

REQUEST FOR QUOTATION (RFQ): REQUEST FOR QUOTATIONS TO APPOINT A SERVICE PROVIDER TO PROVIDE A WHISTLEBLOWING, FRAUD AND CORRUPTION HOTLINE FOR FIVE (5) YEARS

Name of Company	
RFQ number	17/2024/HPCSA
Date of RFQ	20/02/2024
Procurement Officer's Name	Ramaano Mawasane
Site Visit	None
Closing date	01/03/2024
Closing time	12:00
Service specification	Procurement of Fraud and Corruption Hotline services See Below requirements.
Location: Office name/Department	Procurement
Preference Systems (Preferential Procurement Regulations)	80/20
Terms and Conditions	HPCSA General Conditions of Purchase will apply.
Documents Required	<p>The following documents must be submitted with the quotation:</p> <ul style="list-style-type: none"> • A Valid Tax Clearance Certificate must be provided or Status Pin • Valid BEE Certificate/ Affidavit • Proof of registration on CSD (Central Supplier database) or • Company Registration Documents <p>Quotations must be valid for 60 DAYS. When appointed; you will be allocated the Order Number for the supply of the goods/service. All the invoices will be paid within 30 days after delivery thereof as per Company policy.</p>

1. PRIMARY REQUIREMENTS

1.1. The main required services include but not limited to the following:

- 1.1.1. For the service provider to provide a 24-hour Whistleblowing, Fraud and Corruption hotline, in line with the following HPCSA approved policies: the Whistle-Blower Protection Reporting Policy and Fraud Prevention Policy.
- 1.1.2. The nature and extent of the services by the service provider shall include but not limited to the following:
 - a) A unique FreeCall telephone number managed live during business hours of between 08H00 – 17H00.
 - b) A unique Tip-offs e-mail address.
 - c) Case Management App to access tip-offs reported cases by HPCSA.

1.2. Detailed Scope of Services are as follows:

- 1.2.1. A toll-free number which will be manned 24 hours a day, 365 days a year to receive calls from HPCSA employees, contractors, suppliers, and other interested stakeholders.
- 1.2.2. Calls to the toll-free must be handled by a call operator, who will transcribe the information provided by the caller.
- 1.2.3. Each caller to be allocated a specific reference number to be used should the caller wish to provide further information on a subsequent date or should the caller at a later stage, enquire regarding progress in respect of the matter as reported.
- 1.2.4. Accepting anonymous callers – the option of remaining anonymous must be explained to each caller.
- 1.2.5. To record all calls, and the recordings to be maintained for a period of six (6) months.
- 1.2.6. To provide HPCSA with the Whistleblowing, Fraud and corruption hotline management reports.
- 1.2.7. To provide monthly reported incidents summary report.

2. DURATION OF CONTRACT

- 2.1. The contract will be for a period of five (5) years. The quotation must reflect annual cost of the services for the period of 5 years, and also indicates the 1st year cost, 2nd year cost, 3rd year cost, 4th year cost and 5th year cost amount.