



# forestry, fisheries & the environment

Department:  
Forestry, Fisheries and the Environment  
REPUBLIC OF SOUTH AFRICA

## MINUTES FOR THE NON-COMPULSORY INFORMATION SESSION

### FOR

**DFFE-RFQ006 (24-25): THE APPOINTMENT OF A SUITABLE INDEPENDENT SERVICE PROVIDER TO MANAGE THE ENVIRONMENTAL CRIMES AND INCIDENTS HOTLINE FOR DEPARTMENT OF FORESTRY, FISHERIES AND THE ENVIRONMENT FOR PERIOD OF SIXTY (60) MONTHS.**

**DATE:** 23 October 2024

**VENUE:** Microsoft Teams

**TIME:** 10:00 – 11:00

### CHAIRPERSON:

Mr. Mark Jardine

NO	ITEM	DISCUSSIONS	DECISION	COMMENTS
1.	OPENING AND WELCOME	The chairperson, Mr. Mark Jardine, officially opened the meeting and welcomed all those in attendance. He further introduced the officials from the Department of Forestry, Fisheries and the Environment and allowed for the prospective bidders to introduce themselves as well.	Noted	None
2.	ATTENDANCE	<p>The following DFFE officials were in attendance:</p> <ul style="list-style-type: none"><li>▪ Mr. Mark Jardine – Chairperson</li><li>▪ Mr. Sipho Sibanyoni – DFFE Official</li><li>▪ Ms. Malebo Rammushi – SCM Support</li></ul> <p>All prospective bidders who were in attendance were requested to provide their information in the Microsoft Teams chat panel as a form of registration.</p> <p>No apologies tendered.</p>	Noted	None



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3.	PURPOSE OF THE MEETING	The purpose of the meeting was to provide prospective bidders with an opportunity to better understand the Terms of Reference for the appointment of a suitable independent service provider to manage the environmental crimes and incidents hotline for Department of Forestry, Fisheries and the Environment for period of sixty (60) months before submitting their bid proposals.	Noted	None
4.	TECHNICAL PRESENTATION OF THE PROJECT	<p>Mr. Mark Jardine gave a brief background on the Environmental Management Inspectorate and an overview of the project with emphasis made on the following:</p> <ul style="list-style-type: none"><li>▪ The purpose and importance of the hotline is to support the Environmental Management Inspectorate, which are government officials from national, provincial and local spheres of the government. These officials are designated to enforce and undertake compliance with national and provincial environmental legislation.</li><li>▪ This legislation is very broad and covers a number of sectors, including biodiversity, protected areas, waste, air quality, environmental impact assessment, and coastal management.</li><li>▪ The Environmental Management Inspectorate comprises of 2 National departments, 3 National entities, 9 Provincial Environmental departments, 5 Provincial Conservation entities, and 71 local authorities, and with a current total number of 3404 inspectors across these departments and entities. It is therefore important that the hotline refers the received complaints to the relevant government departments.</li><li>▪ The Constitutional and Legal mandate to undertake</li></ul>	Noted	None



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		<p>environmental compliance and enforcement is allocated to all 3 spheres of government – its broad scope of environmental contraventions often overlaps with legislation administered by other sectoral department/regulatory authorities such as mining, water and sanitation, agriculture, labour, health etc.</p> <p>The referral of complaints needs to therefore take this complex legal mandate into consideration to ensure that the responsible organ of state responds.</p> <ul style="list-style-type: none"><li>▪ The rationale for the Environmental Crimes and Incidents Hotline is to give effect to Section 24 of the Constitution which states that <i>“Everyone has the right to:</i></li><li>▪ <i>an environment which is not harmful to their health or well-being</i></li><li>▪ <i>have the environment protected for the benefit of present and future generations through reasonable legislative and other measures that...”</i></li></ul> <p>These “other measures” include the implementation of a central, national point of entry for members of the public to lodge their complaints about environmental violations.</p> <ul style="list-style-type: none"><li>▪ The Hotline will therefore enable citizens to exercise their environmental right, increase the capacity of the Environmental Management Inspectors to detect and respond to environmental contraventions, and further Implement the Batho Pele principles of service delivery.</li><li>▪ The most prevalent types of complaints received</li></ul>		



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		<p>through the Environmental Crime and Incident Hotline include illegal development in urban areas, illegal dumping (general and hazardous waste), water pollution, illegal hunting in protected areas, and abalone poaching.</p> <ul style="list-style-type: none"> <li>▪ The deliverables as per the Terms of Reference – the suitable service provided must:</li> <li>✓ Written reports on every complaint or incident reported by the complainant in a format that complies with the DFFE reporting requirements and standards. (The approximate number of calls per month is 160).</li> <li>✓ Implementing a suitable platform to forward urgent complaints that require immediate response.</li> <li>✓ Monthly, quarterly, and annual (financial year) summary of all complaints or incidents that have been received customised according to DFFE requirements and standards.</li> <li>✓ Activating and operationalising call and e-mail facilities.</li> <li>✓ Providing an effective backup system in the event of unforeseen disruptions.</li> <li>✓ Activating and operationalising zero cost system for “Call-Back” messages and WhatsApp messages.</li> <li>✓ Referral system to the Public Service Commission’s tip-off line for corruption and ethics.</li> <li>✓ Appoint multilingual personnel (minimum 3 South African languages) to operate the Call Centre for 24 hours a day, 365 days a year.</li> </ul>		



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		<ul style="list-style-type: none"> <li>Lastly, the functionality assessment criteria that bidders will be evaluated against (as per the Terms of Reference).</li> </ul>		
5.	<b>PRESENTATION OF THE BID EVALUATION PROCESS</b>	<p>The Supply Chain Management official, Ms. Malebo Rammushi, gave a brief overview of the process as follows:</p> <ul style="list-style-type: none"> <li>Emphasis was made on the closing date and time, the delivery address, and that bidders are to ensure that the bid submission register is signed when submitting their proposals into the tender box.</li> <li>Only physical bid proposals will be accepted (no emailed or faxed proposals).</li> <li>Late bids will not be accepted; as such, bid proposals must be in the bid box at 11h00.</li> <li>All queries of the tender document post the briefing session should still be sent to <a href="mailto:Tenders@dffe.gov.za">Tenders@dffe.gov.za</a> at least seven (07) calendar days before the stipulated closing date.</li> <li>Outlined the three (03) evaluation phases that will be followed for this tender</li> <li>Phase 1: Pre-compliance               <ul style="list-style-type: none"> <li>All SCM Administrative documents are to be duly completed and signed.</li> <li>The information and amounts on SBD 3.3 and Annexure A – Pricing Schedule should correlate.</li> <li>In a case of Consortia/ Joint Venture, bidders must submit an agreement that is signed by all parties involved.</li> </ul> </li> <li>Phase 2: Functionality Criteria               <ul style="list-style-type: none"> <li>Bidders will be evaluated according to the criteria</li> </ul> </li> </ul>	Noted	None



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		<p>stipulated in the Terms of Reference and must score a minimum of 70 out of 100 in order to be evaluated further.</p> <p>Phase 3: Price and Specific Goals</p> <ul style="list-style-type: none"> <li>- The Preference Point System applicable for this bid is 80/20 - where 80 is the maximum points allocated to the lowest acceptable tender for price, and 20 is the maximum points for the specific goals as per the table below.</li> <li>- Bidders must meet any of the three (03) specific goals, provide proof of such and duly complete SBD 6.1 to claim in order to be allocated the preference points.</li> </ul>		
6.	<b>QUESTIONS &amp; ANSWERS (Q &amp; A)</b>	Upon conclusion of the technical presentation and the bid evaluation process presentation, prospective bidders were given an opportunity to ask questions for any further clarity. It was requested that the recording of the MS teams session be made available to all of the attendees and Ms. Malebo Rammushi (SCM) undertook to make it available.	None	None
7.	<b>CLOSURE</b>	<p>The chairperson thanked all attendees for their time and attendance.</p> <p>The meeting was adjourned at 10H40.</p>	Meeting was adjourned	None