

THE APPOINTMENT OF A PANEL OF SERVICE PROVIDERS THAT WILL PROVIDE INTERNAL AUDIT SERVICES FOR GAUTENG PARTNERSHIP FUND (GPF) FOR A PERIOD OF 36 MONTHS.

RFP NO: RFP/11/02/25

CLOSING DATE: 22 January 2026

TIME: 11:00 AM

SUBMISSION VENUE: GAUTENG PARTNERSHIP

**FUND** 

**82 GRAYSTON** 

DRIVE

1st FLOOR

**SANDTON** 

2196

ENQUIRIES: tenders@gpf.org.za

COMPULSORY BRIEFING SESSION- 06 JANUARY 2026 @11:00am

Via Microsoft teams (To joint click on the link below):

Join the meeting now

#### **ACRONYMS**

GPF	Gauteng Partnership Fund
ICASA	Independent Communications Authority of South Africa
SLA	Service Level Agreement
GDHS	Gauteng Department of Human Settlements
PPE	Provincial Public Entity
GPG	Gauteng Provincial Government
PFMA	Public Finance Management Act
SLA	Service Level Agreement
BBBEE	Broad Black Based Economic Empowerment
SANAS	South African National Accreditation System
CIPC	Companies and Intellectual Properties Commission
EME	Exempted Micro Enterprise
QSE	Qualifying Small Enterprise

#### 1 SECTION 1: GENERAL CONDITIONS OF BID

# **Proprietary Information**

GPF considers this Request for Proposal (RFP) and all related information, either written or verbal, which is provided to the respondent, to be proprietary to GPF. It shall be kept confidential by the respondent and its officers, employees, agents and representatives. The respondent shall not disclose, publish, or advertise this RFP or related information to any third party without the prior written consent of GPF.

# 1. Enquiries

1.1 All communication and attempts to solicit information of any kind relative to this RFP should be channelled **in writing** to:

**Department** : Supply Chain Management

Contact Persons : Ms. Mandudu Legodi / Mr. Sandile Ngwenya

E-mail address : tenders@gpf.org.za

- 1.2 Closing date for enquiries in relation to this RFP will be on 09 January 2026
- 1.3 Compulsory briefing session for this tender 06 January 2026.

- 1.4 The enquiries will be consolidated and GPF will issue one response and such response will be posted, within two days after the last day of enquiries, onto the GPF website (www.gpf.org.za) under tenders i.e. next to the same RFP document.
- 1.5 The GPF may respond to any enquiry in its absolute discretion and the bidder acknowledges that it will have no claim against the GPF on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

# 2. Bid Validity Period

Responses to this RFP received from bidders will be valid for a period of 180 days counted from the bid closing date.

#### 3. Instructions on submission of Bids

- 3.1 Bids should be submitted in duplicate (2 hard copies) and one electronic copy on USB in PDF format all bound in a sealed envelope endorsed. The sealed envelope must be placed in the bid box at the First-floor area of the GPF Offices, 82 Grayston Drive, 1st Floor, Sandton, 2196 by no later than 11:00 AM [Telkom time].
- 3.2 Bids must be submitted in the prescribed response format, herein reflected as **Response**Format.
- 3.3 The bid closing date, bidder name and the return address must also be endorsed on the envelope.
- 3.4 If a courier service company is being used for delivery of the bid response, the bid description must be endorsed on the delivery note/courier packaging and the courier must ensure that documents are placed / deposited into the bid box found on the GPF Offices, 82 Grayston Drive, 1st Floor, Sandton, 2196. The GPF will not be held responsible for any delays where bid documents are handed to the GPF Receptionist/ officials.
- 3.5 No bid response received by telegram, telex, email, facsimile or similar medium will be considered.
- 3.6 Where a bid response is not in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. It is the GPF's policy not to consider late bids for tender evaluation.

## 4. Preparation of Bid Response

- 4.1 All the documentation submitted in response to this RFP must be in English.
- 4.2 The bidder is responsible for all the costs that it shall incur related to the preparation and submission of the bid document.

- 4.3 Bids submitted by bidders which comprised of companies must be signed by a person or persons duly authorised thereto by a resolution of the applicable Board of Directors, a copy of which Resolution, duly certified, must be submitted with the bid.
- 4.4 The bidder should check the numbers of the pages of its bid to satisfy itself that none of their documents are missing or duplicated. No liability will be accepted by GPF in regard to anything arising from the fact that pages/documents of a bid are missing or duplicated.
- 4.5 A valid tax compliance status PIN must be included in the bid response to verify bidders' tax compliance status.
- 4.6 All bidders must be registered on the Central Supplier Database (CSD) prior to submitting bids and include in their bid a copy of their Master Registration Number (Supplier Number) in order for GPF to verify the bidder's tax status on CSD and other Governing compliances.

## 5. Supplier Performance Management

- 5.1 Supplier Performance Management is viewed by the GPF as a critical component in ensuring value for money acquisition and good supplier / or service provider relations between the GPF and all its suppliers.
- 5.2 The successful bidder shall, upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with the GPF, which will form an integral part of the supply agreement. The SLA will serve as a tool to measure, monitor and assess the supplier 's performance and ensure effective delivery of service, quality and value-add to GPF's business.

## 6. Supplier Development

6.1 The GPF promotes enterprise development. In this regard, successful bidders may be required to mentor SMMEs and/ or Youth-Owned businesses. The implications of such arrangement will be subject to negotiations between the GPF and the successful bidder.

## 7. GPF's Rights

7.1 The GPF is entitled to amend any bid conditions, bid validity period, RFP specifications, or extend the bid closing date, all before the bid closing date. All bidders, to whom the RFP documents have been issued and where the GPF has record of such bidders, may be advised in writing of such amendments in good time and any such changes will be posted on the GPF's website under the relevant tender information. All prospective bidders should therefore ensure that they visit the website regularly and before they submit their bid response to ensure that they are kept updated on any amendments in this regard.

- 7.2 The GPF reserves the right to award this bid as a whole or in part.
- 7.3 The GPF reserves the right to consider the guidelines and prescribed hourly remuneration rates for consultants as provided in the **National Treasury Instruction 01 of 2024/2025:**Revised Cost Containment Measures, where relevant.
- 7.4 The GPF reserves the right to request all relevant information, agreements and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the GPF to conduct background checks on the bidding entity and any of its directors / trustees / shareholders / members.

# 8. Undertakings by the Bidder

- 8.1 By submitting a bid in response to the RFP, the bidder will be taken to offer to render all or any of the services described in the bid response submitted by it to the GPF on the terms and conditions and in accordance with the specifications stipulated in this RFP document.
- 8.2 The bidder may be required to attend an interview should GPF require such and the bidder shall be notified thereof in good time before the actual presentation date. Such interview may include a practical demonstration of understanding products or services as called for in this RFP.
- 8.3 The successful bidder accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under the supply agreement and SLA to be concluded with GPF, as the principal(s) liable for the due fulfilment of such contract.
- 8.4 The bidder accepts that all costs incurred in the preparation, presentation and demonstration of the solution offered by it shall be for the account of the bidder. All supporting documentation and manuals submitted with its bid will become GPF property unless otherwise stated by the bidder/s at the time of submission.

## 9. Reasons for disqualification

- 9.1 The GPF reserves the right to disqualify any bidder which does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder, however the bidder will be notified in writing of such disqualification:
- 9.1.1 Bidders who submit incomplete information and documentation according to the requirements of this RFP document.
- 9.1.2 Bidders who submit information that is fraudulent, factually untrue or inaccurate.
- 9.1.3 Bidders who receive information not available to other potential bidders through fraudulent means.

#### 1. INTRODUCTION

The Gauteng Partnership Fund (GPF) is an entity of the Gauteng Human Settlements Department charged with the responsibility to assist the government with the delivery of housing, especially in the affordable market.

Section 38 (1) (a) (i) and (ii) of the Public Finance Management Act: No. 1 of 1999 (PFMA) requires that an accounting officer for a trading entity must ensure that the trading entity has and maintains effective, efficient and transparent systems of financial and risk management and internal control; and a system of internal audit under the control and direction of an audit committee.

Section 51(1) (a) (i) and (ii) of the Public Finance Management Act: No. 1 of 1999 (PFMA) requires that an accounting authority for a public entity must ensure that the public entity has and maintains effective, efficient and transparent systems of financial and risk management and internal control; and a system of internal audit under the control and direction of an audit committee.

#### 2. BACKGROUND

GPF is a Schedule 3C public entity that was founded in 2002 as a Trust under the Trust Properties Control Act 57 (1988). The main objective of the GPF was to leverage private sector funding in order to accelerate the delivery of affordable housing. There has been a shift in emphasis from social and affordable housing to the full spectrum of human settlements; in particular, the role GPF needs to play as a financing vehicle and an implementing agent for integrated, sustainable human settlements.

The GPF currently has an internal audit unit, which is established in terms of the requirements of the PFMA. The Internal Audit Unit functionally reports to the Audit and Risk Committee and administratively to the Accounting Officer.

#### 3. OBJECTIVE

- 3.1 The objective of the GPF Internal Audit Unit is to strengthen the GPF's ability to create, protect and sustain value by providing GPF management and the Board of Trustees with independent, risk-based, and objective assurance, advice, insight, and foresight. The IA unit adds value by enhancing the GPFs':
  - Successful achievement of objectives in line with the GPFs Strategic Plan.

- Governance, risk management, and control processes.
- Decision-making and oversight.
- Reputation and credibility with its stakeholders; and
- Ability to serve the public interest.

#### 4. SCOPE OF WORK AND DELIVERABLES

The service provider is expected to undertake and deliver the following but not limited to the list:

- Audit of Performance Information/ Predetermine Objectives
- Performance audits
- ICT audits
- Human resource audits
- Payroll audits
- Financial statement audit
- Compliance audits
- Quality Assurance Reviews (Review of Internal audit function in terms of the IIA and Periodic self-assessment
- Governance audits
- Fraud management audits
- ERM audits
- Capital raising audits
- Project management audits
- Pre and post investment audits
- Ethics audits
- CAATs
- SCM audits
- Client relations management audits
- Enforcement of agreements audits
- · Litigations management audits
- Capital raising audits
- Debtors' management audits
- Asset management audits
- Revenue and debtors' management audits
- Follow up audits
- Internal Audit advisory services
- Any ad-hoc work that GPF will see suitable
- Development of the IA three-year strategic rolling plan and one year operational plan
- Updating of IA charter and methodology in line with the Global Internal Audit Standards (GIAS)

#### 5. REQUIRED EXPERTISE AND SKILLS

The Service Provider must provide the following:

- 5.1 Practical and technical expertise on the GIAS
- 5.2 Practical and technical expertise on Planning of audits: Notification letter, Engagement Letter; Team Briefing and minutes, Opening meeting and minutes; Resource allocations, Presurvey / Questionnaire, Declaration of Interest, System Description, Process Flow Diagram, Walkthrough, Risk and Control Matrix, Audit Program;
- 5.3 Practical and technical expertise on Execution: Working Paper and Appendices of Working Paper, Minutes of Closing meeting and Portfolio of Evidence (POE);
- 5.4 Practical and technical expertise on Reporting: Draft and Final Internal Audit report with recommendations, management comments and action plan as well as the Client Satisfaction Survey;
- 5.5 Presentation of the Draft and Final Report/s to management and Management Committee (MANCO), Executive Committee (EXCO) and Audit and Risk Committee (ARC);
- 5.6 Signed Quality Assurance Report/ confirmation by the project lead/ director and partner as well as a checklist for each audit engagement;
- 5.7 Prepare or assist in preparing the reports for the ARC meetings;
- 5.8 The successful bidder/s may be required to attend strategic workshops as and when required from time to time;
- 5.9 Conduct follow-ups on the implementation of action plans resulting from any reports on GPF when required by GPF; and
- 5.10 A complete and quality assured audit file provided to GPF within two weeks of issuing a final report which will be the property of GPF.

#### 6. CONFLICT OF INTEREST

Service Providers must declare any possible conflict of interest that they may have in undertaking the task contemplated in these terms of reference.

#### 7. COMMITMENT PERIOD

The appointment of suitable service provider/s shall be for a period of three (03) years and will commence as agreed in terms of the service level agreement. Work will be carried out as and when required and in accordance with the approved three-year rolling and the annual operational audit plan.

#### 8. COMPULSORY BRIEFING

All bidders will be invited to a compulsory briefing. The briefing will be done using an On-line

meeting system.

#### 9. EVALUATION PROCESS AND CRITERIA

9.1 The responses to the bid will be evaluated and adjudicated in terms of the Public Finance Management Act (Act No. 1 of 1999), Preferential Procurement Policy Framework, Act no 5 of 2000, and Preferential Procurement Regulations 2022.

# 9.2 The following evaluation method will be used:

After the closing date of bid applications, evaluation committee at GPF will evaluate the bid proposals in terms of the following four (3) stages:

- Stage 1: Mandatory requirements
- Stage 2: Functionality (technical criteria)
- Stage 3: Administration Compliance

The successful Service Providers will be selected to form part of the panel of Service Providers of the GPF. The benchmark of minimum **70** points out of **100** points on technical capability will be the cut off to qualify for the panel.

# a) MANDATORY REQUIREMENTS (STAGE 1)

All bid responses that do not meet the Mandatory Requirements will be disqualified and will not be considered for further evaluation of the Functionality Requirements.

• The proof of required information as per the table below must be clearly referenced in the submission for ease of evaluation.

No	Mandatory Requirements	Comply	Do not compl y	Properly mark your attachment s
1	FORMAL EXTERNAL QUALITY ASSESSMENT REPORT			
	OR LETTER OR CERTIFICATE RECEIVED BY THE			
	BIDDER, THAT WAS PREPARED AND OR VALIDATED			
	BY A QUALIFIED, INDEPENDENT ASSESSOR:			
	Evidence of the independent external quality review on the			
	bidder having been prepared and validated by a qualified,			
	independent assessor in the recent 1 - 5 years (refer to GIAS			
	standard 8.4 on external quality assurance), where the bidder			
	was given a General Conformance with the Global Internal			

	Audit Standard (GIAS).	
	The report or letter or certificate issued and or validated	
	by an independent qualified assessor for the external	
	quality review, for the bidder should clearly indicate that	
	the bidder generally confirms with the GIAS and be	
	supported by evidence of the assessor and or validator	
	being independent and qualified.	
2	PROOF OF MEMBERSHIP WITH PROFFESSIONAL BODY	
	Service Provider must provide certified copies (not older than	
	3 months from closing date of bid) as proof of membership	
	with IIA or SAICA for the Project Lead/ director, senior	
	manager/ Manager and for each of the minimum of 4 (four)	
	Team Member(s) who will be involved in delivering the	
	projects.	
	NB! Certified proof of professional memberships for	
	team leader and team must be submitted and must be on	
	the letterhead of the institution, dated and signed by the	
	institution that provided it.	
	Membership with professional bodies must be verifiable	
	and members must be in good standing- where the	
	certificate does not indicate the period of membership, a	
	letter of good standing should be attached.	
3	SBD 1 (Invitation to Bid) must be duly completed and	ANNEXURE B
	signed	
4	SBD 4 (Bidder's Disclosure) Declaration must be duly	ANNEXURE C
	completed, submitted and signed (failure to fully	
	complete the SBD 4 Bidder's Disclosure form will result	
	in disqualification)	
5	Annexure A: Integrity Pact for Businesses	ANNEXURE A

# b) FUNCTIONALITY: CRITERIA (MINIMUM THRESHOLD IS 70 POINTS) - STAGE 2:

Bidders who score a minimum threshold of 70 out of 100 points on the evaluation criteria will be considered for further evaluation on stage 3. Bidders who fail to attain the required minimum threshold will not be evaluated further.

Table 1 – Functionality

The proof of required information as per the table below must be referenced:

No.	CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
1	Approach and	Audit methodology and a project plan with	35
-	methodology	deliverables and clear milestones must be	
	moundadagy	submitted. The methodology should	
		include the following:	
		include the following.	
		1. Introduction	
		Purpose of the internal audit	
		methodology	
		Objective of the internal audit	
		methodology	
		2. Definition of internal audit	
		3. Applicable professional standards and	
		legislation	
		4. Code of ethics for internal auditors	
		5. Scope of work / Types of audits	
		6. An overview of the internal audit process	
		(including the relevant standard/s in line	
		with GIAS and the responsible staff level	

No.	CRITERIA	SUB-CRITERIA	WEIGHTING/
			POINTS
		in each stage of the internal audit process)	
		7. Strategic planning phase	
		8. Risk management	
		9. Engagement planning	
		10. Engagement execution	
		11. Reporting	
		12. Client satisfaction survey	
		13. Follow up on audit findings	
		14. Quality assurance	
		15. Completion and closing of audit file	
		16. Information systems audit overview	
		17. Specialized audits	
		The points will be allocated as follows:	
		Detailed internal audit methodology and project plan with deliverables and clear milestones submitted (points =35)	
		2. Detailed internal audit	
		methodology but project plan with	
		deliverables and clear milestones	
		not submitted (points =25)	
		3. No detailed methodology	
		despite project plan with	
		deliverables and clear milestones	
		being submitted or not submitted	
		(points =0)	

No.	CRITERIA	SUB-CRITERIA	WEIGHTING/
			POINTS
		Bidders are encouraged to layout the	
		methodology write-up and use the	
		same headings as indicated above.	
2	Reference Letters	Experience in internal auditing provided:	35
	Reference Letters	Expendice in internal additing provided.	33
		10 and above Reference letters in internal	
		auditing or similar assignment submitted	
		(35 Points)	
		6 -9 Reference letters in internal auditing	
		or similar assignment submitted (25	
		Points)	
		i onto	
		3 – 5 Reference letters in internal auditing	
		or similar assignment submitted (15	
		Points)	
		2 or less reference letters / no letter/s	
		submitted (0)	
		NB! Reference letters must be on	
		company letter head where services	
		were provided, dated and signed by the	
		company that received the services and	
		must describe the work undertaken.	
		The letters must have contact person/s	
		for verification should it be needed.	
		No points will be allocated for	
		submissions that do not meet the	
		requirement.	
3.	Proposed Internal Audit	Proposed Internal Audit Capacity –	5
	Capacity	Internal audit firm has 12 or more internal	-
	p,	auditors (Organogram to be provided),	
		points = 5	
		-	

No.	CRITERIA	SUB-CRITERIA	WEIGHTING/
			POINTS
		Proposed Internal Audit Capacity –	
		Internal audit firm has 7 to 11 internal	
		auditors (Organogram to be provided),	
		points = 3	
		Proposed Internal Audit Capacity –	
		Internal audit firm has 6 or less internal	
		auditors (Organogram to be provided),	
		points = 0	
4	Qualifications and	CERTIIED QUALIFICATIONS AND	25
-	Experience	EXPERIENCE	25
	Laperience	Service Provider must provide certified	
		copies not older than 3 months of	
		·	
		Qualifications and CVs for the Project	
		Lead/ director, senior manager/ Manager	
		and a minimum of 4 (four) Team	
		Member(s) who will be involved in	
		delivering the projects requirement. CVs	
		must detail practical audit experience of	
		each individual which accumulates to the	
		required number of years for each	
		individual.	
		Land Formaniant Boots on Books of	
		Lead Engagement Partner or Project	
		Director (12 points )	
		Qualification	
		Certified Internal Auditor or Chartered	
		Accountant (South Africa).	
		, ,	
		Relevant Experience	
		A minimum of 15 years' experience in	
		auditing of which 5 of those years are	
		internal audit experience.	
		Senior audit manager/ manager (8	

No.	CRITERIA	SUB-CRITERIA	WEIGHTING/
			POINTS
		points)	
		Qualification	
		Qualification	
		Certified Internal Auditor, Professional	
		Internal Auditor or Chartered Accountant	
		(South Africa).	
		Relevant Experience	
		A minimum of 10 years' experience in	
		auditing of which 3 of those years are	
		internal audit experience.	
		Minimum of Four (4) Team Members (5	
		points)	
		Qualifications	
		Bachelor's degree, Internal Audit	
		Technician or advanced diploma in	
		accounting or auditing (NQF level 7) for	
		each of the team members.	
		Relevant Experience	
		Each has a minimum of 4 years'	
		experience in auditing.	
		NB! CVs and certified copies (not older	
		than 3 months from closing date of bid)	
		of qualifications should be submitted	
		for the engagement partner/director,	
		senior audit manager/ manager and	
		audit team members.	
		All foreign qualifications must attach	
		an evaluation report done by the South	
		African Qualification Authority (SAQA).	
		Non-submission or partial submission	
		Non-submission or partial submission	

No.	CRITERIA	SUB-CRITERIA	WEIGHTING/
			POINTS
		of the required documents will result in points not being allocated, therefore the CV together with the certified copies of qualifications as indicated above need to be submitted in order for	
		points to be allocated.	
	TOTAL		100

**N:B** - All proposals submitted will be evaluated, in line with the PPPFA Regulations of 2022. The bidders will be required to score a minimum threshold of 70 points (functionality/technical) to qualify to be in the panel.

# c) Administrative Compliance (Stage 3)

# **Required Returnable Documents**

Required Documents	Comments	Submitte d (Yes
Annexure A: Integrity Pact for Businesses	Duly completed and signed	
Annexure B: SBD 1 (Invitation to Bid)	Duly completed and signed	
Annexure C: SBD 4 (Bidder's Disclosure)  Annexure D: Sworn Affidavit	Declaration must be duly completed, submitted and signed(failure to fully complete the disclosure form will result in disqualification.  Duly Completed and signed	
A Trust/Consortium/Joint Venture An agreement must be in place at the time of tendering between all parties to the agreement	Duly completed and signed agreement between all stakeholders, clearly outlining the percentage revenue split, roles and responsibilities between the parties	

# **Other Returnable Documents**

Other Returnable Documents	Comments	Submitte d (Yes /No)
Tax Compliance Status Pin (issued by SARS) (A trust, consortium or joint venture must submit a valid TCS Pin for each party)	This information will be used to verify the bidder's tax compliance status.	
Annexure E: GPF's Standard Condition of bid and General Condition of Contract	Signed / Initialled	
Annexure F: General Conditions of Contract	Signed / Initialled	
Annexure G: Protection of Personal Information Act 4 of 2013 (POPIA)	Duly completed and signed	
Central Supplier Database (CSD) Registration	Bidders to submit proof of CSD registration.	

# **Other Returnable Documents**

Other Returnable Documents	Comments	Submitte d (Yes /No)
Report	Each party in a Trust/ Consortium/Joint	
Bidders can register on CSD using the	Venture must submit separate proof of	
following link: <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a>	CSD registration	

#### **B-BBEE Credentials**

- An Exempted Micro Enterprise (EME) is required to submit a valid sworn affidavit confirming their annual total revenue of R10 million or less and level of black ownership to claim preference points as prescribed by the Preferential Procurement Regulations.
- 2. A Qualifying Small Enterprises (QSE) which is at least 51% black owned is required to submit a valid sworn affidavit confirming their annual total revenue of between R10 million and R50 million and level of black ownership to claim preference points as prescribed by the Preferential Procurement Regulations.
- 3. A Qualifying Small Enterprise (QSE) which is less than 51% black owned is required to submit a valid B-BBEE Status Level Verification Certificate including a valid sworn affidavit declaring their annual total revenue of between R10 million and R50 million, based on the Financial Statements/Management Accounts and other information available on the latest financial year- end.
- 4. Bidders who do not qualify as EME's and QSE's as outlined above, must submit valid B-BBEE Status Level Verification Certificates.
- 5. Public entities and tertiary institutions must submit valid B-BBEE Status Level Verification certificates.

# 10. IN EVALUATING THE TECHNICAL INFORMATION CONTAINED IN THE RFQ, THE EVALUATION COMMITTEE WILL BE GUIDED BY THE FOLLOWING:

- Bidder understanding of the brief The TOR provides a clear indication that the bidder fully understands the purpose and scope of the work and the bidders' own roles and functions in this regard.
- Capability and experience The TOR provides a clear indication that the bidder's team comprises people with the necessary experience, skills, qualifications, knowledge, and the proposed methodology to ensure the efficient and effective generation of the required deliverables to the standards of quality.

NAME OF BIDDER:	
Signature by the bidder:	_
Date:	

#### NOTE:

GPF reserves the right to cancel the appointment at its sole discretion and that payment of the fees can be withheld if in its opinion the quality of the service does not meet its Expected Deliverable.