



social development

Department:
Social Development
REPUBLIC OF SOUTH AFRICA

Private Bag X901, Pretoria, 0001
Enquiries: Z Mantantana, Email: ZolisaM@dsd.gov.za

Sir/Madam

**REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER
A HOSTED CALL CENTRE SERVICE AT SALVOKOP, PRETORIA CENTRAL, FOR THE GENDER
BASED VIOLENCE COMMAND CENTRE OF THE DEPARTMENT OF SOCIAL DEVELOPMENT**

1. Tender No: **SD01/2022**
2. Closing Date: 20 June 2022 at 11:00
3. The following documents form part of this invitation for a proposal:
SBD1: Invitation to bid
SBD3.3: Pricing Schedule
SBD4: Declaration of Interest
SBD6.1: Preference points Claim Form
4. **All the documents accompanying this invitation must please be completed in detail, where applicable and returned with your Bid.**
5. Please make sure that your bid reaches this office before the closing time and date
6. When submitting your bid the following information must appear on the sealed envelope:
 - i. Name and address of the Bidder
 - ii. Bid number
 - iii. Closing Date
7. This envelope can be placed in the Bid box in the foyer at HSRC Building, 134 Pretorius Street, Pretoria
8. Compulsory briefing session

Kind regards

DIRECTOR: SUPPLY CHAIN MANAGEMENT

DATE: 20/05/2022

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NATIONAL DEPARTMENT OF SOCIAL DEVELOPMENT)					
BID NUMBER:	SD01/2022	CLOSING DATE:	20 JUNE 2022	CLOSING TIME:	11:00
DESCRIPTION	APPOINTMENT OF SERVICE PROVIDER TO RENDER A HOSTED CALL CENTRE SERVICE AT SALVOKOP, PRETORIA CENTRAL, FOR THE GENDER BASED VIOLENCE COMMAND CENTRE OF THE DEPARTMENT OF SOCIAL DEVELOPMENT				
THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT HSRC Building, 134 Pretorius Street, Pretoria					
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
		TCS PIN:		OR	CSD No:
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE (TICK APPLICABLE BOX)		<input type="checkbox"/> Yes		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	<input type="checkbox"/> Yes
		<input type="checkbox"/> No			<input type="checkbox"/> No
IF YES, WHO WAS THE CERTIFICATE ISSUED BY?					
AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) AND NAME THE APPLICABLE IN THE TICK BOX		<input type="checkbox"/>	AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)		
		<input type="checkbox"/>	A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS)		
		<input type="checkbox"/>	A REGISTERED AUDITOR		
		NAME:			
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT(FOR EMEs & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	[IF YES ENCLOSE PROOF]			[IF YES ANSWER PART B:3 BELOW]	
SIGNATURE OF BIDDER		DATE		
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)					
TOTAL NUMBER OF ITEMS OFFERED					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:			TECHNICAL INFORMATION MAY BE DIRECTED TO:		
DEPARTMENT/ PUBLIC ENTITY	Social Development		CONTACT PERSON	Mr B Futshane	
CONTACT PERSON	Mr Z Mantantana		TELEPHONE NUMBER		
TELEPHONE NUMBER			FACSIMILE NUMBER		
FACSIMILE NUMBER			E-MAIL ADDRESS	BathembuF@dsd.gov.za	
E-MAIL ADDRESS	ZolisaM@dsd.gov.za				

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR ONLINE
- 1.3. BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.
- 1.4. WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION. B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.
- 1.5. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

- 3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? YES NO
- 3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA? YES NO
- 3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA? YES NO
- 3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA? YES NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

PRICING SCHEDULE
(Professional Services)

BID NO: SD01/2022	CLOSING TIME 11:00 ON 20 JUNE 2022
NAME OF SERVICE PROVIDER:	

OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY INCLUSIVE OF VAVULE ADDED TAX
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APPOINTMENT OF A SERVICE PROVIDER TO RENDER A HOSTED CALL CENTRE SERVICE AT SALVOKOP, PRETORIA CENTRAL, FOR THE GENDER BASED VIOLENCE COMMAND CENTRE OF THE DEPARTMENT OF SOCIAL DEVELOPMENT

1. The accompanying information must be used for the formulation of proposals.
2. Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project.

R.....

3. PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)

4. PERSON AND POSITION

	HOURLY RATE	DAILY RATE
--	-------------	------------

.....	R.....
.....	R.....
.....	R.....
.....	R.....
.....	R.....

5. PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT

.....	R..... days
.....	R..... days
.....	R..... days
.....	R..... days

- 5.1 Travel expenses (specify, for example rate/km and total km, class of airtravel, etc). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	R.....
.....	R.....
.....	R.....
.....	R.....

Name of Bidder:

TOTAL: R.....

5.2 Other expenses, for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	R.....
.....	R.....
.....	R.....
.....	R.....

TOTAL: R.....

- 6. Period required for commencement with project after acceptance of bid
- 7. Estimated man-days for completion of project
- 8. Are the rates quoted firm for the full period of contract? *YES/NO
- 9. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index.
.....
.....
.....

Any enquiries regarding bidding procedures may be directed to the –

Mr. Zolisa Mantantana
Email: ZolisaM@dspd.gov.za

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? YES/NO

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? YES/NO

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, _____ the _____ undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature	Date
.....
Position	Name of bidder



social development

Department:
Social Development
REPUBLIC OF SOUTH AFRICA

P.O. Box X 901, Pretoria, 0001, 134 Pretoria Street, HSRC Building, Pretoria

Tel: (012) 312 7577 Fax: (012) 312 7041, EmmaTa@dsd.gov.za

TERMS OF REFERENCE

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER A HOSTED CALL CENTRE SERVICE AT SALVOKOP, PRETORIA CENTRAL, FOR THE GENDER BASED VIOLENCE COMMAND CENTRE OF THE DEPARTMENT OF SOCIAL DEVELOPMENT

1. PURPOSE

The purpose of this request is to procure services for a hosted Call Centre service for the Gender Based Violence of the Department of Social Development.

2. PROJECT NAME

Gender Based Violence Command Centre.

3. INTRODUCTION

The Gender Based Violence (GBV) Command Centre was conceptualised, developed and implemented as an initiative of the Department of Social Development. The GBV Command Centre provides immediate care and counselling and offers help, hope and the chance of a better life to the many thousands of victims of gender-based abuse, even in the remotest and most underdeveloped corners of South Africa. The Command Centre has been in operation since November 2013. Amongst its achievements, it served as a trauma counselling Hotline during the period of mourning for the late former President Nelson R Mandela, to victims of the building collapse which occurred at the Synagogue Church of All Nations in Nigeria, and to the Matric Class of 2014, 2015, 2016, 2017, 2018 and 2019.

The GBV Command Centre is a comprehensive, integrated system that provides immediate, consistent, coordinated and timely support to victims of GBV. Its services are linked to the services of the SAPS and the Department of Health. The Command Centre will extend its

partnership to include other Departments in the JCPS cluster, including the Departments of Justice, Women and the National Prosecuting Service.

The GBV Command Centre uses mobile technology to estimate the location of a victim, assign the closest social worker in the field to the case, record and receive continuous feedback on the case. The GBV Command Centre employs trained social workers/command centre agents who provide immediate counselling to victims and help them to avoid or minimise further exposure to GBV.

The GBV Command Centre utilises three high-level components:

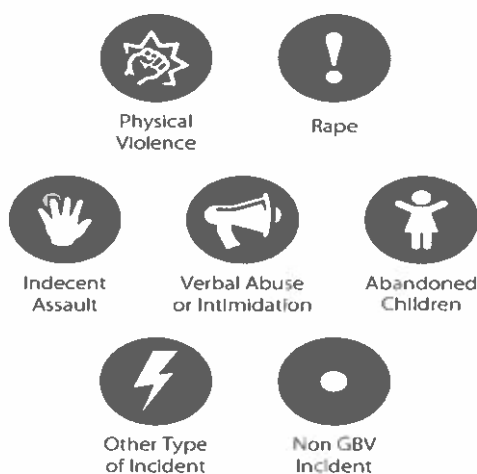
- Inbound and outbound call management
- Incident logging and management on the GBV Command Centre Information System
- Mobile workforce management (the field social workers make use of the GBV Mobile Information System). The GBV Mobile Information System works in conjunction with the GBV Command Centre Information System.

When a victim calls the GBV Command Centre from a mobile phone, the caller (with explicit permission) is geographically located, enabling the GBV Command Centre to determine the caller's closest resources (social worker, police station, hospital, safe house). The GBV Command Centre records the particulars and assigns the closest field social worker to the case. Via a specially developed mobile-device application, the information captured by the GBV Command Centre is displayed and the social worker subsequently uses the same application to provide feedback to the Command Centre. This innovative model of social-service delivery offers enormous advantages:

- broadening the base of service delivery to the remotest and most underdeveloped regions of the country
- immediate telephonic counselling
- expediting assistance to victims

- reducing paperwork: the information captured by all the parties displays directly on the mobile applications and the GBV Command Centre software
- Availing real-time functionality to the Department of Social Development, including strategic reporting on trends in specific locations or types of violence, and the demand for social workers in a specific location.

The types of incidents, include the following: Abandoned children, indecent assault, physical violence, rape, verbal abuse stalking, economic abuse, emotional abuse, sexual harassment, forced marriages, forced prostitution, forced abortion, human trafficking, exploitation of domestic workers, bride kidnapping, violence against foreign nationals, grade 12 related queries, intimidation and assault, substance abuse, child neglect, abuse of elderly citizens, family disputes, protection order enquiries, bullying, child custody, Incest etc.



The GBV Command Centre toll-free number is 0800 428 428. Alternatively, USSD (Please Call Me) *120* 7867#

- An SMS functionality has also been added (SMS 'Help' to 31531) for those who are unable to communicate in sign language or who are more comfortable using text to communicate.
- A GBV Website has been developed (www.gbv.org.za) for those who wish to contact the centre through the GBV website.

- c) A Skype functionality has been added (Add 'Helpme GBV' to their skype contacts). The Skype capability allows video calling direct to the Command Centre. Through this facility, deaf clients will be able to communicate and lodge cases of Gender Based Violence making use of sign language.
- d) Further enhancements that will assist persons with different types of disabilities other than hearing impairment will be rolled gradually to ensure that all other disabilities are covered by the Command Centre.

4. BACKGROUND

The GBV Command Centre (the GBVCC) is a Call Centre service that operates 24 hours a day, 7 days week. It is operated by 58 social work agents who provide telephonic trauma counselling and refer cases of gender based violence for further response by a field social worker. They are supported by 4 Technical Shift Supervisors, 4 Quality Assurance, 1 Training and improvement practitioner, 1 IT support, 1 Command Centre Manager and 1 Administrative support. It is a Toll- Free hosted service.

The hosted services must comprise of the following:

- a) A hosted Call Centre service with inbound-and-outbound call functionality
- b) A location Based and/or Geographic Positioning System (GPS) functionality to ensure that all victims of gender based violence can be located to ensure that they are assisted. This function must be compliant with the Protection Of Personal Information Act (POPIA). It must also be fully functional across all of the telephone and cell-phone service providers.
- c) Integration into the Integrated Justice Cluster systems and applications, and
- d) Provide a mobile application to be used by social work field workers.

These hosted services must be provided at the current site of the Command Centre at its current location in Salvokop, Pretoria. This means the successful service provider must be able to install the required back-end support systems onsite and on the Cloud to ensure that the service is physically provided from its current location. The Department has an existing lease with the Department of Public Works and will therefore take care of the costs of accommodation.

The hosted service must provide for 70 inbound/outbound call lines, preferably on a VOIP platform. It must provide for the following:

- a full hosted service, including IVR capability
- Call recording, call transfer in between available agents
- Quality Assurance recording and intervention platforms
- a comprehensive CRM back-end solution
- Cloud based data storage, with in-house servers situated at Salvokop
- Onsite support to the Call Centre. The GBVCC is a 24 hour service so onsite support must provide for this.
- The Hosted service must also provide Disaster Recovery and Business Continuity support to mitigate against planned and unplanned downtime.
- The facility has LAN provided. however, the network design must also provide for dual-failover consisting of Fibre and Microwave link or radio.

The proposed Tender must be for a minimum period of 36 Months from the date of implementation.

5. OBJECTIVES

- a) To develop and implement a turn-key and fully functional hosted call centre service for the Gender Based Violence Command Centre.
- b) To integrate the Gender Based Violence Command Centre with the Integrated Justice Cluster and the Department of Social Development

6. SCOPE OF THE PROJECT

- a) To deliver a fully functional, hosted Call Centre service with its operations integrated in GBV functions across the country i.e. VEPMIS and Provincial GBV Call centres. The hosted services must be delivered at the Command Centre's current accommodation in Salvokop, Pretoria and also demonstrate the integrated view of hotspots on gender based related matters in the country.
- b) To develop software and hardware systems purposely designed for the purposes of the Gender Based Violence Command Centre. At the end of the contract, these systems will be handed over to the Department as part of the in-house GBVCC operations nationally.
- c) To integrate the systems of the GBVCC with the systems of the Integrated Justice Cluster and the Department of Social Development (National Integrated

- Social Protection Information System), Provincial Departments and Social Relief Programmes. This integration must be done on a Microsoft SQL platform.
- d) To integrate further with the emergency call centre systems, including the South African Police Service and the Emergency Management Services, both whom are critical stakeholders to the service.
 - e) To provide a Fibre and/or Microwave link to the Salvokop facility of the GBVCC to enable in and outbound call receipt and call making capabilities.
 - f) Provide for Dual-fail Over capability consisting of Fibre and Microwave or Radio link.
 - g) Provide for 70 in/outbound call lines with call holding and referral ability catering to a 30 second call-waiting Service Standard.
 - h) The CRM must be able to seamlessly integrate with SMS (Whatsapp, Telegram), video calling (Skype, Zoom, MS Teams), web and GIS services.
 - i) The CRM must provide a comprehensive biographical and report writing platform to enable the social work agents to capture the biographical and case details of the clients. Furthermore, the report writing capability must be linked or capability of exporting reports to MS Office or equivalent platforms (Word, Excel and Power-point).
 - j) Provide 24/7/365 onsite support to the GBVCC.

The successful service provider must provide a Project Manager or project management team to ensure that the requirements of this Terms Of Reference are successfully met.

7. DELIVERABLES

- a) A hosted Call Centre service with inbound-and-outbound call functionality
- b) A location Based and/or Geographic Positioning System (GPS) functionality to ensure that all victims of gender-based violence can be located to ensure that they are assisted. This function must be compliant with the Protection Of Personal Information Act (POPIA). It must also be fully functional across all of the telephone and cellphone service providers.
- c) To be integrated into the Integrated Justice Cluster systems and VEPMIS in organizations (NGO's) running shelters for abused women nationally. This

includes GBVF systems also used by Provincial Departments of Social Development.

- d) To provide integrated mobile application with features that will enable social workers to provide adequate support and interventions to victims of gender-based violence referred by the GBVCC.
- e) To provide a Fibre and/or Microwave link to enable inbound call taking and outbound call making capability for the GBVCC.
- f) To provide for all of the items provided for in para 6(e)-(j).

8. GENERAL CONDITIONS

- a) The general conditions of contract as prescribed by National Treasury will be applicable in all instances.

9. TIME FRAMES

- a) The duration of the project is 36 months, with an option to extend for a further period 24 months.
- b) A detailed project plan, with deliverables and corresponding dates will be agreed upon as part of the contract.
- c) The project budget and payment scheduled will be agreed upon during the finalization of the contract between the Department of Social Development and the successful service provider.

10. SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

The consultant will comprise a team, managed by a single lead consultant company who will enter into a contract with the Department of Social Development. The members of the team will have both the skill and experience necessary to undertake the range of tasks set out in these terms of reference. Each individual on the team must be personally available to do work as and when required. The lead consultant will be held accountable, in terms of the contract, for ensuring project deliverables and for the professional conduct and integrity of the team.

The service provider must demonstrate the following skills and qualifications:

- a) Proven experience in the development and operation of hosted Call Centres
- b) Experience and knowledge in Call Centre systems development and deployment
- c) Experience in developing systems for the Public Sector
- d) Proven capability in data Science

These attributes may be combined in various individual members of the team. It is essential that the team is able to demonstrate-with actual record and at least 3 written references- its member's skill and experience as required.

The bidder must also provide the following:

- a) A response to the terms of reference;
- b) A project plan that states the methodology and approach for accomplishing the task, project phases if applicable, time frames and outputs (excluding cost for the project);
- c) Profile of the organisation and description of similar work undertaken;
- d) Capacity Development Plan
- e) Numbers, names and CV's of workers/ consultants assigned to the project, including their roles and responsibilities, experience on the issues relating to DSD sector;
- f) Letter of authority to sign documents on behalf of the organisation; and
- g) One hard copy of the technical proposal and a CD with soft copy of the technical proposal in PDF format.

11. BID PROPOSAL AND VALIDITY OF THE TENDER

- a) The comprehensive proposal submission should include:
- b) A detailed plan reflecting project time frames, costing and outputs.
- c) Profile of company including a description of similar work undertaken.
- d) Number, names and resumes (abbreviated CVs) of the person assigned in the project.
- e) A summary of the roles, responsibilities and time spent by each person.
- f) The cost structure should be inclusive and as detailed as possible.
- g) The service provider is expected to enter into contract with DSD based on the proposal.

- h) A work plan indicating time frames should be provided with proposal.
- i) Progress will be monitored monthly based on the work plan and time frames provided by the service approved by the DSD.
- j) The tender will be valid for a period of 90 days after the closing date.

12. PROPRIETARY RIGHT

- a) The DSD shall become the owner of the Intellectual Property, information, documents, advice and reports collected and compiled by the service provider to be appointed.
- b) The copyrights of all documents and reports compiled by the service provider will vest in the DSD and may not be produced, distributed or made available without the consent and approval of the DSD.
- c) All Intellectual Property, copyright, information, documents and reports must be regarded as confidential until made public by the DSD.

13. EVALUATION CRITERIA

- a) The evaluation of the bids will be conducted in two stages:
 - i. Firstly, the proposals will be evaluated on functionality. An evaluation panel will allocate points (scale 1-5) in respect of functionality according to the criteria set-up in paragraph 13(f). Proposals scoring less than 70 points in respect of functionality will be disqualified and not be evaluated further.
 - ii. Thereafter, only the qualifying bids will be evaluated in terms of the 80/20 preference points system as contemplated in the Preference Procurement Regulations 2017 issued in terms of Preferential Procurement Policy Framework Act (Act 5 of 2000).
- b) The 80 points will be used to calculate points for price only and 20 points will be used to calculate points for BBBEE status levels of contribution (SBD 6.1). Prospective service providers are required to complete the SBD 6.1.
- c) The points in respect of price will be calculated on the ceiling price for the project (inclusive of the professional fees, travel and subsistence cost, as well as VAT).

- d) PLEASE NOTE: SBD 6.1 attached for claiming above-mentioned points, if not completed the bidder will automatically score 0 points.
- e) Technical proposals will be evaluated on a scale of 1-5 in accordance with criteria below.
- f) All bids/quotes will be scored as follows against the functional criteria indicated below. The rating will be as follows:

1 = Very Poor

2 = Average

3 = Good

4 = Very Good

5 = Excellent

EVALUATION MATRIX

No.	ELEMENT/CRITERIA	1	2	3	4	5	Weight	Total
1.	<p>Demonstrates extensive knowledge and experience in establishing, operating, hosting and maintaining Call/Contact Centres</p> <p>1= No evidence that bidder has undertaken similar projects. 2= Bidder has successfully undertaken 1 or 2 similar projects. 3= Bidder has successfully undertaken 3 projects. 4= Bidder has successfully undertaken 4 similar projects. 5= Bidder has successfully undertaken 5 or more similar projects.</p>						30	
2.	<p>Bidder's profile reflects an in-depth understanding, knowledge and experience of the social development sector's core mandate, policies and programmes as informed by its key priorities.</p> <p>1= Profile does demonstrate any of the required qualities. 2= Profile makes mention of the required qualities but not convincing. 3= Profile demonstrates a minimum of the required qualities. 4= Profile demonstrates most of the required qualities. 5= Profile exceeds of the required qualities.</p>						10	

3.	<p>Proposed methodology and approach is responsive to the requirements of the Terms Of Reference</p> <p>1= Proposal did not meet methodology requirements set out in the TOR</p> <p>2= Proposal partially addresses methodology requirements set out in the TOR</p> <p>3= Proposal meets minimum methodology requirements set out in the TOR</p> <p>4= Proposal exceeds minimum methodology requirements set out in the TOR</p> <p>5= Proposal exceeds minimum methodology requirements set out in the TOR and proposed value-add items such as interesting approach for undertaking the project</p>						30	
4.	<p>Skills, knowledge and experience (as specified in ToRs)</p> <p>1= Team does not meet any skills, knowledge and experience requirements in the Hosted Call Centre and IT sector providing services to the Public sector.</p> <p>2= Team has proven experience in the development and operation of hosted Call Centres.</p> <p>3= In addition to para.2 above, the team has experience and knowledge in Call Centre systems development and deployment</p> <p>4= In addition to para 2 and 3 above, the team has experience in developing systems for the Public Sector</p> <p>5= In addition to Para 2, 3 and 4 above, the team has proven capability in data Science.</p>						20	
5.	<p>A skills transfer plan that demonstrates how officials from national GBVCC, VEPMIS and Provincial GBV operations will be managed and implemented for the Command Centre.</p> <p>1=No Skills transfer plan demonstrating how at least two officials from national DSD and relevant DSD officials and Command Centre.</p> <p>2= Proposed skills transfer plan partially demonstrates how at least two officials from national DSD and relevant DSD officials and Command Centre.</p> <p>3=Proposed skills transfer plan demonstrates how at least two officials from national DSD and relevant DSD officials and Command Centre.</p> <p>4= Proposed skills transfer plan demonstrate how at least 4 or more officials from national DSD and relevant DSD officials and Command Centre.</p>						10	

	5= Proposed skills transfer plan demonstrate how at least 6 or more officials from national DSD national GBVCC, VEPMIS and Provincial GBV operations and the proposal add some innovation on how the skills transfer plan will be implemented.								
	TOTAL						100		

Minimum requirement: Service providers should be required to meet the minimum scores for each element as well as the overall minimum score (70 points), based on the average of scores awarded by the evaluation panel members. Proposals should clearly address the project description and the functional evaluation criteria mentioned above.

14. FACILITIES TO BE PROVIDED BY THE DSD

During the project the DSD officials will make themselves available for clarity, reporting processes, discussions and meetings. The service provider will also have access to required documents and other records available within the Department that may assist in executing the project.

15. REPORTING ARRANGEMENT

- a) All deliverables should be submitted to the DSD. Any deliverable submitted and not accepted must be reworked and resubmitted at no additional cost.
 - b) The service provider will provide a single overall project manager.
 - c) A comprehensive monthly operations report highlighting Call Centre and Information systems efficacy, including but not limited to systems up/downtime, in/outbound call rates per hour, call duration, drop calls, IVR referrals, etc and will be submitted by the service provider.
- a) The service provider must also submit monthly statistics to the DSD.

16. TARIFFS AND PAYMENT

- a) Payment will be effected within 30 days after receipt of a stationery detailed invoice from the successful service provider.
- b) Payment will be made in accordance with the completion of work to the

satisfaction of the DSD based on the milestone for the project agreed to and signed off as part of the implementation plan.

17. SUBMISSIONS

- a) Prospective bidders must submit their bids proposals in **two envelopes**:
- b) **One envelope** with the **technical proposal** outlining in detail a realistic work-break schedule indicating different milestones to be achieved, and response to the terms of reference and evaluation criteria including other supportive documents, completed bid forms, tax clearance certificate issued by SARS and legal entity registration certificate.
- c) One **other envelope** with the **financial proposal** (pricing schedule (SDB 3.3) with all cost related items, cost breakdown).
- d) The entire proposal should be placed on disc in a PDF format.
- e) The following information must be endorsed on each envelope:
 - i. Bid number:
 - ii. Closing date:
 - iii. Name of the Bidder:
 - iv. Technical Proposal or financial Proposal
- f) **The closing date for the submission of bid is on 20 June 2022.**
- g) Failure to comply with these conditions will result in a bid being disqualified.
- h) The Bids should be:

Deposited in the Tender Box,
Foyer of the HSRC Building
134 Pretorius Street
Pretoria
- i) Bids received after closing date and time will be regarded as late and will not be evaluated

18. BRIEFING SESSION

A compulsory briefing session will be held on the **9th June 2022 at 10:30am.**
Address: HSRC Building, 134 Pretorius Street, Pretoria.

19. SIGNING OF CONTRACT

It will be expected of the successful service provider to sign a formal contract with the Department of Social Development.

20. CONTACT PERSONS:

SCM related enquiries may be directed to:

Directorate: Supply Chain Management

Mr Z Mantantana

Tel No: 012 312 7463

Email: ZolisaM@dsd.gov.za

Technical related enquiries may be directed to:

Directorate: Entity and Oversight Management

Mr B Futshane

Tel No: 012 312 7982

Email: BathembuF@dsd.gov.za

NB: Please include both officials on any enquiry