

**TERMS OF REFERENCE FOR APPOINTMENT OF SERVICE PROVIDER TO
HOST AND MANAGE THE ANTI-FRAUD WHISTLE BLOWING HOTLINE FOR
PSETA FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

RFP NUMBER: RFP/2021/001411

CLOSING DATE: 11 MAY 2026

CLOSING TIME: 11:00

1. INTRODUCTION

- 1.1 The Public Service Sector Education and Training Authority (PSETA) is a Sector Education and Training Authority (SETA) established in terms of section 9(1) of the Skills Development Act 97 of 1998 as amended and is classified as a National Public Entity under schedule 3A of the Public Finance Management Act, 1 of 1999.
- 1.2 PSETA requires a service provider to provide a fraud and corruption reporting facility.

2. SCOPE OF WORK

- 2.1. The scope entails the following:
 - 2.1.1. Dedicated independent hotline that is accessible by employees, members of the public and service providers.
 - 2.1.2. Multilingual capacity and capability of call handlers. This hotline must be able to handle all official languages of South Africa.
 - 2.1.3. Confidentiality of information must be assured. Additionally, the handling of information must comply with the Protection of Personal Information Act. The service provider will be required to demonstrate this on a quarterly basis.
 - 2.1.4. Provision of a dedicated email facility where employees, members of the public and service providers will be able to report incidents of fraud and/or corruption.
 - 2.1.5. Provision of quarterly fraud and/ or corruption awareness workshops and ethics training. This will be a 2-hour session. (12 sessions of 2 hours each). These sessions must also include thought leadership on issues of fraud and/or corruption.
 - 2.1.6. Provision of digital and hard copy material for the promotion of the fraud and/or corruption reporting tools. This includes, but is not limited to, posters.
 - 2.1.7. Monthly and Quarterly reporting ability. This reporting must include, but not limited to:
 - Number of calls received,
 - Nature of incidents,
 - Geographical location where incidents have occurred etc.
 - 2.1.8. An advantage will be given to those service providers that also have an application (“app”) that allows for the reporting of incidents of fraud and/or corruption.

2.1.9. Services of hotline, email and/or app must be available 24 hours, 7 days a week, 365 days per year.

3. TIMELINES OF THE APPOINTMENT

3.1. The appointment's duration will be for a period of 36 months from the date of appointment as agreed by both parties in the contract.

4. PRICING

4.1. Detailed costing aligned to the deliverables should be submitted. The proposed project costs must be all-inclusive.

4.2. The PSETA reserves the right to negotiate the selection/prioritization of deliverables in line with the contract price.

5. COSTING

6.1. A cost analysis must be given to cover the full project amount. The proposed project pricing must be all-inclusive (i.e. including professional fees, venue hire, travel expenses, disbursements and VAT). The PSETA may require a breakdown of rates on any of the items priced and service providers are required to provide same. PSETA reserves the right to negotiate the price.

6. PROPOSAL EVALUATION AND APPOINTMENT OF SERVICE PROVIDER

6.2. The proposals will be evaluated on the 80/20 principle with 80 points being allocated for price and 20 points allocated for specific goals once the minimum functionality criteria are met. The evaluation will be based on:

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		Points
Price		80
Special goals		20
Black owned company	8	

Bidder who has 51% to 100% black people ownership		
Women Bidder who has 51% to 100% women ownership	4	
Youth Bidder who has 51% to 100% youth ownership	5	
Disability Bidder who has 51% to 100% disability ownership	3	
Total		100

7. FORMAT OF THE BID SUBMISSION

- 7.1. Proposals must be submitted electronically.
- 7.2. Submission of all applicable documents as indicated below:
 - Certified copy of doctor's certification with medical practice number.
 - Company profile/proposal.
 - Certified copies of the director's ID's document (in order claim points for disability as per SBD 6.1)
 - Certified copy of BB-BEE certificate or sworn affidavit
 - Valid Tax compliance status (TCS) PIN or proof of exemption from SARS;
 - Copy of the registration document of the organisation (CIPC);
 - Copy of the Central Supplier Database registration.

8. IMPORTANT MANDATORY INFORMATION FOR BIDDERS

All Standard Bidding documents (SBD) documents must be completed and signed.

- SBD 1 (All sections must be fully completed)
- SBD 4 (All sections must be fully completed)
- SBD 6.1 (All sections must be fully completed)
- Proof of registration on Central Supplier Database.
- General Conditions of Contract (All pages must be signed or initialled)
- The service provider must submit at least a minimum of three (3) contactable references letters.

NB: Please note that failure to submit documents requested on section 8.1 will render the proposal disqualified. The tender is valid for 90 days from the closing date.

Bid applications must be submitted to:

Mr Khutso Moroatshehla

email on khutsom@pseta.org.za

Please direct all queries to **Ms Lungile Mokoena** via email on lungilem@pseta.org.za