



a world class African city



City of Johannesburg
Johannesburg Development Agency

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Date: 20 September 2010

REQUEST FOR FORMAL WRITTEN PRICE QUOTATIONS

Kindly furnish me with a written quotation for the supply of the following goods/ services

Fraud Hotline Service

The JDA is requesting proposals from suitably qualified financial services firms to provide fraud hotline service.

When providing the cost, fees must on a month basis and broken down for all main activities in the proposal, Total of three years (e.g. Administration Monthly fee, Annual fee if any and other free we will be expected to pay during the contract period).

The Proposal must cover but not limited to the following specification:

1. Provide different channels that are available for complainant/whistle-blower can use to report an incident of fraud and corruption
2. The number of days annually and hours per day that the call centres operate including live call answering by call centre agent).
3. The number of languages that are used in the call centre and the skills of the call centre operator (minimum Qualifications and years of experience in the field), credibility of the organisation and its staff.
4. The fraud hotline number will be the property of JDA during and after termination of service.
5. The minimum questions that the call centre agent is expected to ask the complainant/whistle-blower. Please include an example of the primary questionnaire
6. The holding of all the information that the call centre receive including security of the facility and equipment. (Cases Management Centre). How your organisation analyses and assesses information received for urgency and importance.
7. Provide details on how you ensure that contact centre agent will respect the confidentiality of the information that they are exposed to?
8. The quality assurance of all information received and report produced.
9. Provide a proposed effective protocol reporting line of all cases received by the call centre through the hotline including frequency of reporting
10. How will you assist us to effective communicate and promote hotline to all stakeholders.

Building a better city

Directors

L. Vutula (Chairperson) A. Roriston L. Matthape D. Lewis N. Lila D. Naidu P. Masilo T Mendrew (Acting CEO) A. Goldsmith (Company Secretary)

Registration Number: 2001/005101/07

11. How to enable JDA to comply with the provisions of the Protected Disclosures Act No 26 of 2000 and section 159 of Companies Act No 71 of 2008.

Proposals must be placed in a sealed envelope. The words "**Fraud Hotline Service**" must be clearly written or typed on the envelope.

The quotation must be submitted on the letterhead of your business and delivered - by hand not later than **12h00 on 28th September 2010** – to the JDA's offices, Ground Floor, The Bus Factory, 3 President Street, Newtown, and Johannesburg.

The following conditions will apply:

- Latest Business Municipal Account must be submitted
- A valid Tax Clearance Certificate must be submitted
- Price(s) quoted must be valid for at least thirty (30) days from the closing date.
- Price(s) quoted must be firm and must be inclusive of VAT.
- A firm delivery period must be indicated.
- If the price quoted is above R 30 000 inclusive of VAT, the quotation will be evaluated in terms of the 80/20 preference point system as prescribed in the Preferential Procurement Policy Framework Act (No 5 of 2000). For this purpose the, Declaration of Interest and the BEE Forms are enclosed and must be scrutinized, completed and submitted together with your quotation.
- The successful provider will be the one scoring the highest point

NB: No quotations will be considered from persons in the service of the stateⁱ

Failure to comply with these conditions may invalidate your offer.

Yours faithfully
Hangalakani Nkanyane
Risk and Compliance Manager
084 587 3119
Hnkanyane@jda.org.za

* MSCM Regulations: "in the service of the state" means to be –

- (a) a member of –
 - (i) any municipal council;
 - (ii) any provincial legislature; or
 - (iii) the national Assembly or the national Council of provinces;
- (b) a member of the board of directors of any municipal entity;
- (c) an official of any municipality or municipal entity;
- (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
- (e) a member of the accounting authority of any national or provincial public entity; or

- (f) An employee of Parliament or a provincial legislature.

PRESENTATION OF QUOTATIONS

Submissions are to consist of a short (not to exceed 30 pages) and comprehensible report that must provide the JDA with sufficient information to make a sound and fair evaluation of the quotation as well as the experience and capability of the applicant to undertake and manage the project successfully. The report should **use the same item numbers as below** for the required sections of the report. The following information must be clearly spelt out :

1. Company Background, lists of **similar** (not all) projects including client name, contact person and telephone number.
2. Provide an organogram of the **individuals to be involved on this project** and note their designations. Attach detailed résumé's of **said individuals**. A company profile showing all members CV's is **not acceptable**.
3. Bidders are to illustrate where the proposed team is currently committed and what percentage of their time is spent on said commitments. The value of each commitment must also be declared as well as a percentage estimate of the time planned to be dedicated to this project.
4. Applicants are required to submit detailed quotations based on identifiable deliverables defined in rand terms. Applicants are to submit a cash flow which illustrates the fee proposal linked to deliverables. All disbursements, etc are to be **included** in the quotations. Tenderers are to provide a detailed summary of their proposed services.
5. The applicant's SMME status.

Business/Equity/BEE Declaration

BUSINESS ENTERPRISE / EQUITY/ BEE
DECLARATION

Tender/RFP Number :

Tender/RFP Description :

Name of Company :

Postal Address :

.....

Physical Address :

.....

Telephone :

Fax :

Contact Person :

Company/enterprise Income

Tax Reference Number ** :

(Insert personal income tax number if a one person business and personal income tax numbers of all partners if a partnership)

VAT Registration Number :

Company Registration Number:

1. Type of Firm

- Partnership
- One person business/sole trader
- Close corporation
- Public company
- Private company

(Tick One Box)

2. Principal Business Activities

NOTE: Where owners are themselves a company or partnership, identify the ownership of the holding firm.

**BEE – means an integrated and coherent socio-economic process that directly contributes to the economic transformation of South Africa and brings about significant increase in the numbers of black people that manage, own and control the country’s economy as well as significant decrease in income inequality.*

7. How many permanent staff members are employed by the firm:

Full Time:

Part Time:

8. What is the enterprise’s latest annual turnover (excl. VAT): R.....

9. List the personnel or firms who provide the following services:

SERVICE	NAME	CONTACT PERSON	TELEPHONE
ACCOUNTING			
LEGAL			
AUDITING			
BANKING			
INSURANCE			

10. List all contracts which your firm is engaged in and have not yet completed:

CONTRACT DESCRIPTION	LOCATION	COMPANY/ EMPLOYER	CONTRACT AMOUNT	EXPECTED COMPLETION (MONTH & YEAR)

ADDITIONAL INFORMATION ON BLACK ECONOMIC EMPOWERMENT (BEE)
AND AFFIRMATIVE ACTION EMPLOYMENT POLICIES (AA)

Kindly complete the following questionnaire by filling in the numbers for the previous calendar year, current calendar year and future commitments for the year 2010.
(In the event of insufficient space provided kindly attach documentation)

11. BEE AND FUTURE COMMITMENTS

11.1. Composition of Board of Directors – Number of members

F= Female M= Male

		2008 (Actual)	2009 (Actual)	2010 (Actual)
African	M			
	F			
Asian	M			
	F			
Coloured	M			
	F			
White	M			
	F			
TOTAL				

11.2. Shareholding

	Years	2008	2009	2010
	% Equity			
African	M			
	F			

Asian	M			
	F			
Coloured	M			
	F			
White	M			
	F			
TOTAL				

11.3. Do you have a worker shareholding participation scheme?

YES

NO

11.4. If YES, what percentage of equity is held by the workers?

%

12. AA AND FUTURE COMMITMENTS

“**Black**” – means South African citizens who are African, Indian or Coloured persons and excludes individuals belonging to such communities from any other country.

12.1. Composition of Executive Management (executive directors, managers participating in executive meetings)

		2010 (Actual)		
African	M			
	F			
Asian	M			
	F			
Coloured	M			
	F			
White	M			
	F			
TOTAL				

12.2. Composition of Senior and Middle Management (managers, technical, supervisory)

		2010 (Actual)		
African	M			
	F			
Asian	M			

	F			
Coloured	M			
	F			
White	M			
	F			
TOTAL				

12.3. BEE profile of senior staff to be employed in the project

		Actual
African	M	
	F	
Asian	M	
	F	
Coloured	M	
	F	
White	M	
	F	
TOTAL		

The undersigned, who warrants that he/she is duly authorised to do so on behalf of the firm, affirms that:

- a) The information furnished is true and correct

SIGNATURE :

NAME IN FULL :

CAPACITY :

DULY AUTHORIZED TO SIGN ON BEHALF OF:

DATE :

For JDA purpose only:

The scoring for BEE profile for procurement processes resulting in an identifiable team to be employed for a JDA contract, is calculated as per the details in the table below:

	No. of Points	Percentage having BEE Status	BEE Score of Tenderer
1. Tenderer's BEE profile:			
1.1 Shareholding in cc, limited liability company, public company	40		
1.2 Executive management (directors, managers participating in executive meetings)	25		
1.3 Senior and middle management (managers, technical, supervisory)	15		
2. BEE profile of senior staff to be employed on the contract (managerial, technical, supervisory staff).	20		
Total	100		

The scoring for BEE profile for procurement processes for equipment and goods is calculated as per the details in the table below:

	No. of Points	Percentage having BEE Status	BEE Score of Tenderer
1. Tenderer's BEE profile:			
1.1 Shareholding in cc, limited liability company, public company	50		
1.2 Executive management (directors, managers participating in executive meetings)	30		
1.3 Senior and middle management (managers, technical, supervisory)	20		
Total	100		