



## REQUEST FOR QUOTATION

YOU ARE HEREBY INVITED TO SUBMIT QUOTATIONS TO SOUTH AFRICAN POST OFFICE LIMITED FOR THE SUPPLY AND DELIVERY OF GOODS/SERVICES

### SECTION 1 Section to be completed by bidder

BIDDER NAME		
BIDDER CONTACT PERSON		
BIDDER CONTACT DETAILS	FAX :	E-MAIL :
	TEL :	CELL :

### SECTION 2 Section to be completed by SCM

RFQ NUMBER:	RFQ 23/24/46/Ethics Line service/BM	
ISSUE DATE:	2023/10/24	
CLOSING DATE AND TIME:	2023/11/13	11:00
RFQ VALIDITY PERIOD:	90 DAYS (from closing date)	
HAND DELIVERY ADDRESS	Cnr James Drive & Moreleta Street Silverton 0184	
ENQUIRIES: PROCUREMENT SPECIALIST NAME:	Amos Matjutla Tel (072) 700 7586 Email address: <a href="mailto:amos.matjutla@postoffice.co.za">amos.matjutla@postoffice.co.za</a>	

## THE EVALUATION OF THE RFQ WILL BE DONE AS FOLLOWS:

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### 1. EVALUATION CRITERIA

#### 1. Phase 1: GATEKEEPER

**Failure to comply to submit the mandatory** documents / proof which would sufficiently cover the gate keeping requirements **will result in the bid being deemed as non-responsive and will not be further evaluated.**

##### 1.1 24/7 Call Centre

1.1.1 The service provider must provide proof that they have a 24/7 call centre ability on a toll-free number where complainant/callers can report alleged malpractices and criminal activities on an anonymous basis and through personal interaction with the call centre agents.

1.1.2 The call centre must be able to provide a one-on-one service as described in para. 3 supra (of the specifications) and must not function on a digital platform that do not allow interaction between the caller/complainant and the call centre agent

##### 1.2. Legislative Requirements

1.2.1 The service provider must provide proof that it holds valid certification of the Ethics Institute of South Africa (Ethics SA) as fulfilling the External Whistleblowing Hotline Standard EO1.1.1.

1.2.2 The service provider is expected to comply in full with all legislative requirements relating to the provision of an External Whistleblowing Hotline. Bidder must submit documentary proof.

##### 1.3 Personal Police Clearances

1.3.1 Bidders must provide proof that their call centre agents hold a valid personal police clearance certifying that the agents hold no criminal record.

1.3.2 Such clearances must be renewed every 18 months and the bidders must issue such proof to SAPO that the requirement was met. **(Bidders must submit a consent letter)**

##### 1.4 Pricing

1.4.1 All bid responses must provide an all-inclusive Unit pricing incorporating all the requirements outlined **scope of work**. Incomplete and wrong calculations of the pricing schedule will be deemed non responsive of bid.

#### 2. Phase 2: FUNCTIONALITY - Bidders must submit proof to be able to be scored on the below table.

**(Bidders scoring 70% and above on functionality will be further evaluated)**

Functionality Criteria	Weight	Sub-criteria
<b><u>Previous &amp; Continuous Experience in the Industry</u></b> Bidders to include proof of continuous length of service	<b>25/100</b>	Number of years in accumulative operation in the industry (National Call Center). >14 years = 5 Points 11 – 14 years = 4 Points Minimum 10 years = 3.5 Points

Bidder must provide Ethics SA certificate	<b>25/100</b>	Number of years registered with Ethics SA > 4 years = <b>5 Points</b> 2 – 3 years = <b>4 Points</b> Minimum 1 years = <b>3.5 Points</b>
<b><u>Ability</u></b> <b><u>Scope (Operational Requirements)</u></b> Bidder to provide proof through stipulated 4 client signed reference letters	<b>25/100</b>	Performance ability. Signed client reference letters.  $\geq 5 = \textbf{5 Points}$  Minimum of 4 = <b>3.5 Points</b>
<b><u>Ability</u></b> <b><u>Number of Call center staff</u></b>	<b>25/100</b>	Bidder to provide organogram of staff per shift  $> 6 \text{ Staff} = \textbf{5 Points}$ $4 - 5 \text{ Staff} = \textbf{4 Points}$ $3 \text{ Staff} = \textbf{3.5 Points}$

### 3. Phase 3; COMMERCIAL (Price (80) and SPECIFIC GOALS (20)

Criteria	Weight	Sub-criteria
Total Price	80/100	Benchmark against lowest quote
Contribution to specific Goals	20/100	Points will be awarded to bidders according to their specific goals as indicated in the specific goal table below:
<b>Specific Goal</b>		<b>Scores</b>
Bidding Company is an EME or QSE with a 51% Black ownership or more		20
Bidding Company is not an EME or QSE with a 51% Black ownership or more		0

### 4. SPECIAL CONDITIONS TO BID

**The bidders must submit documentary proof or consent letter to the below conditions.**

#### 4.1 Performance

- 4.1.1 The bidder will be responsible for maintaining proper records on all calls relevant to SAPO received.
- 4.1.2 The bidder will be responsible for maintaining proper records on all feedbacks provided to complainants/callers and the format in which such feedback was given.
- 4.1.3 The bidder shall allow the SAPO Forensic Unit access to all such records for inspection purposes.

#### 4.2 Vetting

- 4.2.1 The successful bidder will be subjected to security screening in line with SAPO's prescribed processes.

#### 4.3 Public Liability Cover, Insurance and Compensation Commission

- 4.3.1 The bidder must provide proof of Public Liability Insurance to the amount of the value of this requirement.
- 4.3.2 The service provider must submit a Letter of Good Standing with the Compensation Commissioner.

## **5. STANDARD CONDITIONS TO BID**

Bidders must submit the following documents with their proposals.

### **5.1 Company Experience and Contactable References**

5.1.1 The bidder must provide at least a minimum of four (4) contactable signed client references letters on the client's letterhead where ethical line services were provided successfully over a 10 year period, indicating the performance of the bidder.

### **5.2 Organogram**

5.2.1 Bidder to provide organogram indicating staff per shift

### **5.3 CSD Report**

Bidders must be registered on the National Treasury Central Supplier Database. If the bidders are not registered the bidder can register online at the following website [www.csd.gov.za](http://www.csd.gov.za) to upload mandatory information as required. Bidders must provide proof of registration, by means of submitting a printed copy of their CSD Registration Summary Report.

### **5.4 Tax compliance requirements**

SAPO will not do business with a supplier who is not tax compliant.

The tax compliance requirements as follows:

In the bids where consortia / joint ventures / sub-contractors are involved, each party must submit a separate proof of PIN / CSD number.

SAPO will use the CSD report in extracting the bidder's tax compliance status.

### **5.5 Specific Goals**

The specific goal that this project seeks to achieve is the empowerment and development of emerging micro enterprises (EME's) or qualifying Small Enterprises (QSE's) (that are 51% Black owned. Bidders will be required to submit the below proof indicating that they are 51% black owned.

- BBBEE Certificate (Large entities or QSE's)
- Or Sworn Affidavit (EME's and/or QSE's)

**Note:** Tenderers who do not submit specific goal requirement will not be disqualified from the bid process, but they will score zero (0) points out of 20 for the specific goals envisioned with this project.

### **5.6 SBD4**

Bidders must complete and submit the SBD4 form accompanied by this bid.

### **5.7 Restricted Suppliers**

SAPO will disqualify bidders that are in the National Treasury list of restricted suppliers. Therefore, a verification by a SAPO official will be done.

## 6 PRICING SCHEDULE

### Pricing Schedule Annexure F

Name of Bidder _____	
Offer Valid for ninety (90) days from the closing date of bid.	
Product Description	Unit Price for call submitted to SAPO inclusive of VAT
Receiving of anonymous calls and submitting to SA Post office for investigations, as per the scope of work	R
Unit Price per call Including VAT	R
Unit Price per call Including VAT in Words:	

1. The bidder warrants that the pricing quoted above is free of any errors or omissions and that he/she is able to deliver the scope of work on the prices quoted.
2. The bidder must bid/quote for all items in the pricing schedule. It is compulsory that the pricing schedule be completed fully and correctly.
3. Bidders will not be requested to correct the prices after the closing of the bid. Incomplete pricing will be deemed as a non-responsive bid and will not be considered in the evaluation process.

### DECLARATIONS

I, \_\_\_\_\_, hereby understand the terms and conditions and declare that the information provided above is correct.

.....  
**SIGNATURE OF BIDDER**

.....  
**NAME IN CAPITALS**

**SIGNATURE .....**

**CAPACITY .....**

**COMPANY STAMP**

## 7. STANDARD TERMS AND CONDITIONS

1. SAPO'S standard conditions of purchase shall apply.
2. Late and incomplete submissions will not be accepted.
3. No bid may be awarded to any supplier if the tax clearance certificate is not valid.
4. No services must be rendered or goods delivered before an official SAPO Purchase Order has been issued by and accepted by the bidder.
5. Bidders are required to complete Annexure F (Pricing Schedule) for all quotations. Failure to complete Annexure F will disqualify the bid. The bid price shall be fixed. All prices are inclusive of Vat.
6. Unless otherwise amended by SAPO in writing, the quoted price shall be stated in South African currency and it shall be firm for a period of ninety (90) days from the closing date of this RFQ. No request for adjustment will be accepted during validity period.
7. Payment will be made against an original Tax Invoice and appropriate proof of delivery documentation.
8. The warranty or maintenance of products/goods/services shall be for a minimum period of twelve (12) months.
9. The RFQ will be awarded as per clause **1.4** as well as the evaluation criteria applicable to this bid.
10. The South African Post Office reserves the right:
  - ✓ Not to award or cancel this RFQ at any time and shall not be bound to accept the lowest or any bid.
  - ✓ To negotiate with one or more Preferred or Reserved Bidders identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other Bidder who has not been awarded the status of the Preferred or Reserved Bidder.
  - ✓ To accept part of a bid rather than the whole bid. To benchmark prices of items that are contracted and should these items be available at a competitive price than the contracted price, SAPO will request the current bidder to reduce their price to be inline failing which, these will be purchase out of contract.
  - ✓ To split the award of the bid between two or more Bidders.
  - ✓ To cancel and/or terminate the bid process at any stage, including after the Closing Date and/or after presentations have been made, and/or after bids have been evaluated and/or after the Preferred Bidders and Reserved Bidders have been notified of their status as such.
  - ✓ To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the Services bidding for, whether before or after adjudication of the bid.
  - ✓ To award the contract to a Bidder whose bid was not the lowest in price.
  - ✓ To correct any mistakes at any stage of the bid that may have been in the bid documents or occurred at any stage of the bid process.
11. Poor performing suppliers will be removed from the SAPO database.
12. Bid price is as per the requirements in the specification.



## Key Requirement documents

Requirements	Yes	No
• Valid Tax Clearance Certificate		
• Valid BEE Certificate		
• Proof of CSD Registration		
• Declarations of interest		
• Declarations of Past SCM Practices		
• SBD1 Document		

Please tick yes or no above.

In any of the above answers is NO please supply reason below.

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