

Reference:	
Description:	
Company Name:	

No.	Evaluation Criteria	Score Allocation	Evidence	Maximum available Score	Score (input & calculation field)	Notes	Input field				Sum
							1.1.1.	1.1.2.	1.1.3.	1.1.4.	
1	A 24-hour live service to receive and register actual or suspected incidents of crimes and other irregularities including financial irregularities that are committed against Eskom group from employees, suppliers, customers and other stakeholders.	1.1. COMPANY EXISTANCE AND EXPERIENCE PROFILE Existence of a company that provides hotline service (a service that provides a 24-hour live service to receive and register actual or suspected incidents of crimes and other irregularities including financial irregularities that are committed against the employer from employees, suppliers, customers and other stakeholders). 1.1.1. Company profile indicating years of existence: a) Non-submission = 0, b) 1-3 years = 2 c) +4 years = 5 1.1.2. Company years in the provision of a fraud hotline service: a) No-submission/ 0-2 years = 0, b) 3 – 6 years=3, (c) +7 years =5 1.1.3. The nature of incidents a) No submission/ the nature of the service excludes crimes, unethical conduct and irregularities = 0 b) The nature of service provided includes crime (fraud, corruption, theft, vandalism, unethical conduct, irregularities including financial irregularities) provided = 5 1.1.4. A commitment to protect whistleblowers / how Protection of Information Act is applied a) No Submission or no policy statement =0 b) Policy statement and application of POPIA in place = 5	1.1. COMPANY EXPERIENCE PROFILE 1.1.1. Recent CIPC Report to confirm the number of years in existence (CIPC registration date to reflect number of years) (not older than 1 month of tender closing date) 1.1.2. Company profile (not more than 10 pages) and an affidavit confirming the number of years in the provision of a hotline service (if one of the two documents is not submitted, no score will be awarded). 1.1.3. Two (2) reference letters (not older than 12 months), clearly confirming the provision of a fraud hotline service and the nature of incidents received on behalf of the employer. The employer will verify the letters. No points will be allocated for the submission of less than two letters. 1.1.4. A copy of the company policy statement clearly stipulating how the identity and anonymity of whistleblowers are protected and a policy statement on how Protection of Information Act is applied and two (2) reference letters (not older than 12 months) confirming that the policy is in place and being applied to protect the whistleblowers and personal infirmation.	20							
		Score Allocation	Evidence		Score (input & calculation field)	Notes	1.1.1.	1.1.2.			
		1.2. CAPACITY (INCIDENT MANAGEMENT SYSTEM/TOOL) Availability of a web-based tool with a repository that can be accessed by the employer to manage incidents that is supported by a secured technical infrastructure, encompassing hardware like computers, network equipment, software and related analytical tool/s, all managed through a reliable telecommunications network. 1.2.1. A web-based incident management system/tool with a platform that the Employer can access to manage the incident-related information. a) No submission / No web-based tool and infrastructure to manage incidents in place/The incidents management tool is not web-based =0, b) Incident management system/tool with a repository that is supported by a secured technical infrastructure, encompassing hardware like computers, network equipment, software and related analytical tools, all managed through a reliable telecommunications network is in place/ web-based and can be accessed by the Employer to = 5, 1.2.2. A secured incident management system/tool with controlled access and audit trail. a) Non-submission or not secured/no access control or no audit trail of access to incidents =0 b) A facility with appropriate security controls and backup systems, dedicated to record keeping of all the incidents received for the duration of the contract and a minimum of 3 months after the expiry of the contract. = 5	1.2. CAPACITY (INCIDENT MANAGEMENT SYSTEM/TOOL) Availability of a web-based tool with a repository that can be accessed by the employer to manage incidents that is supported by a secured technical infrastructure, encompassing hardware like computers, network equipment, software and related analytical tool/s, all managed through a reliable telecommunications network. 1.2.1 An affidavit confirming the availability of a web-based tool with a repository that can be accessed by the Employer to manage incidents and is supported by a secured technical infrastructure, encompassing hardware like computers, network equipment, software and related analytical tool/s, all managed through a reliable telecommunications network. 1.2.2 Affidavit and two (2) reference letters (not older than 12 months) confirming i) the availability of a tool with security features including controlled access with password and audit trail ii) appropriate security controls and backup systems dedicated to record keeping of all the incidents received for duration of the contract and a minimum of 3 months after expiry of the contract ***This requirement is mandatory for scoring and contract award	10							
		Score Allocation	Evidence	Maximum available Score	Score (input & calculation field)	Notes	1.3.1.	1.3.2.	1.3.3.	1.3.4.	
	1.3 OPERATION OF FACILITY (incident MANAGEMENT SYSTEM/TOOL) 1.3.1 Capacity to take over the employer's toll free telephone line within 24 hours of the contract, respond to live calls for 24 hours, 7 days a week, 365 days service. a) No submission, no capacity no live call, facility operates on certain days or hours = 0 b) Capacity to takeover the employers toll free line and operate live calls for 24 hours, 7 days a week and 365 days of the year = 5 1.3.2 Ability to answer calls and communicate with the callers in all 11 SA official languages a) No submission/ no ability to communicate with the callers in all 11 official languages = 0 b) Capacity to answer calls and communicate with the callers in all 11 SA official languages = 5 1.3.3 Capacity to establish additional reporting mechanisms dedicated to receiving confidential information on crime and irregularities including email account, SMS, WhatsApp, web-based. a) No Submission/No capacity = 0 b) Capacity to establish 3 or less mechanism to establish = 3 c) Capacity to establish all of the reporting mechanisms for the employer = 5 1.3.4 An automated system to acknowledge receipt of reports that are received through the additional mechanisms a) No submission/ no ability = 0 b) Ability to contact the reporter to obtain more information where applicable = 5	1.3 OPERATION OF FACILITY (incident MANAGEMENT SYSTEM/TOOL) 1.3.1 Three (3) reference letters (not older than 12 months) clearly indicating the capacity to respond to live calls for 24 hours, 7 days a week, 365 days a year. 1.3.2 Company Profile and three (3) reference letters (not older than 12 months of close of tender) confirming the ability to answer calls in 11 SA languages. 1.3.3 Three (3) recent reference letters (not older than 12 months from date of close of tender) confirming the capacity to establish additional reporting mechanisms and the description of the additional reporting mechanisms. 1.3.4 An affidavit and two (2) reference letters (not older than 12 months of close of tender) confirming the ability to establish an automated response message acknowledging receipt of reports.	20								

Score Allocation	Evidence	Maximum available Score	Score (input & calculation field)	Notes	1.4.1.	1.4.2.	1.4.3.			
<p>1.4 MANAGEMENT OF INCIDENTS RECEIVED ON BEHALF OF THE EMPLOYER</p> <p>1.4.1 Receive and log reported incidents of crimes and other irregularities affecting the employer that includes the critical information from the caller, what happened, who did what happened, where did it happen, when did it happen, how did it happen and immediate allocation of a unique reference number of each call report in a sequential order that meets the employer's specific requirements.</p> <p>a) No submission or capacity to log incidents / allocate a unique reference number in sequential order to each incident received on behalf of the employer. = 0 b) Capacity to log incidents / allocate a unique reference number in sequential order to each incident received on behalf of the employee. =5</p> <p>1.4.2 Capacity to create categories and subcategories for the employer's approval of incidents received. a) No submission, no capacity to create categories or and subcategories. =0 b) Capability to create categories and sub- categories =5</p> <p>1.4.3 Capacity to create an independent report for each incident that can be downloaded and contains the following additional information: 1.4.3.1. The date the incident was received 1.4.3.2. Incident category/type 1.4.3.3. Full description of the incident 1.4.3.4. Location where the incident occurred. 1.4.3.5. Unique incident reference number. 1.4.3.5. If not anonymous, the contact details of the reporter. a) No submission/ no capacity to create to create an independent report for each incident that can be downloaded and contains the information required under 1.4.3.1 - 1.4.3.5 = 0. b) Capacity to create to create an independent report for each incident that can be downloaded and contains the information required under 1.4.3.1 - 1.4.3.5 = 5</p>	<p>1.4 MANAGEMENT OF INCIDENTS RECEIVED ON BEHALF OF THE EMPLOYER</p> <p>1.4.1 Dummy report of a typical reports of incidents received on behalf of the employer. Two (2) reference letters confirming the ability to receive, log incidents and allocate unique reference numbers per incident (if one of the two documents is not submitted, no score will be awarded).Inability to allocate a unique reference number will disqualify the tenderer.</p> <p>1.4.2 A dummy report of a category and sub-category of incidents received on behalf of the employer. Two (2) reference letters confirming the ability to create categories and sub-categories of incidents received on behalf of the employer.</p> <p>1.4.3 One (1) dummy report of a specific incident. An affidavit confirming the capacity to create report (if one of the items listed under 1.4.3.1 - 1.4.3.5 is not included no score will be awarded)</p>	15								
<p>Score Allocation</p>	<p>Evidence</p>	<p>Maximum available Score</p>	<p>Score (input & calculation field)</p>	<p>Notes</p>	1.5.1.	1.5.2.	1.5.3.			
<p>1.5 ACCESSIBILITY OF THE RECORDS BY THE EMPLOYER</p> <p>1.5.1 Provision of a web-based facility that enables the employer to access and administer the recorded incidents 24/7, 7 days a week, 365 days of the year throughout the duration of the contract. a) No submission/no web-based facility/no access/access limited to certain hours or days by the employer = 0 b) Capacity to provide a web-based facility that enables the employer to access and administer the recorded incidents 24/7, 7 days a week, 365 days of the year throughout the duration of the contract. = 5.</p> <p>1.5.2 Capacity to enable the employer to access and download the recorded incidents individually and the entire database of incidents as an excel spreadsheet 24/7, 7 days a week, 365 days of the year throughout the duration of the contract. a) No submission/web-based facility that can create separate reports for each incident reported = 0 b) Provision of a facility that enables the employer to access and download the recorded incidents individually and the entire database of incidents as an excel spreadsheet 24/7, 7 days a week, 365 days of the year throughout the duration of the contract. = 5</p> <p>1.5.3 A facility that keeps records and a copy of each incidents submitted to the employer and make available such copy to the employer for the duration of the contract and three months after the expiry of the contract. a) No submission/ lack of ability/unable to provide a facility that keep records and a copy of each incident submitted to the employer and make such copy available to the employer for the duration of the contract and three months after the expiry of the contract. = 0 b) A facility that keeps records and a copy of each incidents received on behalf of the employer and make available such copy to the employer for the duration of the contract and three months after the expiry of the contract. = 5</p> <p>1.5.4. A facility that allows the employer to download all the incidents received on its behalf through the mechanism including all the additional mechanisms a) No submission/ Inability to provide a facility that allows the employer to download all the incidents received on its behalf through the mechanism including all the additional mechanisms = 0 b) A facility that allows the employer to download all the incidents received on its behalf through the mechanism including all the additional mechanisms. = 5</p>	<p>1.5 ACCESSIBILITY OF THE RECORDS BY THE EMPLOYER</p> <p>1.5.1 An affidavit confirming the availability of the tool that is accessible 24/7, 7 days a week, 365 days of the year throughout the duration of the contract. PLUS Two reference letters from clients not older than 12 months at the time of the closing of the tender confirming the accessibility of the tool, 24/7, 7 days a week, 365 days of the year throughout the duration of the contract.</p> <p>1.5.2 Download of individual and excel sheet of all the incidents possible. Two reference letters from clients not older than 12 months at the time of the closing of the tender confirming the capability of downloading individual incidents reports or the data relating to some reports ar all the reports received for the duration of the contract.</p> <p>1.5.3. An affidavit confirming the availability of the tool that keeps records and a copy of each incidents submitted to the employer and make available such copy to the employer for the duration of the contract and three months after the expiry of the contract. PLUS Two reference letters from clients not older than 12 months at the time of the closing of the tender confirming the availability of a facility that keeps records and a copy of each incidents submitted to the employer and make available such copy to the employer for the duration of the contract and three months after the expiry of the contract.</p> <p>***This requirement is mandatory for scoring and contract award 1.5.4. An affidavit confiromh the availability of a tool/facility that allows the employer to download all the incidents received on its behalf through the mechanism including all the additional mechanisms PLUS Two reference letters from clients not older than 12 months at the time of the closing of the tender confirming the availability of a facility that allows the employer to download all the incidents received on its behalf through the mechanism including all the additional mechanisms</p>	15								
<p>Score Allocation</p>	<p>Evidence</p>	<p>Maximum available Score</p>	<p>Score (input & calculation field)</p>	<p>Notes</p>	1.6.1.	1.6.2.				
<p>1.6 COMMUNICATION OF INCIDENTS AND THE STATISTICS TO THE EMPLOYER</p> <p>Ability to isolate calls per the criteria specified by the employer and communicate such within a period of time stipulated by the employer to person/s nominated by the employer.</p> <p>1.6.1 Ability to prepare and communicate reports of on-going crime immediately to a person/s designated by the employer followed by a comprehensive report within 24 hours of receiving the call from the reporter. a) No submission/no ability =0 b) Ability to preparing and sending an on-going crime report to the designated individual or function as advised by the employer followed by a comprehensive report within 24 hours of receiving the call from the reporter = 5</p> <p>1.6.2 Submitting a monthly summary report to the employer including all types of calls (dropped calls, testing call, concept query, prank calls) to the employer's designated recipient. a) No submission/no ability =0 b) Ability to provide a monthly summary report to the employer including all types of calls (dropped calls, testing call, concept query, prank calls) to the employer's designated recipient = 5</p>	<p>COMMUNICATION OF INCIDENTS TO THE EMPLOYER</p> <p>1.6.1 Two (2) reference letters (not older than 12 months before the closing of the tender) confirming the ability to communicate the reports of on-going crime immediately to a person/s designated by the Employer followed by a comprehensive report within 24 hours of receiving the call from the reporter. No score will be allocated if one (1) letter is submitted.</p> <p>1.6.2 Two (2) reference letters (not older than 12 months before the closing of the tender) confirming the ability to communicate communicate monthly/quarterly summary reports to the Employer, including all types of calls (dropped calls, testing calls, concept query, prank calls) to the Employer's designated recipient/s. No score will be allocated if one (1) letter is submitted.</p>	10								
<p>Score Allocation</p>	<p>Evidence</p>	<p>Maximum available Score</p>	<p>Score (input & calculation field)</p>	<p>Notes</p>						

<p>1.2.Capacity</p> <p>1.2.1. Offices** a) Non-submission / Shared/no office space=0, b) Own/rented office space with a board/interview room=5</p> <p>1.2.2. Leadership stability (changes in top leadership last 12 months, except where death is cause of change) a) Non-submission / More than 50%=0 b) Less than 50%=3 c) No change=5</p>	<p>1.2.Capacity (organisational structure/team members & stability)</p> <p>1.2.1. Offices** a) Lease agreement or Municipal Account (municipal account not more than three months to tender closing) and photographs and affidavit confirming "Office" requirement (if one of the three documents is not submitted, no score will be awarded)</p> <p>1.2.2. Leadership stability (changes in top leadership last 36 months, except where death is cause of change) a) Recent CIPC Report (not older than 1 month of tender closing date) and company profile (not more than 10 pages) and affidavit confirming changes in leadership (if one of the three documents is not submitted, no score will be awarded)</p>	10								
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Minimum qualifying score
Total score achieved **70%**

Evaluator's Name and Surname: Daphne Morwalle

Signature and Date: 

Reviewer's Name and Surname: Tshegofatso Mmuoe

Signature and Date: _____