



NAME OF BID	PROVISION OF CALL CENTRE SERVICES TO THE FSCA
BID NO.	FSCA2022/23-T012
CLOSING DATE	28 MARCH 2023
CLOSING TIME	11h00 (South African Standard Time, obtained from Telkom SA SOC Limited by dialling 1026)

BIDDER NAME	
ID/REGISTRATION NUMBER	
CSD NUMBER	
CONTACT PERSON	
EMAIL ADDRESS	
TELEPHONE NUMBER	

**Riverwalk Office Park, Block B; 41 Matroosberg Road
(Corner Garsfontein and Matroosberg Roads)
Ashlea Gardens, Extension 6
Menlo Park; Pretoria; South Africa; 0081**

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Website: www.fsca.co.za



Executive Committee:

Commissioner: U. Kamlana | Deputy Commissioners: A. Ludin | K. Gibson | F. Badat

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A. INTRODUCTION TO BID

1. Introduction

- 1.1 The Financial Sector Conduct Authority (FSCA) was established in terms of the Financial Sector Regulation Act No. 9 of 2017. It is responsible for market conduct regulation and supervision of the financial services industry. The objectives of the FSCA are to enhance and support the efficiency and integrity of financial markets, to protect financial customers by promoting their fair treatment by financial institutions, as well as providing financial customers with financial education. The FSCA is a Schedule 3A Public Entity, in terms of the Public Finance Management Act (PFMA).
- 1.2 The vision of the FSCA is to ensure an efficient financial sector where customers are informed and treated fairly and its mission is to ensure a fair and stable financial market, where consumers are informed and protected, and where those that jeopardize the financial well-being of consumers are held accountable. Visit the FSCA website, www.fsc.co.za for further information about the FSCA.
- 1.3 The FSCA operates from offices in Pretoria at Riverwalk Office Park; 41 Matroosberg Road; Ashlea Gardens Extension 6; Menlo Park; Pretoria.
- 1.4 All information, including personal information collected during this process will be treated as confidential, and processed in line with the FSCA Privacy Policy. For more information on how your personal information is processed and how you can exercise your rights in term of applicable information privacy laws, please visit the Privacy Policy on www.fsc.co.za.
- 1.5 Bidders are hereby invited for appointment of a service provider to provide call centre service to the FSCA for a period of 24 months. The contract will commence on 01 June 2023 or earlier.
- 1.6 This bid is subject to the Preferential Procurement Policy Framework Act No. 5 of 2000 and the Preferential Procurement Regulations, 2022, Broad-Based Black Economic Empowerment Act, 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.

2. Briefing session

- 2.1 A **non-compulsory briefing** session will be held on **10 March 2023** at **11H00** for a maximum of 1 hour. Microsoft Teams link will be provided on the FSCA's website

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GPS Coordinates	
Latitude	-25.7843344
Longitude	28.268365

2.2 THE FSCA WILL NOT BE COMPELLED TO REPEAT ANY ISSUES ALREADY COVERED TO LATECOMERS, NOR OPEN THE BRIEFING SESSION ONCE THE SESSION IS CONCLUDED.

3. Bid enquiries and questions

3.1 Enquiries relating to minor administrative issues with reference to the bid may be directed to:

Nobusi Mazwai/Jessie Myanga
 Supply Chain Management Department
 Tel no.: (012) 422 2855/ (012) 367 7847
 E-mail: tenders@fsc.co.za

3.2 All questions relating to the contents of the bid (conditions, rules, terms of reference etc.) must be forwarded in writing via email to tenders@fsc.co.za by not later than 15 March 2023. Questions received after this date will not be entertained.

3.3 All questions must reference specific paragraph numbers, where applicable.

3.4 All enquiries (received on or before the closing date for enquiries) will be consolidated and the FSCA will publish one response document on the FSCA website (www.fsc.co.za) within three (3) working days after the date in indicated in paragraph 3.2.

3.5 No requests for information shall be made to any other person or place and in particular not to the existing provider of this service.

4. Bid submission

4.1 Bid documents may either be posted (preferably by registered mail) or placed in the bid box or couriered to the physical address. Bids submitted by means of e-mail, telex facsimile, electronic or similar means shall not be considered.

4.2 Complete documents with supporting annexures shall be packaged, sealed, clearly marked and submitted strictly as follows:

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- 4.3 The FSCA requires two (2) printed copies, one (1) original and one (1) copy and one electronic copy (in electronic storage media, preferably a CD or flash drive/memory stick) in PDF format all bound in a sealed envelope marked as stated in paragraph 4.2.
- 4.4 Bids must be properly packaged and deposited on or before the closing date and before the closing time in the bid box situated at the reception area of the FSCA. The physical address of the FSCA is as follows:

Financial Sector Conduct Authority
 Riverwalk Office Park, Block B
 41 Matroosberg Road (Corner Garsfontein and Matroosberg Roads)
 Ashlea Gardens, Extension 6
 Menlo Park
 Pretoria, 0081

GPS Coordinates	
Latitude	-25.7843344
Longitude	28.268365

- 4.5 Bid documents may also be posted (preferably by registered mail) to:
- PO Box 35655
 Menlo Park
 Pretoria
 0102
- 4.6 Bid documents will only be considered if received by the FSCA on or before the closing date and time, regardless of the method used to send or deliver such documents to the FSCA.
- 4.7 **Late submissions will not be accepted.**
- 4.8 Bidders must initial each page of the bid document on the bottom right hand corner.

5. Pricing schedule

- 5.1 Only fixed prices will be accepted.
- 5.2 A pricing schedule must be submitted on a separate sheet from the technical proposal for ease of evaluation. The pricing schedule must be submitted adjacent to the SBD3.1 form in the bid proposal.

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B. DEFINITIONS

6. Definitions

6.1 Unless inconsistent with or expressly indicated otherwise by the context.

6.1.1 **FSCA** shall mean the Financial Sector Conduct Authority or any successor in title.

6.1.2 **Contractor** shall mean the successful bidder whose bid has been accepted by the FSCA and shall include the bidder's personal representatives.

6.1.3 **Contract** shall include the General Conditions of Contract and Special Conditions of Contract, the specifications including any schedules attached to the specifications, and any agreement entered into in terms of these Special Conditions of Contract.

6.1.4 **Service** shall mean provision of call centre services to the FSCA for a period of 24 months.

6.1.5 **Person** includes any company incorporated or registered as such under any law, any body of persons corporate or unincorporated, any trust. Person, firm or company shall include an authorised employee or agent of such person.

6.2 Except where the context indicate otherwise, in this document the singular includes the plural, and with reference to gender, the one includes the other.

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C. BID RULES

7. Capabilities and experience of bidders

7.1 Bidders are required to provide all information as necessary to demonstrate their capabilities and experience with regard to the requested services.

8. Form of bid

8.1 The bid shall be signed and witnessed on the form of bid incorporated herein. The schedule of services shall be fully priced in South African Rand to show the total amount of the bid and shall be signed. The certificates, schedules and forms contained in this document shall be completed and signed by the bidder in blue or black ink.

8.2 **Please note:** No correction fluid such as Tippex or similar product is allowed. All changes must be scratched out and a signature next to each change

8.3 Where the space provided in the bound document is insufficient, separate schedules may be drawn up in accordance with the prescribed formats. These schedules shall be bound with a suitable contents page and submitted with the bid documents.

9. Signing of bid

9.1 The bid must be signed by a person who is duly authorised to do so.

10. Bid all inclusive

10.1 The bidder must provide an all-inclusive fee statement in the bid.

11. Alterations to bid documents

11.1 No unauthorised alteration or addition shall be made to the form of bid, to the schedule of quantities of services to be rendered or to any other part of the bid documents. If any such alteration or addition is made or if the schedule of quantities of services to be rendered, or other schedules or certificates are not properly completed, such submission may be disqualified.

12. Qualifications on bid

12.1 Bids submitted in accordance with this bid document shall be without any qualifications.

13. FSCA'S rights

13.1 The FSCA is entitled to amend any bid conditions, bid validity period, bid specifications, or extend the bid's closing date, all before the bid closing date.

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The FSCA reserves a right to extend the bid validity period before its expiry period. All bidders, to whom the bid documents have been issued and where the FSCA have record of such bidders, may be advised in writing of such amendments in good time and any such changes will also be posted on the FSCA's website under the relevant bid 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.

- 13.2 The FSCA reserves the right not to accept the lowest priced bid or any bid in part or in whole.
- 13.3 The FSCA reserves the right to award this bid as a whole or in part.
- 13.4 The FSCA reserves the right to conduct site visits at bidder's corporate offices and/or at client sites if so required.
- 13.5 The FSCA reserves the right to consider the guidelines and prescribed hourly remuneration rates for consultants as provided in the National Treasury Instruction Note 02 of 2016/2017: Cost Containment Measures, where relevant.
- 13.6 The FSCA 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 FSCA to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.

14. Undertaking by bidder

- 14.1 By submitting a bid in response to this bid, the bidder will be taken to have offered to render all or any of the services described in the bid response submitted by it to the FSCA on the terms and conditions and in accordance with the specifications stipulated in this bid document.
- 14.2 The bidder shall prepare for a possible presentation should the FSCA require such and the bidder shall be notified thereof in good time before the actual presentation date. Such presentation may include a practical demonstration of products or services as called for in this bid.
- 14.3 The bidder agrees that the offer contained in its bid shall remain binding upon him and receptive for acceptance by the FSCA during the bid validity period indicated in this document and calculated from the bid closing date. Its acceptance shall be subject to the terms and conditions contained in this bid document read with the bid.
- 14.4 The bidder furthermore confirms that they have satisfied themselves as to the correctness and validity of their bid response; that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents; and that the price(s) and rate(s) cover all their obligations under a resulting contract

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for the services contemplated in this bid; and that they accepts that any mistakes regarding price(s) and calculations will be at their risk.

14.5 The successful bidder accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on them under the supply agreement and Service Level Agreement (SLA) to be concluded with the FSCA, as the principal(s) liable for the due fulfilment of such contract.

14.6 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 this bid will become FSCA property unless otherwise stated by the bidder/s at the time of submission.

15. Central supplier database

15.1 The FSCA will not award any bid to a supplier who is not registered as a prospective supplier on the Central Supplier Database (CSD) as required in terms of National Treasury Circular No. 3 of 2015/2016 and National Treasury SCM Instruction Note 4A of 2016/2017.

15.2 The supplier is responsible to continuously update their information, including personal information on the CSD to ensure that it is complete, accurate and not misleading.

16. Supplier performance management

16.1 Supplier Performance Management is viewed by the FSCA as a critical component in ensuring it acquires value for money and maintains good supplier relations between the FSCA and all its suppliers.

16.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude an SLA with the FSCA (where applicable), 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 the FSCA's business.

16.3 The successful bidder will be required to comply with the above conditions, and also provide a scorecard on how their product/service offering is being measured to achieve the objectives of this condition.

17. Cancellation of contract

17.1 If the FSCA becomes aware or is satisfied that any person (including an employee, partner, director or shareholder of the bidder or a person acting on behalf of or with the knowledge of the bidder), firm or company; amongst others:

17.1.1 is executing a contract with the FSCA unsatisfactorily,

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- 17.1.2 has in any manner been involved in a corrupt act or provided a gift or remuneration in relation to any officer or employee of the FSCA, in connection with obtaining or executing a contract,
- 17.1.3 has acted in bad faith, in a fraudulent manner or committed an offence in obtaining or executing a contract,
- 17.1.4 has in any manner influenced or attempted to influence the awarding of an FSCA's bid,
- 17.1.5 has when advised that his bid has been accepted, given notice of his inability to execute or sign the contract or to furnish any security required,
- 17.1.6 has engaged in any anti-competitive behaviour, including having entered into any agreement or arrangement, whether legally binding or not, with any other person, firm or company to refrain from bidding for this contract, or relating to the bid price to be submitted by either party,
- 17.1.7 has disclosed to any other person, any information relating to this bid, except where disclosure, in confidence, was necessary to obtain quotations required for the preparation of the bid,

the FSCA may, in addition to any other legal recourse, which it may have, cancel the contract between the FSCA and such a person, firm or company and/or resolve that no bid from such a person will be favourably considered for a period, as prescribed by the National Treasury.

- 17.2 Any restriction imposed upon any person shall apply to any other person with which such a person is actively associated.

18. Applicable laws

- 18.1 The laws of the Republic of South Africa shall be applicable to each contract created by the acceptance of a bid and each bidder shall indicate an address in the Republic and specify it in the bid as his *domicilium citandi et executandi* where any legal process may be served on him.
- 18.2 Each bidder shall accept the jurisdiction of the courts of the Republic of South Africa.

19. Reasons for disqualification of bid

- 19.1 The FSCA reserves the right to disqualify any unacceptable bid as defined in the PPPFA Act and such disqualification may take place without prior notice to the offending bidder. The grounds for disqualification amongst others could include the following:

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- 19.1.1 bidders who submit incomplete information and documentation as specified in the requirements of this bid document;
- 19.1.2 bidders who submit information that is fraudulent, factually untrue or inaccurate;
- 19.1.3 bidders who receive information not available to other potential bidders through any means;
- 19.1.4 bidders who do not comply with mandatory requirements, if stipulated in the bid document;
- 19.1.5 bidders who fail to attend a compulsory briefing session and sign bid register, if stipulated in the bid advert and/ or in this bid document; and/or
- 19.1.6 bidders who fail to comply with FICA (Financial Intelligence Centre Act) requirements (where applicable).

20. Delegation of authority

- 20.1 The FSCA may delegate any power vested in it by virtue of these Terms of Reference to an officer or employee of the FSCA.

21. Bid rules are binding

- 21.1 The bid rules as well as the instructions given in the official bid notice shall be binding on all bidders submitting bid applications for the service or services set out in the bid document.

22. Language of contract

- 22.1 The bid documents are drafted in English and any contract, which originates from the acceptance of the bid, will be interpreted and construed in English.

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D. TERMS OF REFERENCE

23. Objectives

23.1 The broad objectives of this bid include:

23.1.1 To provide bidders with adequate information to understand and respond to the FSCA's requirements to appoint a service provider to provide call centre services to the FSCA for a period of 24 months.

23.1.2 To ensure uniformity in the responses received from each prospective service provider.

23.1.3 To provide a structured framework for the evaluation of proposals.

24. Background

24.1 The FSCA's mandate is to enhance the efficiency and integrity of financial markets; promote fair customer treatment by financial institutions; provide financial education and promote financial literacy; and assist in maintaining financial stability.

24.2 Currently, the FSCA has an appointed service provider to provide outsourced inbound call centre services in a contract which is due to expire.

24.3 The current call centre has dedicated agents servicing the FSCA and handles inbound calls of approximately 4000 per month on average. Further, the call centre does not have any walk-ins, but interactions are provided telephonically.

24.4 The FSCA intends appointing a service provider to provide call centre services to meet its current and future needs. Bidders are required to propose a modernised call centre solution that includes amongst others, physical hosting, telephonic communication, digital communication (e.g. chatbots, instant messaging, live chats).

25. Purpose of the request for bid

25.1 The purpose of this bid is to appoint a contractor to provide call centre services to the FSCA for a period of 24 months.

26. Scope of work

26.1 The contractor will be required to propose a modernised call centre service that must meet the following requirements as a minimum:

26.1.1 Inbound call centre services, including all peripheral services.

26.1.2 Capacity to perform the services of a call centre on behalf of the FSCA.

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- 26.1.3 Capacity to provide training to Customer Service Agents.
- 26.1.4 Physical hosting of the FSCA Call Centre and handling of telephonic interactions with consumers and providers of financial services.
- 26.1.5 Interactions in the following South African language groups. (For ease of communication the FSCA has grouped the languages in the following manner):
- 26.1.5.1 English,
 - 26.1.5.2 Nguni (isiXhosa, isiZulu, Siswati and isiNdebele),
 - 26.1.5.3 Sotho (Sepedi, Setswana and Sesotho),
 - 26.1.5.4 Xitsonga,
 - 26.1.5.5 Tshivenda, and
 - 26.1.5.6 Afrikaans.
- 26.1.6 Capacity to provide the following functions:
- 26.1.6.1 Telephonic agent management systems.
 - 26.1.6.2 Call logging systems.
 - 26.1.6.3 Access to web-based system and web applications.
 - 26.1.6.4 Continuous training and development.
 - 26.1.6.5 Interactive Voice Response (IVR) and call recording.
- 26.1.7 At the go live date, the contractor must have an established infrastructure with the following specifications:
- 26.1.7.1 Trained staff.
 - 26.1.7.2 Call management processes.
 - 26.1.7.3 Adequate resources to handle call volumes.
 - 26.1.7.4 Call logging processes with ability to generate call reference numbers.
 - 26.1.7.5 Call recording/automated voice recording.

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- 26.1.7.6 Established operational processes, services, functions and key performance indicators (KPI's).
- 26.1.7.7 Capacity to log referrals on the FSCA query system
- 26.1.7.8 Reporting systems and processes.
- 26.1.7.9 Quality management systems and processes.
- 26.1.8 Operating hours from 08h00 to 17h00 (South African Standard Time), Monday to Friday, excluding South African public holidays.
- 26.1.9 The contractor must have an operational call centre and should be ready to go live on 1 June 2023 or earlier and the following timeliness must be adhered to:

Table 1

NO.	TASK	DEADLINE
1.	Meeting with the appointed contractor.	Three (3) working days after issue of purchase order.
2.	Completion of setup	One (1) week before go live
3.	Go live	01 June 2023 or earlier.

27. Special conditions

27.1 The following special conditions are applicable to this bid:

27.1.1 Bidders cannot be FSCA regulated entities.

27.1.2 Physical hosting of the FSCA Call Centre in the Republic of South Africa and handling of telephonic interactions with consumers and providers of financial services.

27.1.3 The FSCA reserves the right to verify compliance with the abovementioned special conditions.

27.2 Failure to satisfy the abovementioned special conditions will result in the bidder being disqualified.

28. Bid evaluation

28.1 The proposals will be evaluated as follows.

28.1.1 Evaluation Stage One: Compliance

Compliance with administrative requirements stated in the Standard Bidding Documents and the mandatory requirements as listed in paragraph 35 below. In this evaluation stage, all bidders that fail to

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provide the required information and documentation, will be disqualified from further evaluation.

28.1.2 Evaluation Stage Two: Functional evaluation (Desktop evaluation)

In this evaluation stage, bidders are expected to obtain a minimum of 80 out of 100 points to proceed to the next evaluation stage. Failure to obtain the prescribed minimum points will automatically disqualify the bid offer from proceeding to the next evaluation stage.

28.1.3 Evaluation Stage Three: Onsite visit

In this evaluation stage, the FSCA will visit the selected bidders' premises bidders are expected to obtain a minimum of 80 out of 100 points to proceed to the next evaluation stage. Failure to obtain the prescribed minimum points will automatically disqualify the bid offer from proceeding to the next evaluation stage.

During the visit, the FSCA will also verify information as contained in their respective bid documents. Should it be discovered during a site inspection or presentation that the information submitted by the bidder is inconsistent with what is on their current premises of business, such bidders will be disqualified.

28.1.4 Evaluation Stage Four: Preference Point System

The 80/20 preference point system shall be applicable to this phase, where 80 points represent maximum obtainable points for the lowest acceptable price, and 20 points represents specific goals. Points will be awarded to a bidder for attaining the specific goal points in accordance with the table as listed in the bid documentation.

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29. Functional evaluation (Desktop)

29.1 The bid/proposal will be evaluated for functionality and be rated as follows:

Table 2

ITEM	DESCRIPTION	DETAILED DESCRIPTION	RATING	SUB-WEIGHT	WEIGHT
A. Understanding scope of project	A.1. The bidder must submit detailed proposal in line with the scope of work (refer to paragraph 26) that shows offerings of the bidder.	A.1.1. No proposal submitted.	0	40	50
		A.1.2. The bidder submitted the proposal which does not meet all the requirements of the TOR.	1-3		
		A.1.3. The bidder submitted detailed proposal which meets or exceeds all the requirement of the TOR.	4-5		
	A.2. The bidder must propose value added services that include modern communication methods which include inter alia instant messaging, chat bots, short text messages	A.2.1. No proposal submitted.	0	10	
		A.2.2. The bidder submitted a proposal which does not meet all the requirements of the TOR.	1-3		
		A.2.3. The bidder submitted a proposal which meets or exceeds all the requirements of the TOR.	4-5		
B. Experience and qualifications	B.1. The bidder must provide detailed CVs of the	B.1.1. CVs of the proposed project team were not provided	0	20	50

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ITEM	DESCRIPTION	DETAILED DESCRIPTION	RATING	SUB-WEIGHT	WEIGHT
	management and proposed team members, including CVs of the following persons: <ul style="list-style-type: none"> • General Manager, • Client Relations Manager • HR Administrator • Operations Manager • Team Leader The proposed team members must have experience of more than 5 years each.	B.1.2. The bidder provided detailed CVs of the proposed team that did not meet all the requirements of the TOR.	1-3		
		B.1.3. The bidder provided detailed CVs that meets or exceeds the requirements of the TOR.	4-5		
C. Project implementation plan	C.1.The bidder must submit a project implementation plan detailing how the bidder will set up the call centre facilities, office environment and infrastructure in line with the FSCA's requirements.	C.1.1. The bidder did not submit a project implementation plan.	0	10	
		C.1.2. The bidder provided a project implementation plan which does not meet the requirements of the TOR.	1-3		
		C.1.3. The bidder submitted a detailed project implementation plan that	4-5		

PROVISION OF CALL CENTRE SERVICES TO THE FSCA

ITEM	DESCRIPTION	DETAILED DESCRIPTION	RATI NG	SUB- WEIGHT	WEIGHT
	The plan must contain different tasks and clear timelines.	meets or exceeds the requirements of the TOR.			
D. Reference letters	D.1. The bidder must provide reference letters that demonstrate experience in providing call centre services to corporate clients for more than 5 years. The letters must contain the following: <ul style="list-style-type: none"> • Name of organisation • Description of services • Contract duration (start and end dates) • Contact person's name; and • Contact person's telephone numbers and e-mail address 	D.1.1. The bidder did not provide reference letters.	0	20	
		D.1.2. The bidder provided less than 3 reference letters that meets all the requirements of the TOR.	1-3		
		D.1.3. The bidder provided 3 or more reference letters that meet all the requirements of the TOR.	4-5		
TOTAL					100

30. Functional evaluation (Onsite visit)

30.1 The bid/proposal will be evaluated for functionality and be rated as follows:

Table 3

ITEM	DESCRIPTION	DETAILED DESCRIPTION	RATING	SUB-WEIGHT	WEIGHT
A. Proposed offerings	A.1. Facilities and infrastructure.	A.1.1. Physical evidence of facilities required as per Annexure 1. Meeting less than 80% of the facilities requirements.	0-3	30	50
		A.1.2. Physical evidence of facilities required as per Annexure 1. Meeting more than 80% of the facilities requirements.	4-5		
	A.2. Proposed call centre solution.	A.2.1. Proposed solution not functional as detailed in the proposal.	0	20	
		A.2.2. Solution functional as proposed.	5		
B. Capacity	B.1. Physical evidence of available space, equipment and capability to source	B.1.1. Inadequate space, equipment and capacity to service the FSCA.	0-3	25	25

PROVISION OF CALL CENTRE SERVICES TO THE FSCA

ITEM	DESCRIPTION	DETAILED DESCRIPTION	RATING	SUB-WEIGHT	WEIGHT
	and provide agents as and when required	B.1.2. Adequate space, equipment, and capacity to service the FSCA.	4-5		
C. Mystery test	C.1.A test related to call centre service provision. The FSCA will have a common test to all bidders who passed desktop evaluation	C.1.1. Mystery evaluation of the bidder's capacity to service the FSCA.	0-5	25	25
					100

31. Preference point system

31.1 General conditions

31.1.1 The following preference point systems are applicable to invitations to tender:
the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

31.1.2 The applicable preference point system for this tender is the **80/20** preference point system.

31.2 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

31.3 The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

31.4 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

31.5 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

32. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

32.1 POINTS AWARDED FOR PRICE

32.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 or 90/10

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$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

P_s	=	Points scored for price of tender under consideration
P_t	=	Price of tender under consideration
P_{min}	=	Price of lowest acceptable tender

33. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

33.1.1 POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis

80/20	or	90/10
$P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$	or	$P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$

Where

P_s	=	Points scored for price of tender under consideration
P_t	=	Price of tender under consideration
P_{max}	=	Price of highest acceptable tender

34. POINTS AWARDED FOR SPECIFIC GOALS

34.1.1 In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table below as may be supported by proof/ documentation stated in the conditions of this tender.

34.1.2 In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—:

- an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

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then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Specific goals for the tender and points claimed are indicated per the table below.

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Women ownership of 51% or more of the enterprise shareholding.	10	
Enterprises owned by 51% or more black people	10	
Note: In the event that the bidder is claiming specific goals, the FSCA will allocate points claimed, provided that proof of evidence such as valid BBEE Certificates/sworn affidavits, CIPC etc. is attached. Failure to submit the acceptable verifiable proof will result in an allocation of 0 points.		

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

35. Standard bidding documents

35.1 The following compulsory additional information are required. Failure to complete, and supply any of these documents might lead to disqualification from this bid:

Table 4

Invitation to bid	SBD 1
Pricing Schedule	SBD 3.1
Bidder's Disclosure	SBD 4
Preference Points Claim Form for Preferential Procurement Regulations 2022 Should a bidder not complete and sign the SBD6.1, the bidder will be allocated 0.00 points for specific goals	SBD 6.1

36. Timeline of the bid process

36.1 The period of validity of the bid and the withdrawal of offers, after the closing date and time are 120 days, expiring on 26 July 2023. The project timeframes of this bid are set out below:

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Table 5

STAGE	DESCRIPTION OF STAGE	ESTIMATED COMPLETION DATE (OR WORK WEEK ENDING)
1.	Advertisement of bid on Government e-tender portal / print media / Tender Bulletin	03 March 2023
2.	Briefing session	10 March 2023
3.	Questions relating to bid from bidder(s)	15 March 2023
4.	Bid closing date	28 March 2023
5.	Compliance: Bid Evaluation Committee	05 April 2023
6.	Functional Evaluation: (Desktop evaluation)	12 April 2023
7.	Preference Point System: Bid Evaluation Committee	19 April 2023
8.	Bid Award: Bid Adjudication Committee	27 April 2023
9.	Notification of the outcome to the bidders	01 May 2023

36.2 All dates and times in this bid are South African Standard Time.

36.3 Any time or date in this bid is subject to change at the FSCA's discretion. The establishment of a time or date in this bid does not create an obligation on the part of the FSCA to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if the FSCA extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

E. ANNEXES**Annexure 1: Mandatory requirements**

The proposed Call Centre Operation must meet the following minimum functional requirements which will form part of service level agreement:

1. Key Performance Indicators (KPI) targets for performance
1.1. Call Centre Availability: System up time: 99.80%
1.2. Speed to answer: Number of calls answered within 20 seconds as a percentage of calls answered minus calls abandoned within 5 seconds: 80% (within 20 seconds).
1.3. Call Abandonment: Number of calls abandoned as a percentage of calls answered minus calls abandoned within 5 seconds: <5%
1.4. Time to resolution: Maximum time taken to resolve or close the call. 48 Hours
1.5. Call Quality: Site quality score based on 10 assessments per agent per month, to a pre-agreed set of deliverables. 80%
1.6. Occupancy: (Talk time + After Call Work+ Hold) / (Total Available Time) to be expressed as a percentage. 60%
2. Management Targets
2.1. Attrition of employees at <6% per month (excludes internal moves and includes involuntary exit)
2.2. Absenteeism of employees at < 5%
2.3. Attendance by employees at >90% (unplanned leave measure).
3. Reviews and Reports
3.1. Information Management: Dedicated person to manage reporting processes

3.2.	<p>Reports:</p> <p>The successful bidder must provide monthly, quarterly and annual reports to the FSCA. Reports must include but not be limited to:</p> <p>3.2.1. Calls offered</p> <p>3.2.2. Calls answered</p> <p>3.2.3. Service Levels for shift</p> <p>3.2.4. Abandoned calls</p> <p>3.2.5. Average handle time</p> <p>3.2.6. Management reporting</p>
3.3.	<p>Meetings:</p> <p>3.3.1. Conduct monthly management meetings which focus on the performance reporting.</p>
4.	Training
4.1.	The FSCA will be responsible for train-the-trainer, training for the Call Centre Trainer who will then in turn be responsible to conduct set up training, ongoing, refresher and new-hire training.
4.2.	The Call Centre Trainer will be responsible for drafting and developing training material and manuals for the staff.
5.	Facilities
5.1.	Appointed service provider must ensure the following:
5.1.1.	ACD, auto attendant and agent license functionality;
5.1.2.	Voice recording of calls;
5.1.3.	Management information and reporting on required performance metrics;
5.1.4.	Soft phones and personal computers; LAN infrastructure;
5.1.5.	Network Printer, Copier, Faxes;
5.1.6.	Generator and Uninterrupted Power Supply;
5.1.7.	Lockers;
5.1.8.	Agent desks and chairs;
5.1.9.	Pause area and furniture;
5.1.10.	Canteen and furniture including appliances;
5.1.11.	Training room furniture including projector, notice boards, flip charts and personal computers;
5.1.12.	Cleaning and hygiene;
5.1.13.	Security;
5.1.14.	On site facilities and IT management;
5.1.15.	Ongoing maintenance and testing of redundant power sources (Uninterrupted Power Supply and Generator);
5.1.16.	All health and safety requirements including fire regulation compliance;
5.1.17.	CCTV and access control;
5.1.18.	Management and Maintenance of the ACD infrastructure; and
5.1.19.	Desktop Microsoft licensing and operating systems.

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Annexure 2: Pricing

Bidders are requested to provide their bid price using the following for evaluation purposes only. The FSCA reserves a right to negotiate final price with the recommended bidder:

1. Setup costs

DETAIL	AMOUNT
Operational Set-up	
Set-up Training	
Set-up Recruitment	
Facilities and Infrastructure	
TOTAL SETUP COSTS BEFORE VALUE ADDED TAX	
Value Added Tax @ 15%	
TOTAL SETUP COSTS AFTER VALUE ADDED TAX	

2. Cost per seat per month (Year One)

NUMBER OF SEATS PER MONTH	COST PER SEAT	TOTAL COST PER MONTH

3. Projected total annual cost over three years

YEAR	CPI RATE OF INCREASE	AMOUNT
Year 1		
Year 2	5%	
Year 3	5%	
TOTAL YEARLY COSTS BEFORE VALUE ADDED TAX		
VALUE ADDED TAX @ 15%		
TOTAL YEARLY COSTS FOR THREE YEARS EXCLUDING SETUP COSTS		
TOTAL SETUP COSTS		
TOTAL BID PRICE FOR THREE YEARS INCLUDING SETUP COSTS		

3.1. For comparative purposes, all bidders must use 5% as their rate of increase for years 2 and 3.

The contract price for this bid will be subject to annual escalation of prevailing Consumer Price Index (CPI) at the anniversary date of the agreement, i.e. CPI rate preceding the anniversary date as published by Statistics South Africa.

F. STANDARD BIDDING DOCUMENTS**Standard Bidding Document (SBD 1)****PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE FINANCIAL SECTOR CONDUCT AUTHORITY					
BID NUMBER:	FSCA2022/23-T012	CLOSING DATE:	28 MARCH 2023	CLOSING TIME:	11H00
DESCRIPTION	PROVISION OF CALL CENTRE SERVICES TO THE FSCA				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
Riverwalk Office Park, Block B					
41 Matroosberg Road (Corner Garsfontein and Matroosberg Roads)					
Ashlea Gardens, Extension 6, Menlo Park					
Pretoria, South Africa, 0081					
BIDDING PROCEDURE AND TECHNICAL ENQUIRIES MAY BE DIRECTED TO					
DEPARTMENT	Supply Chain Management Department				
FACSIMILE NUMBER	Not applicable				
E-MAIL ADDRESS	tenders@fsc.co.za				
TELEPHONE NUMBER	012 422 7159 / 012 422 2980				
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		

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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]					
<i>ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		<i>ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No [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.					

Standard Bidding Document (SBD 3.1)

PRICING SCHEDULE – FIRM PRICES
(Purchases)

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

NAME OF BIDDER:..... BID NO.: **FSCA2022/23-T012**

CLOSING TIME **11:00**

CLOSING DATE: **28 MARCH 2023**

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

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)
		R.....

- Required by:
- At:
- Brand and model
- Country of origin
- Does the offer comply with the specification(s)? *YES/NO
- If not to specification, indicate deviation(s)
- Period required for delivery
- *Delivery: Firm/not firm
- Delivery basis

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

**** “all applicable taxes” includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.**

*Delete if not applicable

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Standard Bidding Document (SBD 4)

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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.

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 interest¹ in the enterprise, employed by the state?

YES/NO.....

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 institution	State

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**

¹ 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.

2.2.1 If so, furnish particulars:

.....
.....

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:

.....
.....

3 DECLARATION

I, the undersigned, (name)..... 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 consortium² 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.

3.4 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.

3.5 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.

3.6 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

² 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.

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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.

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.

..... Signature Date
..... Position Name of bidder

Standard Bidding Documents (SBD 6.1)

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and the applicable preference point system for this tender is the 80/20 preference point system.

1.2 Points for this tender shall be awarded for: Price; and Specific Goals.

1.3 The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.4 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.5 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

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- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where:

- Ps = Points scored for price of tender under consideration
 Pt = Price of tender under consideration
 Pmin = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

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Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Women ownership of 51% or more of the enterprise shareholding.	10	
Enterprises owned by 51% or more black people	10	
<p>Note: In the event that the bidder is claiming specific goals, the FSCA will allocate points claimed, provided that proof of evidence such as valid BBEE Certificates/sworn affidavits, CIPC etc. is attached. Failure to submit the acceptable verifiable proof will result in an allocation of 0 points.</p>		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.2. Name of company/firm.....

4.3. Company registration number:

4.4. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.5. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
- (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

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G. ADMINISTRATIVE CHECKLIST

Hereunder is a checklist to ensure that the bid document is complete in terms of administrative compliance. Please ensure that the following forms have been completed and signed and that all documents, as requested, are attached to the tender document.

ITEM	DOCUMENT REFERENCE		ACTION TO BE TAKEN	YES/NO
1.	SBD 1	Invitation to bid	Is the form duly competed and signed?	
2.	SBD 3.1	Pricing Schedule	Is the form duly competed and signed?	
3.	SBD 4	Declaration of Interest	Is the form duly competed and signed?	
4.	SBD 6.1	Preference Points Claim Form for Preferential Procurement Regulations 2022	Is the form duly competed, B-BBEE points claimed and form signed?	
5.	Tender submission		<i>Two (2) printed copies (One (1) original copy and One (1) copy of original submitted?)</i>	
			One (1) electronic copy submitted?	

I, the undersigned (name)
certify that the information furnished on this checklist is true and correct.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder