**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**

|  |  |
| --- | --- |
| **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**

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