REQUEST FOR PROPOSAL (RFP)

RFP NO. ASLM/08/24/2023

FOR THE PROVISION OF FRAUD AND ETHICS HOTLINE SERVICES

CLOSING DATE: 12 SEPTEMBER 2023

1.0 INTRODUCTION

The African Society for Laboratory Medicine (ASLM) is a Pan-African professional body, working to advocate for the critical role and needs of laboratory medicine and networks throughout Africa. For more information, please visit our website at https://aslm.org.

2.0 OBJECTIVE OF THE ASSIGNMENT | SCOPE OF WORK | EXPECTED DELIVERABLES

ASLM as an organisation has offices in South Africa and Ethiopia. Further, a significant number of our staff operate on remote basis both within Africa and outwith.

As part of its core values of instilling and asserting a culture of honesty and impeccable integrity in all its business processes, ASLM intends to establish an anonymous ethics reporting framework which includes, but is not limited to the following aspects:

- Unique toll free number accessible to all ASLM staff report issues
- Unique email address for issue reporting
- Website for reporting interface (including mobile-capable)
- Generic postal address for reporting
- Conducting admissibility analysis of alerts including requesting additional information from person raising an issue
- Online case viewer for the retrieval of reports
- Multi-lingual issue reporting capability – English, French and Portuguese
- 24/7/365 availability

Physical Office Address: Joseph Tito Street, Nega City Mall, Suite 800, P.O.Box 5487 Kirkos Subcity, Kebele 08, Addis Ababa, Ethiopia (+251) 11-557-1021
The Pivot, Block E, Third floor, Montecasino Boulevard, Fourways, 2055, Gauteng, South Africa (+271) 08-808-592 info@aslm.org www.ASLM.org
• Communication and publicity plan of ASLM ethics reporting framework to staff and relevant third parties

OPTIONAL PERIODS:

The initial term of the service shall be one (1) year from the date of signing. ASLM may exercise its right to extend the contract by additional 2 years subject to the performance of the service provider and availability of funding.

3.0 MANDATORY REQUIREMENTS

• Company profile with Certificate of Incorporation, Tax Clearance and all other applicable licenses, permit, authorizations, affiliations and certifications required per applicable laws and regulations. The company profile should provide additional information such as Registration name and trading name if applicable, physical address, telephone, contact person, period in business, key personnel/management and line of business.

4.0 EVALUATION CRITERIA AND SUBMISSION REQUIREMENTS

ASLM will accept proposals from bidders that provide Best Value and satisfy the requirements stipulated in the solicitation. All submissions/proposals will be evaluated against the set Evaluation Criteria provided below. Each proposal should contain the items listed in the Submission Requirements column in the following table.

<table>
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<tr>
<th>Evaluation Criteria</th>
<th>Submission Requirements</th>
<th>Weight</th>
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<tbody>
<tr>
<td>1. Past and current performance of similar work / credentials</td>
<td>1. Three (3) professional references from similar past and current projects with phone and email contact information and one or more examples of prior similar work. References should have obtained services from Company that reflect a similar assignment (either in value, scope, or both) to the services requested in this RFP. ASLM may contact the references provided.</td>
<td>30%</td>
</tr>
<tr>
<td>2. Company’s technical and management</td>
<td>2. A maximum 5-page written proposal explaining the report process, capabilities, security controls and</td>
<td>40%</td>
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<table>
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<tr>
<th>approach, design, and timeline for implementation of the Fraud and ethics hotline. Also company’s use of technology to manage incident reporting</th>
<th>timeline for implementation. Note: ASLM may invite shortlisted service provider(s) to make presentation of their whistle-blowing solution/package.</th>
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<tr>
<td><strong>3.Price</strong></td>
<td>Provide cost in USD for the set-up/start and monthly recurrent costs.</td>
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<tr>
<td><strong>Total</strong></td>
<td>30%</td>
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<td><strong>6.0 CONTRACT TYPE</strong></td>
<td><strong>7.0 SUBMISSION REQUIREMENTS</strong></td>
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For this procurement, ASLM will issue out a Firm Fixed Price Contract on its terms and conditions indicating the service provider’s quoted firm fixed price, scope of work, deliverables, timelines duration of contract and other instructions.

Completed bids must be addressed to the Procurement Committee and send electronically on or before the closing date and time to rfpsubmission@aslm.org ONLY.

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8.0 PROPOSED TIMELINES

<table>
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<tr>
<th>Date</th>
<th>Activity</th>
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<tr>
<td>24 August 2023</td>
<td>Release of RFP and publicly posted on ASLM website:</td>
</tr>
<tr>
<td>4 September 2023</td>
<td>Deadline for submission of inquiries related to this RFQ directed to Email to: <a href="mailto:rfpsubmission@aslm.org">rfpsubmission@aslm.org</a> and all questions must clearly identified with the solicitation #</td>
</tr>
<tr>
<td></td>
<td>Indicate the RFP number indicated at the top of this RFP (i.e. RFQ #) in your proposals.</td>
</tr>
<tr>
<td>6 September 2023</td>
<td>Response to all inquiries released and posted publicly on ASLM website at:</td>
</tr>
<tr>
<td>12 September 2023</td>
<td>Deadline for Proposal submission.</td>
</tr>
<tr>
<td>19 September 2023</td>
<td>Final decision announced and Bidders receive feedback</td>
</tr>
<tr>
<td>25 September 2023</td>
<td>Contract confirmed &amp; issued out.</td>
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While ASLM is desirous of maintaining the proposed timelines, delays necessitated by unforeseen circumstances.

9.0 ASLM TERMS AND CONDITIONS

The following are the terms and conditions of ASLM and any exceptions to these should be noted in writing at submission:

9.1. This RFP is not an offer to enter into agreement with any party, but rather a request to receive proposals from companies interested in providing the goods or services outlined in this RFP.

9.2. The specifications prescribed are not in any way limited to any specific tenderer as they are based on generally achievable requirements and thus, participation in this solicitation is open to all legal vendors that are registered and comply with the laws.

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of doing business in the applicable country(ies) where services will be rendered. The necessary legal, commercial, technical and financial requirements should be satisfied.

9.3. ASLM does not bind itself to accept the lowest tender price and reserves the right to reject all submissions, in whole or in part, enter into negotiations with any party, and/or award multiple contracts.

9.4. ASLM reserves the right (but is not under obligation to do so) to enter into discussions with one or more respondents in order to obtain clarifications or additional details, to suggest service delivery refinements in the proposal or other aspects of the proposal, or to negotiate the cost quotation.

9.5. All quotations MUST be typed, on company official letterhead with full contact details including physical address, contact phone, email. Submissions MUST be received on or before the closing date and time and all bids received after the closing date and time may not be considered.

9.6. ASLM shall NOT be responsible for any costs involved in the preparation and submission of bids or proposals. All costs to be borne by the bidder and this is irrespective of the outcome.

9.7. Bid validity of quotation/proposals shall be 90 days.

9.8. ASLM provides an equal opportunity for any vendor/supplier to participate irrespective of race, colour, religion, sex, or national origin and will receive equal treatment.

9.9. By participating, preparation and submitting this quotation or proposal, you represent that none from your organization has any conflict of interests.

9.10. To the maximum extent practical and possible, ASLM will strive to ensure that the finances provided in this procurement do not support organisations, companies and individuals associated with acts of terrorism, prostitution and drug trafficking.

9.11. ASLM reserves the right to delay, amend, reissue, or cancel all or part of this RFP at any time but feedback will be provided to the vendors who participated. Additionally, ASLM will be under no obligation to reveal, or discuss with any bidder how a quotation/proposal was assessed, or to provide any other information relative to the selection process. Respondents whose quotations are not selected will be notified in writing and shall have no claim whatsoever for any kind of compensation.
9.12. ASLM reserves the right to waive or permit cure of non-material variances in the bid proposal if, in the judgment of ASLM, it is in ASLM’s best interest to do so. Non-material variances include minor informalities that do not affect responsiveness; that are merely a matter of form or format; that do not change the relative standing or otherwise prejudice other vendors; that do not change the meaning or scope of the RFP; or that do not reflect a material change in the services. In the event ASLM waives or permits cure of nonmaterial variances, such waiver or cure will not modify the RFP requirements or excuse the vendor from full compliance with RFP specifications or other contract requirements if the vendor is awarded the contract. The determination of materiality is in the sole discretion of ASLM.

9.13. Failure to provide any of the above specifications and requirements may be considered non-responsive and disqualify the bidder from final selection.

9.14. **ASLM ETHICAL STATEMENT**: As part of its commitment to engrain a culture of honesty and integrity in all its business processes, unethical conduct such as undisclosed conflict of interests, bribes and kick-backs and other corrupt activities are strictly prohibited and denounced. All employees at ASLM are not allowed to use their position(s) to pursue personal and unethical gain. In the same vein, bidders or potential suppliers and contractors are proscribed from offering bribes aimed at influencing the process and the outcome(s). ASLM implore vendors to embrace this culture in their interactions with us. Violation of this ethical principle and requirement will result in the supplier or service provider disqualified and ASLM will not solicit or accept bids in the future from the same.