HEAD OFFICE
Regus Building Office
169 Oxford Road
Cradock Square
Rosebank
Johannesburg, 2196
Tel:(011) 372 3300

EASTERN CAPE
Waverley Office Park
3 - 33 Philip Frame Road
Chiselhurst
East London, 5200
Tel: (043) 726 8314
Fax: (043) 726 8302

FREE STATE
Regus Bloemfontein
Unipark Building
Vodacom Lane, Nobel Str
Brandwag
Bloemfontein, 9301
Tel: (051) 430 5072
Fax: (051) 430 5080

GAUTENG
112 Main Street
9th Floor
Marshalltown
Johannesburg CBD, 2001
Tel: (011) 403 1301/2/3/6
Fax: (086) 614 8781

KWAZULU-NATAL
Kent House
1 Neptune Road
Westville
Durban, 3629
Tel: (031) 304 5930
Fax: (031) 301 9313

LIMPOPO
89B Biccard Street
Polokwane, 0700
Tel: (015) 295 9303
Fax: (015) 295 9301

MPUMALANGA
Streak Office Park
6 Streak Street
Block B, 1st Floor
Nelspruit, 1201
Tel: (087) 352 7108
Fax: (013) 752 2917

NORTHERN CAPE
Montrio Corporate Park
Monument Heights
10 Oliver Road
Kimberly, 8300
Tel: (053) 832 0051/ 2
Fax: (053) 832 0047

NORTH WEST
Sparkling Office Park
78 Retief Cnr Peter
Mokaba Street
Potchefstroom, 2531
Tel: (018) 294 5280
Fax: (018) 294 5719

WESTERN CAPE
Sunbel Building
2 Old Paarl Road
Office 205, 2nd Floor
Belville, 7530
Tel: (021) 946 4022
Fax: (021) 946 4043

**RFQ NO: 15 - 2026/27 – RE-ADVERTISEMENT**

**REQUEST FOR QUOTATION**

**TERMS OF REFERENCE FOR THE APPONITMENT OF AN ACCREDITED SERVICE PROVIDER TO CONDUCT TIP OFF ANONYMOUS SERVICES FOR THE ETDP SETA**

## 1. INTRODUCTION

The Education Training and Development Practices Sector Education and Training Authority (ETDP SETA) is a public entity established in terms of Section 9(1) of the Skills Development Act, No. 97 of 1998 to advance skills levels in accordance with the National Skills Development Plan (NSDP). The Mandate of the ETDP SETA is to promote and facilitate the development and improvement of the skills profile of the sector's workforce to benefit employers, workers and employees in the ETD sector.

## 2. PURPOSE & OBJECTIVES

### 2.1 PURPOSE OF THE PROJECT

2.1.1 Fraud, corruption and general irregularities are an increasing challenge in South Africa. Too often, many cases of corruption go unreported, resulting in financial losses to public entities, eventually to the detriment of employees and the public.

2.1.2 The ETDP SETA remains committed towards conducting business in an ethical and honest manner. To ensure that the ETDP SETA upholds the true meaning of operating with integrity, it is important that the organisation ensures the appointment of an independent service provider to oversee the process of offering a comprehensive service that will enable all stakeholders, both and internal and external, to report anonymously, any fraudulent activities, corrupt practices, unethical conduct and irregularitiess.

2.1.3 The safety of any whistleblower is of paramount importance. The identity of whistleblowers must be kept anonymous at all times, to ensure their safety. Furthermore, the ETDP SETA will require surety that the service provider will investigate cases reported to the Audit Committee Chairperson, in a thorough manner and must produce accurate reports.

## 3. SCOPE OF WORK

3.1. The following are the key features to the Tip-Off Anonymous service required:

3.1.1. Service provider must be registered and be a member of the International Organisation for Standardization

The information in this communication is confidential and may be legally privileged.
It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful.

3.1.2. (ISO) Certified (Certificates of accreditation with Business Ethics SA and ISO should be provided)

3.1.3. Service provider must be accredited by the Ethics Institute of South Africa

3.1.4. Possess extensive experience in providing the Tip-off Anonymous service

3.1.5. Have a huge client reference database in all industries, private and public sector

3.1.6. 24/7 live answering of calls

3.1.7. Should support all South African Official languages

3.1.8. Support ETDP SETA with broader ethics programme and fraud prevention plans

3.1.9. Provide one unique call free number

3.1.10. Provide a unique email address

3.1.11. Provide a free fax address

3.1.12. Provide a report biweekly

3.1.13. Ability to draw report from the system

3.2. The Service Provider must ensure the following:

3.2.1. Allocate a Project Manager as a contact to liaise with ETDP SETA

3.2.2. Have the ability to deal with the cases of any nature

3.2.3. Guarantee anonymity and security of information provided; and

3.2.4. Be trustworthy, reliable and credible

3.3. The Service provider will be measured against the following:

3.3.1. Number of years of experience in delivering similar service

3.3.2. Number of references provided wherein similar service was provided

3.3.3. Proof of accreditation with Ethics SA

3.3.4. Ability to provide the Tip-off Anonymous, 24hrs a day, 7 days a week and 365 days a year

3.3.5. Site Visit inspection will be conducted by the SETA officials as attached on annexure A.

The information in this communication is confidential and may be legally privileged.
It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

## 4. COSTING MODEL

**THIS COSTING MODEL MUST NOT BE MODIFIED AT ALL AND IF RETYPED ALL LINE ITEMS IN ORDER AS STATED BELOW TO BE INCLUDED**

| | | |
|---|---|---|
| **DESCRIPTION:** **Whistle blowing hot line** | | |
| **NAME OF SERVICE TO BE RENDERED:** **Whistle blowing hot line** | | |
| **No.** | **ITEM DESCRIPTION** | **UNIT COST** |
| 1. | Year One costing for whistle blowing hot line service | |
| 2. | Year Two costing for whistle blowing hot line service | |
| 3. | Year Three Costing for whistle blowing hot line service | |
| 4. | And 3 months ending 30 March 2026 | |
| **SUB-TOTAL** | | |
| **VAT @ 15%** | | |
| **TOTAL COST** | | |
| ***ALL COSTS MUST BE INCLUSIVE OF VAT, IF THE BUSINESS IS VAT REGISTERED*** | | |

**NAME OF BIDDER:** _____

**POSITION/ ROLE:** _____

**SIGNATURE:** _____

***All pricing shall be in South African Rand (ZAR). All project milestones with costing should be listed on the pricing schedule.***

## 5. DURATION OF THE PROJECT

It is expected that the ETDP SETA will enter into a Service Level Agreement (SLA) with the successful bidder. The SLA will commence on the date of the last signatory for a period of **three years and 3 months.**

The information in this communication is confidential and may be legally privileged.
It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

## 6. METHOD OF SUBMISSION

**All Documents for Stage 1 (Administrative requirements), Stage 2_ Phase A (Mandatory Requirements), Stage 2_ Phase B (Functionality Requirements) and Stage 3 (Pricing & Specific Goals) must be submitted in electronic format** via email to **etdpsetarfq@etdpseta.org.za**

There must be three folders covering the following stages:

**Folder A: Stage 1:** Administrative Requirements
**Folder B: Stage 2_ Phase A**: Mandatory Requirements
**Folder B: Stage 2_ Phase B:** Functionality Requirements
**Folder C: Stage 3**: Price and Specific Goal

It is the responsibility of the bidder to ensure that all relevant documents are included in the folders to ensure efficient evaluation of its proposal. ETDP SETA will not take any responsibility for any missing information in the submission.

## 7. EVALUATION CRITERIA

The evaluation criteria for the assessment of the proposals will be based on both qualitative and financial aspects of the proposal. Service Providers will be evaluated on Administrative Compliance and Mandatory requirements. The bidders that meet the required mandatory requirements will further be evaluated on Functionality and price & specific goals.

The Bid documents will be evaluated individually on a score sheet, by a representative of the evaluation panel according to the evaluation criteria indicated in the Terms of Reference.

**THE ETDP SETA applies the provisions of the Preferential Procurement Policy Framework Act, ACT NO 5 OF 2000 and Preferential Procurement Regulations, 2022. The evaluation will be guided by ETDP SETA procurement policy.**

The information in this communication is confidential and may be legally privileged.
It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

### 7.1. STAGE 1: Administrative Compliance [Folder A]

***Bidders will be evaluated on the submission of the requested administrative documents. Fully completed and signed forms with witnesses' signature must be submitted and all applicable boxes be ticked.***

| Description | Comply/Submitted |
|---|---|
| Completion of all SBD Forms:<br>• **SBD 1 -** Invitation to Bid<br>• **SBD 4 -** Declaration of Interest<br>• **SBD 6.1 –** Specific Goals | |
| Completion in full of the General Conditions of Contract (GCC) | |
| Submit a *"Unique security personal identification number (PIN) issued by SARS"* ***which the SETA will use to verify the bidder's tax matters prior to the award*** | |

***NB: Failure to fully complete and submit any of the above-requested mandatory documents will lead to disqualification.***

### 7.2. STAGE 2 – PHASE A_ Mandatory Requirements [Folder B]

| | | |
|---|---|---|
| **7.2.1.** | Proof of accreditation with the relevant body. | • A letter or certificate of confirmation of registration with **Ethics SA.** |

**Failure to comply with these requirements will lead to disqualification from further evaluation.**

### 7.3. STAGE 2 – PHASE B_ Functionality Requirements [Folder B]

The evaluation of this bid shall include functionality whereby the bids will be evaluated in terms of the evaluation criteria embodied in the bid documents.

1. The minimum qualifying score for functionality will be **80 points** and bids that fail to achieve the minimum qualifying score will be disqualified.
2. Only bids that achieved the minimum qualifying score for functionality will be evaluated further in accordance with the 80/20 preference point systems prescribed in Preferential Procurement Regulations **5 and 6**.

The information in this communication is confidential and may be legally privileged.
It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

**The evaluation criteria for functionality will be as below:**

| NO | QUALIFYING CRITERIA FOR SHORT LISTING | | POINTS |
|---|---|---|---|
| 1. | **Company experience:** Company's proof of implementing similar services (*Fraud hotline services). Bidder to provide signed proof on the referee's company letterhead.*<br>**1.1. Service Provider Experience** in doing similar jobs (Fraud hot line service) **= 15** | ▪ 5 yrs and above = 15<br>▪ 3 - 4 yrs = 10<br>▪ 1 - 2 yrs = 5 | **15**<br>**10**<br>**5** |
| | **1.2.** Contactable references (on letter head of the referee**) = 15**<br>The reference letters must place special emphasis on the following key aspects:<br>• **Name of the Project.**<br>• **Duration of the project.**<br>• **Recommendation by the Referee.**<br>• **All reference letters must be in the company letterhead, signed and dated.**<br>***NB: A Reference letter that DOES NOT comply with requirements above, shall not be considered*).** | • Minimum of three (3) reference letters = 15<br>• Two (2) reference letters = 5<br>• One (1) reference letter = 3 | **15**<br>**5**<br>**3** |
| 2. | **Project Manager and Account Manager Experience: 20**<br>Project team consulting experience in similar projects (**attach CVs)**<br>**2.1. Project Manager = 10**<br>**2.2. Account Manager Experience = 10** | ▪ 5 yrs and above<br>▪ 3 - 4 yrs<br>▪ 1 - 2 yrs<br>▪ 5 yrs and above<br>▪ 3 - 4 yrs<br>▪ 1 - 2 yrs | **10**<br>**5**<br>**3**<br>**10**<br>**5**<br>**3** |
| | ***Service providers must get a minimum score of 40 points in the document review in order to qualify for site inspection.*** | | |

The information in this communication is confidential and may be legally privileged.
It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

| | | | |
|---|---|---|---|
| | **3.1. Site Visits/Site Inspection: = 50**<br><br>**Bidders are expected to obtain minimum of 40 points in the site inspection in order to qualify for price proposal evaluation.** | ▪ Meets requirements outlined on Annexure A<br>▪ Does not meet all requirements | **50**<br><br>**0** |
| **TOTAL** | | | **100** |

**Bidders must provide documents to justify awarding the above points, and such include details of contactable references to validate the information submitted.**

**7.4. STAGE 3: PHASE B PRICING & SPECIFIC GOALS [Folder C]**

**PRICING SCHEDULE DOCUMENTS**

a. Costing Model ***(Price must be final, include VAT and signed)***
b. Submit a *"Unique security personal identification number (PIN) issued by SARS"* ***which the SETA will use to verify the bidder's tax matters prior to the award***

**80/20** preference point system shall be applicable as follows:

| | | |
|---|---|---|
| ✓ | Price | **80** |
| ✓ | Allocation of specific goals | **20** |

In order to facilitate a transparent selection process that allows equal opportunity to all service providers, the ETDP SETA will adhere to its policy on the appointment of service providers.

The information in this communication is confidential and may be legally privileged.
It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

## 8. BID CONDITIONS

The ETDP SETA Supply Chain Management Policy will apply:

1. ETDP SETA does not bind itself to appoint a bidder with the highest points.
2. ETDP SETA reserves the right to negotiate the bidder's price.
3. ETDP SETA reserves the right to cancel the bid and not award the bid to any of the bidders.
4. Bids which are late, incomplete, unsigned **will NOT** be accepted.
5. ETDP SETA reserves the right to include a penalty fee should the training programme not be completed as per the service level agreement.
6. Bidders must submit a valid certified B-BBEE Certificate from SANAS Accredited Verification Agency or issued by Companies and Intellectual Property Commission **(CIPC)** or a signed Sworn Affidavit for allocation of points for specific goals.
7. Specific goals shall not be allocated where supportive documents as stated in the bid documents are not provided.
8. Bids submitted are to hold good for a period of **90 days**.
9. No sub-contracting will be allowed for this bid.
10. Companies who bid as a joint venture must submit a **consolidated B-BBEE Verification certificate prepared for this bid only,** from **SANAS Accredited Verification Agency** in order to be eligible for empowerment points. Companies who form part of this joint venture MUST provide an accreditation certificate with relevant authority as stated in Mandatory documents.
11. Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor, sworn affidavit or a B-BBEE Certificate, together with the bid, will be interpreted to mean that points for specific goals for B-BBEE status level of contribution are not claimed.
12. Deregistered and blacklisted companies including directors/owners/individuals linked to the company will not be considered. Due diligence will be conducted with successful bidders to validate submitted information.
13. All suppliers must be registered on the Central Supplier Database. No bid shall be awarded to any supplier that is not registered on the Central Supplier Database.
14. Companies that are in the process of de-registration in the CIPC will not be considered.
15. The ETDP SETA remains the sole owner and custodian of all content, material, or any other form of development. No information of or on behalf of the ETDP SETA may be shared, during the duration or after the closing period of the project. It remains the responsibility of the appointed service provider to hand over all material to the ETDP SETA. Should a service provider wish to have the ETDP SETA as a referral, permission for this must be sought.
16. The ETDP SETA may visit the short-listed training providers for verification of the premises (building), resources and equipment for final approval as part of the process of appointment.

The information in this communication is confidential and may be legally privileged.
It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

## 9. DISCLAIMER

***Protection of Personal Information Act 4 of 2013 (POPIA) and Promotion of Access to Information Act 2 of 2000 (PAIA) Disclaimer***

1. *By submitting your proposal, you grant the necessary consent as you acknowledge that:*
   - *ETDP SETA treats data it gathers and personal information it collects, holds and/or processes as private.*
2. *Therefore:*

   *Your right to privacy and security is very important to us. The ETDP SETA as a responsible party treats personal information of data subjects as private and confidential. To that end, we collect personal information for the purposes set out in this document or otherwise the specific purpose(s) communicated to you.*
3. *We may also use your information for a number of different purposes, for example to fulfil our legal and regulatory obligations of the SETA.*
4. *For more detailed information on how and why we may use your information, including the rights in relation to your personal data, and our legal grounds for collection, processing and using it, please view the ETDP SETA Protection of Personal Information Policy and Promotion of Access to Information Manual on our website: www.etdpseta.org.za "ETDP SETA PAIA Manual and POPIA Manual".*

## 10. BID DOCUMENTS / PROPOSAL PACKS

Bid documents for participation will be available on national treasury e-portal and our website. Documents **must** be downloaded from the ETDP SETA website: www.etdpseta.org.za , Main Menu > Supply Chain Management > Open RFQs as from **12h00** on **30 October 2026**.

All Proposals **must be Sent via email to etdpsetarfq@etdpseta.org.za**

Submissions must be sent **BEFORE** the closing date and time of **11h00** on **16 November 2026.**

***No late submission will be accepted!***

## 11. CLOSING DATE

**All Proposals should reach the ETDP SETA Offices on or before 11h00 on 16 November 2026.**

## 12. CONTACT PERSON

**NO telephonic or any other form of communication relating to this bid will be permitted with any other ETDPSETA member of staff either by Bidders (as collective bidding team or individual of the bidding team), representative of Bidders, associates of Bidders, shareholders of Bidders, other than with the named individual stated below. ANY MEANS OF ATTEMPTING TO INFLUENCE THE ADJUDICATION PROCESS OR OUTCOMES OF THE ADJUDICATION PROCESS WILL RESULT IN IMMEDIATE DISQUALIFICATION OF THE ENTIRE BID. All enquiries regarding this bid must be in writing only and be directed to:**

The information in this communication is confidential and may be legally privileged.
It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

**Supply Chain Manager: Email: Tenderers@etdpseta.org.za**

**Note: Blacklisted companies appearing on the National Treasury database and prohibited from conducting business with public entities will be disqualified.**

**ANNEXURE B**

Bidders are required to provide references for Project Manager and Account Manager.

1. **PROJECT MANAGER EXPERIENCE**

**Name of Project Manager:** _____

| Project/Company name | Position/Role | Responsibilities | Start date | End date | Reference (Name & Surname) | Reference (Position) | Reference (Contact details) |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

2. **ACCOUNT MANAGER EXPERIENCE**

**Name of Account Manager:** _____

| Project/Company name | Position/Role | Responsibilities | Start date | End date | Reference (Name & Surname) | Reference (Position) | Reference (Contact details) |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

The information in this communication is confidential and may be legally privileged.
It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful