



REQUEST FOR QUOTATION (RFQ)

The South African Qualifications Authority (SAQA) invites Service Providers to submit Quotations for requirements stipulated below:

DOCUMENT NUMBER:	SAQA RFQ 2024-25-41 FRAUD AND ETHICS HOTLINE FOR THREE YEARS
RFQ ISSUE DATE:	05 November 2024
RFQ CLOSING DATE AND TIME:	12 November 2024 @ 11:00
RFQ VALIDITY PERIOD	90 DAYS (from RFQ closing date)
PERIOD	N/A
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO ESTABLISH AND MAINTAIN A SAQA FRAUD AND ETHICS HOTLINE FOR THREE YEARS
RESPONSES TO THIS RFQ SHOULD BE FORWARDED TO:	RFQ@sqa.org.za
ENQUIRY	nkgomo@sqa.org.za RFQ@sqa.org.za

TERMS OF REFERENCE

1. INTRODUCTION

- 1.1. The South African Qualifications Authority (SAQA) is a public entity listed in Schedule 3A of the Public Finance Management Act (PFMA).
- 1.2. SAQA is mandated by the National Qualifications Framework (NQF) Act, 67 of 2008, to oversee the further development and implementation of the NQF, advance the objectives of the NQF and coordinate its three Sub-Frameworks.

2. PURPOSE

- 2.1. The purpose of this Request for Quotation (RFQ) is to the appointment of a service provider to establish and manage a SAQA fraud and ethics hotline for 3 (three) years.

3. SCOPE OF SERVICES

- 3.1. The bidder will be required to provide a unique toll-free Fraud and Ethics hotline service which will be active and managed for twenty-four (24) hours, seven (7) days a week and three-hundred and sixty-five (365) days a year whichever is applicable, to enable all relevant stakeholders to report illicit activities.
- 3.2. The bidder will be required to provide anonymous, accessible, and reliable reporting services.
- 3.3. The bidder will be required to provide but not limited to the following:
 - 3.3.1. Registration and set up of a dedicated call-free hotline,
 - 3.3.2. Registration and set up of a dedicated WhatsApp number;
 - 3.3.3. Registration and set up of a unique fraud email address;
 - 3.3.4. Registration and set up of a post address; and
 - 3.3.5. An effective technology solution including voice recording.
- 3.4. The bidder must set up a Case Management System that ensures that reports remain protected, in line with the Protection of Personal Information Act (PoPIA) requirements and grants independent access to the SAQA designated officials using a password-protected login access.
- 3.5. The bidder must run a call centre facility with friendly and highly skilled call centre agents.

- 3.6. The call centre agents must be able to answer calls in all South African official languages.
- 3.7. The bidder must run an effective facilitated operation where all channels such as telephone lines, email, and post are managed in real-time.
- 3.8. The bidder must ensure that all incidents are logged, transcribed, and allocated a unique reference number.
- 3.9. The system must allow for an automated response.
- 3.10. The bidder must provide fraud awareness across SAQA:
 - 3.10.1. Conduct training on Fraud and Risk awareness to all stakeholders quarterly;
 - 3.10.2. Conduct Fraud and Risk awareness surveys annually;
 - 3.10.3. Produce quarterly reports and trend reports on matters raised;
 - 3.10.4. Provide information as and when requested by SAQA.
 - 3.10.5. Produce a digital poster or leaflet for Fraud and Risk awareness:
 - 3.10.5.1. To be uploaded on SAQA's website;
 - 3.10.5.2. To be uploaded to social media.
 - 3.10.6. The bidder must provide printed posters for Fraud and Risk awareness:
 - 3.10.6.1. Ten (10) A3 Size laminated colour Posters;
 - 3.10.6.2. Two (2) A1 Size laminated colour Posters to be put at reception.
 - 3.10.7. The bidder must provide an anonymous tip box for the SAQA offices

4. PRICING TEMPLATE

4.1. The below quantities and prices are for evaluation purposes only.

4.2. Only fixed prices will be accepted.

INITIAL SETUP COSTS	R _____
SUBSCRIPTION FEES	YEAR 1: R _____
	YEAR 2: R _____
	YEAR 3: R _____
TRAINING AND AWARENESS (POSTERS, TRAINING, SURVEYS)	YEAR 1: R _____
	YEAR 2: R _____
	YEAR 3: R _____
CASE MANAGEMENT SYSTEM	SETUP COSTS: R _____
	YEAR 1: R _____
	YEAR 2: R _____
	YEAR 3: R _____
TOTAL INCLUSIVE OF ALL APPLICABLE TAXES	R _____

1. EVALUATION CRITERIA

The proposal will be evaluated in three (3) stages:

1.1. Stage 1: Admin Requirements

1.1.1. Bidders must submit a Profile-detailed company profile detailing the company details, services, products, pricing, footprint, and Clients (other organisations served).

NB: BIDDERS ARE TO COMPLY WITH THE RFQ SPECIAL CONDITIONS

1.2. Stage 2: Mandatory requirements

	Documents	Comply / Did not comply
1.2.1.	Bidders must submit proof of affiliation/proof of accreditation with the Ethics Institute of South Africa or a similar institute,	
1.2.2.	Bidders must submit a minimum of three (3) formal reference letters from clients for whom the bidder has previously provided a similar service. The reference letters should be on the client's letterhead, signed and dated. (Please note that the reference letters should be within 5 years of the RFQ closing date).	
1.2.3.	Bidders must submit a minimum of three (3) CVs and Qualifications of the assigned call centre agents . CVs to indicate the language proficiency and call centre experience of call centre agents	
1.2.4.	Bidders must submit a CV and Qualifications of a Team Leader : with either Fraud Risk Management/Forensic Investigator/Ethics experience for a minimum of three (3) years.	
1.2.5.	Bidders must submit a CV and Qualifications of a Key Accounts Manager : with Antifraud Hotline Call Centre Management experience for a minimum of three (3) years	
1.2.6.	Bidders must submit a CV and Qualifications of a Senior Manager/Manager with Fraud Risk Management/Forensic Investigator/Ethics experience for a minimum of three (3) years.	

1.3. **Stage 2:** Price and Preference Points Evaluation

Bidders will be evaluated in terms of the 80/20 system prescribed by SAQA in line with PPR 2022 as follows:

- i. 80 Points for pricing
- ii. 15 Preference points for the company that has at least 51% black ownership
- iii. 5 Preference Points for the company that has at least 30% black woman ownership.

NB: Bidders are required to submit an original or certified copy of the B-BBEE certificate or Sworn Affidavit as per the B-BBEE Act. The SANAS Logo should be visible on the B-BBEE Certificate.

SPECIAL CONDITIONS

2. RFQ SPECIAL CONDITIONS

- 2.1. Bidders should submit the recent National Treasury (CSD) Central Supplier Database's report.
- 2.2. Bidders are required to submit an original or certified copy of the B-BBEE certificate or Sworn Affidavit as per the B-BBEE Act. The SANAS Logo should be visible on the B-BBEE Certificate.
- 2.3. Bidders must complete, sign, and submit the attached SBD 4 and SBD 6.1 forms.
- 2.4. The proposal and required documents must be submitted using the PDF format only, through email to rfq@saqa.co.za
- 2.5. In Instances, where brand names are mentioned, SAQA will accept equivalent items that have similar specifications.
- 2.6. The National Treasury's General Conditions of Contract (GCC) will apply and is enforceable on this RFQ.
- 2.7. The RFQ will be evaluated in terms of the 80/20 system prescribed by the Preferential Procurement Policy Framework Act (PPPFA).

3. PROTECTION OF PERSONAL INFORMATION

- 3.1. In this clause, the words "personal information", "processing" and "responsible party" have the meanings ascribed to them in the Protection of Personal Information Act, 2013 (Act No.4 of 2013).
- 3.2. SAQA will comply with the Protection of Personal Information Act, 2013 (Act No.4 of 2013, (POPIA) by lawfully processing personal information submitted by bidders in accordance with the conditions of lawful processing as set out in POPIA.
- 3.3. All bidders must comply with their obligations as set out in POPIA for which they are a Responsible Party before sharing any information with SAQA.
- 3.4. SAQA will not be held liable for any non-compliance with the provisions of POPIA or unlawful processing or sharing of information by a bidder.

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, _____ the _____ undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read, and I understand the contents of this disclosure.
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect.
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

2 Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature	Date
.....
Position	Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

To be completed by the organ of state

(Delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the **90/10** preference point system.
- b) The applicable preference point system for this tender is the **80/20** preference point system.
- c) Either the **90/10 or 80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

$$Ps = 80 \left(1 + \frac{Pt - Pmax}{Pmax} \right) \text{ or } Ps = 90 \left(1 + \frac{Pt - Pmax}{Pmax} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration Pmax = Price of highest acceptable tender

POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system: or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
At least 51% black ownership		15		
30% black woman ownership.		5		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
 - One-person business/sole propriety
 - Close corporation
 - Public Company
 - Personal Liability Company
 - (Pty) Limited
 - Non-Profit Company
 - State Owned Company
- [TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that: i) The information furnished is true and correct; ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct.

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process.

(b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct.

(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.

(d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and

(e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

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