



Request for Proposal

For the establishment and Management of AFSA Whistle-blowing Hotline Services

Reference: GLO03REQ09523

Application deadline: 14 August 2023, 12h00 (Email submissions only)

AFSA reserves the right to amend this document or to cancel this call, for any reason. Changes and notices to this document will be posted on AFSA website:

<https://www.aids.org.za/>

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Abbreviations

AFSA	AIDS Foundation of South Africa
CBM	Community-Based Monitoring
CEO	Chief Executive Officer
KZN	KwaZulu-Natal
PR	Principal Recipient
AFS	Annual Financial statements
TOR	Terms of reference
IA	Internal audit
BSC	Bid Specification Committee
BEC	Bid Adjudication Committee
BEC	Bid Evaluation Committee
RFP	Request for Proposal

1. Introduction and Background

Established in 1988, the AIDS Foundation of South Africa (AFSA) was the first registered AIDS Non-Governmental Organisation in South Africa Focusing on Combination Prevention and Treatment, Child Protection and Wellbeing, Food Security and Income Generation, AFSA aims to deliver quality services to communities most in need. Policy and Practice through the promotion of equality, education and access to basic services is a cornerstone of these efforts.

AFSA recognises that the HIV epidemic is rooted in social and relational phenomena conditioned by environmental, cultural, political and socio-economic drivers. Given the complex reality that HIV affects communities and subgroups differently, AFSA uses strategies that address the social and structural drivers of HIV/AIDS and integrates interventions into a broader sexual and reproductive health framework. AFSA focuses on geographies and populations with elevated risk, thereby effectively and efficiently maximizing prevention impact.

AFSA's work is oriented around UNAID's 90-90-90 global target, which calls for countries to achieve the following by 2020:

- 90% of all people living with HIV know their status.
- 90% of all people diagnosed with HIV receive sustained antiretroviral therapy.
- 90% of people receiving antiretroviral therapy have viral suppression.

In order to address the current prevention gap in Eastern and Southern Africa, AFSA's strategic plan takes the 90-90-90 target into account as it works towards closing the gap in testing, treatment and care.

2. Objective

AFSA is required to source an independent, confidential whistleblowing hotline service to enable internal and external stakeholders to report any workplace dishonesty, unethical conduct, and fraud.

The purpose of the hotline is to:

- To provide a platform and mechanism for all employees and other stakeholders to report any dishonesty, unethical conduct and fraud relating to AFSA;
- To raise the level of awareness that the AFSA is serious about fraud prevention;
- To detect incidents of fraud through encouraging whistle-blowers to report incidents which they witness and;
- To assist the AFSA in managing the requirements of the Protected Disclosures Act by creating a channel through which whistle-blowers can report irregularities which they witness or which come to their attention without fear of victimisation.

3. Scope of Work

We hereby invite quotations from the service providers who have the capability and capacity to establish and manage the whistle-blowing hotline on behalf of AFSA from August 2023 to 31 March 2025. The scope of the establishment and management of the whistle-blowing hotline should include, but not limited to the following:

- Multiple platforms to report any unlawful activities, unethical and inappropriate conduct in the workplace;
- The platforms should at a minimum include telephone, email and web-based reporting;
- Provision of a live independent, confidential whistleblowing hotline service operating 24-hours a day, 7 days per week and 365 days a year;
- Submission of reports and statistics to authorised reporting structure on a predetermined basis or on demand;
- Guaranteed anonymity, absolute security of information;
- The service should be available in multiple languages. Accreditation by the Ethics Institute of South Africa;
- Compliant with legislation relevant to South Africa on whistle-blowing management (e.g. whistle-blower protection, as well as personal and data privacy, etc.);
- Provision of support with your broader ethics programme and fraud prevention plans and;
- Assist the organization in creating awareness through training and posters and materials.

4. Mandatory Documents

IMPORTANT: Documents listed in the table below must be submitted as one pdf file and, in the order, shown. Insert a blank page, with appropriate label & mark it “**NOT SUBMITTED**” to indicate documents not submitted. AFSA will not be responsible for documents misplaced during file transmission -if this step is not adhered to. Failure to submit any applicable mandatory documentation will result in automatic disqualification.

Table 1: Mandatory Documents

DOCUMENT NUMBER	DESCRIPTION
DOC - 01	A declaration confirming the absence of any conflict of interest; or alternatively a declaration stating any existing relationship with AFSA employees or Directors. Use document provided on page 1.
DOC - 02	Company: Company or trading entity registration certificate.
DOC - 03	A valid tax clearance certificate/tax pin issued by the South African Revenue Service (SARS).
DOC - 04	VAT registration
DOC - 05	B-BBEE status level verification certificate (unless trading below the prescribed Threshold, Level 4 and above) -attach affidavit. Applicable to companies.
DOC - 06	Quotation as per the pricing requirements
DOC - 07	Project plan methodology
DOC - 08	CV/'s of team member/s including proof of qualifications.
DOC - 09	List of contactable references (written and signed testimonials on company letterheads).
DOC – 10	Signed undertaking

5. Evaluation and Technical Criteria- Stages

Stage 1: Administrative compliance: Applications with missing mandatory documents will be disqualified.

Stage 2: Only bidders that have met the pre-qualification criteria will be evaluated for functional evaluation. An assessment of Functionality will be based on the evaluation criteria noted in the table below. Each of the evaluation criteria in the table will carry a weighting as indicated,

Bidders will be evaluated out of 100 points and are required to achieve minimum threshold of 75 points in order to proceed to the final stage of evaluation.

Criteria	Guide on allocation of points	Maximum points to be awarded
<p>1. The Bidder must demonstrate that they have the capacity to render the required service. The Bidder must provide references from the customers or related institutions where the similar service was rendered of the previously serviced client and should reflect at least name of the client, description of the relevant service rendered, year completed, contactable reference name and contact details and, whether the quality of work was satisfactory or not. It should be signed by a duly authorized person or their representative. The reference shouldn't be more than five years old.</p>	<p>The valid reference letter(s); Must not be older than 5 years (services rendered within the last 5 years) on a client letterhead, Should indicate description of the relevant service rendered, Contactable reference name and contact details and, Whether the quality of work was satisfactory or not. It should be signed by a duly authorized person or their representative. (Invalid reference letter is one that does not speak to the relevant services required).</p> <p>5 letters attached = 50 points 3 letters attached = 30 points 2 letter attached = 20 points No reference letters attached = 0 points</p>	<p>50</p>
<p>Methodology/Approach</p> <p>The methodology and approach must amongst others cover: scope of requirements, training content, project plan including timelines, reporting and managing whistleblowing hotline services. (Detailed plan).</p> <ul style="list-style-type: none"> • Service Accessibility, Confidentiality and Availability assurance approach (i.e. service operating 24-hours a day, 7 days per week and 365 days a year). • Ability to demonstrate the ease of access of the proposed platforms, including the safeguarding of information including whistleblowers' identity • Service awareness and marketing approach/plan 	<p>Detailed methodology/approach on how the required services will be rendered. Methodology and approach presented with comprehensive information and a clear flow and timing provided for all the deliverables (20 points)</p> <p>Methodology and approach presented with brief description and overview on deliverables (15points)</p> <p>High level methodology and approach presented with limited description provided on deliverables (10points). Methodology and approach mentioned but not described on deliverable (5points)</p> <p>0 = no evidence</p>	<p>20</p>
<p>Capability & Capacity of staff to be used</p>	<p>Experience of staff suggested for the engagement</p>	<p>10</p>
<p>Provide the qualifications, experience and professional competencies in coaching of the lead</p>	<p>CV's indicating experience, identity copies, and valid certificate.</p>	<p>20</p>

Criteria	Guide on allocation of points	Maximum points to be awarded
consultants /coaches to be used to provide the service.	<ul style="list-style-type: none"> • Minimum 7 years' experience of similar work performed (10 points) • Relevant Qualification/certification in similar work performed (10 points) 	
Total		100

Stage 3: Costing: Proposals will be scored, with cheapest scoring maximum score. If B-BBEE score was required and submitted, it will be factored (80/20 rule) into final cost assessment. AFSA is not obliged to select a service provider based on the cheapest quotation.

6. Application Process

- This tender will be awarded to one successful bidders.
- AFSA reserves its right to:
 - a. Cancel this bid, at any time, for any reason,
 - b. Modify specifications before contract is awarded,
 - c. Terminate services /contract due to poor performance:
 - i. Failure to deliver goods/service within agreed timelines.
 - ii. Goods/ service delivered are of poor quality.
- Suitably qualified service providers are required to submit an application only on e-mail to quotes@aims.org.za with this reference: "GLO03REQ09523" on the subject line, by **08 August 2023**.
- **Always use** this reference: " **GLO03REQ09523** "on the subject line and in correspondence.
- All enquiries are to be emailed *only* to procurement@aims.org.za, with subject line clearly marked with reference shown above.
- *If you are not contacted within 45 days of closing date, please consider your submission unsuccessful.*
- AFSA may not be held responsible for costs associated with the application process.
- Submission /bidding implies full understanding and acceptance of contents of these terms of reference, requirements, and stipulated performance conditions.



DOC 01: DECLARATION OF INTEREST FORM

Please respond to the following questions, by placing an “X” on your response.

If you require additional space to complete a response, please continue your response on a separate page and sign and date that page.

1) Do you or any of your immediate family members have any financial interest in the work of the AIDS Foundation of South Africa?

Yes: _____ No: _____

If you have responded “yes”, please give details in the box below sufficient for AFSA to evaluate the situation, including, but not limited to, the following:

- If the financial interest relates to a role held at an organization, please list the name of the organization, the role held at the organization (such as employee, consultant, or board member), the work performed in the role, and the dates during which the role was held.
- If the financial interest relates to an ownership interest, please describe the nature and amount of the interest owned, the duration for which the interest has been held, and any other relevant information.

2) Have you or an immediate family member had a professional relationship with an organization subject to a diagnostic review, audit, investigation, or similar activity by AFSA, or been personally subject to an investigation by AFSA? Has there ever been an investigation by any other authority against you, your immediate family members, or an organization to which you have a professional relationship?

Yes: _____ No: _____

If you have responded “yes”, please describe relevant information in the box below, including, as applicable:

- The organization involved.
- The role and title held (such as employee, consultant, or Board member), whether the role was held by you or by an immediate family member, and the dates when the role was held.
- The work performed, and whether the role involved working on, managing, or overseeing matters involving AFSA.
- The investigating authority
- The focus of the investigation or other action
- The outcome or resolution of the investigation or other action (such as findings of fraud or misuse of funds).

3) Have you or any of your immediate family members been involved in a legal dispute with AFSA or its grant recipients, or are you currently involved in any other legal dispute that could have a real or perceived effect on your duties at AFSA?

Yes: ____ No: ____

If you have responded "yes", please give details in the box below on the nature of the dispute, the parties involved, and, as applicable, the status of the dispute or how and when the dispute was resolved.

Note: This question is intended to only address legal disputes that could have a real or perceived effect on your ability to work with the best interests of AFSA in mind. Therefore, any legal issues you may have experienced relating to your gender, sexual orientation, political beliefs, disease status, activities as a sex worker or drug user, or activities associated with advocacy for social, political or human rights issues do not need to be disclosed here. For the legal disputes disclosed here, you may provide any background you deem relevant.

4) Do you or any of your immediate family members or business associates have any relations with AFSA Sub-recipients, Donors, Partners, Suppliers or Contractors?

Yes: _____ No: _____

If you have responded “yes”, please give details in the box below sufficient for AFSA to evaluate the situation:

5) Do you or any of your immediate family members or business associates have any relations with AFSA?

Yes: _____ No: _____

If you have responded “yes”, please give details in the box below sufficient for AFSA to evaluate the situation:

6) Is there anything else not captured in the questions above that could affect your objectivity or independence in the performance of your duties for AFSA, or in your opinion, the perception by others of your objectivity and independence?

Yes: ____ No: ____

If you have responded “yes”, please give details in the box below sufficient for AFSA to evaluate the situation.

In signing this Form, I, the undersigned, _____ hereby confirm that:

- i. The information which I disclose in this Declaration of Interest Form is correct and complete.

- ii. In the event of a material change to the information provided, I shall advise the AFSA CEO immediately of the situation consisting of a conflict of interest or that which could give rise to a conflict of interest and undertake to update the information in this Declaration Form in the event of these circumstances and, in any event, at least annually.

- iii. I have not made, and will not make, any offer of any type whatsoever from which a personal advantage can be derived from my involvement or employment with AFSA.

- iv. I understand that AFSA reserves the right to verify this information and that I am aware of the consequences which may derive from any false declaration in respect of the information required by AFSA. Such consequences may include reporting a crime to law enforcement agencies and disqualification from the bidding process.

Name (print):

Title (print):

Designation /position

Signature:

Date:

DOC 09: SIGNED UNDERTAKING

In signing this Form, I, the undersigned,

hereby confirm and agree that:

- 1) This tender may be awarded to one or more successful bidders.
- 2) AFSA reserves its right to:
 - a. Cancel this bid, at any time, for any reason,
 - b. Modify specifications before contract is awarded,
 - c. Terminate services /contract due to poor performance:
 - i. Failure to deliver goods within agreed timelines.
 - ii. Goods delivered are of poor quality.
- 3) AFSA may not be held responsible for costs associated with the application process.
- 4) Submission /bidding implies full understanding and acceptance of contents of the terms of reference, requirements, and stipulated performance conditions.
- 5) I also confirm the company is a going concern.
- 6) The information which I provided in this application process is correct and complete.
- 7) In the event of a material change to the information provided, I shall advise the AFSA CEO immediately of the change and in writing.
- 8) I understand that AFSA reserves the right to verify information I provided and that I am aware of the consequences which may derive from any false declaration in respect of the information required by AFSA. Such consequences may include reporting a crime to law enforcement agencies and /or disqualification from the bidding process.

Name (print):

Title (print):

Designation /position

Signature:

Date:

