



**Part 2/2**

**REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO SETUP AND MANAGE AN INBOUND CALL CENTRE IN THE GAUTENG PROVINCE FOR THE NHBC**

**RFP NO.:** NHBC 21/2016

**CLOSING DATE:** 12 January 2016

**TIME:** 11:00

**COMPULSORY BRIEFING SESSION**

**DATE:** 06 December 2016

**TIME:** 11:00

**VENUE:** NHBC HEAD OFFICE: 5 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG

## 1. TERMS AND CONDITIONS

**This Request for Proposal (RFP) has been compiled by the National Home Builders Registration Council (NHBRC) and it is made available to the Bidders on the following basis.**

**Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:**

- 1.1 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.2 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.3 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC, and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.4 A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of 90 Days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a definitive Agreement and other related transaction documents are concluded between the NHBRC and the Preferred Bidder.
- 1.5 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.6 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.
- 1.7 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.
- 1.8 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. A failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.9 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid, shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to exclude the relevant Bidder from any further participation in the bid process. The NHBRC shall be the sole arbiter as to what constitutes a "material change in the control and/or composition of any

Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.

- 1.10 Compulsory Briefing Session: A compulsory briefing session will be held, the sharing of information and clarifications of issues related to this Bid, as given by the NHBRC during such session will form part of this Bid and responses.
- 1.11 Any requirement set out in this RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.12 The NHBRC and its advisors may rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.13 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal.
- 1.14 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case maybe. No oral amendments by any person will be considered or acknowledged.
- 1.15 The Bid submitted by the bidder shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to make award in the best interest of the company.
- 1.16 The NHBRC reserves the right to accept or reject in part or whole any bid submitted, and to waive any technicalities for the best interest of the company.
- 1.17 RFP’s shall be rejected, among other reasons, where bids are received after the closing date and time as specified in the RFP.
- 1.18 Potential service provider(s) shall be disqualified and their bids not considered among other reasons, for any of the following specific reasons:
  - 1.18.1 If the SCM Mandatory Documents are not submitted and completed (as per checklist)
- 1.19 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the demonstration. All expenses must be borne by the bidder.
- 1.20 All costs associated with the preparation and submission of the Bid is the responsibility of the Service provider(s). The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.
- 1.21 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.
- 1.22 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

## 2. BACKGROUND

### 2.1. ABOUT THE NHBRC

2.1.1 The mandate of the (NHBRC) is in accordance with the Housing Consumers Protection Measures Act 95 of 1998 as amended (“the Act”) providing warranty protection against defects in new homes. The Act states that the objects of the Council which are inter alia as follows:

- “to regulate the home building industry”;
- “to establish and promote ethical and technical standards in the home building industry”;
- and
- “to improve structural quality in the interests of housing consumers and the home building industry”.

The Council is furthermore empowered by the Act:

- “to engage in undertakings to promote improved structural quality of homes constructed in the Republic;
- ”to engage in undertakings to improve ethical and technical standards in the home building industry;
- “to keep a record of competent persons”; and
- “to generally do all things necessary or expedient to achieve its objects and the objectives of this Act.”

2.1.2 The NHBRC's primary mandate is to manage the risk of structural defects in the home building industry and in so doing, protect the consumer. A prime activity of the NHBRC is to manage its risk exposure in terms of the warranty scheme, in order to ensure that it is not unduly exposed to claims. The current risk management tools being used by the Council include the Registration of Home Builders, enrolment and inspection of homes, the Home Building Manual which incorporates design and construction rules, and the appointment of competent persons by the Home Builder to perform certain tasks.

2.1.3 The NHBRC is a statutory body with the responsibility to provide warranty cover (protection) and regulatory services to the home-building industry. This is done in terms of the Act . It is the NHBRC’s mandate to provide protection to housing consumers against defined defects and to regulate the home building industry. Our mandate determines our scope of business as well as the principles and area of business in which we operate. As a consequence, our business is focused on specific business models in defined geographical areas with specific business objectives for all South African Housing Consumers.

The NHBRC is a medium sized organization with a staff complement of six hundred and fifty (650) employees. The NHBRC’s head office is located in Sunninghill, Gauteng with nine (9) regional offices of varying size, and twelve (12) satellite offices.

2.1.4 Through these service centres, housing consumers are able to lodge formal complaints in respect of three (3) month maintenance; 12 months roof leaks, five (5) year warranty on structural defects even frivolous complaints with our Complaints Officers.

Complaints and queries are reported to the NHBRC through email, telephone, fax, postage, walk-ins etc. and are not formally recorded on any NHBRC CRM system, thereby making it impossible to report and keep track of such complaints.

The NHBRC does not have a call centre and is unable to record any incoming calls and/or analyse calls being received. This makes it difficult for the NHBRC to manage our stakeholder expectations.

Housing consumers whose homes are enrolled with the NHBRC do not receive the necessary induction on the NHBRC warranty cover. These housing consumers are normally known to the NHBRC at the complaints level where some of the benefits may have lapsed.

### **NHBRC Office locations**

| #  | NHBRC OFFICE LOCATIONS                      | #  | NHBRC OFFICE LOCATIONS                  |
|----|---|----|---|
| 1  | Head Office / Gauteng Central (Sunninghill) | 12 | Limpopo (Thulamela) - Satellite         |
| 2  | KwaZulu Natal(Durban) – Regional            | 13 | Eastern Cape (East London) - Satellite  |
| 3  | Western Cape (Cape Town) – Regional         | 14 | Western Cape (George) - Satellite       |
| 4  | Eastern Cape (Port Elizabeth) – Regional    | 15 | Northern Cape (Kimberly) - Regional     |
| 5  | North West (Rustenburg) – Regional          | 16 | North West (Klerksdorp) - Satellite     |
| 6  | Limpopo (Pietersburg) – Regional            | 17 | Limpopo (Tzaneen) - Satellite           |
| 7  | Mpumalanga (Nelspruit) – Regional           | 18 | Limpopo (Bela Bela) - Satellite         |
| 8  | Gauteng (Pretoria) - Satellite              | 19 | Mpumalanga (Witbank) - Satellite        |
| 9  | Free State (Bloemfontein) – Regional        | 20 | Free State (Bethlehem) - Satellite      |
| 10 | KwaZulu Natal (Richards Bay) - Satellite    | 21 | North West (Mafikeng) - Satellite       |
| 11 | KwaZulu Natal (Newcastle) - Satellite       | 22 | Eric Molobi Innovation Hub (Soshanguve) |

## **3. PROJECT OVERVIEW**

### **3.1 SCOPE OF WORKS**

The National Home Builders Registration Council (NHBRC) invites interested bidders to submit proposals for setting up and managing an inbound Call Centre Service in the Gauteng Province.

The bidders will be required to manage calls relating to the NHBRC valuable final products which include amongst others - registration, enrolment, complaints, remedial work and inspection and any other general enquiries relating to the business of the NHBRC. The bidders must be able to connect to the NHBRC back end Siebel Customer Relation Management (CRM) system which will be migrated to the NHBRC SAP CRM system. This must be achieved by establishing a VPN

connection. Limited access of NHBRC CRM modules will be made available to the agents based on their responsibilities.

### **3.1 PROJECT REQUIREMENTS**

The NHBRC requires the services of a suitably qualified Call Centre Organization to handle inbound calls for a period of three (3) years based on performance. The performance of the bidder will be reviewed on a bi-annual basis from date of inception.

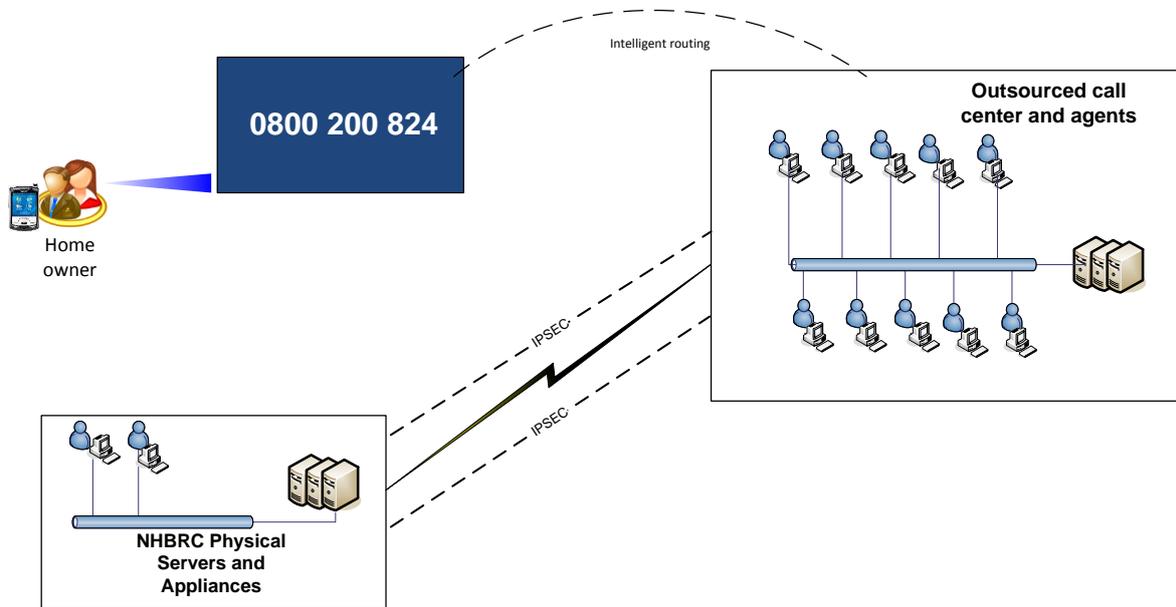
3.1.1 The proposal should be prepared simply and economically, providing a straight forward and concise description of the services to be offered based on the requirements.

- A minimum of 10 and a maximum of 15 Call Centre Agents will be required.
- All inbound calls must be recorded for evaluation purposes and for random quality checks.
- Call centre agents will be regularly monitored and evaluated on recorded calls to determine the level of service excellence by the NHBRC Call Centre Monitors.
- The bidder is to provide knowledgeable call centre supervisors who must be fully trained on the NHBRC products, procedures and services knowledge. See Section 3.3 'Training' for more details on the 'train the trainer' requirements. Supervisors must also be able to randomly listen in on calls to determine level of service and to institute improvements.
- The bidder shall provide information on types of management and business intelligent reports in terms of industry benchmarking.
- Provide a telephone recording solution to record all in-bound conversations with the NHBRC stakeholders;
- Provide information on various turnaround times for accessing required reports from the NHBRC database;
- Provide weekly, monthly and quarterly managements reports; Provide a progress report detailing findings, improvements, challenges and recommendations bi-annually; and
- Satisfaction surveys of quality of service provided on call centre and call centre agent.

3.1.2 The Bidder should include the following information in their proposals:

- Proposals should make clear the relevant skills, experience and capacity of the call centre agent, in respect of this particular TOR;
- Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR; and
- Proposals should clearly indicate whether or not bidders have the internal capacity to meet the requirements of the TOR.
- Call Centre Layout and Design, which must include:
  - Facilities;
  - Contact centre facility location; and
  - Contact centre ergonomics and space planning
  - The Call Centre is to be solely based in Gauteng Province
  - All email communications will be done via an NHBRC email address to be provided
  - Start to finish Call Switching systems with reporting capability
  - Quality Monitoring and Logging systems

- Customer interaction feedback system allowing callers to rate their level of satisfaction with their interactions with the agent. This allows NHBRC to gauge customers' perceptions of service received.
- The successful bidder will be given between 30-60 days from signing of the service level agreement to establish and setup the call centre for the NHBRC to inspect and test prior to commencement of operations.



## **3.2 INFRASTRUCTURE REQUIREMENTS**

3.2.1 The bidder must have the required infrastructure in order to deliver the full complement of call centre service. This includes the necessary hardware, software, licenses and resources.

3.2.2 The bidder must establish all the links (voice and data) between the bidder and the NHBRC.

3.2.3 The bidder will be given view access to the NHBRC CRM systems and information access will be governed by a Non-Disclosure Agreement to be signed between the parties.

3.2.4 All calls to 0800-200-824 will be channelled to the call centre. Upon termination / expiry of the contract the toll free number will remain the property of the NHBRC.

3.2.5 All hardware infrastructure and software license required will be at the cost of the bidder.

The bidder must include in the proposed solution details relating to:

Archiving and back up of voice calls and emails for a period of five (05) years

- A description of your recommended process for data backups and archiving.
- Bidders must provide sufficient storage for the retention of transactional information for five (05) years

Redundancy and replication for disaster recovery and business continuity.

- Details of the standard disaster recovery and business continuity plans included in the proposal price.
- Provide details of your uptime guarantee and refund clause in case uptime falls below the uptime guarantee threshold.
- Provide details of enhanced disaster recovery and business continuity options and the costs thereof.

The bidder must include in the proposed solution details relating to data security including:

- A description of your IT systems management methodology employed in delivering secure customer voice and data communications.
- Details on your security and data privacy certifications.
- Details of the standard security measures included in the proposal price.
- Details of enhanced security options and the costs thereof

## **3.3 TRAINING**

3.3.1 The bidder to provide a senior call centre operator who will be trained as a “train the trainer” person by the NHBRC. This training to take place over a minimum of a (two) 2 week period and thereafter the bidder will be responsible to carry out any training (with NHBRC assistance where required).

3.3.2 The bidder to provide adequate training of all call centre agents

3.3.3 The NHBRC to be trained on the system that the operators will be using

3.3.4 The Appointed bidder to design a training manual

## **3.4 INBOUND AND E-MAIL SERVICES**

3.4.1 The inbound services' focus will be to:

- Answer incoming calls and record general queries on the NHBRC CRM system;
- Assist home builders with the process of registering with the NHBRC;
- Escalate unresolved queries to relevant person(s) within the NHBRC;

- Assist home builders with renewal of membership;
- Assist housing consumers on how to lodge a complaint against defaulting home builders;
- Provide home builders with the status of their enrolments;
- Provide regular feedback to the stakeholders on unresolved queries; and
- Answer any calls relating to the NHBRC business.
- Client Feedback Services: Call centre operators to be able to give client feedback via sms and/or email when required. On the rare occasion where a client requires telephonic feedback (via an outbound call), this is to be referred to relevant person(s) within the NHBRC.
- The NHBRC will not pay for any outbound calls made from the call centre.

#### 3.4.2 Email Services

- The NHBRC to provide a call centre email address for all incoming and outgoing communications.
- Send and receive emails to and from external parties with regards to queries.
- Escalate emails to the relevant parties within the NHBRC.

### 3.5 SCHEDULE OF QUANTITIES AND BENCHMARKS

#### 3.4.1 Schedule of quantities.

The schedule below is a guide of a bill of quantities that is herewith attached and should be completed to price your services for a period of five (05) years, based on bi-annual performance review.

| No. | Item                       | Quantity | Frequency<br>(Once off<br>Only/PM) | Total Cost<br>(Excluding<br>VAT) |
|-----|----------------------------|----------|------------------------------------|----------------------------------|
| 1   | Setup Cost                 |          |                                    | R                                |
| 2   | Cost per Seat              |          |                                    | R                                |
| 3   | Cost per Agent             |          |                                    |                                  |
| 4   | Administration costs       |          |                                    | R                                |
| 5   | Other (please specify)     |          |                                    |                                  |
|     | <b>Total Excluding VAT</b> |          |                                    | <b>R</b>                         |
|     | <b>VAT @ 14%</b>           |          |                                    | <b>R</b>                         |
|     | <b>Total Including VAT</b> |          |                                    | <b>R</b>                         |

### 3.4.2 Service Benchmarks

It is expected that bidders shall provide the service in line with the best practice in the industry. The quality of service shall be comparable with the best in the industry.

#### Agents

- a) All call centre agents must have a minimum of 2 years call centre agent and customer relationship experience.
- b) All call centre agents must have a minimum qualification of matric.
- c) All call centre agents must have good verbal and written communication skills.
- d) The call centre agents must cover all of the 11 official languages between them.
- e) All agents must be fully trained on the NHBRC products, procedures and services.

#### Operating hours

- a) The outsourced call centre operating hours must be. 08h00 to 16h00 weekdays.
- b) Closed on weekends and public holidays and during the annual shut down period.

#### Expansion of service

- a) The bidder must provide costing for the possible future expansion of the service through additional agents.

#### Call centre availability

- a) The bidder must ensure that the call centre is up and running during operating hours at all times.
- b) The minimum amount of agents must be maintained at all times by agents that are fully trained on the NHBRC products, procedures and services

#### Intellectual property

- a) All intellectual property, documents, information and data is the property of the NHBRC and must be handed over to the NHBRC at the termination of the contract. The cost of the data take on exercise must be included in the total bid price.
- b) All contact centre staff are required to sign and adhere to the NHBRC Non-Disclosure Agreement (NDA).
- c) All calls are to be stored for a period of 5 (five) years from date of transaction and remains the property of the NHBRC.

#### Work environment

- a) The basic Conditions of Employment are to be adhered to.

### 3.6 COST

The bidder must clearly show:

- Monthly cost.
- Any reasonable unforeseen additional cost.

### 3.7 DURATION OF CONTRACT

The duration of this contract is for a five (05) year period based on the bi-annual performance review from date of commencement of services.

**4. TECHNICAL DATA TO BE SUBMITTED BY BIDDER**

**4.1 Required Information**

The NHBRC requires the services of interested and competent organisations or companies that are accredited and experienced in the setup and management of Call Centre’s

**4.2 Functionality documents to be submitted**

The following is what is required to be submitted by the bidders.

**4.3.1 Capability of Team**

The bidder must include the following three (03) cv’s in their proposal:

- **Call Centre Manager:** The proposed Call Centre Manager should possess a minimum of 5 Years’ experience
- **Call Centre Supervisor (01):** The proposed Call Centre Supervisor should possess a minimum of 3 Years’ experience
- **Call Centre Supervisor (02):** The proposed Call Centre Supervisor should possess a minimum of 3 Years’ experience

**4.3.2** Provide project details of your previous projects in Call Centre implementation and management that were successfully completed in the last five (5) years in the format below. For each of these projects, a reference letter must be provided by the client, on the client’s letterhead, and signed off by an authorized delegated employee of the client.

|   |
|---|
| Name of project:                        |
| Name of Client:                         |
| Client Contact Details                  |
| Contact person:                         |
| Role in Project:                        |
| Contact Tel No:                         |
| Contact Cell:                           |
| Project Start Date:                     |
| Project Completion Date:                |
| Contract Amount (incl. VAT):            |
| Summary of Project (maximum 200 words). |

**4.3 Project Proposal**

In addition to the above, the bidder must provide a detailed project proposal.

4.3.1 The proposal document must outline the intended/proposed approach to the Project,

4.3.2 The approach and methodology must be clearly stipulated and must cover all aspects in section 3 specifically including the Implementation plan with detailed time frame of between 30 -60 days, Training and your resource planning including staff contingencies

4.4.3 The bidder to demonstrate in his/her proposal the following technical capabilities and abilities:

- Systems and technology
- Quality monitoring and logging systems
- Reporting systems
- Disaster recovery capabilities/Business continuity capabilities
- Call centre layout and design
- Hardware and software infrastructure
- Network Infrastructure
- Data Security

4.4.4 The proposed fee structure should be outlined in detail as follows: (mandatory requirement)

- Year one (1) fee;
- Year Two (2) fee ( including escalations);
- Year Three (3) fee (including escalations);
- Year Three (3) fee (including escalations);
- Year Four (4) fee (including escalations);
- Year Five (5) fee (including escalations)
- A total budget inclusive of VAT and all other costs (if applicable) should be presented.

## **5. TECHNICAL AND PRICE EVALUATION CRITERIA**

5.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (3) stages namely:

Stage 1: Compliance check of Mandatory Requirements;

Stage 2: Functional Evaluation; and

Stage 3: Price and Preference Points

### **Stage 1: Compliance check of Mandatory Requirements**

As per SCM Mandatory Checklist.

### **Stage 2: Functionality in terms of the set technical evaluation criteria**

The following values will be applicable when evaluating the bid

5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance

| No. | Evaluation Criteria   | Weight |
|-----|---|--------|
| 1.  | <b>Capability of Team</b>   |        |
|     | Kindly provide detailed Curriculum Vitae of the proposed <b>Call Centre Manager</b> with previous experience and qualifications.<br><b>0 Years' experience = 0</b><br><b>1 Year experience = 1</b><br><b>2 Years' experience = 2</b><br><b>3 Years' experience = 3</b><br><b>4 Years' experience = 4</b><br><b>5 Years' and more experience = 5</b>   | 5      |
|     | Kindly provide detailed Curriculum Vitae of the proposed <b>Call Centre Supervisor (01)</b> with previous experience and qualifications.<br><b>Less than 12 months experience = 0</b><br><b>12 months experience = 1</b><br><b>18 months experience = 2</b><br><b>24 months experience =3</b><br><b>30 months experience = 4</b><br><b>36 months or more experience = 5</b>   | 5      |
|     | Kindly provide detailed Curriculum Vitae of the proposed <b>Call Centre Supervisor (02)</b> with previous experience and/or qualifications.<br><b>Less than 12 months experience = 0</b><br><b>12 months experience = 1</b><br><b>18 months experience = 2</b><br><b>24 months experience =3</b><br><b>30 months experience = 4</b><br><b>36 months or more experience = 5</b>  | 5      |
| 2.  | <b>Completed projects</b>   | 30     |
|     | The bidder to provide a portfolio of current and completed call-centre implementations and management thereof. The bidder to provide a reference letter from the client for each project:<br><b>0 client letters = 0</b><br><b>1 client letter = 1</b><br><b>2 client letters = 2</b><br><b>3 client letters = 3</b><br><b>4 client letters = 4</b><br><b>5 or more client letters = 5</b><br>All letters to be provided on a client's letterhead |        |
|     |   |        |

| No.                                   | Evaluation Criteria  | Weight    |
|---------------------------------------|--|-----------|
| 3.                                    | <b>Methodology and Approach</b>  | 15        |
|                                       | <p>The bidder to provide a project methodology and approach which covers the following areas:</p> <ul style="list-style-type: none"> <li>• Implementation plan with detailed time frame of between 30 -60 days</li> <li>• Training</li> <li>• Resource Planning including staff contingencies</li> </ul> <p><b>All relevant three deliverables = 5      Less than three = 0</b></p>  |           |
| 4.                                    | <b>Technical Capabilities</b>  | 40        |
|                                       | <p>The bidder to demonstrate in his/her proposal the following technical capabilities and abilities:</p> <ul style="list-style-type: none"> <li>• Systems and technology</li> <li>• Quality monitoring and logging systems</li> <li>• Reporting systems</li> <li>• Disaster recovery capabilities/Business continuity capabilities</li> <li>• Call centre layout and design</li> <li>• Hardware and software infrastructure</li> <li>• Network Infrastructure</li> <li>• Data Security</li> </ul> <p><b>Bidder meets less than 8 deliverable = 0</b><br/> <b>Bidder meets 8 deliverables = 5</b></p> |           |
| <b>Minimum qualifying requirement</b> |  | <b>60</b> |

**Note: The NHBRC reserves the right to conduct a site visit(s) to current call Centre operations; this only applies to minimum qualifying bidders.**

6.2 Technical (Functional) Assessments' minimal acceptable requirements:

**TOTAL SCORE = 100**

**After considering the functional pre-qualifying criteria, a bidder is considered to have passed Stage 2 (Functional Requirements) if the TOTAL score is equal to, or greater than 60 points**

**Stage 3: Price and Preference Points Evaluation**

Only bids that achieve minimum qualifying score (**60 points**) for **Stage 2 (Functional Requirements)** will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2011 and bids will be adjudicated in terms of a (90/10) preference point system in terms of which points are awarded to bidders on the basis of:

**90/10 Preference point system (for acquisition of services, works or goods with a Rand value more than R1million) (all applicable taxes included)**

$$P_s = 90 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where;

$P_s$  = Points scored for comparative price of bid or offer under consideration

$P_t$  = Comparative price of bid or offer under consideration

$P_{min}$  = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

| <b>BBBEE Level</b>        | <b>90/10</b> |
|---------------------------|--------------|
| Level 1                   | 10           |
| Level 2                   | 9            |
| Level 3                   | 8            |
| Level 4                   | 5            |
| Level 5                   | 4            |
| Level 6                   | 3            |
| Level 7                   | 2            |
| Level 8                   | 1            |
| Non-Compliant Contributor | 0            |

*The points scored for price will be added to the points scored for B-BBEE status level to obtain the Bidders total points scored out of 100 points.*

**6. RFP SUBMISSION INSTRUCTIONS**

**6.1** All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 5 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG**

**7. AVAILABILITY OF THE RFP DOCUMENT**

7.1 Bid documents can be downloaded on the NHBRC Website ([www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)) from the **28 November 2016**.

7.2 There will be a compulsory briefing session that will be held on the 06 December 2016 at 11h00 am at the **NHBRC HEAD OFFICE: 5 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG**

## 8. RFP CLOSING DATE

8.1 Bid documents should be marked for Attention: Supply Chain Manager, and deposited into the Bid boxes at the NHBRC National Office, 5 Leeuwkop Road, Sunninghill on or before the **12 January 2016 at 11h00 am**. No emailed or faxed Bids will be accepted. The Bid document should be supplied in a sealed envelope and clearly marked (**Copy or Original**) with the Bid number and the full name of the service provider(s).

8.2 **No late submissions will be accepted.**

## 9. VALIDITY PERIOD OF BIDS

9.1 All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

## 10. ENQUIRIES SHOULD BE DIRECTED TO BOTH:

**THE ADMINISTRATIVE ENQUIRIES MAY BE DIRECTED TO:**

**Department:** Supply Chain Management

**Contact Person:** Ricardo Francis

**E-mail address:** [ricardof@nhbrc.org.za](mailto:ricardof@nhbrc.org.za)

## 11. SUBMISSIONS OF PROPOSALS

11.1 Submission of bid **MUST** include **one** (1) original and **three** (3) copies of the proposals in a clearly marked (**Copy or Original**) envelope and deposited into the Bid box.

11.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.

## 12. SCM MANDATORY CHECKLIST

12.1 The following documents as listed below are required to be made available with the distribution of the RFP:

| <b>DOCUMENTS TO BE SUBMITTED</b> |   |  |        |
|----------------------------------|---|--|--------|
| No.                              | Please note; the items marked with an (X) are mandatory requirements and failure to meet the requirements will result in your bid being disqualified. |  | Yes/No |
| 1.                               | X   | SBD1 Invitation to bid which must be signed and thoroughly completed.  |        |
| 2.                               | X   | SBD2 Tax Clearance Certificate which must be valid.  |        |
| 3.                               | X   | Proposed Fee Structure   |        |
| 4.                               | X   | SBD 4 Declaration of interest must be signed and thoroughly completed.   |        |
| 5.                               | X   | SBD 6.1 Preference claim form must be signed and thoroughly completed regardless if points are claimed or not. |        |
| 8.                               | X   | SBD 8 Declaration of Bidder's past supply chain management practices must be signed and thoroughly completed.  |        |
| 9.                               | X   | SBD 9 Certificate of independent bid determination must be signed and thoroughly completed.                    |        |
| 10.                              |   | General Conditions of the contract (GCC).  |        |