

**KZN GROWTH FUND TRUST
REQUEST FOR PROPOSAL (RFP)
RE – ISSUE OF RFP REFERENCE NUMBER – KGFT RFP 2022-21
PROVISIONING OF ANTI-FRAUD AND CORRUPTION HOTLINE SERVICES**

Closing date : 20 APRIL 2023
Time : 12:00
Submission format : email scm@kznqf.co.za

Name of the respondent:

Late bids will not be accepted

BID DETAILS

Bid title : Re-issue of Request for Proposals for the Provisioning of
Anti-Fraud And Corruption Hotline Services for the KGFT

Procurement Reference Number : KGFT - RFP 2022/21

Description of Goods & Services : Anti-Fraud and Corruption Hotline Services for the KGFT

Date of RFP : 29 MARCH 2023

Date of RFP CLOSING : 20 APRIL 2023

CONTACT INFORMATION

Any enquiries regarding the bidding procedure may be directed to:

Procurement Officer: Sijabulile Ntshangase

Telephone: 031 372 3720

E-mail: scm@kzngf.co.za

BIDDER'S DETAILS

NAME OF BIDDER.....

POSTAL ADDRESS

STREET ADDRESS

CONTACT PERSON

TELEPHONE NUMBER Code Number

CELL PHONE NUMBER Code Number

FACSIMILE NUMBER Code Number

E-MAIL ADDRESS

Signature of Bidder **Date**

1. PURPOSE

The Kwazulu-Natal Growth Fund Trust (KGFT) invites proposals from suitably qualified service providers for the provisioning of Anti-Fraud and Corruption Hotline Services for the KGFT for a period of 24 (twenty-four) months

2. BACKGROUND

KZN Growth Fund Trust (KGFT) is a Trust, established and capitalised by the Provincial Government to provide debt and equity. The main objective of the KGFT is to provide support for creating and enabling **environment** for activities that create jobs and accelerate the economic development of KZN whilst promoting Broad Based Black Economic Empowerment (B-BBEE).

2.1 Procurement Philosophy

It is the policy of KGFT, when purchasing goods and obtaining services to follow a course of optimum value and efficiency by adopting best purchasing practices in supply chain management, ensuring that open and fair competition has prevailed, with due regard being given to the importance of:

- a) The promotion, development and support of businesses from disadvantaged communities (small, medium, micro enterprises, as well as established businesses within those communities) in terms of its BEE Policy;
- b) The promotion of national and regional local service providers and agents before considering overseas service providers and;
- c) The development, promotion and support for the moral values that underpin the above, in terms of KGFT Business Ethics and Guidelines which requires that all commercial conduct be based on ethical and moral values and sound business practice. This value system governs all commercial behaviour within KGFT.

The KGFT wishes to engage with service providers who are equally committed to maintain high quality services and better pricing

3. SCOPE OF SERVICES REQUIRED

Kwazulu-Natal Growth Fund Trust (KGFT) requires a service provider to offer 24/7 ethics and corruption hotline services in respect of any unlawful activities occurring within the organisation's business structures, including but not restricted to irregularities, fraud, theft, bribery and any other unlawful or dishonest activities of whatever nature perpetrated by the employee or the agent which activities directly or indirectly have detrimental effect on the organisation. The hotline should also be available to the general public/tourists, employees, investee companies, contractors, suppliers and other interested parties to report on any possible misconduct that directly or indirectly have detrimental effect on the organisation

4. PROJECT PURPOSE AND OBJECTIVES

The KGFT has a staff complement of approximately 45. The overall objective of this project is for KGFT to have an independent and effective Anti-Fraud and Corruption Hotline service that will act as a fraud prevention, deterrent and detection tool in its quest to combat fraud and corruption in line with the processes and protocol the KGFT Whistle-blower Policy.

The specific objectives of this service therefore will include:

- 4.1 Provide a 24/7 hour hotline in all 11 official languages of South Africa;
- 4.2 A Fraud Hotline service to be used to report incidences of fraud and corruption available to the whistle blower using innovative technology, for example: Free call number; Fax and/or Fax to mail, email facility, short message services (sms) etc.
- 4.3 Callers guaranteed anonymity / Anonymous Reporting
- 4.4 Signage and stickers to publicise the reporting channels.
- 4.5 Monthly and incident reports.
- 4.6 Services must comply fully with the provisions of the Protected Disclosure Act (Act 26 of 2000) and the Companies Act (Act 71 of 1988) and any other relevant legislation
- 4.7 Is certified to the External Whistle-blowing Hotline Service Provider Standard EO1.1.1 of the Ethics Institute of South Africa.
- 4.8 Is independent of KGFTs' external or internal auditors.
- 4.9 Has an experienced and dedicated management team with extensive experience.
- 4.10 Offers direct access to and frequent contact by top management.
- 4.11 The service operates 24 hours a day, 7 days a week, 365 days a year.
- 4.12 Has an effective technology solution
- 4.13 Reports can be made using a unique 0800-FreeCall number, a unique e-mail address, via a website template, via SMS.
- 4.14 Offers a web-based system of sending reports.
- 4.15 Has a user-friendly module to assist in managing reports.
- 4.16 Provides a free digital awareness video to create awareness among staff.

- 4.17 Provides an in person training session to all employees at KGFT
- 4.18 The service provider must retain all documents, in its final form, relating to this contract for a period of 5 (five) years.
- 4.19 Provide monthly reports summarizing all calls received.
- 4.20 Assist KGFT in designing a logo and slogan for the internal awareness campaign.
- 4.21 The above should also include an emergency reporting mechanism.
- 4.22 Due to the size of KGFT and the wide range of services provided, some of the calls may be service delivery related. Therefore, the hotline services may receive calls non-related to fraud and corruption. It is therefore expected that the service provider should have the capacity to distinguish between the two types of calls and refer the service delivery calls to the identified/ designated office.
- 4.23 Ethics/ fraud surveys

5. IMPLEMENTATION PLAN

The Service Provider should submit to KGFT a detailed work plan and approach for sign off before any work takes place.

6. CONTRACT DURATION

The contract period is for twenty-four (24) months with an option to review for a further twelve (12) months subject to performance review.

7. CONFIDENTIALITY OF THIS INFORMATION

All the information contained in this document must be considered as confidential as per POPI Act 4 of 2013 as amended requirements. Bidders are requested not to copy or forward this document or part thereof to any third party for any purpose other than to prepare for the response of this tender invitation.

The successful bidder will be required to enter into a non-disclosure agreement with KGFT.

8. AWARD OF THE RFP

KGFT is not obliged to accept and award this tender to the lowest bidder or any other bidder.

9. EVALUATION PROCESS AND CRITERIA

Selection will be conducted over three stages as detailed below:

Stage 1 - Compliance with Minimum Requirements

Stage 2 - Functionality

Stage 3 – Price and Specific Goals

9.1 STAGE 1 – COMPLIANCE WITH MANDATORY REQUIREMENTS

9.1 All proposals must be completed and accompanied by:

9.1.1 Company Profile

9.1.2 Letters of Reference (minimum 5 letters) Letters must be on a company letterhead, signed and dated.

9.1.3 Evidence of registration on the National Treasury Central Supplier Database (or proof of registration);

9.1.4 Tax Compliance Status Pin

9.1.5 Certified to External Whistle-blowing Hotline Service Standard E01.1.1 of the Ethics Institute of South Africa or SafeLine-EX Standard for External Whistleblowing Hotline Service Providers as certified by The Ethics Institute of South Africa

All bids duly lodged as specified in this RFP will be examined to determine compliance with the minimum requirements and conditions. **Failure to submit minimum requirements documents will disqualify the service provider from proceeding to the next evaluation stage.**

9.2 STAGE 2 – TECHNICAL AND FUNCTIONAL EVALUATION

Responses will be evaluated on the following basis:

- The evaluation criteria and weights for functionality are reflected in the table below: -

FUNCTIONAL EVALUATION CRITERIA	Weight
<p>Previous Experience</p> <p>Bidders must demonstrate experience in having provided work of a similar nature, by means of a portfolio made up of at least 5 (Five) similar projects that have recently been completed or are currently in progress:</p> <p>The portfolio of evidence for each relevant project should detail the following as a minimum:</p> <p>I. Client name;</p> <p>II. Scope of work;</p> <p>III. Transaction values; and</p> <p>IV. Project Duration;</p> <p>5 (Five) points are allocated per similar project listed</p>	15

<p>Reference Letters</p> <p>Five (5) References letters must be submitted with the Proposal from clients for current and/ or successfully completed projects of similar size, nature and value (must be within the last five (3) years).</p> <p>Reference letters to include the following: -</p> <ul style="list-style-type: none"> ○ Name of the client (for which the same or similar services were rendered within the last 3 years); ○ All letters must be on a letterhead / be stamped or signed by the client / Electronic signed letter / Client email confirmation with contact details i.e. telephone, email address; ○ Reference letters must only be for the scope of work detailed above. Letters that do not cover the scope of work <u>will be not be</u> considered; <p>Points will be allocated as follows</p> <ul style="list-style-type: none"> • 1 Letter – 5 points • 2 Letters – 10 points • 3 Letters – 15 points • 4 Letters – 20 points • 5 Letters – 25 points 	25
<p>Human resources</p> <p>Extensive knowledge and experience in Anti-fraud and corruption, knowledge of Public Finance Management Act and Preferential Procurement Policy Act</p> <p>Less than 1 year to 2 year of experience - 5 points</p> <p>3 to 4 years of experience - 10 points</p> <p>5 to 6 years of experience - 20 points</p> <p>Over 7 years of experience - 30 points</p>	30
<p>Methodology and Approach</p> <p>Bidder must provide a detailed methodology and approach that will cover all the below</p> <ol style="list-style-type: none"> 1. The bidder must provide a clear, detailed, and defined methodology how the project will be executed: 2. Project plan outlining activities, milestone, and timelines: 3. Provide approach and project management plan from the start to the finalisation stage: <ul style="list-style-type: none"> • Methodology and approach outline all three of the elements = 30 • Methodology and approach outline two of the elements = 25 • Methodology and approach outline only one of the elements = 15 • Methodology does not speak to any of the elements = 0 	30
TOTAL	100

Note: Failure to obtain the minimum of 70 out of 100 on functionality will result in disqualification from further evaluation.

9.3 STAGE 3 - PRICE AND SPECIFIC GOALS

9.3.1 Proposals will be subject to an evaluation based on an 80/20 price / specific goals - 80 points for price and 20 points for specific goals.

9.3.2 Fixed price is required; price must be inclusive of VAT and all costs relating to disbursements and accommodation. See **Annexure A**

Evaluation	Maximum points to be awarded
Relative competitiveness of the price	80
Specific Goals	20
Total Price and B-BBEE Points	100

10. THE INFORMATION REQUIRED

You are and required to provide the KGFT with a proposal, by no later than 12:00pm on Thursday, 20 April 2023

11. SUBMISSION DETAILS

- Submissions must be emailed to scm@kzngf.co.za attention **Sijabulile Ntshangase** by no later than the stipulated time above.
- For queries, you can contact Karmil Govender scm@kzngf.co.za during business hours of 8:00am to 4:30pm, Monday to Friday on 031 372 3720.

Approved by

TP Nxumalo

Thulisile Nxumalo
Acting Chief Risk Officer

Annexure A

NAME OF BIDDER: _____

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF RFP.

Number	Description	Quantity	Unit Price	Total Price
1.	Monthly Management of Anti-Fraud and Corruption Hotline	24		
2.	Marketing campaign (once off)	1		
Sub-total				
VAT@ 15%				
Grand Total				

Tenderers signature.....