPLY CHAIN MANAGEMENT – TENDERS & CONTRACTS			
SCM - 537	Approved:18/08/2014 by Branch Manager	Version: 12	Page 1 of _4_

DESCRIPTION:

APPOINTMENT OF A SERVICE PROVIDER REGARDING THE IMPLEMENTATION, MANAGEMENT AND CO-ORDINATION OF THE CITY'S INDEPENDENT 24 HOUR FRAUD HOTLINE

HELD ON:

09 March 2023

ATTENDANCE REGISTER

Name	Company	Email	Contact
Ayanda Walter Mili	City of Cape Town	AyandaWalter.Mili@capetown.gov.za	
Aphiwe Ntloko	City of Cape Town	Aphiwe.Ntloko@capetown.gov.za	
Carol Hendricks	City of Cape Town	Carol.Hendricks@capetown.gov.za	
Kyle Jacobs	City of Cape Town	KyleClive.Jacobs@capetown.gov.za	
Bidders:			
Madeleine Schmidt-Ries	Merchants	roxane.lloyd@merchantscx.com	
Roxane Lloyd	Merchants	roxane.lloyd@merchantscx.com	
Charles Adriaanse	ELS CX	cadriaanse@elscx.com	083 648 5000
Siphiwe Madonsela	SKX Protiviti,	info@skxprotiviti.co.za/and spmadonsela@skxprotiviti.co.za / info@skx.co.za	
Andrew Leach	Merchants	Andrew.leach@merchantscx.com	
Marthin Fick	ITA Services Group	marthin@itagroup.co.za	
Trevor Boltman	AtoZ Whistleblowing Solutions	trevor@atozwhistleblowing.com	
Devpruth, Senita	Deloitte	sdevpruth@deloitte.co.za	
Gabri Viljoen	KPMG	Gabri.Viljoen@kpmg.co.za	

Chairperson to initial (Compulsory): _____

Carol Hendricks
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Carol Hendricks
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***Chairperson/Project Manager/Member/Consultant/Admin Support/Legal Representative
/Observer**

MINUTES

DETAILS OF DISCUSSIONS HELD AT THE BSC

(The minute taker must cross reference the answers below to the correct number above).

Purpose and Administration

- The meeting via Skype for Business was opened by the **Ayanda Walter Mili** who detailed the purpose of meeting in relation to tender **259S/2022/23- APPOINTMENT OF A SERVICE PROVIDER REGARDING THE IMPLEMENTATION, MANAGEMENT AND CO-ORDINATION OF THE CITY'S INDEPENDENT 24 HOUR FRAUD HOTLINE**
 - The purpose is to assist tenderer to complete the document correctly

CONTRACT PERIOD: FROM 01 JULY 2024 UNTIL 30 JUNE 2027

Closing date of submission: 27 March 2023 at 10:00 a.m.

Tender box number: 121

Tender fee: R 200.00, Non-refundable tender fee payable to City of Cape Town (CCT) for a hard copy of the tender document, however the tender document can be downloaded on website downloads of the tender document, fee is not applicable to website downloads of the tender document.

To those who will download the tender document, must not change or remove any clause. The tender document must be completed in a non-erasable ink.

Pricing schedule:

Bidder must submit the price schedule in the tender document that is provided in the tender document. City of Cape Town will not accept any additional pricing as detailed in the tender document.

Anything bidder want to ask related to this tender, can contact:

CCT TENDER REPRESENTATIVE :

Name: Kyle Jacobs

Email: KyleClive.Jacobs@capetown.gov.za

CCT SUPPLY CHAIN MANAGEMENT ENQUIRIES:

Name: Ayanda Mili

Email: ayandawalter.mili@capetown.gov.za

2.1.5 Procurement procedures

2.1.5.1 General

Unless otherwise stated in the tender conditions, a contract will be concluded with the tenderer who scores the highest number of tender adjudication points.

The CCT intends to appoint a Main (Highest ranked tenderer) and standby Service Provider (Second ranked Service provider) for the allocation of the work. The standby Service Provider will only be utilized when and if the Main Service Provider defaults during the contract period. The standby Service Provider

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will be given one (1) months' notice to set up and commence with the contract. If insufficient responsive bids are received, the CCT reserves the right not to appoint a tenderer at all.

Bidders to note:

2.1.6 Objections, complaints, queries and disputes/ Appeals in terms of Section 62 of the Systems Act/ Access to court

2.1.6.1 Disputes, objections, complaints and queries

In terms of Regulations 49 and 50 of the Local Government: Municipal Finance Management Act, 56 of 2003 Municipal Supply Chain Management Regulations (Board Notice 868 of 2005):

- a) Persons aggrieved by decisions or actions taken by the City of Cape Town in the implementation of its supply chain management system, may lodge within 14 days of the decision or action, a written objection or complaint or query or dispute against the decision or action.

2.1.6.2 Appeals

A) In terms of Section 62 of the Local Government: Municipal Systems Act, 32 of 2000 a person whose rights are affected by a decision taken by the City, may appeal against that decision by giving written notice of the appeal and reasons to the City Manager within 21 days of the date of the notification of the decision

B) An appeal must contain the following:

- i. Must be in writing
- ii. It must set out the reasons for the appeal
- iii. It must state in which way the Appellant's rights were affected by the decision;
- iv. It must state the remedy sought; and
- v. It must be accompanied with a copy of the notification advising the person of the decision

C) The relevant City appeal authority must consider the appeal and may confirm, vary or revoke the decision that has been appealed, but no such revocation of a decision may detract from any rights that may have accrued as a result of the decision.

Tenderer to note :

There is a difference between mentioned clauses

2.1.6.1 Disputes, objections, complaints and queries- may lodge within 14 days of the decision or action, and the decision taken by City of Cape Town will not change or evoke

2.1.6.2 Appeals

The relevant City appeal authority must consider the appeal and may confirm, vary or revoke the decision that has been appealed, but no such revocation of a decision may detract from any rights that may have accrued as a result of the decision.

All requests referring to sub clauses 2.1.6.1 and 2.1.6.2 must be submitted in writing to:

- a) Via hand delivery at: 20th Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001
- b) Via post at: Private Bag X918, Cape Town, 8000
- c) Via fax at: 021 400 5963 or 021 400 5830

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d) Via email at: MSA. Appeals@capetown.gov.za

2.1.7 City of Cape Town Supplier Database Registration

Tenderers are required to be registered on the CCT Supplier Database as a service provider. City of Cape Town may not be able to do business with tender who is not registered with city database even if they awarded the tender.

2.1.8 National Treasury Web Based Central Supplier Database (CSD) Registration.

Tenderers are required to be registered on the National Treasury Web Based Central Supplier Database (CSD) as a service provider.

Tenderers who wish to register on the National Treasury Web Based Central Supplier Database (CSD) may do so via the web address <https://secure.csd.gov.za>.

2.2 Tenderer's obligations

2.2 Tenderer's obligations

2.2.1.1 Tenderers are obligated to submit a tender offer that complies in all aspects to the conditions as detailed in this tender document. An 'acceptable tender must "COMPLY IN ALL" aspects with the tender conditions, specifications, pricing instructions and contract conditions.

2.2.1.1.2 Compliance with requirements of CCT SCM Policy and procedures

Only those tenders that are compliant with the requirements from alphabet number (a to m) of the tender document will be declared responsive:

2.2.1.1.4 Minimum score for functionality

Only those tenders submitted by tenderers who achieve the minimum score for functionality as stated below will be declared responsive.

Evaluation Criteria:

Key Personnel

Proof to be provided in the form of detailed CV's pertaining to personnel nominated highlighting:

- Relevant experience,
- Years of experience, as well as
- Language proficiency.

Returnable **Schedule 15A** to be completed

Tenderer in order to get points must provide:

- A minimum of 3 Call Centre Agents with a minimum of 5 years' experience each in a **Fraud Hotline** Call Centre. The service provider must be able to provide the service in **English, Afrikaans and isiXhosa** = **50 Points**

OR

A minimum of 3 Call Centre Agents with a minimum of 2 years' experience each in a **Fraud Hotline** Call Centre. The service provider must be able to provide the service in **English, Afrikaans and isiXhosa**... **24 points**

OR

Minimum of 3 Call Centre Agents with a minimum of 1 years' experience each in a **Fraud Hotline** Call Centre. The service provider must be able to provide the service in in English, Afrikaans and isiXhosa... **16 Points**

Chairperson to initial (Compulsory):

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Previous relevant Experience

Client, description and duration of contract (start and end dates) Returnable Schedule 15B to be completed.

Tenderer in order to get points must provide :

The tendering entity has a minimum of 5 years' experience as a Fraud Hotline Call Centre.....**30 Points**

OR

The tendering entity has a minimum of 3 years' experience as a Fraud Hotline Call Centre**20 Points**

Project Plans

The minimum requirements to be contained in the project plan is as follows:

- Clearly expressing the services to be rendered per needs outlined,
- Turn-around times,
- Detailing the project deliverables, and
- How they will be achieved

Returnable Schedule 15C to be completed.

Tenderer in order to get points must provide :

Exceeds expectations Project Plan, thus a project plan that contains value adding solutions over and above the minimum requirements **20 Points**

OR

Moderate Project Plan, thus a project plan that only contains the minimum requirements and is not comprehensively detailed.....**16 Points**

OR

Poor Project Plan, thus a project plan that does not include the minimum requirements **0 Points**

The minimum qualifying score for functionality is **60** out of a maximum of **100**

new PPPFA regulations:

City of Cape Town is no longer using BBBEE to score points

City is using HDI COMPLIANCE WITH SECTION 2(1)(d)(i) OF THE ACT for Preference points to,

On this particular tender 20 of Preference points will distributed as below :

No	Specific Goal	Definition	Required Evidence	Points to be allocated
1	Gender (Ownership)	Persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of gender are women.	CSD Registration report B-BBEE Certificate CIPC Certificate	10

3	Race (Ownership)	Persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race.	B-BBEE Certificate CSD Registration report CIPC Company Registration	10
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VOLUME 2: RETURNABLE DOCUMENTS

Tender must complete all schedule and declare where is necessary

Pricing schedule :

Unit of measure must be per month

Tenderers are required to price for all **financial years**, failure to price for all financial years the tenderer will be **deemed non-responsive**.

Schedules:

Tender must complete all schedules

NB: schedule : 13 a, b and C it's important tenderer must indicated or give a clear information.

Ayanda opened the floor for questions

Questions

Andrew Leach- Does City of Cape Town just need agency specific work in a fraud environment, and are there any call volumes statistics, and is it a new service?

Kyle Jacobs answered: Yes, the City of Cape Town needs agency specific work in a fraud environment and not other call centre agency work because this tender is for a FRAUD HOTLINE. No, it is not a new service. Call/ report volumes to be provided.

Senita: Who is the current service provider?

Kyle Jacobs answered: current service provider KPMG.

Carol Hendricks from City of Cape Town commented on the Project Plan. The Project Plan must:

- Clearly express the services to be rendered per needs outlined,
- Turn-around times,
- Detail the project deliverables, and
- How they will be achieved

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Senita: What is the number of City of Cape Town employees?

Kyle Jacobs answered: More than 27000 employees.

Carol Hendricks answered: With regard to the nature of calls received that there are a number of our calls coming from outside the City of Cape Town e.g. members of the public who would report illegal electricity connections.

The statistics of call/ report volumes (averages) will be sent in form of notice to all bidders or will be publish as a notice to all potential bidders

Meeting adjourned

APPROVAL

I, the chairperson of the Bid Specification Meeting, confirm the above minutes are correct and a true reflection of the discussions and decisions made by the Bid Evaluation Committee in terms of the Rules of Order.

SIGNATURE OF THE CHAIRPERSON:  Carol Hendricks Digitally signed by Carol Hendricks
Date: 2023.03.14 10:35:41 +02'00' _____ DATE: _____
(In consultation with members of BSC)