



merSETA

MANUFACTURING, ENGINEERING
AND RELATED SERVICES SETA

**SCOPE OF WORK
FOR
FRAUD & ETHICS HOTLINE SERVICES**

Document Title	Scope of work for RFQ		
Document Number	FIN-TR-001(A)	Date Compiled:	07 February 2011
Page Number	Page 1 of 5	*Last Revision Date	24 January 2014
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Reviewer: CFO		Controlled: CEO	

*The document with the latest revision date is the current official document

1. BACKGROUND

The Manufacturing, Engineering and Related Services Sector Education and Training Authority (merSETA) is established in terms of the Skills Development Act, 1998 (Act No. 97 of 1998). merSETA is committed to maintaining high standards of ethical conduct, transparency, and accountability.

2. OBJECTIVE

The objective of this project is to appoint a suitably qualified and experienced service provider to:

- Provide an independent, confidential, and anonymous fraud and ethics hotline service, and
- Conduct fraud and ethics awareness training for all merSETA employees.

3. PROJECT/ CONTRACT PERIOD

The contract shall be for a period of three (3) financial years, commencing 1 April 2026 and ending 31 March 2029, subject to satisfactory performance.

4. SCOPE OF SERVICE

The service provider shall provide an end-to-end fraud and ethics hotline solution, including but not limited to:

4.1 Reporting Channels

A dedicated toll-free hotline number.

A dedicated fraud reporting email address.

(Optional value-add) Secure web-based reporting platform.

4.2 Hotline Operations

24 hours per day, 365/366 days per year operation.

Multilingual service (minimum of five official South African languages).

Trained call centre agents capable of:

- Distinguishing fraud/ethics matters from operational queries;
- Correctly categorising incidents;
- Ensuring anonymity and confidentiality.

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4.3 Case Management

Real-time logging of all reports.

Secure storage of case information.

Unique reference numbers for each report.

Reports to be forwarded to merSETA within 24 hours of receipt.

4.4 Types of Incidents

- Reporting shall include, but not be limited to:
- Fraud and corruption
- Irregular, fruitless and wasteful expenditure
- Bribery and conflicts of interest
- Theft and misconduct
- Any activity of concern to merSETA

5. Reporting & Deliverables

5.1 Daily Reporting

- Immediate email notification of all reported incidents.

5.2 Monthly Reporting

- Total number of reports received;
- Breakdown by reporting channel;
- Categorisation of incidents;
- Trend analysis and management insights.

6. Awareness & Training

- Annual fraud and ethics awareness training.
- Hybrid delivery model:



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On-site (Head Office) and Virtual (Regional Offices).

- Awareness materials (posters, email templates, digital assets).

7. Compliance & Governance

- Full compliance with POPIA and data protection legislation.
- Secure data hosting and encryption.
- Clear data ownership vested in merSETA.
- Confidentiality agreements for all personnel.

8. OUTCOMES AND DELIVERABLES

The following reporting must be provided on a daily basis, as calls are received and matters are reported by informants:

- Email call reports communicating tip-offs, complaints, etc. received from informants to the appointed recipient at merSETA.

The following reporting must be provided on a monthly basis:

- A Monthly call report breakdown detailing the following:
 - Number of reports generated for the period.
 - List of all incidents reported during the period.
 - Description of channels used to contact the hotline in the period; and
 - A summary on the categories of incidents that were reported on.
9. The respondent will be required to provide training and an induction session to all employees located at the Head Office and Regional offices. The training will be a hybrid event, that is, onsite at head office and virtual for the regions.
10. The potential service provider should have an established infrastructure, networks and capacity to effectively and efficiently manage an ethics and fraud confidential hotline, operating 24 hours a day, 365 (366) days a year. The platform should be easily accessible and provide reliable and innovative channels of whistle blowing. These channels should include but may not be limited to telephonic, and email communication.
11. The potential service provider should provide reports soon as possible – no later than 24 hours after the issue has been logged.

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12. Mandatory requirements:

12.1 Detailed pricing per financial year (including escalation).

12.2 Project plan and methodology.

12.3 The potential service provider should demonstrate proven experience and expertise through history and past and present clients in the ethics and fraud confidential hotline operations by submitting a minimum of two (2) written, signed verifiable reference letters on company letterhead from clients where work of a similar nature was undertaken and must be prepared to take the merSETA representative on a site visit to such customer premises.

12.4 Company profile demonstrating the below:

12.4.1 A minimum of three (3) years' experience in ethics/fraud hotline services experience within the public sector or large organisations.

12.4.2 Proof of 24/7 operational capacity.

12.4.3 Full details of their marketing campaigns in relation to the ethics and fraud confidential hotline and awareness systems, inclusive of a basic marketing campaign and enhanced options.

12.5 The potential service provider should be accredited by the Ethics Institute of South Africa or any other relevant organisation. In addition, the service provider should be a member of a recognised professional body. Valid certification copies must be attached.

12.6 Examples of the organization's reports should be included.



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