

RFQ No: 01MAY26

QUOTATION DESCRIPTION	DEPART.	CONTACT PERSON	CLOSING DATE & TIME
Appointment of a suitably qualified service provider to establish and administer the 24-hour ethics and fraud hotline on behalf of the FPB for a period of five years	FINANCE	SCM Tel: 012 003 1400 Email: SCMDemand@fpb.org.za	Date: 28 May 2026 Time: 12:00 pm
<p>ALL QUOTATIONS OR PROPOSALS TO BE EMAILED TO: SCMDemand@fpb.org.za</p> <p>ADDRESS: ECO Glades 2, 420 Witch Hazel Ave ECO Park, Centurion, 0169</p>			
<p>ALL QUOTATION MUST BE VALID FOR 60 DAYS</p>			

INDEX

NO	DETAILS	DOCUMENT																		
LIST OF RETURNABLE DOCUMENTS THAT SHOULD FORM PART OF QUOTATION DOCUMENT (NEATLY ATTACHED AS ANNEXURES)																				
1	Tax Clearance Certificate or Unique Pin																			
2	Proof or supporting documents for points claim on specific goal -SBD6.1	<ol style="list-style-type: none"> 1. CIPC 2. CSD (Full) report 3. Sworn affidavit /BBBEE indicating the level of ownership in the Enterprise 																		
<p>BBBEE SCORECARD GUIDELINE</p> <p>BB-BEE score of companies</p> <table border="0"> <tr><td>Level 1</td><td>9 Points</td></tr> <tr><td>Level 2</td><td>8 Points</td></tr> <tr><td>Level 3</td><td>7 Points</td></tr> <tr><td>Level 4</td><td>6 Points</td></tr> <tr><td>Level 5</td><td>5 Points</td></tr> <tr><td>Level 6</td><td>4 Points</td></tr> <tr><td>Level 7</td><td>3 Points</td></tr> <tr><td>Level 8</td><td>2 Points</td></tr> <tr><td>Non-compliant</td><td>0 Points</td></tr> </table>			Level 1	9 Points	Level 2	8 Points	Level 3	7 Points	Level 4	6 Points	Level 5	5 Points	Level 6	4 Points	Level 7	3 Points	Level 8	2 Points	Non-compliant	0 Points
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Level 5	5 Points																			
Level 6	4 Points																			
Level 7	3 Points																			
Level 8	2 Points																			
Non-compliant	0 Points																			
3	Standard Bidding Documents	SBD1, SBD 4, SBD6.1																		
4	Tax compliant CSD Report																			
5	Comprehensive proposal or Quotation that respond to RFQ																			
ALL PRICES MUST BE VAT INCLUSIVE																				

Very important notice for disqualification

I/we the undersigned, who warrants that he/she is duly authorised to do so on behalf of the company declares that:

- The information furnished on this quotation is true and correct.
- If the information provided on this quotation is found to be incorrect, FPB, in addition to any other remedy it may have:
- Recover all costs, losses or damages it has incurred or suffered as a result of that person's conduct; and
- Cancel the purchase order and claim any damages which it has suffered as a result of having to make less favourable arrangement due to such cancellation.

I have read, fully understand, and hereby accept FPB's standard quotation instructions.

“In submitting any information or documentation requested above or any other information that may be requested pursuant to this RFQ/tender, you are consenting to the processing by FPB or its stakeholders of your personal information and all other personal information contained therein, as contemplated in the Protection of Personal Information Act, No.4 of 2013 and Regulations promulgated thereunder (“POPI Act”). Further, you declare that you have obtained all consents required by the POPI Act or any other law applicable. Thus, you hereby indemnify FPB against any civil or criminal action, administrative fine or other penalty or loss that may arise as a result of the processing of any personal information that you submit.”

Name and surname:.....

Signature:

Date:.....

Detailed Specification Requirement

Appointment of a suitably qualified service provider to establish and administer the 24-hour ethics and fraud hotline on behalf of the FPB for a period of five years

Refer to the attached Annexure A for a detailed specification

INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	RFQ 01MAY26	CLOSING DATE:	28 May 2026	CLOSING TIME:	12:00 pm
DESCRIPTION	Appointment of a suitably qualified service provider to establish and administer the 24-hour ethics and fraud hotline on behalf of the FPB for a period of five years				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
SCMDemand@fpb.org.za					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Makhosazana Hlatshwayo		CONTACT PERSON	Makhosazana Hlatshwayo	
TELEPHONE NUMBER	012 003 1400		TELEPHONE NUMBER	012 003 1400	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	SCMDemand@fpb.org.za		E-MAIL ADDRESS	SCMDemand@fpb.org.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE	(010)	NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] Yes No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] Yes No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
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QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? YES NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA? YES NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? YES NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? YES NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? YES NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

**PART B
TERMS AND CONDITIONS FOR BIDDING**

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE.”

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

SBD4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

I, the undersigned, (name).....in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be

true and complete in every respect;

- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The applicable preference point system for this tender is the 80/20 preference point system.
- c) Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

- 1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:
- (a) Price; and
 - (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of

bid invitation, and includes all applicable taxes;

- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ \mathbf{Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}}\right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}}\right)} \end{array}$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ Ps = 80 \left(1 + \frac{Pt - Pmax}{Pmax}\right) & \text{or} & Ps = 90 \left(1 + \frac{Pt - Pmax}{Pmax}\right) \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10

and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
BBBEE scored card refer table A		9		
EME and/QSE		1		
51% women or more owned		4		
51% youth or more owned		3		
51% Owned by Persons with Disabilities		2		
Gauteng		1		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

Partnership/Joint Venture / Consortium

One-person business/sole propriety

Close corporation

Public Company

Personal Liability Company

(Pty) Limited

Non-Profit Company

State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process;

(b) recover costs, losses or damages it has incurred or suffered as a result

of that person's conduct;

- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

..... SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:

ANNEXURE A

DETAILED SPECIFICATION REQUIREMENT

APPOINTMENT OF A SUITABLY QUALIFIED SERVICE PROVIDER TO ESTABLISH AND ADMINISTER THE 24 HOUR ETHICS AND FRAUD HOTLINE ON BEHALF OF THE FPB FOR A PERIOD OF FIVE YEARS

1. BACKGROUND

- 1.1. Public Finance Management Act no.1 of 1999 section 51-1(a)(i) states that “An accounting authority for a public entity must ensure that the public entity has and maintains effective, efficient and transparent systems of financial and risk management and internal control”.
- 1.2. The Film and Publication Board (FPB) has an approved Fraud Prevention Plan to demonstrate commitment and Zero tolerance for fraud. The Fraud and Prevention Plan is implemented and monitored to assist in timely detection, investigation, and taking appropriate actions.
- 1.3. The FPB is embarking on a process to appoint a service provider to provide 24 Hour Ethics and Fraud Hotline Services.
- 1.4. The Ethics and Fraud Hotline seeks to provide an independent and comprehensive service through enhanced anonymity assurance through a wide range of communication channels.

2. OBJECTIVES

- 2.1. The objective of this RFQ is to appoint a suitably qualified and experienced service provider that can provide a twenty-four (24) hour ethics and fraud hotline services to enable the FPB employees, contractors, supplies and other interested parties to raise concerns relating to unlawful, irregular and or suspicious corrupt related activities or conducts.

3. SCOPE OF WORK

- 3.1. To provide a confidential ethics and fraud hotline services which will be active and managed for 24 hours, 365 days a year, to enable employees, contractors,

suppliers and other interested parties or members of the public to report, *inter alia*, theft, fraud, bribery, irregular and any other unlawful or dishonest and corrupt related activities of whatever nature perpetrated by the FPB's employees or their agents, which activities directly or indirectly have a detrimental effect on the FPB.

3.2. The service provider should provide the following range of communication channels that are readily accessible and secure:

3.2.1. A toll free telephone number;

3.2.2. A secure email address;

3.2.3. A web based address; and

3.2.4. WhatsApp number.

3.3. In addition, the service provider should ensure that:

3.3.1. All calls to the hotline number will be handled by a call operator (Service Provider), who will transcribe the information provided on to a sheet customized to FPB specific requirements;

3.3.2. At the minimum, the call centre should be able to assist in the following Languages – English, Afrikaans, Sesotho and IsiZulu;

3.3.3. Each call will be allocated a specific reference number to be used for administration purpose and, should the caller wish to provide more information on a subsequent date or should the caller, at later stage enquire regarding progress of the matter reported;

3.3.4. The information transcribed onto the call sheet will be transmitted to FPB as per the approved Whistle Blowing Policy;

3.3.5. The option of remaining anonymous will be explained to each caller. In the event of the caller requiring anonymity, the Service Provider will be entitled to refuse to provide any indication to FPB of caller's identity unless it is ordered by the court;

- 3.3.6. All calls will be recorded and the recordings will be maintained for period of three (3) months. A copy of the information received will be stored at an off-site location to ensure safety;
- 3.3.7. In the event of the information provided indicating prima facie immediate or physical threat to members of FPB or the general public, the information will be conveyed to the South African Police Services (“SAPS”) at 10111 as well as per the FPB approved Whistleblowing Policy;
- 3.3.8. The Service provider must provide the Risk and Compliance Unit with a consolidated monthly and quarterly fraud outline report before the 5th day of every calendar month. In the event that a conflict arises by virtue of the whistleblowing alerts that have been received, the report must be submitted as per the approved FPB whistleblowing Policy;
- 3.3.9. The reports shall include -
- 3.3.9.1. procedures performed upon receiving information;
 - 3.3.9.2. summary of reporting channels;
 - 3.3.9.3. nature of incidents reported; and
 - 3.3.9.4. geographical statistics of reports received.
- 3.3.10. Assist in the development of marketing and promotional material relating to the hotline and its implications;
- 3.3.11. Provide quarterly news letters in relation to Ethics and Fraud;
- 3.3.12. Quarterly (4 awareness yearly) workshop for staff for continuous awareness of the hotline and in line with the FPB Fraud Prevention Plan;
and
- 3.3.13. Services to be rendered by the Service Provider must comply with all relevant South African legislation (i.e. Protected Disclosures Act, 2000

(Act No 26 of 2000) and Protection of Personal Information Act (POPI Act).

4. TIME FRAME

4.1. The duration of the contract is for a period of 60 months. The successful bidder will be required to enter into a formal contract with FPB prior to the execution of any work.

5. REQUIRED SKILLS

5.1. The service provider must demonstrate the following characteristics as an indication of its capacity and readiness to implement the assignment:

- a) A good understanding and knowledge of Anti-Fraud and Corruption.
- b) Knowledge of relevant regulations, standards, and guidelines.
- c) Strong communication.

6. REPORTING REQUIREMENTS AND DELIVERABLES

- 6.1. A working and effective ethics and fraud hotline to FPB;
- 6.2. On-site and off-site recording of backups;
- 6.3. Regular reports to South African Police Services (SAPS) where applicable;
- 6.4. Monthly and quarterly management reports analysing the information received on ethics and fraud hotline activities;
- 6.5. Marketing materials relating to the hotline and its implications;
- 6.6. Quarterly Awareness to FPB staff on the hotline and highlighting the various types of disclosure when requested to do so by the FPB; and
- 6.7. Quarterly newsletter with the Risk and Compliance Unit.

7. SPECIFIC PROVISION OF THE SERVICES

7.1. The service provider shall adhere to administrative procedures, methods of communication and transfer of data, format and timing of report back as agreed between the parties from time to time.

- 7.2. The service provider shall act in Good Faith within the law and in accordance with acceptable collection industry code of practice and shall do its utmost to avoid bringing the name of FPB into disrepute.
- 7.3. The service provider shall treat all information received by it from the FPB as confidential and shall not use such information for any purpose other than which has been agreed upon by both parties.
- 7.4. FPB will become the owner of any intellectual property that may be a product or outcome of this process.

8. MANDATORY REQUIREMENTS

8.1. Reference letters in establishing and maintaining ethics and fraud hotline services in the Public Sector

- a) Service providers must submit three (3) reference letters on clients' letterhead (signed, dated, and with contact details) to support establishing and maintaining ethics and fraud hotline services in the Public Sector. Purchase orders and appointment letters do not serve as reference letters, only reference letters from the current and past clients will be acceptable.

8.2. Approach, and methodology

- a) Bidders must submit a comprehensive proposal that outlines a project methodology and is accompanied by a detailed project implementation plan that is aligned to the deliverables indicated in the scope of work.

8.3. Relevant qualifications and experience

- a) One (1) Project Manager to manage the project must be allocated. A detailed Curriculum Vitae (CV) of the proposed Project Manager must be submitted, clearly outlining the experience and qualifications and following:
 - i. Anti-Fraud and Ethics Hotline Management for a minimum of 5 years in the Public Sector.
 - ii. Qualifications (minimum of Diploma at NQF level 6 in Investigation/ related fields).
 - iii. Project Manager must be a Certified Fraud Examiner or Ethics Officer.
 - iv. Relevant experience in the field (public sector) and qualifications must be accompanied by certified copies within the past 6 months.

8.4. Bidder's professional affiliation

- a) A copy of a valid Proof of Certification with a Professional Organisation for Hotline service providers, Ethics Institute of South Africa.

The firm, partner, manager and team should be free of any conflicts of interest related to the provision of the services required. The successful bidder (firm, partner, manager and team) will be required to complete and sign a Conflict of Interest Disclosure Declaration, confirming that no actual or potential conflicts exist, prior to the commencement of the project

9. TECHNICAL QUERIES

should be directed to scmdemand@fpb.org.za