**Specification –HSRC Tip-off Anonymous Hotline for a period of 5 years.**

 Provision and Maintenance of HSRC’s:

* Free Fraud Hotline and Ethics Hotline (*retain the numbers we are currently using, if possible*)
* 24/7/365 Call Management service (*option to remain anonymous*)
* Translation of received reports to English
* Tip-offs email address
* Generic Free post service
* Free Fax
* Tip-offs link to the web
* Free SMS Facility/ other messaging services e.g. WhatsApp, BBM
* Tip-offs reports based on calls or messages received on a monthly basis sent to relevant parties
* Awareness Initiatives (*at no cost to the HSRC*)
* Accreditation (Ethics Institute of SA)

**Preferential point system (PPS): 80/20**

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| --- | --- |
| **FUNCTIONALITY** | **WEIGHT** |
| **a. Experience** * Provide proven and relevant experience with a minimum of five years’ experience in rendering hotline services. **= 5 Points**
* Provide three contactable reference letters where similar services were provided not older than three years **=15 Points**
 |  **20 Points** |
|  **b. Methodology*** Demonstrate relevant hotline service methodology and approach **= 15Points**
* Provide detailed project plan with time line, technical support plan, reporting plan, awareness, etc **=40 Points**
 |  **55 Points** |
|  **c. Capacity**Submit a company profile indicating the staff compliment of your firm, the number of staff members to be dedicated to the project together with project team competency and experience.5-6 years exp**=10 points,**7 years and more exp**= 20 Points** | **20 Points** |
| **d. Financial stability**Provide audited Financial statement not older than two years.  | **5 Points** |
| **TOTAL POINTS**  | **100 Points** |

**Minimum threshold percentage score: 70% to move onto the next round of evaluation**

**Enquiries please contact Mavis Magoleng:** **mmagoleng@hsrc.ac.za/0123022178**

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