

P.O. Box 3209,
Houghton, 2041
Block A,
Riviera Office Park,
6-10 Riviera Road,
Riviera



TERMS OF REFERENCE

THE HOUSING DEVELOPMENT AGENCY

**APPOINTMENT OF A SERVICE PROVIDER TO FOR THE PTOVISION OF MONITORING
AND MANAGEMENT OF HOTLINE/ETHICS LINE SERVICES FOR THE HDA**

RFP/JHB/2019/002

**PROPOSALS TO BE SUBMITTED BY
NOT LATER THAN 12H00
ON 22 MAY 2019**

TERMS OF REFERENCE

1. INTRODUCTION AND BACKGROUND

The Housing Development Agency (HDA) is a national public development agency that promotes sustainable communities by making well-located and appropriately-planned land and buildings available for the development of human settlements. As its primary activity, the HDA assembles state, private and communal land and buildings and releases it for development. In addition the HDA provides project delivery support services to organs of state at local, provincial and national level.

2. OBJECTIVE OF PROJECT

The objective is to appoint service provider that can support The Housing Development Agency the provision of a toll free number call system in which callers can be assisted in all 11 official South African languages and be manned 24 hours a day, 365 days a year.

The services of contractor will create and manage a 24 hour toll free call centre to enable the HDA employee , contractors , supplies and other interested parties to raise concerns relating to unlawful , irregular and or suspicious corrupt related activities or conducts.

3. SCOPE OF WORK

- To provide a toll free hotline or ethics line services which will be active and managed for 24 hours, 365 or 365 days a year whichever is applicable, to enable employees , contractors , suppliers and other interested parties or members of the public to report irregular , unlawful and corrupt related activities;
- To provide the following communications mediums for the ethics line:
 - A toll-free telephone number;
 - A toll-free fax number;
 - A secure email address;
 - A free post address; and
 - A web-based address.
- All calls to the toll free number will be handled by a call operator (Service Provider), who will transcribe the information provided on to a sheet customized to HDA specific requirements;
- Each call will be allocated a specific reference number to be used, should the caller wish to provide more information on a subsequent date or should the caller, at later stage enquire regarding progress of the matter reported;
- The information transcribed on to the call sheet will be transmitted to HDA Chief Audit Executive, who will be responsible for taking action on the information received from such reports;
- The option of remaining anonymous will be explained to each caller. In the event of the caller requiring anonymity, the contractor will be entitled to refuse to provide any indication to HDA of caller's identity unless it is required by law;

- All calls will be recorded, and the recordings will be maintained for period of two (2) months. A copy of the information received will be stored at an off-site location to ensure safety;
- In the event of the information provided indicating prima facie immediately or physical threat to members of HDA or the public, the information will be conveyed to the South African Police Services also known as SAPS at 10111 as well as to the HDA Chief Audit Executive;
- Conduct workshop(s) on the use of hotline as an when it is required by the HDA but at least on a quarterly basis, as well as highlighting the various types of information disclosures;
- Assist in promoting awareness materials to be displayed in the building;
- Provide monthly reports of fraud hotline activities and other services rendered in relation to the scope of work; and
- Services to be rendered by the contractor must comply with all relevant South African legislations, i.e. – Protected Disclosure Act 26 of 2000

4. ENGAGEMENT APPROACH

A summary of the activities that the contractor must conduct are as follows:

- Assist HDA to draft a project plan (marketing and operational) of the toll-free services;
- Furnish HDA with details of the various reporting mediums, including unique toll free number, hot fax number, hotspot address, Hotmail address and web-based reporting link;
- Manage all aspects of the day to day operation of the ethics line services on behalf of the HDA;
- Assist the HDA to launch and create an awareness of the toll-free line services; and
- Assist HDA to develop continuous marketing initiatives aimed at sustaining awareness of the toll-free line services.

5. KEY DELIVERABLES

The service provider is required to deliver the following:

- A working and effective ethics line to HDA;
- On site and off site recording of backups;
- Regular reports to South African Police Services (SAPS) where applicable;
- Monthly management reports analysing the information received and on fraud hotline activities;
- Forensic investigation reports where applicable and agreed;
- Marketing materials relating to the hotline and its implications; and
- Awareness to HDA staff and the general public on the hotline and highlighting the various types of disclosure when requested to do so by the HDA

6. ADDITIONAL REQUIREMENTS

Where forensic investigation is requested and agreed upon, the Investigation process should end by producing at a minimum an investigation report outlining the findings of the investigation, including the following:

- An outline of the methodology used to conduct the investigation;
- Produce sufficient, relevant, reliable and effective evidence relating to the investigated matter;
- Make recommendations on the possible actions that need to be taken to correct the alleged irregularities as well as recommending steps that need to be taken in executing these actions; and
- Draft charge sheets and other relevant related matters if required.

7. EVALUATION PROCESS

- a. The HDA needs to be satisfied, in all respects, that the organisation selected has the necessary resources, qualifications and abilities for this project, and that all submissions are regarded in a fair manner in terms of evaluation criteria and process.
- b. The general methodology of selection will be that proposals will first be evaluated on their technical ability to perform the task. Any proposals scoring below **70%** of the points noted in the table below will be disqualified for the second evaluation. The second evaluation of technically competent proposals will be evaluated against Price and B-BBEE using 80/20 Price/B-BBEE formula.

TECHNICAL (FUNCTIONALITY) CRITERIA

Stage 1 Evaluation: Scorecard – Table 1

Evaluation criteria		Weighing points
Methodology and Project Approach	A comprehensive schedule of how the services are to be provided: Approach and methodology on executing this project Ethics line and investigation approach /methodology and demonstrate its ability to be flexible to the needs of the HDA (60 Points)	60 Points
Related experience/ education (also attach company profile)	<ul style="list-style-type: none"> • At least five (5) relevant projects with good reputation (30 Points) • Three (3) relevant projects with good reputation (22 Points) • One (1) relevant project with good reputation (8 Points) • Non-submission (0 Point) 	30 Points
Professional membership of employees with professional Bodies (2 points each employee, maximum 5)	Ethics line/Investigation Manager / Team Leader experience in similar projects: <ul style="list-style-type: none"> • Over 10 years relevant experience (5 points) • Over 5 years' experience (4 points) • Less than 5 years but greater than three (3) experience (3 points) • Less than 3 years but greater than two (2) [2 points] • Less than two years (1 point) • No experience (0 Point) Relevant Qualifications of resources <ul style="list-style-type: none"> • Masters or higher degree (5 points) • CFE or Equivalent (4 points) • BCom Degree/ Diploma in Investigations or equivalent (3 Points) • Certificate in Investigations or equivalent (2 Points) • Certificate in equivalent (1 Point) • No relevant qualification or Non-Submission (0 points) 	10 Points
Total score		100

It is important to note that only Bids scoring a minimum threshold score of 70 points in terms of the above evaluation criteria will be considered for stage 2 evaluation below.

B-BBEE and COST EVALUATION CRITERIA

Stage 2 Evaluation: Price and B-BBEE – Table 2

The following criteria will be used for point's allocation for price and B-BBEE compliance on a **80/20** point system:-

Table 2 – Price and B-BBEE

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Price	Detailed budget breakdown	80
B-BBEE Status Level Verification Certificate from accredited verification agencies.	B-BBEE Level Contributor	20

6. GENERAL

6.1. Below are compulsory requirements for this service

6.1.1. It is important to note that the successful person/service provider will work under the supervision of a HDA representative and will report regularly to HDA the project steering committee established for purposes of overseeing this project, abide by HDA's Code of Conduct, and other organisational guidelines.

6.1.2 Confidentiality - information gathered by the service provider shall remain confidential.

6.1.3. Kindly complete and submit the following **COMPULSORY DOCUMENTS** with your proposal:

- Registration with the National Treasury Central Supplier Database(CSD Report), if not yet registered use the following link to register : <https://secure.csd.gov.za/>
- SBD Forms (**SBD4, SBD6.1, SBD8 and SBD9**) obtainable from HDA Website: www.thehda.co.za/procurement. Under compliance checklist.
- **Valid and Original or Certified B-BBEE Status Level Verification Certificates issued by the following agencies SANAS, IRBA or CCA**

6.2. Further information regarding technical matters, queries can be sent to Teddy Letlhakwane via email to: Teddy.Letlhakwane@thehda.co.za or at tel: 011 544 1000

6.3. Further information regarding supply chain matters, queries can be sent to Sindisiwe Mveli via email to: Sindisiwe.Mveli@thehda.co.za or at tel: 011 544 1000

7. TERMS AND CONDITIONS

7.1. HDA undertakes to pay in full within thirty (30) days, all valid claims for work done to its satisfaction upon presentation of a substantiated claim/invoice.

7.2. No payment will be made where there is an outstanding information/work by the service provider/s.

8. SUBMISSION OF PROPOSAL

8.1. Proposals should be submitted on or before the **22 May 2019** by no later than **12h00** to:

**Attention: Supply Chain Management
Block A, Riviera Office Park
6-10 Riviera Road, Killarney
Johannesburg**

8.2. The selection of the qualifying proposal will be at the HDA's sole discretion. The HDA does not bind itself to accept any particular bid/proposal, and the HDA reserves the right not to appoint the service provider.

9. GENERAL

- a. The selection of the qualifying proposal will be at the HDA's sole discretion.
- b. The HDA does not bind itself to accept any particular bid/proposal, and the HDA reserves the right not to appoint the service provider.

The HDA expresses that in an event of any service provider being appointed on this job, there is no expectation that any follow up work on this project will be granted to him/her