



## **REQUEST FOR PROPOSAL RRRP CRM SYSTEM ENHANCEMENT**

**Ref: OcM/04/2021**

**Compulsory Briefing session: 22 April 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: 17 May 2021 at 11h00 am**

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## 1. INTRODUCTION

The National Housing Finance Corporation Soc Ltd was established in 1996 by the Department of Human Settlements (NDoHS) as a Development Finance Institution with the principal mandate of broadening and deepening access to affordable finance for the low–middle income South African Households.

The target market of the NHFC is households earning a monthly income between R3 500 – R22 000. NHFC provides project finance for the development of rental units by private landlords and social housing institutions. It funds both brown and green fields developments.

The South African government remains committed to providing support to persons and households affected by the COVID-19 pandemic and has introduced several measures including the declaration of a state of disaster under the Disaster Management Act, 2002, to support households affected by the negative impact of the COVID-19 pandemic, with specific reference to persons and/or households renting accommodation. The measures include regulations issued in terms of Section 27(2) of the Disaster Management Act, 57 of 2002, protecting tenants from eviction during the lockdown period.

It was expected that the Provinces and Municipalities would, with the support and assistance of the Rental Housing Tribunals, institute processes to encourage a tenant, should she or he become unemployed or has experienced reduced income, to enter into discussions with landlords in order to resolve the matter of rental payment. It was also expected that the tenant may have negotiated to be not evicted and may also have approached the relevant authorities for access to the various grants or state assistance, if he or she qualifies, to assist in the payment of rent.

Should negotiation with landlord not to be evicted fail, a tenant may have approached a Rental Housing Tribunal and requested assistance. The Rental Housing Tribunal would be expected to consider each case on its merits before making an appropriate decision. Generally, the landlord is obliged to follow the breach process either in terms of the Consumer Protection Act, the Rental Housing Act, or the Lease Agreement before reporting the default to a credit bureau.

The Residential Rent Relief Programme (RRRP) for low-income earners (households with income not exceeding R15,000 per month) shall be funded by the national Department of Human Settlements through a special fund called the Rent Relief Fund. The RRRP shall be independent from the existing Housing and Human Settlements Programmes and serve as a short-term national housing Programme as provided for in Section 3 of the Housing Act, 107 of 1997 as amended.

The Fund will be administered nationally, and its institutional locations shall be based on principles of cost-effectiveness and efficiency, after due consideration of existing systems and capacity.

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The organisation is therefore soliciting a Service Provider to customize the existing FLISP CRM system with the intention to use the functions of this system to cater for the new programme RRRP. The purpose of this document is to address the specific system requirements to be implemented through the deployment of the CRM system enhancement undertaken by the NHFC for the enablement of the administration of RRRP. The document further provides business functionality required, business processes involved, business rules and exceptions as well as business performance objectives.

## 2. PURPOSE

The intent of the RRRP is to provide temporary financial relief for residential low-income tenants and landlords, in circumstances where tenants have been unable to meet their rental obligations as a consequence of financial distress associated with the COVID-19 lockdown. While the assistance is targeted to the tenant, rental relief payment will be made to the landlord on behalf of the tenant, and therefore the landlord will receive a secondary benefit in the form of security of income.

In terms of the national Residential Rental Relief Programme, the NHFC is the designated administrator of the Rental Relief Fund for all low-income tenants of rental accommodation which does not form part of the social housing programme.

The money transferred by the Department of Human Settlements to the NHFC for the Fund shall be kept in a separate bank account and be used only for rental relief payments to qualifying beneficiaries. However, interest accumulated on funds not yet disbursed may be used to defray some operational costs of the NHFC.

The total allocated funds will be budgeted and allocated to provinces according to the proportion of numbers of households renting in that province as a percentage of households renting nationally.

The Rental Relief Fund is a temporary fund and will be closed once no funds are available to disburse to any province in line with Policy.

All rental relief applications shall be assessed by the fund administrator in consultation with the Fund Manager. Landlord, on behalf of tenant to submit the following criteria documentation:

- a) Tenant is South African citizen/permanent resident;
- b) Tenant must have valid lease agreement since 31 March 2020 (verbal or written);
- c) If Verbal lease—provide an affidavit and still enter into a lease agreement;
- d) Tenant's combined / household income under R15 000;
- e) Tenant in good standing before 31 March 2020—no arrears;
- f) Full means test for entire household;
- g) Tenant legally competent to contract at date of lodging application;
- h) Tenant household reduced by 50% due to COVID-19—provide proof;
- i) Tenant not a property owner; and
- j) Preference to pensioners/people with disability.

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Establish Landlord qualifying criteria:

- All applications must be submitted with Settlement Agreements between Landlord and Tenant, as this would be required as a condition of relief payment if the application is successful.
- In the formal rental market where landlords are incorporated applications must be submitted with valid Tax Clearance Certificate and certified copies of CIPC Registration documents.
- Landlords in the informal rental market who are not registered as companies must submit certified copies of their South African Identity Documents.
- Own a bank account (auditable tracking). If no bank account exists, a bank account must be opened for the purpose of receiving the rental relief on behalf of the tenant. Landlords who have bank accounts are encouraged to provide bank account information in order to expedite payment, if application is successful.

However, those who do not yet have bank account will still be required to furnish bank accounts at a later stage if their applications are successful. (Not compulsory at this stage, but highly recommended)

- Be a South African Citizen / Permanent Resident (Adverse impact on the South African tenant)
- Submit proof of ownership of the primary property, this ownership and right to let the property must be undisputed, it could be in the form of a title deed, a Permission to Occupy or a Confirmatory affidavit from SAPS or Commissioner of Oaths or Permits from the Municipalities for those still awaiting Title Deeds.
- Must be able to submit proof in some form that tenant rent payment has been affected either by no payment or partial payments since lockdown. In cases of informal markets who do not receive their rental payments into their bank accounts, an affidavit can be submitted as proof.
- Landlord who did NOT evict the tenants the application relates to for lack of payment during the period 1 April to 30 September 2020 and where such eviction applications are pending same must be removed

### **3. TERMS OF THE APPOINTMENT**

The service provider will be expected to commence on an agreed date and the assignment must be completed within three months, in line with a project plan from the commencement of the assignment.

#### **3.1. Proposal Cost**

Respondents shall bear all costs incurred in the process of responding to the RFP and in any subsequent negotiation.

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## **4. SCOPE OF WORK**

The following deliverables are aimed at addressing system challenges that need immediate attention to cater for the business requirements of the Residential Rent Relief Programme:

### **4.1. Unique Identifier**

The strategic intent of the organisation, through its ICT division, is to move away from fragmented systems and as such, work will need to be done in the FLISP CRM system to separate the Residential Rent Relief Programme (RRRP) data from the already running FLISP one. The two datasets cannot be integrated as that would pose reporting challenges and data integrity issues. It is also not the intention of the organisation to have separate databases for the two programmes.

FLISP applications currently use a File Number automatically generated by the CRM system to uniquely identify them. Similarly, with the RRPP programme, the system should generate a file number unique to each application. A “Program-Type” sub-category field must be used as an identifier to isolate applications of the new programme at application capturing stage.

### **4.2. Qualifying Criteria - Eligibility**

FLISP team currently performs eligibility manually, the agent goes through the documents and confirms if the applicant is eligible. The agent should be able to upload and tick off the eligibility documents, determine whether the documentation provided by the applicant meets the conditions or not from the system however the current FLISP CRM system does not have that capability built into the system. To successfully execute on the RRRP mandate the business needs the ability to capture all applications received, perform systematic quality control and eligibility criteria assessment from the system and send communication of the outcome to the client.

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### **4.3. External Searches**

The RRRP system needs to generate a spreadsheet (in a specified provided format) of all applications that passed eligibility on a daily basis for uploading on the HSS system for searching on the following government/external databases – Home Affairs, Deeds, UIF, GEFP, PERSAL, National Housing Subsidy Database (NHSDB) and SASSA.

The system should be able to automatically create the file from CRM itself end of day and push it into HSS seamlessly. The current FLISP enhancement project is intending to integrate with HSS. The RRRP applications should also go through the same external searches process.

### **4.4. Interpretation Of Results**

The system needs to automatically interpret the search results based on the provided codes from the returned file.

The system needs to be enhanced to be able to read the results and give the outcome. This is addressed by the currently underway FLISP CRM system enhancement project. The RRRP applications will need to be incorporated to this work.

### **4.5. Approval by RRRP Committee**

This final approval of RRRP applications cannot be left to be a manual process. As it is now FLISP CRM system currently has no capability to systematically route applications approved following external searches to this RRRP committee. Scrutinising the applications manually will be a lot of effort and will require that the committee meets frequently as the expected volumes of RRRP applications may be very high. It is therefore a business requirement to automate the routing of applications to the approving committee. The committee will need the following to finalise approvals:

- Completed signed application form by all relevant parties.
- Signed checklist of all supporting documents.

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The system should seamlessly make the required documents available to the approvers attached to each application.

#### **4.6 Letter of Grant**

The current letter is designed to communicate to FLISP clients. A new letter will have to be drafted and worded such that it communicates to the Relief grant client. RRRP successful applications must be set up to automatically send this letter to communicate the outcome to the client.

#### **4.7. Uploads to NHSDB**

Current uploads to NHSDB are done manually through a spreadsheet where all approved applicants are captured with their beneficiaries and the file is converted to notepad sent to NDoHS for upload to NHSDB. These records of successful applicants prohibit future government assistance e.g., RDP. The NDoHS will have to come up with a filter to enable the exclusion of RRRP uploads from future restrictions of government funding. The NHFC together with the appointed service provider will have to meet with the team and craft a way forward as currently all uploads onto NHSDB will prevent future benefits from government. The RRRP programme has a need for the automation of this file to avoid recapturing of approved clients. All approved clients must automatically be imported into a notepad in line with the requirements of the upload to NHSDB file with a flag for no restriction from government assistance in the future.

#### **4.8. Grant Disbursements/ Payments**

The current CRM system does not have the capability to process grant payments right through to the bank. A spreadsheet is created and populated with all beneficiaries who must be paid. The spreadsheet is then sent to Treasury and Finance. Beneficiaries on Standard Bank online are manually created per payment requisition. The manual capturing of beneficiaries to be paid is time-consuming and open to a lot of risks e.g., incorrect bank accounts, incorrect grant amounts. The

creation of the disbursements file must be automated to eliminate errors such as incorrect bank accounts and incorrect payment amounts. The interface to the banking system will also improve turn-around times and enhance client satisfaction. The currently underway FLISP CRM system enhancement project is intended at creating that integration and the RRRP will need to be included.

#### 4.9. Calculation of Grant

The quantum tables used by the current FLISP CRM system to calculate the amount that an applicant qualifies for are to be amended to suit RRRP approved amounts. Subsidy amounts Can be retrospective to 1 April 2020. The total award monthly, may not exceed 80% of rental amount up to a maximum of R1,350 per month (depending on individual tenant circumstances), for a period of up to six months.

#### 4.10. Reporting Requirements

The current FLISP CRM system enhancement project which is already underway is aimed at addressing the customisation of reporting functionality which already exists in CRM and has not been enabled and therefore must be customised to be able to produce the following reports at the specified frequencies. The execution of the below reports should be implemented for RRRP. The user must be able to execute the reports by Programme Type.

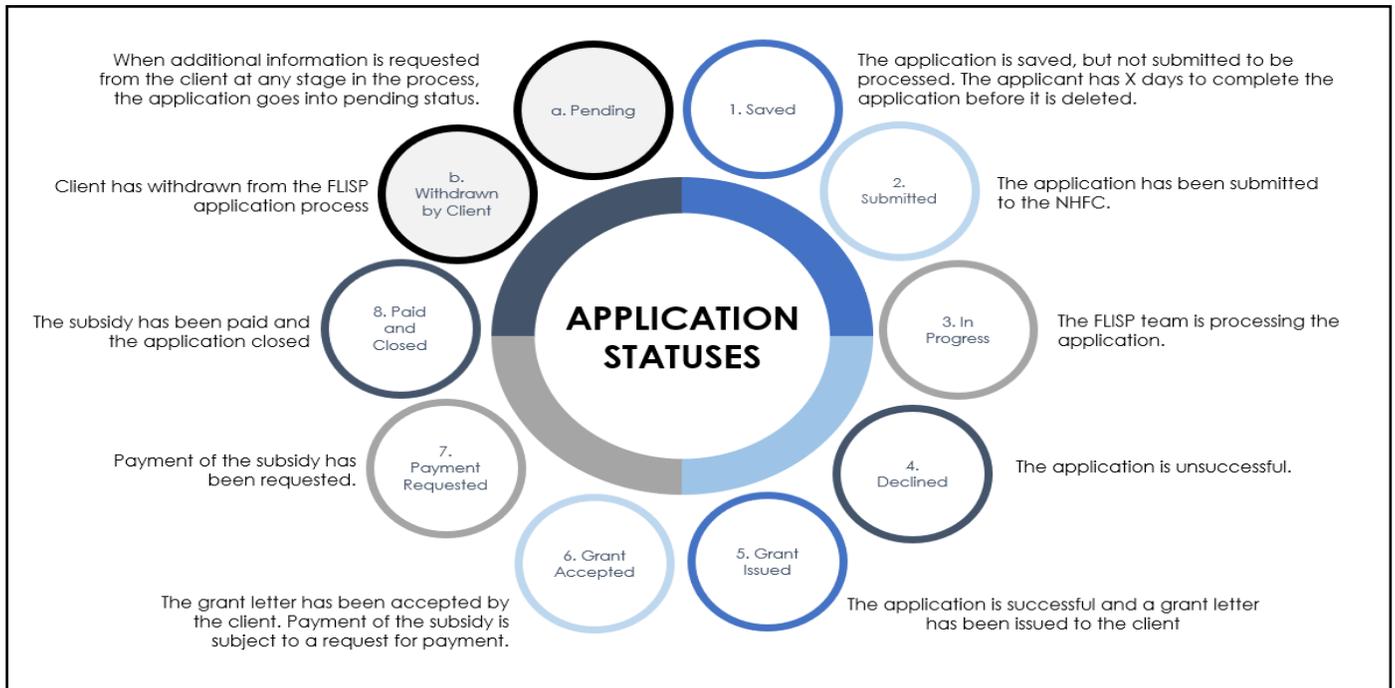
#	Report Title	Description	Frequency
1.	Application by status	The number of applications at each status.	The period covered by the report should be adjustable daily, monthly, quarterly, and annually.
2.	Workload balance in team	The number of applications processed by each team member in a specified period. The turnover rate of each team member should also be noted.	The period covered by the report should be adjustable daily, monthly, quarterly, and annually.
3.	Key rejection reasons	Provides details of what were the main reasons for declined applications in the specified period.	Monthly, quarterly, and annually.
4.	Key amendments	Outlines what were the most frequent amendments made to grant letters in the specified period.	Monthly, quarterly, and annually.

#	Report Title	Description	Frequency
	processed		
5.	Turnaround time (overall, age)	Provides information on what is the average turnaround time to process an application and pay a subsidy. What is the average duration between the client accepting the grant letter and requesting payment of the subsidy?	The period covered by the report should be adjustable daily, monthly, quarterly, and annually
6.	Application age analysis	Provides an indication of what is the average age of the applications in the system.	The period covered by the report should be adjustable daily, monthly, quarterly, and annually
7.	Inquiry analysis	How many enquiries result in new applications within a specified period. The number of inquiries that are successful (the client qualifies for RRRP) and unsuccessful. What are the key reasons for an unsuccessful inquiry.	Monthly
8.	Amounts approved vs disbursed	The total value of approved subsidies compared to the total value disbursed. Revoked payments must be noted. Remaining budget comparison with approved and disbursement.	The period covered by the report should be adjustable daily, monthly, and annually
9.	RRRP month end report	Report should be executable using any of the sort options: By Province, by Local Municipality and District/Metro. Report should indicate: <ul style="list-style-type: none"> <li>• Number of applications received</li> <li>• Number of applications processed</li> <li>• Number of applications approvals</li> <li>• Disbursements</li> <li>• Application declines</li> <li>• Leveraged amount from banks</li> </ul>	Monthly
10.	Performance	Report should indicate: <ul style="list-style-type: none"> <li>• Turnaround times</li> <li>• Number of applications Captured, number of processed</li> <li>• Number of searches requested</li> </ul>	Weekly, Monthly, Quarterly and Annually
11.	Reconciliation reports	Reconciliation of the payments made, and payment requisitions issued. <u>Finance - Payments</u> <ul style="list-style-type: none"> <li>• National disbursement</li> <li>• Comparison of amounts approved vs amounts disbursed</li> </ul> <u>Treasury – Funds</u> <ul style="list-style-type: none"> <li>• Capital received</li> <li>• Withdrawal</li> <li>• Fees</li> <li>• Interest earned</li> </ul>	Daily, Monthly, Quarterly and Annually

#	Report Title	Description	Frequency
		<ul style="list-style-type: none"> <li>• Money received from province</li> <li>• Split of funds between projects and the open market</li> </ul>	
12.	Audit Report	<ul style="list-style-type: none"> <li>• Summary of amendments. How many were made and who made and approved them.</li> <li>• Summary of cancellations. How many were made and who made and approved them.</li> <li>• Summary of reinstated reports. How many were made and who made and approved them.</li> </ul>	The period covered by the report should be adjustable daily, monthly, quarterly, and annually.

#### 4.11. WORKFLOW REQUIREMENTS

The current CRM enhancement project will enhance the behaviour of applications created on the CRM system to be in one of the following statuses as graphically represented on the below diagram until the subsidy is disbursed, application declined, or application is withdrawn by the client. RRRP applications should follow the same workflow.



Time constrained statuses are listed below in line with the above visual depiction of statuses. Expected durations indicate the desired duration for each application at that status while the

maximum durations indicate the duration in a worst-case scenario. Days are working days unless otherwise stated.

#	Status	Expected Duration	Maximum Duration	Affected Stakeholders
1.	Saved	N/A	30 calendar days	<ul style="list-style-type: none"> <li>• Client</li> </ul>
3.	In Progress	7 days	30 calendar days	<ul style="list-style-type: none"> <li>• Landlord</li> <li>• Tenant</li> <li>• RRRP Department</li> </ul>
4.	Declined	<p>N/A</p> <p>Clients may dispute the result of the application for a maximum of three months after the notice of decline has been communicated to the client.</p> <p>During these 3 months, the application may be reinstated to the In-Progress status if enough evidence is provided that the client does meet policy requirements. The reinstating of an application must be approved by the programme manager.</p>	N/A	<ul style="list-style-type: none"> <li>• Client</li> <li>• RRRP Department</li> </ul>
6.	Grant Accepted	<p>Unlimited</p> <p>(Will be updated following requested changes to the RRRP policy.)</p>	N/A	<ul style="list-style-type: none"> <li>• Client</li> <li>• RRRP Department</li> </ul>
7.	Payment Requested	5 days	7 days	<ul style="list-style-type: none"> <li>• Landlord</li> <li>• Tenant</li> <li>• Finance Department</li> </ul>
a.	Pending	N/A	60 calendar days	<ul style="list-style-type: none"> <li>• Client</li> <li>• RRRP Department</li> </ul>

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## 4.12. Client Communication

The following communications must be sent to the client or indicated stakeholders at each status.

#	Status	Communication Required
1.	Saved	The client will receive a status update once their application has been saved. A follow up communication must be sent to the client 5 days before the maximum duration has expired. Any duration at this status does not contribute to application turnaround times.
2.	Submitted	Only a single status update must be communicated.
3.	In progress	No communication to the client. Internal communication on the 4 <sup>th</sup> day of processing as a reminder to complete.
4.	Declined	Only a single status update must be communicated to the client.
5.	Grant issued	Only a single status update must be communicated to the client.
6.	Grant accepted	Follow up communications must be sent to the client until the client has requested funds, the bank/attorney has requested funds on behalf of the client, or the maximum duration has expired.
7.	Payment requested	No communication to the client
8.	Paid and closed	Only a single status update must be communicated to the payment requestor and the client.
a.	Pending	Follow up communications must be sent to the client until the client has submitted the required documents or the maximum duration has expired. Communications should be submitted at weekly intervals. Any duration at this status does not contribute to application turnaround times.
b.	Withdrawn by Client	Only a single status update must be communicated.

## 5. EXPERTISE AND CAPACITY

The appointed service provider will have to:

- Have exceptional expertise in Sage CRM Systems Development and Project Management;
- Be a Sage CRM Certified Partner (submit proof);
- Knowledge of Systems Development Life Cycle (SDLC);
- Have carried out several similar exercises elsewhere; and

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- Have enough capacity to carry out the assignment in terms of the agreed contractual obligations.

NB: Proposals should be able to not only provide what is mentioned above but also indicate areas of importance pertinent to the process.

## **6. BID EVALUATION CRITERIA**

### **Price and BBBEE Evaluation**

- a. All bids will be evaluated in terms of the 80/20 preference point system.
- b. Bidders must submit a comprehensive and detailed line-item (VAT inclusive) cost proposal.

## **7. PROFESSIONAL MEMBERSHIP**

It is mandatory for the service provider that will be in charge of this NHFC assignment to be a Certified Sage Business Partner.

## **8. CONTENT OF THE PROPOSAL**

### **8.1 The Technical Proposal must include the following:**

- Company profile and relevant experience;
- Proposed methodology and approach to be used in keeping with the scope of works;
- Full and comprehensive description of similar work undertaken in the past 5 years;
- A list of client references where the bidder has successfully concluded similar customisation work within the public sector in terms of scope and complexity;
- Composition of the project team [Abridged CV of each member of the proposed team (qualifications, experience, expertise etc.);
- Certified copy of B-BBEE certificate or Affidavit;

- Proof of CSD registration (submit summary report);
- Company registration documentation;
- Tax clearance certificate pin;
- All Standard Bidding Documents (SBD forms); and
- Submit project implementation plan for deployment.

## 9. EVALUATION CRITERIA

The proposal will be evaluated in terms of the Preferential Procurement Policy Framework Regulations of 2017. Evaluation of the bid will be conducted in 3 (three) phases as follows:

### Phase 1: Eligibility / Pre-Qualification criteria

Bidders will be evaluated according to pre-qualification requirements which include the submission of mandatory information or documentation as stated in section 8 of this document. Bidders that fail to meet the pre-qualification requirements of the bid will not be considered further for evaluation.

### Phase 2: Technical/functional evaluation

<p><b>Past Relevant Experience</b></p> <p>Bidders must provide proof of specific experience as defined under Section 5 of this document and submit at least five (5) recent references in respect of related services undertaken. References should be signed and contactable</p>	<p><b>Max Total</b> <b>= 20 points</b></p>
<p>Experience of the bidding company in this scope of engagement dealing with Sage CRM systems development and implementation projects including development of online portals as well as IT project management expertise within the financial sector (5 or more signed reference letters to be submitted from Companies where similar service has been conducted), 4 points for each reference letter provided to a maximum of 20 points.</p>	

<b>Key Personnel - IT Project Manager</b>	<b>Max Total = 15 points</b>
At least 5 years' experience. In-depth knowledge and experience of working with Information Technology projects, especially Sage CRM implementation and customization including online portals within the financial services sector (Detailed CV's, qualification and copies of certificates must be submitted including PMP certification), 3 points per year of experience to a maximum of 15 points.	
<b>Key Personnel Experience – System Developers</b>	<b>Max Total = 15 points</b>
At least 5 years' experience. In-depth knowledge and experience of working with Information Technology projects, especially IT systems implementations through an SDLC process including Sage CRM customization and development of web-based systems within the financial services sector (Detailed CV's, qualification relevant Degree in Information Technology/ Information Systems or similar and copies of certificates must be submitted), 3 points per year of experience up to a maximum of 15 points.	
<b>Support Personnel Experience – Business Analysts/ Integration Specialist</b>	<b>Max Total = 10 points</b>
At least 5 years' experience. In-depth knowledge and experience of working with Information Technology projects, especially IT systems implementations through an SDLC process including Sage CRM and integration of systems within the financial services sector (Detailed CV's, qualification relevant Degree in Information Technology/ Information Systems or similar and copies of certificates must be submitted), 2 points per year of experience to a maximum of 10 points.	
<b>Approach and Methodology</b>	<b>Max Total = 40 points</b>
Approach and Methodology must demonstrate a clear understanding of scope of works including all components of the system enhancements expected within the delivery of this project.	
Submit a proposal that outlines comprehensively the applicable project management methodologies that will be used in the proposed approach to the scope of work, deliverables, and outputs.	15
Detailed Project Implementation Plan with clear milestones, deliverables, and dates	10
Training of all CRM system users involved in the RRRP value chain within the NHFC. Submit Skills transfer plan for champion users including Post-implementation	15

support with a dedicated contact person and helpdesk to assist resolve any technical issues	
<b>Total</b>	<b>100</b>

### Phase 3: B-BBEE and Price evaluation

The proposal will be evaluated in terms of the Preferential Procurement Policy Framework Regulations of 2017. Bidders who score a minimum of 75 points will be further 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>Price Assessment</b>	<b>80 Points</b>
<b>TOTAL</b>	<b>80</b>
Preferential Elements	20 Points
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

## 10. COMMERCIAL OBLIGATIONS

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

### 1.1 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.

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## **1.2 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.

## **1.3 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.

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- Late submissions will not be considered.

**i. Submission Address**

Proposal, endorsed with **RFP: OcM/04/2021** 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 (CD/USB) must be submitted in a sealed envelope, appropriately addressed.

**iii. Submission Date**

The Proposal (technical and financial) must reach the NHFC **by Monday the 17<sup>th</sup> of May 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).