



**Appointment of a service provider – GSM
Telecommunications Services for the National Housing
Finance Corporation.**

RFP CM/06/2019

Briefing Session date: 19 June 2019 at 11h00 am

Bid closing date: 8 July 2019 at 11h00 am

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1. INTRODUCTION

The NHFC has broadened its mandate and reviewed its business and operating model as it seeks to deepen its reach, scope and coverage to the lowest end of the housing market. In recognition of the current DFI consolidation process and the need to prepare for future skills requirements of the consolidated NHFC and Human Settlement Development Bank, the Corporation needs to align the skill set of its employees and to reposition itself to be able to respond appropriately to its mandate.

The National Housing Finance Corporation's Human Resources policy allows employees to receive a company sponsored cell -phone in place of a Cell- Phone allowance. Since 2009 the Corporation has been supplying qualifying employees with Cell-phones in the place of the cell-phone allowance.

In 2013, the Corporation went on a close tender with all the major cell-phone providers with a view of getting a provider who will meet Mobile Communication the needs services of the Corporation, Vodacom were awarded a two year contract to supply the NHFC with cell-phone sets. The Vodacom contract expired in April 2016. At the expiry of the Vodacom contract, National Treasury issued a circular to effect that all government and state owned enterprises should not renew cell phone contracts pending the finalisation of the transversal contract. The current Transversal Communications contract is due to expire in August 2020.

To this end the NHFC seeks the services of a company that will provide the NHFC with a holistic Mobile Communication service.

2. PURPOSE

The purpose of this document is to table a tender specification for the appointment of a service providers provide GSM Telecommunications services to the NHFC.

3. TERMS OF APPOINTMENT

The contract in respect of the assignment will be signed between the Service Provider and NHFC for a period defined in the terms of reference.

4. BACKGROUND

The National Housing Finance Corporation SOC Limited (NHFC) was established by the National Department of Human Settlements as a Development Finance Institution (DFI) in 1996, with the principle mandate of broadening access to affordable housing finance for the low- and middle-income households. The company is a Schedule 3A DFI of the National Department of Human Settlements.

NHFC is a registered public company and has been granted the necessary exemption in terms of the Banks Act. As a national public entity, the NHFC adheres to the regulatory framework of the Public Finance Management Act (PFMA) of 1999.

The corporation organogram consists of the following departments, and the total number of employees is approximately 117 in the following functional areas

- Corporate Strategy (incorporating Corporate Communications);
- Lending;
- Credit;
- Corporate Support Services which incorporates Legal, Enterprise wide Risk, Information Technology and Compliance divisions);
- Finance, i.e. Procurement and Treasury;
- Company Secretariat;
- Office of the CEO;
- Human Resources; and
- Programme Management.

The target market of the NHFC is the low-to-middle income housing market which typically includes households who earn up to R22 000 per month which the NHFC provides wholesale funding through various institutions such as social housing institutions, non-banking retail intermediaries and privately owned property investors. The NHFC mandate requires the company to make housing and housing finance accessible and affordable to facilitate this objective. This is done through:

- providing wholesale funding to housing development projects for ownership, social housing and private rental, including inner cities, and for incremental housing purposes;
- partnering with banks and other non-banking retail financial intermediaries to increase their sustained lending and innovation in the target market served; and
- Leveraging private sector funding for the sustainable development of human settlements.

More specifically, NHFC's strategic priorities are to:

- Expand housing finance activities, through the effective provision of housing finance solutions, enabling low-to-middle income households to have the choice of renting, owning or incrementally building to meet their housing needs;
- Facilitate increased and sustained lending by financial institutions to the affordable housing market;
- Mobilise funding into the human settlements space on a sustainable basis, in partnership with a broad range of institutions;
- Conduct the business activities of the NHFC in an ethical manner that ensures the continued economic sustainability of the NHFC, while promoting sustainable social and environmental development; and
- Stimulate the low-to-middle income housing sector by providing robust, relevant and timely research and market analysis to practitioners and housing customers.

5. SCOPE OF WORK

The Service Provider will be expected to implement a total GSM Telecommunication System for spec with particular reference to the following Criteria-

- Network coverage – continent and international
- Billing solutions (per second billing)
- Corporate discounts
- Flexibility in terms of handsets
- Roaming capabilities

In Addition, the company is looking for the provision of 3/4G data services for connectivity through laptops and tablets. Two option are preferred in the regard:

- Proposal to provide connectivity for about 60 individuals with a data bundle usage of about 10GB per month
- A data bundle option for shared usage across the organisation with data bundles of 50Gb, 75 Gb and 100Gb per month.

**** NB NHFC currently connects to GSM's through an APN**

Expected Output/ Deliverables

The key expected deliverables of the exercise will include:

- Cell phone network coverage – continent and international
- Billing solutions (per second billing)
- Corporate discounts
- Flexibility in terms of handsets.

6. EXPERTISE AND CAPACITY

The appointed service provider will have to:

- Have exceptional expertise in Corporate GSM Telecommunications of more than five years;
- Specialise in Corporate GSM Telecommunications systems and Management;
- To have offered similar services elsewhere;

NB: Proposals should be able to not only provide what is mentioned above but also indicate other areas of importance to the services required/offered.

7. CONTENT OF PROPOSAL

7.1 The Technical Proposal must include the following:

- Company profile and relevant experience full and comprehensive description of similar work undertaken in the past 5 years;
- List of current clients and references;
- Composition of team;
- The Service Provider is to demonstrate their understanding and interpretation of the terms of reference;
- The Service Provider is to provide the proposed methodology and approach to be used in keeping with the scope of the work to achieve the purpose and objectives.

7.2 Financial Proposal

The Financial Proposal must follow the following framework:

- Total Price for the Project, inclusive of VAT; and
- Project Cost Calculation (itemised), derived from the work content.

8. PRE QUALIFICATION CRITERIA

- Company profile and Technical Proposal
- Financial Proposal (Separate document)
- B-BBEE Credentials
- Valid Tax Clearance Certificate
- Copies of any Shareholders agreement
- ID copies of Shareholder/Directors
- A copy of the current memorandum and articles of association of the company or constitutional documents of the company
- Vat registration evidence
- Standard Bidding Documents (all)

Phase 1: Eligibility / Pre-Qualification criteria

Bidders will be evaluated according to pre-qualification requirements which include the submission of mandatory information or documentation. Bidders that fail to meet the pre-qualification requirements of the bid will not be considered further for evaluation on technical requirements i.e. Phase 2. Please refer to section 12.1.1 for the eligibility and pre-qualification criteria.

Phase 2: Technical/functional evaluation

The minimum qualifying score for functionality is 70% (70 points). All bids that fail to achieve the minimum qualifying score on functionality shall not be considered for further evaluation on Price and BEE.

Evaluation Criteria

Category	Criteria	Weighting
1.	Experience and Expertise of Key Personnel	20
	– Experience and skills mix of the bidder's team in terms of the stated requirements	10
	– External references (5 written references)	5
	– Management structure and project team track record (cvs of project team)	5
2.	Stability and Track Record	20
	– Organizational track record	10

Category	Criteria	Weighting
	– Financial and operational stability (recent audited AFS)	10
3.	Approach and Methodology	45
	– Understanding of terms of reference & brief	5
	– Demonstrated understanding of the NHFC	5
	– Quality of strategic methodology and approach	20
	– Applicability of strategic methodology and approach	15
4.	Value Proposition	15
	– What sets the service provider apart from other services providers	15
	TOTAL	100

Phase 3: Price and BBEE evaluation

All bids that achieve the minimum qualifying score of 70% (70 points) for Functionality, (acceptable bids) will be evaluated further in terms of the 80/20 preference point system.

The preference point's claim is in terms of the Preferential Procurement Regulations 2017.

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

9. COMMERCIAL OBLIGATIONS

This section of the document outlines the general commercial process and obligations of the service provider.

9.1 CONTRACTING

A contract will be concluded between NHFC and the successful service provider which will incorporate the following:

- The letter of acceptance to the successful bidder
- The original tender documents;
- The proposal of the successful service provider, and
- Terms and conditions as stipulated above and general contract terms and conditions.

9.2 MATERIAL RIGHTS

The product of this project will be confidential information, and will be the property of the NHFC and no disclosure of information to other parties will be made without prior written approval of the NHFC.

9.3 RULES OF BIDDING

- The NHFC reserves the right to amend or cancel this RFP at any time, at its sole discretion;
- Tax Clearance certificates dated within six months of the closing date of this bid must be submitted
- The NHFC is not bound to accept any of the proposals submitted, and reserves the right to call for best and final offers from the short-listed bidders before final selection;
- The NHFC reserves the right to call for interviews with short-listed bidders before final selection;
- The NHFC reserves the right to negotiate price and other elements of the contract with the preferred bidder;
- The NHFC reserves the right not to accept the lowest scoring bid (if applicable) or any bid in part or whole. The NHFC would award a contract to a bidder who proves to be fully capable of handling the contract and whose bid is functionally acceptable and/or financially advantageous to the NHFC.

- An eligible Bidder, if requested, must be prepared to present evidence of experience, ability, service facilities, and financial standing necessary to satisfactorily meet the requirements set forth or implied in this proposal;
- The NHFC reserves the right to request all relevant information, agreements and other documents to verify information supplied in the bid process. The bidder hereby gives consent to the NHFC to conduct background checks on the bidding entity and any of its directors / partners / trustees / shareholders /members/employees. The NHFC reserves the right to consider the information arising from such background check as part of the tender evaluation process.
- NHFC reserves the right to award a contract in part, to reject any and all quotations in whole or in part, to waive technical defects, irregularities and omissions, at its sole discretion;
- The successful bidder (s) may be required to sign a Service Level Agreement (SLA), in terms of which the service provider's performance will be measured and managed.
- Late submissions will **not** be considered.

10. PROPOSAL COMPLIANCE REQUIREMENTS

This section contains the requirements for Proposal Compliance; all submissions must consist of a Technical and a Financial Proposal as explained below:

10.1 PROCEDURAL MATTERS

10.1.1 Copies

Three hard copies and a soft copy (CD/USB) must be submitted in a sealed envelope, appropriately addressed.

10.1.2 Submission Address

Proposal, endorsed with **RFP CM/06/19**, must be hand delivered to:

NHFC Tender Box
 The Isle of Houghton
 Old Trafford 3, 1st Floor
 11 Boundary Road
 Houghton

Johannesburg

Attention Mrs. Pumza Nsukwini

10.1.3 Submission Date

The Proposal (technical and financial) must reach the NHFC by Monday, the 8th of July 2019 at **11h00am**.

10.1.4 Proposal Cost

The cost of compiling the Proposal (technical and financial) is and remains the prospective service provider's own cost and will not be paid for by NHFC.

10.1.5 Contacts

The contact person for information pertaining to the RFP proposal is Mrs. Pumza Nsukwini, telephone numbers 011-644 9800 fax number 011 484 0204 and e-mail pumzan@nhfc.co.za.