

Terms of Reference: Fraud & Corruption Hotline

DELIVERY ADDRESS: Ikhala TVET College Zone D Gwadana Drive
Ezibeleni
5320

ITEM 1: Fraud & Corruption Hotline

Ikhala TVET College makes provision for the anti-fraud hotline whereby fraudulent activities within the College can be made anonymously. In order to continue delivering this service to the community and/or staff, a new service provider must be appointed. Service providers are hereby invited to submit tenders for the establishment of an Anti-Fraud Hotline for Ikhala TVET College to provide an opportunity and mechanism to all employees and members of the community to report incidents of fraud, misconduct and/or corruption.

This tender is for a period of three (3) years and will commence on 1 May 2025, or if later, the effective date of implementation will be negotiated with the successful tenderer on the same conditions as stipulated.

BACKGROUND

Ikhala TVET College is spread over two regions of the Eastern Cape, Joe Gqabi and Chris Hani Regions. It has service delivery sites and campuses in Sterkspruit, Aliwal North, Lady Frere, Ezibeleni, Queenstown, Cala and Tsomo and its Administration Head Office in Ezibeleni. These delivery sites offer both formal and informal programs for Vocational and Occupational offerings.

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Administration Centre	047 – 873 8800	Queen Nonesi	047 – 873 8878
Aliwal North	051 – 634 1035	Queenstown	045 – 838 2593/4
Ezibeleni: Engineering	047 – 873 1293	Sterkspruit	051 – 6110 205

Minimum Requirements

The Service Provider must comply with the following minimum requirements:

- Be accredited with **Ethics South Africa (Certificate)** be attached when submitting quotes.
- 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:

- Live interviewing of callers at the centre (no answering machines are allowed)
- Caller communication options to be available via telephone, fax, post, e-mail and web-based.
- Must be able to handle a minimum of **three (3) official languages** (English, Afrikaans and isiXhosa)
- Toll-free number to be available to callers
- Incident reports must be received within **two (2) days** of the reported incident
- A summary of the incident **reports to be compiled monthly**
- Capturing of information in a PDF-format
- Security on all voice loggings guaranteed
- Storage and recording of all calls for a period of at **least three (3) years**
- Anonymity and identity of callers must be protected

The Service Provider must be knowledgeable with the following:

- Continuing Education and Training Act, 2006 (16 of 2006)
- Protected Disclosures Act, 2000 (Act 26 of 2000)
- Public Services Act, 1994
- Employment of Educators Act, 1998 (76 of 1998)
- King IV report
- Internal audit regulations and guidelines for DHET

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- Anti-fraud policies of DHET
- Risk management policies and guidelines of DHET
- Public Finance Management Act, – PFMA
- Alignment with National and Provincial Treasury regulations

Presentation

- The Ikhala TVET College reserves the right to have a live demonstration or testing of the service where a need to do so arise.
- Ikhala TVET College will conduct an on location verification of physical structure, the set up and equipment and availability of staff.

Pricing

- Initiation cost, if applicable
- Monthly fee/cost
- Full price listing for each of the various branding / marketing option

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