



**REQUEST FOR PROPOSAL FOR PROTECTION OF PERSONAL  
INFORMATION (POPI) IMPLEMENTATION SERVICES**

**RFP: NM/03/2021**

**Compulsory Briefing session: 18 March 2021 at 11h00 am**

**Please note that briefing session will be held via Zoom, should you wish to attend,  
kindly indicate via email so that we can send you the link.**

**Bid closing date: 16 April 2021 at 11h00 am**

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## **1 INTRODUCTION**

**The National Housing Finance Corporation (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.

NHFC is a national public entity, that NHFC adheres to the regulatory framework of the Public Finance Management Act (PFMA) of 1999.

The NHFC provides wholesale funding in the affordable housing market mainly to social housing institutions, non-banking retail intermediaries, privately owned property developers, construction companies and investors. It also provides loans and other form of wholesale funding (equity and quasi equity) to certain niche businesses that are in the affordable housing market.

## **2 PURPOSE OF REQUEST FOR PROPOSALS (RFP)**

The purpose of this Request for Proposal (RFP) is to source services of an industry partner that will guide and journey with NHFC in implementing POPI in accordance with legislative requirements for NHFC. This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential service provider required by NHFC. This RFP does not constitute an offer to do business with NHFC but merely serves as an invitation to bidders to facilitate a requirements-based decision process.

## **3 SCOPE OF WORK**

### **3.1 Review of readiness of PoPI implementation:**

- “As is” analysis and readiness assessment report for implementation of PoPI –maturity analysis against industry and international best practice.
- Consultation workshops with Exco, ITMC and ICT Department;

- Review documentation (POPI manual);
- Prioritize remediation to address the gaps;
- Design Roadmap

### **3.2 Assist the organization with PoPI Implementation:**

- Develop and implement the following (taking into account all statutory requirements):
  - ✓ electronic POPI manual; POPI governance and policies; as well as the POPI plan;
  - ✓ POPI risk register for NHFC
  - ✓ Target operating model for PoPi
  - ✓ Enterprise Privacy Architecture
  - ✓ Personal inventory and third-party impact assessment template
- Training on PoPI (at least 10 workshops);
- Privacy Impact Assessment and recommendations report;
- Initial implementation roadmap prioritized according to NHFC's level of compliance and Risk Appetite.
- Assessment Template (include all the statutory requirements).

## **4 TIMEFRAMES**

- The services stated above will need to be rendered over a period of 6 months commencing on the date of the signing of the SLA.

## **5 PROJECT COST**

- Detailed costing aligned to the Scope of work should be submitted.
- The proposed project costs must be all-inclusive.

## 6 EVALUATION CRITERIA

Evaluation of bids received will be conducted in three (3) phases as follows:

### Phase 1 – Compulsory Requirements

Bidders will first be evaluated in terms of the gatekeeper/minimum requirements on section 7 of this document. Bidders who do not fulfil all the requirements or do not submit the required documents will not proceed to the next phase of functionality. Those who fulfil all the requirements or have submitted the required documents will be further evaluated on functionality.

### Phase 2 – Technical/Functionality Evaluation

Functionality is worth 100 points. The minimum qualifying score for functionality is 70 points. All Bids that fails to achieve the minimum qualifying score less than 70 points on functionality shall not be considered for further evaluation on price and B-BBEE in phase 3. Those who score more than 70 points will be further evaluated in terms of price and preference points (i.e. on the B-BBEE status level of contributor). The functionality evaluation is broken down as follows:

<p><b>Past Relevant Experience</b>  <b>Bidders must have specific experience, preferable within the public sector, to carry out the scope of work required and submit reference letters in respect of related services undertaken. Reference letters for previously completed work must be signed and contact details must be provided.</b></p>	<p><b>Total – 10 points maximum</b></p>
<p>The bidder must submit two reference letters of POPI related projects completed preferably within the public and/or financial services sector in the past 2 years, 5 points for each project to a maximum of 10 points.</p>	
<p><b>Key Personnel</b>  Detailed CV's, qualifications (submit copies of certificates), and proof of accreditation to (Risk Management Professional, Compliant Institute, Legal Institute, Information Security, but not limited to those mentioned, <b>must be submitted.</b></p>	<p><b>Total – 50 points</b></p>
<p>A Risk Management with no less than 2 years' experience in the implementation of POPI.</p>	<p>10 Points</p>
<p>A Compliance and Legal expert with no less than 2 years' experience in the implementation of POPI.</p>	<p>10 Points</p>

Information Security expert with no less than 2 years' experience in the implementation of POPI.	15 Points
Records Management expert with no less than 2 years' experience in the implementation of POPI.	15 Points
<b>Project Approach</b>	<b>Total – 40 points</b>
The service provider must submit a project approach indicating the readiness to deliver as per the required timeframes, demonstrate value for money and a company profile, to the following sub-criteria's: <ul style="list-style-type: none"> <li>• The applicability of strategic Methodology and approach</li> <li>• Detailed Project Plan, deliverables and timelines</li> <li>• Skills Transfer plan</li> </ul>	20 points 15 points 5 points
<b>Total</b>	<b>100</b>

### Phase 3 – Price and Preference

Bidders will be evaluated in terms of Price and Preference points (B-BBEE status level of contributor).As per the table below, price is evaluated over 80 points and preference points over 20:

B-BBEE Status Level Of Contributor	Number of Points
	Bids up to R50 million
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-Compliant contributor	0

## **7 COMPULSORY REQUIREMENTS**

The following copies must be attached when returning the RFP:

- Valid Tax Clearance PIN as issued by SARS (on SARS letterhead)
- Certified Copy B-BBEE Certificate/ Sworn Affidavit (Failure to submit will render your status as non-compliant)
- Proof of Company Registration.
- Copy of Latest Central Supplier Database Summary Report
- Signed and Completed of all Standard Bid Documents (SBD) Forms

## **8 COMMERCIAL OBLIGATIONS**

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

### **8.1 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.

### **8.2 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.

### **8.3 Rules of Bidding**

- The NHFC reserves the right to amend or cancel this RFP at any time, at its sole discretion;
- 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 aspects 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.

**i. Submission Address**

Proposal, endorsed with **RFP: NM/03/2021** must be hand delivered to:

NHFC Tender Box

The Isle of Houghton

Old Trafford 3, 1st Floor  
11 Boundary Road  
Houghton  
Johannesburg

**Attention: Ms Pumza Nsukwini**

**ii. Copies**

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

**iii. Submission Date**

The Proposal (technical and financial) must reach the NHFC **by Friday the 16<sup>th</sup> of April 2021 at 11h00am.**

**iv. Proposal Cost**

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

**v. Contacts**

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