

SECTION 2.1 SPECIFICATIONS**HESSEQUA MUNICIPALITY ANTI – FRAUD HOTLINE**

Hessequa Municipality policies make provision for the anti-fraud hotline whereby fraudulent activities within the municipal area can be made unanimously via various forms of communication. In order to deliver this service to the community and/or staff, a service provider must be appointed.

This service is for a three (3) year period starting on 11 November 2023 and ending 10 November 2026.

Service providers are hereby invited to submit tenders for the provision of Anti-Fraud Hotline for Hessequa Municipality to provide an opportunity and mechanism to all employees and members of the community to report incidents of fraud, misconduct and/or corruption.

SPECIAL CONDITIONS OF CONTRACT**1. Key performance indicators**

The following key performance indicators will be applicable to the successful bidder and will be measured at least on an annual basis to assess the performance:

1.1 Incident reports must be received within 48 hours the reported incident

Standard: System generated report that is evidence basis and have an audit trace of all amendment made with user and date stamp.

Target: 100% achievement.

Proof of evidence: Formal report received within 2 working days after the end of each calendar month.

1.2 Supply of a monthly incident report provided/delivered electronically.

Standard: Preferably in the form of a dashboard report with detail to support, before or on the 3rd working day of the following month. The report must be a true reflection of all reported incidents.

Target: At least 90% achievement of time frame, 100% achievement of producing the report.

Proof of evidence: Electronic version of report for each month.

2. Minimum Specifications

	Minimum Specifications	YES/ NO
The Service Provider must comply with the following minimum requirements:		
2.1	Be accredited with the Ethics Institute South Africa (EI) (Certificate). Proof of certificate to be attached.	
2.2	Reference letters. Provide the Municipality with a minimum of three (3) contactable reference letters	

Initials of Service Provider's Authority:

2.3	Have a dedicated call centre operated by the Service Provider with full-time staff operational 24 hours a day/7 days a week/365 days a year. Provide Physical address	
The Service provider should meet the following requirements and provide services in this nature:		
2.4	Live interviewing of callers at the centre (no answering machines are allowed).	
2.5	Caller communication options to be available via telephone, fax, post, e-mail and web-based.	
2.6	Must be able to handle a minimum of three (3) official languages (English, Afrikaans and isiXhosa).	
2.7	Toll-free number to be available to callers.	
2.8	Assistance with marketing and information sessions to Hessequa Municipal staff.	
2.9	Capturing of information in a PDF-format.	
2.10	Security on all voice loggings guaranteed.	
2.11	Storage and recording of all calls for a period of at least three (3) years after call logged.	
2.12	Anonymity and identity of callers must be protected.	
2.13	The Service provider must ensure that a dedicated line is available for Hessequa Municipality which number must remain with the municipality upon the termination of the contract.	
2.14	That the service provider allocates a dedicated person to assist with queries from Hessequa Municipality.	

Supporting documents:

A brief outline of the history and practice profile must be provided with specific reference to experience.

The Service Provider must be knowledgeable with the following:

- Protected Disclosures Act, 2000 (Act 26 of 2000).
- King IV report.
- Internal audit regulations and guidelines for municipalities.
- Anti-fraud policies of municipalities.
- Risk management policies and guidelines of municipalities.
- Municipal Finance Management Act, 2003 (Act 56 of 2003) – MFMA.
- Alignment with National and Provincial Treasury regulations.

Initials of Service Provider's Authority:

Presentation:

Council reserves the right to have a live demonstration or testing of the service.

If your tender does not comply with the minimum specifications, your tender will be regarded as non-responsive.

DECLARATION,

I, THE UNDERSIGNED (NAME)

CERTIFY THAT THE INFORMATION FURNISHED ABOVE IS CORRECT. I ACCEPT THAT THE MUNICIPALITY MAY ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

AUTHORISED SIGNATURE:

NAME:

CAPACITY: DATE:

Initials of Service Provider's Authority: