



**REQUEST FOR QUOTATIONS FOR APPOINTMENT OF SERVICE PROVIDER
TO PROVIDE AN ETHICS SERVICE DELIVERY HOTLINE TO PRIVATE
SECURITY INDUSTRY REGULATORY AUTHORITY (PSiRA) FOR A PERIOD OF
THREE (3) YEARS**

[OPS/2018/068]

Date Issued: [07 MARCH 2019]

Closing date and time: [25 MARCH 2019 at 14:00]

**Compulsory Briefing Session: [15 MARCH 2019 at
11:00]**

Quote Validity Period: [120 days]

TENDER BOX ADDRESS:

420 Witch-Hazel Avenue, Block B – Eco Glades 2 Office Park, Highveld Ext 70

TERMS OF REFERENCE

APPOINTMENT OF SERVICE PROVIDER TO PROVIDE AN ETHICS SERVICE DELIVERY HOTLINE TO THE PRIVATE SECURITY INDUSTRY REGULATORY AUTHORITY (PSIRA) FOR A PERIOD OF THREE (3) YEARS.

1. BACKGROUND

The primary objective is to appoint service provider that can support PSiRA in providing the services of 24 Hour toll free ethics line. PSiRA is seeking to engage a service provider to create and manage a 24-hour toll free call centre to enable PSiRA stakeholders, and other interested parties to raise concerns relating to unlawful, irregular and or suspicious corrupt related activities or conducts within the Private Security Industry.

The Private Security Industry Regulatory Authority was established in terms of Section 2 of the Private Security Industry Regulation Act (56 of 2001), in 2002. The strategic mandate of PSiRA originates from the Act and the regulations issued in terms of the Act. The primary objectives of PSiRA are to regulate the private security industry and to exercise effective control over the practice of the occupation of security service provider in the public and national interest and in the interest of the private security industry itself.

The adoption and maintenance of high ethical standards is a core principle of PSiRA and is committed to providing a confidential and secure means for reporting conduct that may be contrary to its Code of Conduct and anti-fraud and corruption policy. This is established through the Authority's whistle blowing mechanisms, which provide an important means by which the Authority can manage and mitigate its legal and reputational risks.

PSiRA is committed to fight against fraud, corruption, maladministration and other irregularities and acknowledges that whistleblowing is crucial process of detecting these irregularities; and therefore all officials, public and all stakeholders are encouraged to report matters of concern through the various approved channels.

Chapter 2 of the Public Service Regulations of 2016 places an obligation on executive authorities to designate suitably qualified ethics officers to promote and advise on ethical behavior as well as to monitor unethical and corrupt activities. Accordingly, PSiRA mandated the Forensic and Ethics Unit (FEU) to create an ethical culture and maintain a higher level of integrity within PSiRA.

These Terms of Reference outline the purpose, background to this assignment, the scope and management of the planned work within the timetable, skills and experience being sought, and bidding specifications.

2. SCOPE OF WORK

- The service provider will be expected to provide a toll free hotline or ethics line services that will be available for 24 hours a day, 7 days a week and 365 days a year, in which whistleblowers can access to confidentially report conduct that may be contrary to the anti-fraud and corruption policy.
- An independent and off-site service of 0800 22 0918 number must be accessible to all potential whistle blowers 24/7 nationally.
- To provide the following communication 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 PSiRA 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 the progress of the matter reported;
- In order to give access to a wide range of potential whistle blowers, it is important that callers are encouraged and allowed to supply information in the language in which they are most comfortable. To this effect, it is essential that all eleven (11) official languages be catered for during reporting.
- The information transcribed onto the call sheet must immediately be transmitted to a designated person (Forensic and Ethics Unit) at PSiRA, who will be responsible for taking action on the information received from reports.
- The option of remaining anonymous must be explained to each caller. In the event of the caller requiring anonymity, the service provider will be entitled to refuse to provide any indication to PSiRA 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 PSiRA or the public. The information will be conveyed to the South African Police Services also known as SAPS at 10111 as well as to PSiRA: Director;
- All calls received must be electronically and digitally recorded;
- Assist in promoting awareness materials to be displayed at PSiRA offices;
- Provide quarterly reports on fraud hotline activities and other services rendered in relation to the scope of work;

- Services to be rendered by the service provider must comply with all relevant South African legislations i.e. Protected Disclosure Act 26 of 2000.

3. ENGAGEMENT APPROACH

In light of the project, objectives and scope described above. A summary of the activities that the service provider must conduct are as follows:

- a. Provide different channels to enable complainants/whistleblowers to report alleged incidents of fraud, corruption, misconduct by staff members as well as non-compliance by security services providers with PSiR, Act 56 of 2001.
- b. The toll-free number which will be manned 24 hours a day, 365 days a year, to receive calls our employees, security service providers and/or members of the public.
- c. Call operators should be able to assist callers in all 11 official South African languages.
- d. To transcribe the information provided on to a call sheet customized to the PSIRA specific requirements.
- e. Allocation of a specific reference number to each caller in case the caller wish to provide further information on a subsequent date or should the caller, at later stage, enquire regarding progress in respect of the matter reported.
- f. To transcribe information on to the Call sheet and transmit such to the designated persons at PSIRA, who will be responsible for taking action on the information received from such reports?
- g. To explain to each caller, the option of remaining anonymous and in the event of the caller requiring anonymity be entitled to refuse to provide any indication to PSIRA of the caller's identity.

-
- h. To ensure that all calls recorded and the recordings are maintained for a period of two months and copy of information received be stored at an offsite location to ensure safety thereof.
 - i. In the event of the information provided indicating prima facie immediate or physical threat to members of PSiRA or the general public, the information be conveyed to the South African Police Service as well as to the individual designated by PSiRA.
 - j. Compilation of monthly/quarterly management reports at PSiRA's request, by its Forensic Unit to analyse the information received for each month to identify trends and recurring incidents.
 - k. To assist PSiRA with the development of marketing material relating to the toll-free line and its implications.
 - l. The fraud hotline number to remain the property of PSiRA during and after termination of service.

4. KEY DELIVERABLES

The service provider is required to deliver the following:

- A working and effective ethics line to PSiRA;
- On site and off site recording backups;
- Quarterly management reports analyzing the information received and on fraud hotline activities;
- Marketing materials relating to the hotline and its implications; and
- Awareness to PSiRA staff and the public about the hotline and highlighting the various types of disclosure when requested to do so by PSiRA.

5. OTHER REQUIREMENTS

5.1. Expected Outcome

All ethics line services in line with the scope, engagement approach and deliverables above must always be conducted and carried out as stipulated.

5.2. Quality Assurance Review

Service provider must ensure that all work conforms to the relevant South African legislations and such work shall be subject to an external quality assurance review as may be considered necessary.

5.3. Independence and objectivity of service provider staff

In carrying out the work, service provider shall ensure that staff maintains their objectivity by remaining independent of the activities they work on. Service provider shall:

- Have no executive or managerial powers, functions or duties to PSiRA;
- Not be involved in the day-to-day operations of PSiRA; and
- Not be responsible for the detailed development or implementation of the new systems and procedures within PSiRA.

5.4. Monitoring Progress of Work

Submit regular reports to PSiRA Chairperson of the Audit and Risk Committee as indicated on scope, approach and deliverable above.

5.5. Continuity and Profile of Staff on the Project

Service provider must guarantee the availability of the relevant staff throughout the duration of allocated engagement, unless agreed otherwise with PSiRA Chairperson of the Audit and Risk Committee.

PSiRA will not be liable for any additional costs related to change of staff complement, unproductive or duplicated time spent on any assignment

5.6. Management reports

- The bidder shall submit quarterly reports providing feedback on the amount of calls received, nature of incidents reported and the regions/provinces of the incident.
- The bidder shall submit quarterly reports giving call volumes and trends on concerns reported. The bidder shall report within 10 (ten) days after the last day of the quarter.

5.7. Special Condition

- All intellectual propriety rights emanating from this project will vest in PSiRA;
- All working paper working files and records relating to the assignments shall become the property of PSiRA, and must be delivered to PSiRA on conclusion of the project;
- The prospective service provider must submit an inclusive price and detailed cost breakdown schedule once requested to provide investigation, (The price must be VAT included);
- Travelling costs and time spent or incurred between home and office of the consultant including their staff will not be for the account of PSiRA;
- Where there is prior agreement in place supporting documents must be submitted to PSiRA together with invoices, for disbursement incurred if any.
- PSiRA will not pay tariffs in excess of the published hourly rates for consultants as prescribed South African Institute of Chartered Accountants (SAICA) or the "Guide on Hourly Fee Rates for Consultants" as prescribed by Department of Public Service and Administration (DPSA);
- From time to time the service provider will be required to have meetings with the Chairperson of Audit and Risk Committee and actual hours spent in line with the approved plan;
- The service provider must adhere to all relevant legislations applicable to PSiRA (i.e. LRA, Protection of Personal Information Act) when conducting the investigations in order to avoid possible violation of rights of employees who will be involved in the investigation process; and
- PSiRA reserves the right to award the bid in part or as a whole.

NB: ALL COMPANIES PROVIDING ETHICS LINE AND INVESTIGATIONS SERVICES (or having provided such services within the past 12 months) FOR PSiRA CANNOT SUBMIT QUOTE/PROPOSAL FOR THIS SERVICE.

6. MINIMUM REQUIRED INFORMATION

The following information must be provided in the proposal document:

- The proposal should outline the service providers' ethics line methodology and demonstrate its ability to be flexible to the needs of PSiRA;
- Detailed curriculum vitae (CV) of key personnel that could be carrying assigned project when requested;
- Company background and record of accomplishment in similar projects, 5 contactable references including the confirmation letters;

7. KEY EXPERTISE REQUIRED

- The project requires the services of contractor possessing practical and technical competencies in ethics line and investigations;
- Understanding of the Standards of Professional Practice in Internal Auditing (SPPIA) and that of Institute of Certified Fraud Examiners;
- Understanding of the International Internal Auditing Standards (IIA);
- Understanding of applicable relevant standards around ethics line and investigations;
- Compliance with Internal Audit Charter;
- Personnel assigned to this project must have:
 - Extensive experience in ethics line and conducting investigations engagements in the public sector;
 - A thorough understanding of references to governance, risk management and internal controls in the Public Finance Management Act (PFMA) and Treasury Regulations;
 - Project Management skills and experience;

-
- Relevant academic qualifications;
 - Experience in presentation of evidence in a court of law, etc.;
 - A general expectation is that the team leader and other personnel must possess:
 - High levels of communication, interpersonal and analytical skills;
 - The ability to work under pressure; and
 - Attention to detail and deadlines.

8. DATA SECURITY

Cutting edge information technology is required to ensure safekeeping and transmission of data from the hotline call center to the designated persons in FEU.

9. TERMINATION OF SERVICE

At the end of the contract period, the bidder shall provide the PSiRA with all gathered information in an agreed format, and transfer the telephone number to PSiRA.

10. DURATION OF THE CONTRACT

The duration of the contract is for a period of 36 months. Successful bidder will be required to enter into formal contract with PSiRA prior execution of any work.

11. EVALUATION AND SELECTON CRITERIA

11.1. CRITERION 1 – COMPULSORY/MANDATORY REQUIREMENTS

Bidders will first be evaluated in terms of the minimum requirements. During this phase bids will be reviewed to determine whether a bidder complied with all standard bidding documents. Bidders who do not meet all the requirements or do not submit the required documents will be disqualified. Those who will meet all the minimum requirements or have submitted the required documents will be further evaluated on criterion 2 - which is the functionality.

11.2. CRITERION 2 – FUNCTIONALITY/TECHNICAL EVALUATION

All bids received will be evaluated in accordance with 80/20 preference points system as prescribed in the Preferential Procurement Regulation of 2017.

The evaluation process comprises of the following:

FUNCTIONALITY CRITERIA-PHASE 3	WEIGHT
1. Proposed methodology	50
Bidders must provide a comprehensive proposal demonstrating capability to render the services required. The proposal must include, but is not limited to the following: <ul style="list-style-type: none"> Facility infrastructure = 15 points Call center service 24/7 = 15 points Reports and reporting = 20 points 	
2. Reference Letters and experience in ethics hotline service delivery	10
The bidder must provide three (3) contactable reference letter(s) from different clients (on a letter head of the referee and signed by the relevant authority) confirming the exact start and end dates of the contract(s) where similar services were/are rendered: <ul style="list-style-type: none"> 3 reference letters = 10 points 2 reference letters = 6 points 1 reference letter = 3 points No reference letter = 0 points 	
3. Company experience profile	10
The bidder must provide information that demonstrates relevant year(s) of experience on hotline service delivery by providing documentary (CV) proof:	

<ul style="list-style-type: none"> ▪ More than five(5) years and above = 10 points ▪ More than three (3) years to four (4) years = 5 points ▪ One (1) year to (2) years = 1 point ▪ Non submission and less than one = 0 points 	
4.Integrity, security and confidentiality	20
The bidder must demonstrate their methodology to safeguard all information received, keep the information confidential and free from manipulation in order to ensure the integrity of the information transferred to PSIRA is maintained through the usage of cutting edge information technology as per par 9.1	
5.Accreditation	10
Accredited institutional membership with an ethics institution (attach certified copy of valid certificate), Project leader x5 and Company x 5:	
<ul style="list-style-type: none"> ▪ No submission = 0 points ▪ Project leader = 5 point ▪ Business = 5 points 	
Functional Total	100
Threshold	60%

A bidder that scores less than 60 points out of 100 in respect of functionality will be regarded as submitting a non-responsive bid and will be disqualified.

Bidder/s that meets the minimum required percentage or minimum points, will be evaluated in terms of price and preference as per the PPPFA Act, No.5 of 2000 and its associated Regulations issued by the National Treasury.

NOTE: For the purpose of comparison and in order to ensure a meaningful evaluation, bidders must submit detailed information in substantiation of compliance to the evaluation criteria mentioned (e.g. details of relevant previous work undertaken, letters from previous / current clients. etc.)

CRITERIA 1- COMPULSORY/MANDATORY REQUIREMENTS

The bids must be submitted in the prescribed format. Standard bidding documents should be filled in (not re-typed). These standard-bidding documents include the following:

- a. SBD 1 Invitation to Bid.
- b. SBD 2 central supplier database (CSD) report to be submitted confirming the Bidders tax compliance.
- c. SBD 3.3 Pricing Schedule.
- d. SBD 4 Declaration of Interest.
- e. SBD 6.1 Preference Points Claim Form.
- f. SBD 8 Declaration of Bidder's Past Supply Management Practices
- g. SBD 9 Certificate of Independent Bid Determination.
- h. General Conditions of Contract (ALL pages to be initialled by the bidder and last page must be signed).
- i. Terms of reference (ALL pages to be initialled by the bidder and last page must be signed).
- j. Submission of an original and valid South African Revenue Services Tax Clearance Certificate.
- k. Telephonic, Telegraphic, faxed; late submission and or none compliant submissions will not be accepted.
- l. Bidders must submit 4 copies of their proposal (1 original and 3 copies -indexed)

NB:

- All forms must be completed and signed. Incomplete forms/bids will be disqualified.
- Bidders must use original documentation supplied by the Authority, failure which will result to disqualification.

- All forms must be printed out and completed by handwriting, failure which will result to disqualification.

CRITERIA 3- PRICE AND PREFERENCE POINT SYSTEM

i. Evaluation of Price and Preference

The Service Provider will be evaluated on a points system for Price and Preference as per Preferential Procurement Framework Act of 2000 (Act 5 of 2000).

ii. The price / preference weighting applicable for BID are as follows:

Price / Preference	Weighting percentage
Price	80%
Preference	20%
Total must equal:	100%

iii. Preference Point allocation – 80/20

Preference: 20 Points	
Other: B-BBEE Status Level Contributor	
B-BBEE Level	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-Compliant contributor	0

iv. Price Calculation 80/20

The following formula will be used to calculate the points for price.

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

Where:

Ps = Points scored for price of bid under consideration

Pt = Rand value of bid under consideration

Pmin = Rand value of lowest acceptable bid

12. VALIDITY PERIOD

Bidders are required to confirm that they will hold their proposals valid for 90 days from the closing date of the tender, during which time they will maintain without change, their proposed price.

13. PSiRA RIGHTS

Notwithstanding anything else in this Request for Proposal (RFP), and without limiting its rights at law or otherwise, PSiRA reserves the right, in its absolute discretion at any time:

- a. PSiRA is not bound to select any of the bidders or individuals submitting a bid.
- b. PSiRA is not obliged to accept the lowest or any bid thereof, and reserves the right to withdraw this bid.

14. GENERAL INFORMATION

- a. Bid documentation will be made available from National Treasury E-Tender Website, ready to be downloaded by bidders;

- b. All compulsory forms contained in the bid documentation must be completed and signed in full.
- c. Proof of Registration with the National Treasury Central Supplier Database (CSD) must be provided.
- d. Received bids will be opened in public on the closing date.
- e. Bids should be submitted at the correct address, before or on the closing date and time. No late bids will be accepted under any circumstance.
- f. Only original bid documents will be accepted. No e-mailed or posted copies will be accepted (one original and three copies will be sufficient).
- g. Bidders may make use of courier services and have to confirm bid acknowledgement with SCM office.
- h. Sealed and clearly marked bids indicating the Bid Reference must be deposited in the PSiRA Head Office tender situated at 420 Witch Hazel Avenue, Eco Glades, Block B2, Eco Park, Centurion, Pretoria.

15. INSTRUCTIONS TO BIDDERS

- a) Bidders shall provide complete and accurate response for this phase. Bidders must mark (X) comply and provide comments regarding compliance. Bidders MUST substantiate their response including full details on how their proposal/solution will address specific functional requirements and be adequate referenced. Failure to substantiate bidder's response will not earn the bidder any mark allocation.
- b) If the bidders do not comply fully with each of the mandatory requirements, the bid will be disqualified. No indication on mandatory fields will be regarded as non-compliance.
- c) Bidders must meet the following mandatory requirements and failure to do so will lead to disqualification from further evaluation.

MANDATORY COMPLIANCE REQUIREMENTS

Requirements	Comply	Comment
1.Call center service available 24 hours a day, seven (7) days a week.		
2.Service to be available in all eleven (11) official languages.		
3.Facility to accommodate all types and forms of reporting by whistle blowers.		
4.Cutting edge information technology to ensure safe keeping and transmission of data from the hotline call centre to the PSIRA.		

16. COMPANY PROFILE

Bidders are requested to provide their company profiles with the bids. The information provided will not be used for point's evaluation processes but to access and confirm the company status. The following information must be contained in the profiles:

Mandatory Information	Details
Company information	Date established, names and directors and affiliates to groups
Bidders operating organisation	Provide an overview of the operating structure and geographical locations of the firm at the national, regional and local levels
Standards	Include information regarding your firm utilisation of widely known industry standard and guidelines, as they apply to your firm, your firm bid and proposed solutions

Company contacts details	Provide the name, title, street address, city, province, telephone and fax numbers and email of the primary contact person
Corporate financial status	Audited financial statements from the most recent financial year
List of personnel (where applicable)	List of all personnel to be assigned to the project by the service provider identifying their qualifications to perform task/functions

17. BID DOCUMENT CHECKLIST

A completed and signed bid document must be submitted in a file. The bid/tender documentation must be placed into a file with dividers between every schedule. The schedule must be numbered as follows:

Schedule No.	Description	Submitted (Yes/No)
Schedule 1	Valid and original SARS Tax Clearance Certificate	
Schedule 2	Latest company registration certificate and annual returns from the Companies and Intellectual Property Commission (CIPC) / Proof of company registration	
Schedule 3	Certified ID copies of the directors / trustees / shareholder and their shareholding percentages	
Schedule 4	Original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating your B-BBEE rating	
Schedule 5 (Functionality evaluation)	Ethics and investigation Approach and Methodology	
	Previous experience of the service provider / firm in ethic	

criteria)	line and investigation services preferably within the Public Sector- 5 contactable reference letters on similar services.	
	Qualification and experience of the team-Detailed CV's	

18. PLEASE NOTE:

19. CONTACT PERSONS

The contact persons for this assignment

Technical Enquiries:

Mr. Lesiba Monama

Tel: 012 003 0603

Email: Lesiba.Monama@psira.co.za

Bidding Procedures Enquiries:

Ms. Thabo Teme

Tel: 012 003 0487

Email: Thabo.TEME@psira.co.za

Mr. Lesiba Monama

(Chairperson)

Bid Specification Committee


Signature

04/03/2019
Date

Name of Bidder

Bidder's Signature

Date