

P.O. Box 3209,
Houghton, 2041
Block B, 2nd Floor
1 Maxwell Drive
Megawatt Park
Sunninghill, 2157
Sandton



TERMS OF REFERENCE

THE HOUSING DEVELOPMENT AGENCY

**APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF MONITORING
AND MANAGEMENT OF ETHICS HOTLINE LINE SERVICES FOR THE HDA FOR A
PERIOD OF THREE YEARS**

RFP/JHB/2022/005

PROPOSALS TO BE SUBMITTED BY

NOT LATER THAN

FRIDAY AT 11H00

21 OCTOBER 2022

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 or ethics line services 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 service provider will be to create and manage a 24-hour toll-free call centre to ~~enable~~ the HDA employee, contractors, suppliers and other interested parties to raise concerns relating to unlawful, irregular and or suspicious corrupt related activities or conducts.

Further, the services of the contractor will be to develop and roll-out ethics risk management strategy, including conducting ethics and fraud culture survey.

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 366 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; 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 a later stage enquire regarding progress of the matter reported.
- The information transcribed on to the call sheet will be transmitted to HDA Audit and Risk Unit, 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 a period of 3 (three) years. 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 Audit and Risk Unit.

- Conduct workshop(s) on the use of hotline as and when it is required by the HDA but at least on an annual basis, as well as highlighting the various types of information disclosures.
- Conduct annual ethics awareness training to the Board and all staff.
- Assist in promoting awareness materials to be displayed in the building.
- Conduct annual ethics and fraud culture survey for the HDA.
- Develop and roll-out the ethics risk management strategy for the HDA.
- 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 legislation, i.e. – Protected Disclosure Act 26 of 2000.

4. REQUIRED SKILLS

The service provider must demonstrate the following characteristics as an indication of its capacity and readiness to implement the assignment.

- A good understanding of ethics and fraud risk management concepts, principles, and processes;
- Expert power; and
- Good communication skills.

5. EVALUATION PROCESS

In order to facilitate a transparent selection process that allows equal opportunity to all bidders, the HDA has a policy for the appointment of service providers that will be adhered to. Proposals will be evaluated in terms of the prevailing supply chain management policy applicable to the HDA and it should be noted that:

- The benchmark of minimum **70** points out of 100 points on **functionality** will be the cut off to qualify for further evaluation
- Bidders who qualify on functionality will be further assessed using the **80:20** formulas for Price and B-BBEE as per the PPPFA.

The following criteria will be used for points allocation for functionality.

Table 1 – Functionality

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Lead Company profile (Attach Organogram)	Company profile (s) to be submitted (in case of a joint Venture, all companies must submit separate profiles) indicating the Lead Company. (Profiles to be appropriate to tender subject matter).	10
CVs of team members proposed to do the work	<p>Demonstrable Skills and Capacity, Level of Relevant Knowledge and Experience in related field/s. Adequacy and completeness of skills of team presented and fit for task.</p> <p>The service provider will be required to possess experience in handling a hotline service:</p> <ul style="list-style-type: none"> • Delivering projects of similar projects with State Owned Entities (20) <p>More than 5 similar projects (20) 3 to 4 similar Projects (10) 1- 2 Similar projects (5)</p> <ul style="list-style-type: none"> • Registration with the Ethics Institute of South Africa. (10) • Three (03) contactable references and appointment letters where similar projects/managing of call centers were provided. <p>03 References and appointment letters (20)</p>	50

	02 References and appointment letters (15) 01 Reference and appointment letter (5)	
Approach, Methodology, Work Plan and Process	Work programme, plan and allocation of resources and tasks.	20
	Meeting deliverables and timeframes.	10
	Proposed methodology.	10
TOTAL		100

The following criteria will be used for points 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)	B-BBEE Level Contributor	20
TOTAL		100

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 Audit and Risk Unit for purposes of overseeing this service provider, abide by HDA's Code of Conduct, and other organisational guidelines.

6.1.2. Kindly submit the following documents:

- Valid original tax clearance certificate/ CSD Report
- Valid and Original or Certified B-BBEE Status Level Verification Certificates issued by the following agencies SANAS, IRBA or CCA/ sworn affidavit
- SBD documents SBD4, SBD 6.1, SBD 8 and SBD9

6.2. Further information regarding the tender, can be send via email to: Jane.Mahlangu@thehda.co.za or at tel: 011 5441000

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 21 October 2022 by no later than 11h00 to:

**Attention: Supply Chain Management
Block B , 2nd Floor
1 Maxwell Drive
Megawatt Park
Sunninghill, 2157
Sandton**

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.