

**BID/SCM EMC TERMS OF REFERENCE REQUEST FOR PROPOSAL FOR
ESTABLISHMENT AND MANAGEMENT OF FRAUD HOTLINE FOR A PERIOD OF 3
YEARS**

PROJECT DESCRIPTION

The project name is "Establishment and Management of a Fraud Hotline Number".

1. REQUEST

The purpose of the Hotline is to enable all stakeholders to report anonymously any fraudulent activities, corrupt practices, unethical conduct, and general irregularities.

2. ROLE AND OBJECTIVE OF HOTLINE

Provide for a safe reporting whistle blowing service to employees and public which is anonymous, 24hrs a day in all official languages.

3. SCOPE OF WORK

To provide the following mediums for the Fraud hotline:

- A toll-free telephone number.
- A toll-free fax and SMS number.
- A secure email address and
- Any other communication means available that can accommodate the public
- All calls to the toll-free number must be managed by a Service Provider, who must transcribe the information provided on to a sheet customized for Eastcape Midlands
- TVET College specific requirements;
- Each call must be allocated a specific reference number to be used for referencing purposes that must enable the Whistle Blower to provide more information on a subsequent or later date and enquire regarding progress of the matter reported;
- The information transcribed on to the call sheet must be transmitted to the Head of Internal Audit, Principal, Chairperson of Audit and Risk Committee, but not to the possibly implicated person or office. Maintain recording of all calls received and the recordings must be maintained for period of three years by Service Provider. A copy of the information received must be stored at an off-site location to ensure security.

1. Scope of Work & Infrastructure Requirements

The appointed service provider must establish, host, and manage an independent, external, and anonymous whistleblowing reporting system consisting of the following multi-channel platforms:

Operational Hours & Live Response

- **24/7/365 Availability:** Continuous uptime with absolutely no use of automated answering machines during operational hours.
- **Live Interviewing:** Calls must be fielded directly by trained, professional call centre agents.
- **Multi-Lingual Capabilities:** Agents must comfortably converse across South African official languages.

Core Channels:

- **Toll-Free Telephone Line:** Provision of a dedicated 0800 toll-free number that remains free to call from landlines and major cellular networks.
- **Digital Platforms:** A secure online reporting portal, a dedicated email address, and a dedicated SMS/WhatsApp reporting number.
- **Alternative Mediums:** Secure fax line and a freepost postal address.

2. Data Security, Privacy & Compliance

- **Guaranteed Anonymity:** Complete masking of IP addresses, telephone numbers, and email identities to prevent the exposure of whistleblowers.
 - **Legislative Compliance:** Full alignment with the Protected Disclosures Act No. 26 of 2000 and the Protection of Personal Information Act (POPIA) No. 4 of 2013.
 - **Data Retention:** Secure encryption, storage, and backup of all records and audio transcripts for a minimum period of three (3) years.
-



3. Case Management & Escalation Procedures

[Incoming Report] → [Anonymity & Vetting] → [Categorisation (Fraud/Academic)] → [Secure Escalation (24h)]

- Malicious Call Filtering: Capability to filter out vexatious, uncorroborated, or malicious reports to prevent administrative abuse.
- Risk Categorisation: Systemic classification of reports (e.g., procurement fraud, academic irregularities, financial misconduct, NSFAS bribery).
- Turnaround Times: Standard reports must be compiled and securely emailed to the designated College Representative within 24 hours of receipt.
- Emergency Escalation: Immediate verbal and electronic escalation within 2 hours for high-risk life-safety or massive financial loss events.

4. Technical Functionality Evaluation Criteria (Threshold: 70/100)

Bidders must meet or exceed a 70-point threshold on technical capability to advance to the next evaluation stage:

Category	Description / Verification Requirement	Weight
Professional Affiliation	Valid proof of professional registration with the Ethics Institute of South Africa (TEI) or the Association of Certified Fraud Examiners (ACFE). • Registration with one (1) professional body (TEI or ACFE) 10 points • Registration with both TEI and ACFE — 20 points	20 Points
Company Track Record	Submission of signed reference letters on client letterheads for similar hotline hosting contracts within the public/academic sector. • Three reference letters- 10 points • Four reference letters- 20 points	30 Points



	• Five or more reference letters- 30 points	
Key Personnel Experience	CVs and professional qualifications of the Project Manager and Lead Investigators showing deep knowledge of the PFMA and Ethics Management • Less than 5 years' relevant experience in ethics/fraud investigation or PFMA-related compliance — 10 points • 5 to 9 years' relevant experience — 15 points • 10 or more years' relevant experience, or a relevant postgraduate qualification (e.g. forensic auditing, law) 20 points	20 Points
Technical Infrastructure	Documentation proving infrastructure readiness, including a disaster recovery plan, data center security certifications, and uptime guarantees. • Documentation fully covers all areas – 20 points • Documentation partially covers all areas – 10 points	20 Points
Awareness & Training	Inclusion of a rolling change management strategy, including physical/digital posters, staff training material, and annual student and staff awareness drives. • Submitted plan covers all areas – 10 points • Submitted plan partially covers all areas – 5 points	10 Points

5. Financial and Statutory Pricing Structure

- **Fixed Pricing Model:** Bidders must quote a firm monthly or annual fixed hosting retainer inclusive of all setup costs, licensing fees, and VAT.
- **Statutory Compliance:** Submissions must contain fully completed and signed SBD 1, SBD 4, and SBD 6.1 forms alongside a valid Tax Compliance Status (TCS) PIN.
- **Evaluation Framework:** The contract will be finalized strictly using the 80/20 Preferential Procurement Point System (80 points for price, 20 points for Specific Goals).\



6. Pricing Schedule (Bidder to Complete)

Bid shall remain valid for acceptance for a period of 90 days counted from the closing date.

Bidders to provide further cost breakdown where necessary under each line item, and sub-total and the overall RFQ price (Total) should be included. The below table is for illustration only:

Cost component	Quantity	Per Unit	estimated cost (R, ex. VAT)
Core annual subscription	3		R
Implementation and Initiation charges (amortised or once-off, state basis)	1		R
Marketing & Ethics training package per year (600 employees) 2 campuses Graaf Reinet 1 campus Port Elizabeth 6 campuses Kariega 1 Campus Makhanda	3		R
Other (specify)			R
TOTAL 3 YEAR COST			R

If any cost item in this schedule is left blank, does not apply, or is provided free of charge, bidders must state this explicitly (e.g. "N/A" or "Included") rather than leaving the cell empty. Use the box below to explain any assumptions, exclusions, or dependencies underlying the prices quoted above.

Assumptions / exclusions / notes on pricing (bidder to complete)



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



**Eastcape
Midlands
TVET College**

creating new futures



HEAD OFFICE | Private Bag x35 | Uitenhage, 6230 | Tel: 041 995 2000 Fax: 041 995 2006

Chairperson: Dr O van Heerden | Principal: CJ van Heerden