



higher education
& training
Department
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



BUFFALO CITY
TVET COLLEGE

REQUEST FOR QUOTATIONS – WHISTLEBLOWING HOTLINE SERVICE

Kindly see the attached request for quote (RFQ). Quotations should be forwarded to quotations@bccollege.co.za.

TENDERERS MUST NOTE THAT WHEREVER THIS DOCUMENT REFERS TO ANY PARTICULAR TRADE MARK, NAME, PATENT, DESIGN, TYPE, SPECIFIC ORIGIN OR PRODUCER, SUCH REFERENCE SHALL BE DEEMED TO BE ACCOMPANIED BY THE WORDS 'OR EQUIVALENT.

Kindly submit the following **REQUIRED** documents when responding to the RFQ

- Signed quotation (quotations not signed will be eliminated)
- Latest declaration forms (SBD 4, 8 and 9), see attached on college website
- Certified BBBEE certificate (0 points will be awarded for BBBEE certificates that are not certified)
- Tax Clearance Certificate
- CSD full report
- Company Registration
- Bank Confirmation Letter (not older than 3 months)
- Quotations must be detailed as per specification
- **Quotations must be submitted in the PDF format ONLY**
- All quotations submitted via email addresses other than the one listed above will not be considered.

Closing Date 18 JUNE 2024 at 11h00 am. No late or hand delivered documents will be accepted. ONLY EMAILED DOCUMENTS WILL BE ACCEPTED

043 704 9238 / 043 704 9241



REQUEST FOR PROPOSAL FOR A WHISTLEBLOWING HOTLINE SERVICE

BACKGROUND

Buffalo City TVET College (BC TVET College) is a public institution, and as such its' employees are guided by the Public Service Code of Conduct. Under the Public Service Code of Conduct, public servants in the course of their official duties shall report to the appropriate authorities, fraud, corruption, nepotism, maladministration and any other act which constitutes an offence, or which is prejudicial to the public interest. A whistle-blower's hotline is therefore a necessary tool to encourage such reporting not only by the employees of BC TVET College, but by the external stakeholders as well.

OBJECTIVE

BC TVET College is required to source an independent, confidential whistle-blowing hotline service to enable internal and external stakeholders to report any workplace dishonesty, unethical conduct, and fraud.

The purpose of the hotline is to:

- To provide a platform and mechanism for all employees and other stakeholders to report any dishonesty, unethical conduct and fraud relating to BC TVET College;
- To raise the level of awareness that BC TVET College is serious about fraud prevention;
- To detect incidents of fraud through encouraging whistle-blowers to report incidents which they witness and;
- To assist BC TVET College in managing the requirements of the Protected Disclosures Act, by creating a channel through which whistle-blowers can report irregularities which they witness or which come to their attention without fear of victimisation.

SCOPE OF WORK

Buffalo City TVET College hereby invites proposals from the service providers who have the capability and capacity to establish and manage the whistle-blowing hotline on behalf of the College for three years (36 months).

The service provider must have experience in, and be able to Identify violation of any law or regulations and policies including but not limited to:

- Corruption
- Bribery
- Theft
- Fraud
- Cohesion
- Wilful omission
- Conflict of interest
- Procurement fraud
- Mismanagement, gross wastage and misappropriation of College funds and assets

- Manipulation of the College data or records.

The scope of the establishment and management of the whistle-blowing hotline should include, but not limited to the following:

- Multiple platforms to report any unlawful activities, unethical and inappropriate conduct in the workplace;
- The platforms should at a minimum include a free telephone call system, an e-mail facility, web-based reporting, and a whatsapp number;
- Provision of a live independent, confidential whistle-blowing hotline service operating 24-hours a day, 7 days per week and 365 days a year;
- Submission of reports and statistics to authorised reporting structure on a predetermined basis or on demand;
- Guaranteed anonymity, absolute security of information;
- The service should be available in all local languages (English, IsiXhosa, Afrikaans).
- Accreditation by the Ethics Institute of South Africa;
- Compliant with legislation relevant to South Africa on whistle-blowing management (e.g. whistle-blower protection, as well as personal and data privacy, etc.); and
- Assist the institution in creating awareness through awareness campaigns, posters and website awareness material.

DELIVERABLES

Make available the following minimum platforms for reporting 7 days per week, 365 days a year:

- A free telephone call system
- An e-mail facility
- Web-based reporting
- A whatsapp number
- Submission of reports and statistics on a monthly basis or on demand
- Provide institution with awareness material, e.g. posters, visibility on the college website, etc.

PRE-QUALIFICATION/ELIMINATION CRITERIA

Accreditation by the Ethics Institute of South Africa - **Tenderers to submit valid accreditation document(s) with their submission.** Failure to do so will lead to disqualification of your bid.

FUNCTIONALITY

Only bidders that have met the pre-qualification criteria will be evaluated for functionality.

Criteria	Points
Experience	30
<p>The bidder must demonstrate that they have the capacity to render the required service – The bidder must provide a list of similar projects not less than R300 000 in value, undertaken within the last 5yrs, and references from previously serviced clients where a similar service was rendered, and should reflect –</p> <ul style="list-style-type: none"> ▪ The name of the client, ▪ Description of the relevant service, ▪ Year completed, 	

<ul style="list-style-type: none"> ▪ Contactable reference name and contact details, ▪ Indication that the quality of work was satisfactory, and ▪ Signed by a duly authorised person (client) <ol style="list-style-type: none"> 1. No similar projects = 0 points 2. 1-3 similar projects = 10 points 3. 4-6 similar projects = 20 points 4. > 6 similar projects = 30 points 	
Approach and Methodology	20
<p>Bidders must cover the scope of requirements, and the infrastructure, reporting and management of the whistle-blowing hotline service.</p> <p>The Bidder must demonstrate:</p> <ul style="list-style-type: none"> ▪ Service Accessibility, Confidentiality and Availability to their assurance approach (i.e. service operating 24-hours a day, 7 days per week and 365 days a year) ▪ Ability to demonstrate the ease of access of the proposed platforms, including the safeguarding of information including whistle-blowers' identity including call centre connectivity and infrastructure. ▪ Service awareness and marketing approach/plan. <ol style="list-style-type: none"> 1. Poor = 0 points 2. Satisfactory = 10 points 3. Good = 20 points 	
Team	20
<p>Team skills capability</p> <p>Demonstration of the experience in terms of skill and qualifications of the proposed team within the service required.</p> <ol style="list-style-type: none"> 1. 0 to 1 years = 0 points 2. 2 to 10 years = 15 points 3. > 10 years = 20 points 	
Financial Stability	30
<p>The bidder must demonstrate financial stability –</p> <p>The bidder must provide the company's last 3years audited financial statements, reflecting a healthy financial position.</p> <ol style="list-style-type: none"> 1. Non-Available = 0 points 2. Available and positive = 30 points 	
Total points	100
<p>Bidders MUST obtain a minimum score of 70% (70 points out of 100) to qualify for further evaluation. Bidders that fail to score a 70% minimum will be disqualified, and will not be considered for further evaluation.</p>	

Detail

Experience of the service provider

In order to qualify for points, bidders are to demonstrate the number of similar projects current and past projects performed during the last five (5) years indicating clients, project description, period of the projects and the total value of the project and contact number of reference or a letter of reference form clients indicating all the information required. Public Sector engagements, with a contract value of not less than R300 000 should be demonstrated.

Technical approach to the scope of work

Bidders should provide a proposal explaining their understanding of the objective and requirements of the assignment, highlight important issues and explain the technical approach they will adopt to address them. Bidders should explain the methodologies which he/she proposed to adopt, demonstrate the compatibility of those methodologies with the proposed approach. Point scoring will be in terms of the following indicators.

Poor = nil points	Satisfactory = 10 points	Good = 20 points
The technical approach and methodology is poor/is unlikely to satisfy objectives or requirements.	The approach is generic and tailored to address the specific objectives and requirements in the terms of reference. The approach does not adequately deal with the critical characteristics of the scope of work.	The approach is specifically tailored to address the specific objectives and requirements, Important / critical issues are approached in an efficient manner indicating that there is good understanding and applied knowledge of the terms of reference

Team skills capability

Bidders are to demonstrate skills and qualifications of the proposed team as well as previous experience in similar engagements. Team composition should demonstrate experience with respect to specific aspects of comparable /similar engagements and will be scored as follows:

0 to 1 years = Nil points

2 to 10 years = 15 points

Greater than 10 = 20 points

Financial stability

The bidder must provide the company's last 3years audited financial statements, reflecting a healthy financial position.

PRICING

The following pricing instructions are applicable:

- Bidders must provide a proposal and detailed priced quotation based on the specification required.
- The quotation must be signed.
- Pricing must be Inclusive of Value Added Tax (which shall be payable by the bidder subject to the receipt of a VAT invoice); and
- Pricing includes all associated costs and taxes, expenses, including insurance, charges for packaging, shipping, carriage, delivery to the premises, handling fees, toll fees, permits, all duties, licenses and other related charges payable in respect of the service from time to time.
- Pricing must be fixed for the duration of the contract, unless otherwise provided for.
- Cost Price Adjustment (CPA) is applicable to this bid.

BID AWARD

The College shall award a contract to the bidder who meets the appropriate standards of capability and resources and whose bid has been determined to be responsive to the bidding document, and has scored the highest number of points for price and preference.

SPECIAL CONDITIONS OF CONTRACT

CONTRACT PRICE ADJUSTMENT

The contract period will be for a period as stipulated under “timeframes/contract period” from date of appointment as stipulated above. The College reserves the right to cancel the contract before the end of this period.

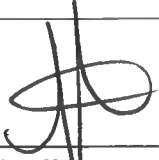
The College reserves the right to reject any proposal found to be inadequate or non-compliant to the Terms of Reference.

The prices for the goods delivered and services performed subject to contract price adjustment as indicated in the pricing instruction above will be subject to the following conditions:

- All prices will be firm and fixed for the first year after the contract has commenced. Contract Price Adjustment will be applicable as from commencement of the 13th month of the contract period.
- Bidders shall be entitled to claim contract price adjustment as follows:
 - Contract price adjustment based on: **CPI % (Consumer Price Index)**
 - When submitting a claim for contract price adjustment a supplier shall indicate the actual amount claimed for each item.
 - A mere notification of a claim for contract price adjustment without stating the new price claimed for each item shall, for the purpose of this clause, not be regarded as a valid claim. The effective date of any price increases granted will be the date on which the abovementioned documentation/claim is submitted or, by agreement between the Service Provider and the BCTVETC, a subsequent date on which the price increase will be effective.
 - **Formula:** Adjusted price = Base price \times $(1 + \frac{\text{CPI end month} - \text{CPI base month}}{\text{CPI base month}})$
 - **Indices:** Consumer Price Index (P0141-Table B2 – CPI headline year-on-year)
- **Insurance:** Without limiting the obligations of the service provider in terms of this contract, and if so indicated in the pricing instruction above, the service provider shall effect and maintain the following insurances:
 - Professional Indemnity insurance providing cover in an amount of not less than R5 million in respect of each and every claim during the contract period.
 - **Public liability insurances**, in the name of the supplier, covering the supplier and the purchaser against liability for the death of or injury to any person, or loss of or damage to any property, arising

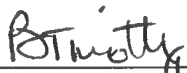
out of or in the course of this Contract, in an amount not less than R10 million for any single claim;

- Evidence that the insurance has been effected shall be either in the form of an insurance broker's letter of intent for this contract, or copies of the insurance policy.
- The service provider shall be obliged to furnish the College with proof of such insurance at the time of bid or commencement of contract, or, in the case of an insurance broker's letter of intent, at commencement of contract and from time to time for the duration of this contract.



Risk Officer: O. Kwababana

6/6/2024
Date



SCM Manager: B. Timothy

06/06/2024
Date



Acting Principal: P. Mawila

10/06/2024
Date