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## SERVICES REQUISITION FORM

**YOU ARE HEREBY INVITED TO SUBMIT A QUOTATION FOR THE CULTURE ARTS,  
TOURISM, HOSPITALITY AND SPORTS SECTOR EDUCATION AND TRAINING  
AUTHORITY (CATHSSETA)**

<b>Date issued</b>	<b>13 June 2023</b>	<b>RFQ number</b>	<b>RFQ/OCE/021/2023</b>
<b>Closing Date:</b>	<b>20 June 2023</b>	<b>Closing Time:</b>	<b>11h00 am</b>
<b>DESCRIPTION OF SERVICES</b>	<b>Provision of Fraud and Ethics Hotline Services (Tip-Off)</b>		

### 1. CATHSSETA'S BACKGROUND.

- 1.1. The Skills Development Act No. 97 of 1998 as amended (SDA) makes provision for the establishment of Sector Education and Training Authorities (SETAs) for each national economic sector and thereby aims to develop the skills of the South African workforce by increasing the investment in education and training in the labour market; and encouraging employers to play a meaningful role in developing employees, particularly the previously disadvantaged.
- 1.2. The Culture, Arts, Tourism, Hospitality and Sport Sector Education and Training Authority (CATHSSETA) was established through the SDA to conduct research and support skills development programmes serving the interest of the following sub-sectors:
  - 1.2.1. Arts, Culture, and Heritage
  - 1.2.2. Conservation
  - 1.2.3. Gaming and Lotteries
  - 1.2.4. Hospitality
  - 1.2.5. Sport, Recreation, and Fitness

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Mr Solomon Zawempi Mhlanga • Mr Thulaganyo Gaoshubelwe • Ms Shanita Sumayya Khan • Mr Khumbudzo Vincent Maumela • Ms Matshediso  
Lesiroha Lesutu • Ms Ntombifuthi Maureen Nzuzo • Ms Rachel Phiri • Mr Lesiba Richard Aphane • Mr Manene Tabane

#### 1.2.6. Tourism and Travel Services

- 1.3. These sectors are diverse and unique, and they play a significant role not only in the economy but also in the broader quest for social cohesion and formulation of a uniquely South African national identity.

## 2. OBJECTIVE

- 2.1. CATHSSETA is seeking to appoint a suitably independent and qualified service provider who is located in South Africa to support CATHSSETA in fulfilling the Whistleblowing and Anti-Fraud Hotline services. The whistleblowing anti-fraud hotline is fully outsourced with no internal resources.

## 3. THE SCOPE OF WORK

- 3.1. The successfully appointed service provider will be required to provide CATHSSETA with a fraud hotline call centre which will operate three hundred and sixty-five (365) days, twenty-four (24) hours a day and Seven (7) days a week, to enable CATHSSETA employees, contractors, suppliers, and other stakeholders to raise concerns relating to unlawful, irregular and or suspicious fraudulent or corrupt related activities or conducts;
- 3.2. To provide the following communications mediums for the fraud hotline:
- 3.3.1 A toll-free telephone number;
  - 3.3.2 A toll-free fax number;
  - 3.3.3 A secure email address;
  - 3.3.4 A web-based address; and
  - 3.3.5 WHATSAPP number.
- 3.3. To provide a fraud hotline call centre that will be handled by a call operator who will transcribe the information provided and void any identification data of the caller;

- 3.4. The information transcribed into the call sheet will be transmitted to the CATHSSETA's Head of Audit and Risk Management, who will be responsible for acting on the information received from such reports;
- 3.5. Conduct workshop(s) on fraud awareness and on the use of the hotline at least once (1) a year or whenever it is required by CATHSSETA;
- 3.6. Conduct one awareness workshop for the CATHSSETA National office on its product during the roll-out inception phase;
- 3.7. To provide whistle-blowers with a reference number, case, or identification numbers should they wish to seek feedback from the service provider regarding possible information supplied to the service provider by the client in response to their original reporting;
- 3.8. Ensure whistle-blowers' confidentiality in respect of third parties should they expressly request that their identity not be revealed to the client, thus waiving their anonymity;
- 3.9. To provide the Whistle-Blower with feedback, on how the case is being investigated and the final findings of the case as per the reference number provided;
- 3.10. Provide quarterly reports of fraud hotline activities and other services rendered in relation to the scope of work;
- 3.11. Ensure compliance of their services to South African legislation such as the Protected Disclosure Act 26 of 2000 as amended.
- 3.12. Have a reference system that would enable anonymous reporters to track the investigation's progress;
- 3.13. Be able to report all complaints to the CATHSSETA within 72 hours and two (2) working days.

#### **4. DELIVERABLES AND MILESTONES**

- 4.1. Multiple reporting channels – phone, email, fax, and online;
- 4.2. Callers guaranteed anonymity;
- 4.3. Callers receive professional advice on the best corrective action to take;

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- 4.4. Signage and stickers to publicise the reporting channels;
- 4.5. Monthly incident reports registers ;
- 4.6. Service must comply fully with the provisions of the Protected Disclosure Act (Act 26 of 2000), Protection of Personal Information Act (Act 4 of 2013), and the Companies Act (Act 71 of 1998) as amended;
- 4.7. Is independent of our external or internal auditor;
- 4.8. Has an experienced and dedicated management team with at least 10 years of experience;
- 4.9. Offers direct access to report and frequent contact with top management;
- 4.10. The service must operate 24 hours a day, seven (7) days a week;
- 4.11. The service is operated in eleven (11) South African languages;
- 4.12. Has an effective technology solution including voice recording;
- 4.13. Reports can be made by using a unique 0800-FreeCall number, a unique e-mail address, via a website template, via SMS (including a "Please Call Me" facility, via fax, and via Freepost;
- 4.14. Offers a web-based system for sending reports;
- 4.15. Offers online and real-time access to statistics and activity on service;
- 4.16. Has a user-friendly module to assist in managing reports;
- 4.17. Offers free verifications to add value to the reports that are sent out;
- 4.18. Provides a free digital awareness video to create awareness among staff;
- 4.19. Has an extensive menu of awareness material to assist in promoting the service; and
- 4.20. Provides a free E-Handbook on how to manage the disclosure service.

## 5. SERVICE PROVIDER MINIMUM REQUIREMENTS/COMPETENCIES

- 5.1. The service provider must meet the following for eligibility:
  - 5.1.1. The proposal should outline the service providers' ethics line and investigation methodology and demonstrate its ability to be flexible to the needs of the CATHSSETA;



- 5.1.2. Detailed curriculum vitae (CV) of key personnel that could be carrying assigned projects when requested;
- 5.1.3. The minimum requirement for Investigators should be a Certified Fraud Examiner (CFE) or equivalent qualification in the Investigation field coupled with three to five years of practical experience in Investigations;
- 5.1.4. The service provider must have been in the whistle-blowing services for more than five (5) years and provide four (4) contactable references including the confirmation letters.
- 5.1.5. Have established networks/infrastructure and track record in managing a fraud hotline; and
- 5.1.6. Have the infrastructure (Information technology) and capacity to deal with a minimum of 1,000 calls a month, operating for twenty-four hours per day. It must provide easy and reliable access by providing facsimile, postal, e-mail, website, and telephonic disclosures.

## 6. REPORTING

- 6.1. The Service Provider will report to the CATHSSETA Head: Audit and Risk Management.

## 7. COSTING

- 7.1. The price must be quoted in South African currency and must be inclusive of all applicable taxes.
- 7.2. A firm fixed price and monthly quotation breakdown schedule are required for the duration period of the contract and invoices shall be submitted monthly.

## 8. CONDITIONS OF CONTRACT

- 8.1. The following reporting requirements will be set up and managed to meet the deliverables:
  - 8.1.1. The project manager of the appointed service provider will report to the Unit Head: Audit and Risk Management.

8.1.2. Generate monthly reports - reporting on the number of calls received and the nature of incidents reported.

## 9. CONTRACT PERIOD

9.1. The scope of services will be for a period of thirty-six months (3) years.

## 10. FUNCTIONALITY VALUATION CRITERIA

10.1. Responses will be evaluated per the following functionality criteria.

## 11. Functionality Evaluation

Functional criteria – Functionality points are equal to 100 points. Bidders are required to achieve a minimum score of **70 points** on functionality evaluations to qualify to be evaluated on *price and specific goals*. All bidders who do not score the minimum points will be disqualified.

Item	Breakdown Points	Scores
<p><b>Approach and Methodology</b> Proposed approach and Methodology on how the project will roll out as per the Project Scope of the Whistleblowing Anti-Fraud Hotline services. Submit project plan and, methodology approach in line with the scope of work.</p>	<p>1. Full responsiveness to RFQ requirements. 2. Partial responsiveness to RFQ requirements. 3. Not responsive to RFQ requirements.</p>	<p>1. 50 points 2. 20 points 3. 0 points</p>
<p><b>Relevant Qualifications</b> The minimum requirement for Investigators should be a <b>Certified Fraud Examiner</b></p>	<p>1. Submit a CV with experience of 10 years</p>	<p>1. 25 2. 15 3. 5</p>

Item	Breakdown Points	Scores
(CFE) or equivalent qualification in the Investigation field coupled with the experience of 10 years.	<p>more and copies of qualifications.</p> <p>2. Submit a CV with experience of 5 years and qualifications.</p> <p>3. Submit a CV with experience of 2 years and copies qualification.</p> <p>4. No qualification.</p>	4. 0
<p><b>Reference letters</b></p> <p><b>Submit</b> at least four (4) reference letters from companies where Whistleblowing services and anti-fraud services have been provided.</p>	<p>1. 4 and above reference letters.</p> <p>2. 3 reference letters.</p> <p>3. 2 reference letters.</p> <p>4. 1 reference letter.</p> <p>5. 0 reference letter.</p>	<p>1. 25 Points</p> <p>2. 15 points</p> <p>3. 10 points</p> <p>4. 5 points</p> <p>5. 0 points</p>
<b>TOTAL</b>		<b>100</b>

**Bids that do not meet the minimum qualifying score for functionality will be eliminated from further evaluation.**

#### 8. ADMINISTRATIVE REQUIREMENTS

- Quote/Pricing with a clear breakdown of Scope with total inclusive of VAT.
- Completed and signed SBD4, SBD 6.1
- Valid Tax Compliance Pin issued by SARS.
- Valid B-BBEE Certificate or Sworn Affidavit.

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- Central Supplier Database (CSD) Supplier Number.
  - All RFQ related responses must include the RFQ number as the subject matter.
  - **E-mail responses to [supplychain@cathsseta.org.za](mailto:supplychain@cathsseta.org.za) on or before the closing date and time as stated above.**