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TERMS OF REFERENCE FOR THE PROVISIONING OF ANTI-FRAUD AND CORRUPTION HOTLINE SERVICES FOR THE NATIONAL AGRICULTURAL MARKETING COUNCIL (NAMC) FOR A PERIOD OF THREE (3) YEARS

RFQ NUMBER: RFQ1293

CLOSING DATE: 02 MAY 2025

NO BRIEFING SESSION TO BE HELD

VALIDITY PERIOD: 120 DAYS

All proposals should be emailed NO hand delivered or couriered original proposals will be accepted.

1. INTRODUCTION

The National Agricultural Marketing Council (NAMC) invites proposals with quotations from suitably qualified service providers for the provisioning of the Anti-Fraud and Corruption Hotline for NAMC for a three (3) year contract period.

The NAMC is a schedule 3A public entity and statutory body established in terms of the Marketing of Agricultural Products Act No. 47 of 1996, as amended by Act No 59 of 1997 and Act No. 52 of 2001. The main function of the Council is to advise the Minister of Agriculture, Land Reform and Rural Development (DALRRD) on issues relating to the marketing of agricultural products.

2. OBJECTIVES

The NAMC hereby invites service providers to provide quotations for the Anti-Fraud and Corruption Hotline service. The organization has a complement of approximately 60 employees. The overall objective of this request is for NAMC to have an independent and effective Anti-Fraud and Corruption Hotline service that will help the organisation to prevent, deter and detect corrupt and fraudulent activities.

The specific objectives of this service therefore will include:

- 2.1 An independent Anti-Fraud and Corruption Hotline service where NAMC's employees, members of the public and stakeholders can report allegations of fraud and corruption without fear of victimisation and is aligned to the Protected Disclosures Act, No 26 of 2000;
- 2.2 A Fraud Hotline service will an option made available for the whistle-blowers to remain anonymous and confidential;
- 2.3 Provide spontaneous feedback to the applicable structure or responsible official within NAMC.
- 2.4 Provide quarterly reports;
- 2.5 A Fraud Awareness Program that is in line with NAMC Fraud Prevention Policy;
- 2.6 The service provider must comply fully with the provisions of the Protected Disclosure Act (Act 26 of 2000) and the Companies Act (Act 71 of 1988); and

2.7 Service provider is certified to the external whistle blowing Hotline Service Provider standard E01.1.1 of the Ethics Institute of South Africa.

3 SCOPE OF WORK

The scope of work will cover the following:

3.1 A Fraud Hotline service will be used to report incidents/cases of fraud and corruption available to the whistle blower using innovative technology, for example: Free call number; Fax and/or Fax to email, email facility, short message services (SMS) etc.

3.2 The above must also include an emergency reporting mechanism.

3.3 Multilingual call centre.

3.4 Available 24 hours per day for 12 months per year.

3.5 The Fraud Hotline to be effectively marketed throughout NAMC and its stakeholders and must cover the contract period of three (3) years.

3.6 Anonymous reporting/ callers must be guaranteed anonymity

3.7 The toll free call number must be provided

3.8 Due to the size of NAMC and the wide range of services provided, some of the calls may be service delivery related. Therefore, the hotline services may receive calls that are non-related to fraud and corruption. It is therefore expected that the service provider should have the capacity to distinguish between the two types of calls and refer the service delivery calls to the identified / designated office.

3.9 Ethics/ fraud surveys.

4 APPROACH AND METHODOLOGY

4.1 The approach and methodology in the performance of this service should be in line with the project's scope of work and should reflect NAMC expected deliverables for the project.

4.2 The scope of work mentioned under section 3 should be taken as a guideline and prospective service providers should make suggestions about the most appropriate approach and content; and should therefore display the value add to NAMC Anti-Corruption and Anti-Fraud strategies/policies.

4.3 A project implementation and maintenance plan should accompany the proposal. The plan should detail the key tasks to be performed in the maintenance of this service.

4.4 The service provider to provide advice to the NAMC if there are gaps in the scope of work under section 3.

5 OUTCOMES & DELIVERABLES

5.1 The service provider will be required to submit quarterly reports to the designated official of NAMC as per the Reporting Structure at the intervals that shall be agreed to between the two parties.

5.2 Furthermore, in the case of certain issues that are identified and categorised as significant; requiring immediate escalation, the service provider will be required to treat these on an urgent basis.

5.3 The Service Provider should provide a Fraud Awareness Program with regular training and training material that is in line with NAMC Fraud Prevention Policy;

5.4 The service provider should be available 24 hours per day over a period of 12 months per year.

5.5. The service provider should review the Whistle Blowing and Fraud Prevention Plan

6 CONFIDENTIALITY AND MANAGEMENT OF DOCUMENTS

6.1 The service provider shall not disclose confidential information to any person, firm, company or media except to the designated persons and will not use such information other than the purposes of its appointment, subject to any prior specific authorization in writing by each party

6.2 The service provider should retain all information, records and/or documentation, whether written, verbal or electronic pertaining to reported disclosure for the duration of the contract. Thereafter all documents should be handed over to NAMC. Such information must be treated as confidential at all times;

6.3 In addition, information may not be used for personal gain by the service provider, any employee, subcontractor or any agent of the service provider or any other person, body or organisation receiving the information or data through the service provider, or any of their employees or agents;

6.4 Failure to observe these conditions will constitute a breach of contract, which could result in termination of the contract;

6.5 The details of the caller should be kept confidential between NAMC and service provider. Strict confidentiality of all information should be maintained and all calls should be accepted without favour or prejudice.

7 NON-APPOINTMENT

NAMC has the right not to make an appointment should it find that the bidding parties do not meet the specified criteria/requirements.

8 SERVICE LEVEL AGREEMENT

The Service Level Agreement will be entered between NAMC and the successful service provider. The service provider is responsible for ensuring that the agreed deliverables are executed to the quality standard, on time and within budget.

9 DURATION

The Anti-Fraud and Corruption Hotline contract shall be for a period of 3 years subject to performance review.

10 PROPOSAL

The quotations and proposals submitted shall contain full details of the methodology together with such other information as may be considered necessary to explain the service to be provided.

11. EVALUATION PROCESS

NAMC will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act. No. 5 of 2000 (PPPFA). Three (3) phase evaluation criteria will be considered in evaluating the bid as follows:

11.1 Phase 1: Pre-Qualification Criteria (Mandatory requirements)

This stage checks and validates the bidder's compliance with legal requirements to conduct business with the government of South Africa.

All proposals duly lodged will be examined to determine compliance with bidding requirements and conditions (completion and attachment of compulsory documents). NB: No points will be allocated to this stage; however, bidders that do not comply with the Mandatory requirements below will be disqualified and will not advance to the next stage of evaluation.

PRE-QUALIFICATION REQUIREMENTS	MANDATORY DOCUMENTS	CHECKLIST √ TICK EACH BOX
SBD 1: Completed, attached and signed		
SBD3.1: Completed, attached and signed		
SBD 4 Completed, attached and signed		
SBD 6.1: Completed, attached and signed		

Terms of Reference document: attached and signed	MANDATORY	
General Conditions of Contract: Initialled and attached		
Proof of registration on Central Supplier Database (managed by National Treasury) a report not older than a month of the date of submission must be submitted		
Valid proof of registration by submitting a certified copy from the external whistle blowing Hotline Service Provider standard E01.1.1 of the Ethics Institute of South Africa	MANDATORY	

Note: All SBD forms must be submitted (signed) noting where it is not applicable. If any specific SBD form is not submitted, documentary proof clearly stating the reasons must be attached.

Bidders to supply the following documents (where applicable).

Other Requirements	Check list √ Tick each box
Valid B-BBEE Certificate or attached (certified copy) or Sworn Affidavit	
Company Registration documents	

11.2 Phase 2: Technical/ Functionality Evaluation

Bid responses will be evaluated in accordance with the Functional criteria as follows:

Functional/ Technical Requirements

With regards to the other Functional Requirements, the following criteria (set out in more detail and the associated weightings will be applicable:

Stage 2 Technical (Functionality) proposal

Technical (Functionality) proposal		Maximum points to be awarded
1	Company Information and relevant experience	
1.1	<p>A minimum number of years in anti-fraud and corruption hotline services</p> <ul style="list-style-type: none"> • <i>Less than 3 in operations</i> – 0 points • <i>3 to 4 years in operation</i> – 5 points • <i>4 to 6 years in operation</i> – 10 points • <i>Over 7 years in operation</i> – 15 points <p>The Service Provider must submit appointment letters from both public and private sector clients (reference letters will not be accepted).</p>	15
2	Technical requirement	
2.1	Methodology and compliance with the scope of work as mentioned under point 3 above, evaluation as per Table A below (Detailed Project Plan with milestones/activities, timeframes etc.)	25
3.	Human resources Extensive knowledge and experience in Anti-Fraud and Corruption, knowledge of Public Finance Management Act and Preferential Procurement Policy Act. (CV's must be submitted)	30
3.1	<p>Project Team leader – (15)</p> <ul style="list-style-type: none"> <i>Less than 2 year of experience</i> – 0 points <i>2 to 3 years of experience</i> – 05 points <i>4 to 5 years of experience</i> – 10 points <i>Over 6 years of experience</i> – 15 points 	
3.2	<p>Project Team members – (15)</p> <ul style="list-style-type: none"> <i>Less than 2 years of experience</i> – 0 points 	

	<p>2 to 3 years of experience – 5 points</p> <p>5 to 5 years of experience – 10 points</p> <p>Over 6 years of experience – 15 points</p>	
4	Reference	
4.1	<p>The company's proven track record in handling assignments of a similar nature.</p> <p>A minimum of three written reference letters from clients where a similar service is/ was being rendered. Letters should not be older than three (3) years.</p>	30
	<p>No letters submitted – 0 points</p> <p>1 - 2 letters submitted – 10 points</p> <p>3 - 4 letters submitted – 20 points</p> <p>5 and above letters submitted – 30 points</p> <p><i>The Service Provider must submit reference letters from both public and private sector clients (appointment letters will not be accepted). These reference letters must specifically confirm that the Service Provider has delivered anti-fraud and corruption hotline services to the client.</i></p>	
Total technical points		100
Minimum threshold for technical (functionality)		70

Note: The minimum qualifying score is 70 out of 100 points. All bidders that fail to achieve the minimum qualifying score will not be considered for further evaluation on Price and B-BBEE.

A point scoring system for evaluation criterion 2.1 above would be utilized as follows:

Table A

Score	Description
0 (0 point)	Non Submission
1 (5 points)	Does not meet requirements (expectations) ,
2 (10 points)	Meet some of the requirements (expectations) (2 of the requirements not met as per point 3)
3 (15 points)	Almost meet all requirements (expectations) (1 of the requirements not met as per point 3)
4 (20 points)	Fully meet all requirements (expectations)
5 (25 points)	Exceeds all requirements (expectations)

11.3 Phase 3: Price and Specific goals

- All quotations up to the rand value of R 50 000 000.00 including all applicable taxes will be evaluated on the 80/20 principle as prescribed by the Preferential Procurement Policy Framework Act 5 of 2022 and its Regulations.
- N:B - Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids to substantiate their specific goal as stated below. However, Bidders who do not submit B-BBEE Status Level Verification Certificates do not qualify for specific goals points, but they will not be disqualified from the bidding process.
- The lowest acceptable price will score 80 points, the 20 specific goals points will be allocated as follows:

SPECIFIC GOAL	TOTAL POINTS
Percentage (%) Black Ownership	Points (10)
91-100	10
81-90	9
71-80	8
61-70	7
51-60	6
41-50	5
31-40	4
21-30	3
11-20	2
1-10	1
0	0

SPECIFIC GOAL	TOTAL POINTS
Percentage (%) Ownership By Women	Points (4)
81-100	4
51-80	3
31-50	2
1-30	1
0	0
Percentage (%) Ownership By Youth	Points (4)
81-100	4
51-80	3
31-50	2
1-30	1
0	0
Percentage (%) Ownership By People With Disability	Points (2)
51-100	2
1-50	1
0	0

12 PRICING SCHEDULE

Proposed Fee Structure (exclusive and inclusive of VAT) based on the following:

a) Total cost per annum and per hour (provide a clear breakdown of the costs)		TOTAL
i) Year 1 Total cost R-----	Rate per hour: R	R
ii) Year 2 Total cost R-----	Rate per hour: R	R
iii) Year 3 Total cost R-----	Rate per hour: R	R
b) Reimbursement costs such as telephone, travel, stationery and printing (If applicable)		
i) Year 1 Total cost		R
ii) Year 2 Total cost		R
iii) Year 3 Total cost		R
GRAND TOTAL (a + b)		R

13. VALIDITY OF PROPOSAL

The Service Provider is required to confirm that it will hold its proposal valid for 120 days from the closing date of the submission of proposals.

In exceptional circumstances, NAMC may solicit the bidder's consent to an extension of the period of the validity of the bid. The request and responses thereto shall be made in writing.

14. PREPARATION OF BID RESPONSE

14.1 All the documentation submitted in response to this RFQ must be in English.

14.2 The bidder is responsible for all the costs that it shall incur related to the preparation and submission of the bid document.

14.3 The bidder should check the numbers of the pages of its bid to satisfy itself that none are missing or duplicated. No liability will be accepted by NAMC regarding anything arising from the fact that pages of a bid are missing or duplicated.

15. NAMC's RIGHTS

The NAMC is entitled to amend bid validity period or extend the bid closing date before the bid closing date. All bidders, to whom the RFQ documents have been issued and where the NAMC have records of such bidders, may be advised in writing of such amendments in good time and any such changes will also be posted on the NAMC's website under the relevant tender information. All prospective bidders should therefore ensure that they visit the website regularly and before they submit their bid response to ensure that they are kept updated on any amendments in this regard.

16. UNDERTAKING BY THE BIDDER

16.1 The bidder agrees that the offer contained in its bid shall remain binding upon him/her and receptive for acceptance by the NAMC during the bid validity period indicated in this RFQ and its acceptance shall be subject to the terms and conditions contained in this RFQ document read with the bid.

16.2 The bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response; that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents; and that the price(s) and rate(s) cover all his/her obligations under a resulting contract for the services contemplated in this RFQ; and that he/she accepts that any mistakes regarding price(s) and calculations will be at his/her risk.

16.3 The successful bidder accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under the supply agreement and SLA to be concluded with NAMC, as the principal(s) liable for the due fulfilment of such contract.

17 REASONS FOR DISQUALIFICATION

The NAMC reserves the right to disqualify any bidder which does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder, however the bidder will be later notified in writing of such disqualification:

- a) Bidders who submit incomplete information and documentation contrary to the requirements this RFQ document.
- b) Bidders who submit information that is fraudulent, factually untrue or inaccurate information.
- c) Bidders who receive information not available to other potential bidders through fraudulent means;

Bidders who do not comply with any of the **mandatory requirements** as stipulated in the RFQ document

18 SUBMISSIONS REQUIREMENTS

18.1 **Email address for submission of quotations: RFQ@namc.co.za**

18.2 **Email address for SCM enquires: scm@namc.co.za**

18.3 No late submission will be considered. It is the bidder's responsibility to ensure that the bid is sent to the correct email address, and that this is received by the NAMC SCM unit before the closing date and time in NAMC's dedicated email address. The office hours are Monday to Friday except public holidays.

18.5 **Technical Enquiries:** All technical enquiries should be sent to the Manager: Risk and Compliance (Nokuhle Shelembe)

Email address: nshelembe@namc.co.za

19 APPROVAL

	Name & Title	Signature	Date
Approved by the BSC chairperson:			

20 DECLARATION BY THE BIDDER

I, (Full name) the undersigned certify that the information provided is true and correct, and understood the contents of the document in full.

SIGNATURE :

DATE: