



RTIA

Road Traffic Infringement Agency

Justice in Adjudication

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Request for Quotation

Acquisition of a Fraud and Corruption Hotline

Date: October 2021

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1. Purpose

The Road Traffic Infringement Agency (RTIA) herewith invites quotes from a reputable service provider to provide and manage the fraud and corruption hot line.

2. Requirements

The service provider will be expected to perform the following tasks:

- Provide hotline services as a platform for RTIA stakeholder and employees to raise concerns about the unlawful or irregular conduct of their employer or co-workers;
- Employees must be assured of their anonymity;
- Conduct workshop on the use of hotline when necessary as well highlight the various types of information disclosures;
- Provide awareness materials to be displayed in the building;
- The services must be complying with the Protected Disclosures Act, no 26 of 2000.
- On site and Off site recording back-ups
- Quarterly management reports analysing the information received;
- Marketing materials relating to the free Hotline line and its implications
- Awareness to RTIA staff and general public

3. Deliverables

The consultant is required to deliver:

- a. Toll-free hotline (in all official languages)
- b. Report for each case reported;
- c. Quarterly reports;
- d. Awareness materials.
- e. Conduct workshop

4. Commitment Period

The commitment period will be for a period of three (5) years from the date of award, signing of a Service Level Agreement.

5. Evaluation Criteria

- Supplier's will be evaluated on Price and Equity ownership in accordance with the RTIA's Supply Chain Management Policies in line with the Preferential Procurement Policy Framework Act 5 of 2000 (80/20 PPPFA scoring principle).
- The contract will be awarded to the supplier obtaining the highest number of points as per the **80/20 preference points system**.

Description Of Functionality Criteria	Points
Past Relevant Experience	20 Points

Methodology and Project Approach	60 Points
Qualifications and skills of resources	20 Points
TOTAL	100 Points
Minimum Required Score	80 Points

6. Right not to Appoint

RTIA Reserves the right not to appoint a service provider, if it is established that no proposal meets the requirements.

7. Closing Date & submission of quotes

All proposal must be submitted the 17 January 2022

8. Enquiries and more information

All enquiries and requests for more information should be directed to

Kwena.moloko@rtia.co.za by email. The response will be distributed to all prospective bidders by email so that every bidder has the same information.

