



EXPRESSION OF INTEREST (EOI): HRDC NO. 07/2020 INVITATION FOR EXPRESSION OF INTEREST FOR PROVISION OF FRAUD AND ETHICS HOTLINE SERVICES

The Human Resource Development Council (HRDC), the former Tertiary Education Council is a parastatal organisation under the Ministry of Tertiary Education, Research, Science and Technology (MoTE). It started operating in November 2013. HRDC draws its mandate from the Human Resource Development Council Act [Cap.57:04].

The objectives of the Council are to:

1. Provide for policy advice on all matters of National Human Resource Development.
2. Coordinate and promote the Implementation of the National Human Resource Development Strategy.
3. Prepare the National Human Resource Development Plans.
4. Plan and advise on Tertiary Education Financing and Workplace Learning.

FRAUD AND ETHICS HOTLINE SERVICES

The Human Resource Development Council wishes to invite reputable, companies registered with Public Procurement Asset Disposal Board (PPADB) under **Code 139 (Miscellaneous Services) Sub Code 05 (Provision of Call Centre Services)** to be considered for provision of a single, effective fraud and ethics hotline mechanism that is available to all stakeholders of the Council, ensuring trust of use, as well as guaranteeing confidentiality and quality of information reported.

SCOPE

The scope of the services will include;

- Provision of independent whistleblowing communication channels. These must be readily accessible, secure and must provide for anonymous reporting to protect the identity of individuals.

The following range of communication channels which will be readily accessible and secure for use by all employees and stakeholders, with confidentiality guaranteed shall be availed:

- i. Internet based reporting facility
- ii. Email reporting facility

- iii. Live answering of telephone calls, 24 hours a day, 365 days a year (toll free numbers)
- iv. Fax facility
- v. Mail facility – FREE MAIL

- Receive and assess information received from whistleblowers
- Sanitise information received to protect the identity of the whistleblower
- Forward such sanitised information to a specifically designated Response Team within the Council.
- Provide periodic reports on usage of the facility to a designated employee within the Council
- Provide training on usage of the facility
- Suggest effective modes of creating public awareness of the facility

SELECTION PROCESS

The Company Selection will be based on the criterion that is attached to this document. Companies are required to provide profiles (including contact information) as well as a covering letter detailing how the firms' experience and the qualifications of how its staff meet the criteria set out in this document.

ASSESSMENT CRITERIA

Assessment will be conducted to enable the client to assess the technical capability of the service providers as follows;

- Tax Registration Number (TIN Number i.e. Tax Payer Pin) and the Tax Certificate No; *verification will be done online.*
- Registered with PPADB under **Code 139** (Miscellaneous Services) **Sub Code 05** (Provision of Call Centre Services).
- At least three (3) written traceable references for each proposed key personnel for the required assignment.
- At least three (3) written traceable references for the company for the required job and submission of company profile
- A minimum of Five (5) Years' Experience or more in administering a fraud and ethics hotline for the proposed key personnel
- A minimum of Five (5) years' Experience or more in administering a fraud and ethics hotline for the company

NOTE: Failure to express and submit information as per the attached **Appendices** shall lead to disqualification of the bidder from further evaluation.

Format of Expression of Interest Template:

Interested parties are invited to submit an expression of interest (EOI) in the format below clearly demonstrating that they are qualified to perform the required services;

Item No.	Item Description	Availed Yes/No
1	Name of Company	
2	Valid Tax Clearance— (submission of A Tax Registration Number (TIN Number i.e. Tax Payer Pin) and the Tax Certificate No.)	
3	PPADB Registration Code 139 (Miscellaneous Services) Sub Code 05 (Provision of Call Centre Services)	
4	Declaration Form for Tendering Purposes as attached	
5	Proof of a minimum of five (5) years or more in administering a fraud and ethics hotline for the company. Required to submit at least three (3) written traceable references as attached.	
6	Provide Curriculum Vitae of proposed Key Personnel and duly certified copies of prescribed, valid certificates of employees and certified copies of Identity as attached	
7	Proof of a minimum of five (5) years or more in administering a fraud and ethics hotline for each proposed Key Personnel. Required to submit at least three (3) written traceable references for each proposed personnel as attached	
8	Proposed Costs	

***In cases where a bidder fails to submit the items 2 to 7, they will be requested to submit during the evaluation within 2-5 days of notification (as per PPADB Circular No. 1 of 2016 dated 18th April, 2016);**

- **Bidders shall be notified through telephone or sms or email as an alert then by fax or letter;**
- **Non responsiveness by a bidder shall result in the disqualification of bids; Otherwise the bid shall be disqualified***

This is an Expression of Interest ONLY. It does not constitute a request for proposal (RFP) or a promise to issue an RFP in the future. The request for information does not commit Human Resource Development Council for provision of the services or whatsoever. Furthermore, HRDC does not accept unsolicited proposal.

Respondents are also advised that all costs associated with this Expression of Interest are solely their expense and HRDC will not pay for any information or administrative costs incurred.

Collection of returnable documents from **Monday, 29th June, 2020** during working hours from 0800hrs-1700hrs at **Human Resource Development Council, Plot 60113, Block 7, Ext 48, Gaborone West, Gaborone**, Floor 1, Office No: 107.

Respondents to the EOI shall submit all requested information and documents as outlined in the EOI. Be reminded to show the necessary capacity, skills and experience for executing the required service.

Bidders must submit one (1) original document and two (2) copies clearly labelled **EXPRESSION OF INTEREST: HRDC NO. 7/2020 FOR PROVISION OF FRAUD AND ETHICS HOTLINE SERVICES.**

The closing time for receipt of tender offers is 1000hours on **Monday, 27th July 2020**. Opening of tenders will be done in the presence of interested parties wishing to attend immediately after closing at **HRDC Conference Room at 1010hrs.**

Late tender submissions will not be accepted. Telegraphic, faxed or e-mail submissions shall **not** be accepted.

Questions and Clarifications

Questions and Queries relating to the issue of these documents may be addressed to ProcurementUnit@hrdc.org.bw **fourteen (14) calendar days** before tender closing date.

The bidders shall give an undertaking that there exist no “**conflict of interest**” and no **anti-competitive behaviour** with respect to this EOI in any form. Notwithstanding anything in the foregoing, HRDC is not bound to accept the lowest or any tender offer.

**Manager, Administration and Procurement
HRDC**