



REQUEST FOR QUOTATION

YOU ARE HEREBY INVITED TO SUBMIT A QUOTATION FOR TIP-OFFS ANONYMOUS SERVICES FOR A PERIOD THREE (3) YEARS.

RFQ NUMBER:	ECIC008Q-2022/23
CLOSING DATE AND TIME:	10 May 2022 15H00 (South African Standard Time)
RFQ VALIDITY PERIOD	60 days (Commencing from the RFQ closing date)
DESCRIPTION	Tip-Offs anonymous services for a period of 3 years
EMAIL FOR SUBMISSION OF QUOTES	procurement@ecic.co.za
ENQUIRY	Name: Ayanda Mdunge Tel: 012 471 3870 procurement@ecic.co.za
This bid is subject to the General Conditions of Contract (GCC) and, if applicable, any other special conditions of contract. Where, however, the special conditions of contract conflict with the general conditions of contract, the special conditions of contract prevail.	

REQUEST FOR QUOTATION: TIP-OFFS ANONYMOUS\WHISTLE BLOWING REPORTING SERVICES FOR A PERIOD OF THREE (3) YEARS

Terms of Reference

Contents

A. INTRODUCTION TO THE REQUEST FOR QUOTATION.....	3
1. Introduction	3
2. Purpose	3
3. Submission of the proposals	3
B. TERMS OF REFERENCE.....	4
4. Scope of work.....	4
5. Bid evaluation.....	4
C. ANNEXES.....	5
Annexure 1: Terms and conditions of request for quotation.....	5
Annexure 2: Protection of Personal Information	7
D. APPLICABLE STANDARD BIDDING DOCUMENTS	9
SBD 1	9
SBD 4	12
SBD 6.1	Error! Bookmark not defined.

A. INTRODUCTION TO THE REQUEST FOR QUOTATION

1. Introduction

- 1.1 The Export Credit Insurance Corporation of South Africa (SOC) Ltd¹ (ECIC) is a self-sustained state-owned entity listed under Schedule 3B of the Public Finance Management Act 1 of 1999 (as amended) and established in terms of the Export Credit and Foreign Investments Insurance Act 78 of 1957 (as amended).
- 1.2 The mandate of the ECIC is to facilitate and encourage South African export trade, by underwriting export credit loans and investments outside the country, to enable South African contractors to win capital goods and services contracts in countries outside South Africa. The ECIC is a registered short-term insurer and is regulated by the Financial Sector Conduct Authority and Prudential Authority. Currently exempted in terms of FAIS Notice 78 of 2019.
- 1.3 ECIC operates from offices at Block C7 Eco Origins Office Park, 349 Witch Hazel Avenue, Highveld Ext 79, Centurion, 0157, South Africa.

2. Purpose

- 2.1 The purpose of this Request for Quotation (RFQ) is to appoint a service provider to provide and manage the Whistle Blowing and Tip Off anonymous line, including reporting and awareness training for a period of (3) three years.

3. Submission of the proposals

- 3.1 Bid documents must be clearly marked for ease of reference.
- 3.2 Bid documents must be submitted on PDF format to the following email address:
procurement@ecic.co.za

¹ Further information on the ECIC can be found at www.ecic.co.za

B. TERMS OF REFERENCE

4. Scope of work

4.1 You are hereby requested to submit a quotation for a 3-year contract as per the requirements below:

4.1.1 24 hours Toll Free number and e-mail provision.

4.1.2 The line and e-mails received must be managed live in either one of the following languages English, Afrikaans, Zulu, Xhosa and Sotho. The languages must be made available between 07 AM and 10 PM. After hours the following languages must be made available: English, Afrikaans, Sotho and Zulu

4.1.3 Information received via calls and e-mails must be summarized and reported to the Corporation daily and also provide for monthly and quarterly summary reporting.

4.1.4 Responses (liaison) back to complainants and or reporters from the Corporation.

4.1.5 Translations of calls where applicable

4.2 The service provider may be required to conduct fraud prevention awareness training from time to time. In this regard the service provider would provide a quote to the Corporation.

4.3 The following is required on a quarterly and or annual basis:

4.3.1 Summary of calls received.

4.3.2 Detailed and summary report on cases and or calls received.

4.3.3 Whistle Blowing and Tip Off anonymous process reporting training to staff, senior management and to Board.

5. Bid evaluation

5.1 The proposals will be evaluated as follows:

5.1.1 Evaluation Phase One: Preference point system

The proposals received will be evaluated on pricing, with the responsive bidder with the lowest bid price awarded the bid.

C. ANNEXES

Annexure 1: Terms and conditions of request for quotation

1. The potential bidders are required to provide the goods/services as indicated on the scope of work or specifications of good/services required by the corporation. ECIC standard conditions of purchase shall apply.
2. ECIC reserves the right not to procure the goods and/or services.
3. Late and incomplete submissions will not be accepted.
4. Bidders are required to attach the latest Central Supplier Database (CSD) report from the National Treasury, or register their company onto the CSD website address: www.csd.gov.za.
5. Bidders are required to submit B-BBEE Certificates/ sworn affidavits from the dtic website for QSE and EME suppliers with their quotations. Failure to submit the BEE Certificate will disqualify the bidder from earning BBEE points.
6. No services must be rendered, or goods delivered before an official ECIC Purchase Order has been to the supplier.
7. Bidders are required to complete and return the attached Standard Bidding Documents.
8. Bidders are required to attach the company profile to their submissions, where applicable.
9. ECIC reserves the right to conduct site visits to the selected bidders.
10. ECIC reserves the right to conduct business with ethical suppliers.
11. **ECIC reserves the right to disqualify any bidder**, based on any one or more of the following, and such disqualification **may** take place without prior notice to the non-compliant bidder.
 - 11.1. bidders who submitted incomplete information and documentation essential for the adjudication of the requirements of this RFQ;
 - 11.2. bidders who submitted information that is fraudulent, factually untrue or inaccurate, for example memberships that do not exist, experience, etc;
 - 11.3. bidders who received information not available to other vendors through fraudulent means; and/or
 - 11.4. bidders who do not comply with mandatory requirements as stipulated in this RFQ.

REQUEST FOR QUOTATION: TIP-OFFS ANONYMOUS\WHISTLE BLOWING REPORTING SERVICES FOR A PERIOD OF THREE (3) YEARS

Terms of Reference

12. All bidders to note that payments are processed within 30 days after receipt of the invoice.
13. This terms and conditions govern the contract for procurement of goods/services for the ECIC.
14. ECIC reserves the right to request for demonstration of products or items as and when required through presentation.
15. ECIC preferred bidders should obtain a Purchase Order prior to rendering of services or providing goods to the corporation. Should there be additional services/goods which were not part of the initial purchase order, ECIC will not be responsible for payment of such without a purchase order.

Annexure 2: Protection of Personal Information

PROTECTION OF PERSONAL INFORMATION

1. ECIC recognises that when the Bidder submit its proposal in response to this Request for Quotations, it will provide personal information, which ECIC will process for the sole purpose of evaluating the Bidder's proposal. By submitting its proposal in responding to this Request for Quotations, the Bidder hereby provide its consent to the processing of its Personal Information by ECIC.
2. The following terms shall have the meaning ascribed to them:
 - 2.1. **"Personal Information"** shall bear the same meaning as ascribed to it under POPI;
 - 2.2. **"POPI"** means Protection of Personal Information Act, No. 4 of 2013;
 - 2.3. **"Responsible Party"** shall bear the same meaning as ascribed to it under POPI; and
 - 2.4. **"RFQ"** means this Request for Quotations.
3. ECIC as the Responsible Party undertakes to:
 - 3.1. comply with the provisions of POPI as well as all applicable legislation as amended or substituted from time to time;
 - 3.2. treat all Personal Information strictly as defined within the parameters of POPI;
 - 3.3. process Personal Information only in accordance with the consent it was obtained for, for the purpose agreed, as permitted by law;
 - 3.4. secure the integrity and confidentiality of any Personal Information in its possession or under its control by taking appropriate, reasonable technical and organisational measures to prevent loss, damage, unauthorised destruction, access, use, disclosure or any other unlawful processing of Personal Information;
 - 3.5. not transfer any Personal Information to any third party in a foreign country unless such transfer complies with the relevant provisions of POPI regarding transborder information flows; and
 - 3.6. not retain any Personal Information for longer than is necessary for achieving the purpose in terms of RFQ or in fulfilment of any other lawful requirement.
4. ECIC will ensure that all reasonable measures are taken to:
 - 4.1. identify reasonably foreseeable internal and external risks to the Personal Information in its possession or under its control;

REQUEST FOR QUOTATION: TIP-OFFS ANONYMOUS\WHISTLE BLOWING REPORTING SERVICES FOR A PERIOD OF THREE (3) YEARS

Terms of Reference

- 4.2. establish and maintain appropriate security safeguards against the identified risks;
- 4.3. regularly verify that the security safeguards are effectively implemented;
- 4.4. ensure that the security safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards;
- 4.5. provide immediate notification to the Bidder if a breach in information security or any other applicable security safeguard occurs; provide immediate notification to the Bidder where there are reasonable grounds to believe that the Personal Information has been accessed or acquired by any unauthorised person;
- 4.6. remedy any breach of a security safeguard in the shortest reasonable time and provide the Bidder with the details of the breach and, if applicable, the reasonable measures implemented to address the security safeguard breach;
- 4.7. provide immediate notification to the Bidder where the Bidder has, or reasonably suspects that, Personal Information has been processed outside of the purpose agreed to or consented to;
- 4.8. provide the Bidder, upon request, with all information of any nature whatsoever relating to the processing of the Personal Information for the purpose of the RFQ and any applicable law; and
- 4.9. notify the Bidder, if lawful, of receipt of any request for access to Personal Information, in its possession and relating to the Bidder.

The Bidder has the right to inspect the Personal Information processing operations, as well as the technical and organisational information security measures employed by the ECIC to ensure compliance with the provisions of this Annexure.

REQUEST FOR QUOTATION: TIP-OFFS ANONYMOUS\WHISTLE BLOWING REPORTING SERVICES FOR A PERIOD OF THREE (3) YEARS

Terms of Reference

D. APPLICABLE STANDARD BIDDING DOCUMENTS

SBD 1

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE EXPORT CREDIT INSURANCE CORPORATION OF SOUTH AFRICA (SOC) LTD					
BID NUMBER:	ECIC008Q-2022/23	CLOSING DATE:	10 May 2022	CLOSING TIME:	15:00
DESCRIPTION	TIP-OFFS ANONYMOUS\WHISTLE BLOWING REPORTING SERVICES FOR A PERIOD OF THREE (3) YEARS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
Preferably via email: procurement@ecic.co.za					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Ayanda Mdunge		CONTACT PERSON	Ayanda Mdunge	
E-MAIL ADDRESS	procurement@ecic.co.za		E-MAIL ADDRESS	procurement@ecic.co.za	
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]					

REQUEST FOR QUOTATION: TIP-OFFS ANONYMOUS\WHISTLE BLOWING REPORTING SERVICES FOR A PERIOD OF THREE (3) YEARS

Terms of Reference

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> YES <input type="checkbox"/> NO 1B[IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS			
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?		<input type="checkbox"/> YES	<input type="checkbox"/> NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?		<input type="checkbox"/> YES	<input type="checkbox"/> NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?		<input type="checkbox"/> YES	<input type="checkbox"/> NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?		<input type="checkbox"/> YES	<input type="checkbox"/> NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?		<input type="checkbox"/> YES	<input type="checkbox"/> 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.			

REQUEST FOR QUOTATION: TIP-OFFS ANONYMOUS\WHISTLE BLOWING REPORTING SERVICES FOR A PERIOD OF THREE (3) YEARS

Terms of Reference

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:

.....

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

- 1.1. 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.
- 1.2. 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 interest² in the enterprise, employed by the **YES/NO** state?
- 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 State institution

² 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.

REQUEST FOR QUOTATION: TIP-OFFS ANONYMOUS\WHISTLE BLOWING REPORTING SERVICES FOR A PERIOD OF THREE (3) YEARS

Terms of Reference

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:

Full Name (Name of person employed by Export Credit Corporation of South Africa (SOC) Ltd, the procuring institution)	Relationship

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:

Name of Related Enterprise	Registration (ID) Number

3. DECLARATION

I, the undersigned, 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 consortium³ 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.
- 3.5. 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.
- 3.6. There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring 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.
- 3.7. 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.

³ 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.

REQUEST FOR QUOTATION: TIP-OFFS ANONYMOUS\WHISTLE BLOWING REPORTING SERVICES FOR A PERIOD OF THREE (3) YEARS

Terms of Reference

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.

Name of declarer			
Position/Title of declarer			
Name of bidder			
Signature of declarer		Date of signature	