

SECTION 2.1: SPECIFICATIONS AND SPECIAL CONDITIONS FOR THE SUPPLY OF PRODUCTS

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 period starting on 11 November 2026 and ending 30 June 2029.

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 (TEI) (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 guidelines and requirements:

- Protected Disclosures Act, 2000 (Act 26 of 2000).
- King V report on Corporate Governance.
- Internal audit regulations and guidelines for municipalities.
- Anti-fraud and corruption policies of municipalities.
- Whistleblowing management
- 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: