

## THE PUBLIC SERVICE SECTOR EDUCATION TRAINING AUTHORITY

### Terms of Reference

### APPOINTMENT OF A SERVICE PROVIDER FOR A FRAUD AND CORRUPTION REPORTING FACILITY

**REFERENCE NUMBER: RFP/2021/000610**

**CLOSING DATE: 06 JUNE 2023**

**TIME: 16:00**

**No late applications will be accepted**

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## **1. INTRODUCTION**

- 1.1 The Public Service Sector Education and Training Authority (PSETA) is a Sector Education and Training Authority (SETA) established in terms of section 9(1) of the Skills Development Act 97 of 1998 as amended and is classified as a National Public Entity under schedule 3A of the Public Finance Management Act, 1 of 1999.
- 1.2 PSETA requires a service provider to provide a fraud and corruption reporting facility.

## **2. SCOPE OF WORK**

The scope entails the following:

1. Dedicated independent hotline that is accessible by employees, members of the public and service providers.
2. Multilingual capacity and capability of call handlers. This hotline must be able to handle all official languages of South Africa.
3. Confidentiality of information must be assured. Additionally, the handling of information must comply with the Protection of Personal Information Act. The service provider will be required to demonstrate this on a quarterly basis.
4. Provision of a dedicated email facility where employees, members of the public and service providers will be able to report incidents of fraud and/or corruption.
5. Provision of quarterly fraud and/ or corruption awareness workshops and ethics training. This will be a 2-hour session. (12 session of 2 hours each). These sessions must also include thought leadership on issues of fraud and/or corruption.

6. Provision of digital and hard copy material for the promotion of the fraud and/or corruption reporting tools. This includes but not limited to posters.

7. Monthly and Quarterly reporting ability. This reporting must include but not limited to:

- Number of calls received,
- Nature of incidents,
- Geographical location where incidents have occurred etc.

8. An advantage will be given to those service providers that also have an application (“app”) that also allows for the reporting of incidents of fraud and/or corruption.

9. Services of hotline, email and/or app must be available 24 hours, 7 days a week, 365 days per year.

### **3. TIMELINES OF THE APPOINTMENT**

The appointment’s duration will be for a period of 36 months from the date of appointment as agreed by both parties in the contract.

### **4. PRICING**

Detailed costing aligned to the deliverables should be submitted. The proposed project costs must be all-inclusive.

The PSETA reserves the right to negotiate the selection/prioritization of deliverables in line with the contract price.

### **5. EVALUATION PROCESS**

The evaluation will be based on:

<b>Phase 1: Preferential Point System</b>		<b>Points</b>
<b>Price</b>		<b>80</b>
<b>Special goals</b>		<b>20</b>
Black owned company	8	
Women	4	
Youth	5	
Disability	3	
<b>Total</b>		<b>100</b>

- a. The bids will be evaluated on 80/20 principle with 80 points being allocated for price and 20 points allocated for specific goals.
  - i. The applicant with the highest total number of points will be awarded the contract.

## 6. FORMAT OF THE BID SUBMISSION

- 6.1. Company profile indicating ability and capacity to fulfil all areas as per the scope of work
- 6.2. Detailed response on how each area of the scope of work will be performed
- 6.3. Lead member and team details
- 6.4. CV and certified copies of qualifications of lead member

6.5. Track record and experience

6.6. Submission of all applicable documents as indicated below:

- Certified copy of doctor's certification with medical practice number.
- Certified copies of the director's ID's document.
- Valid Tax compliance status (TCS) PIN or proof of exemption from SARS;
- Copy of the registration document of the organization (CIPC);
- Copy of the Central Supplier Database registration.

## **7. IMPORTANT INFORMATION FOR BIDDERS**

7.1 Proposals must be submitted electronically, the request (RFQ) number must be indicated on the line subject.

7.2. A valid Tax compliance status (TCS) PIN or proof of exemption from SARS.

7.3. All Standard Bidding documents (SBD) documents must be completed and signed.

- SBD1
- SBD4
- SBD6.1
- Proof of registration on Central Supplier Database

**NB: Please note that failure to submit documents requested on section 7 (7.3) will render the proposal disqualified.**

**Bid applications must be submitted to:**

**Ms Lungile Mokoena** email on [lungilem@pseta.org.za](mailto:lungilem@pseta.org.za)