TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO ESTABLISH AND MANAGE THE 24/7/365 DAYS ANTI - CORRUPTION HOTLINE NUMBER FOR THE DEPARTMENT OF MINERAL AND PETROLEUM RESOURCES FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

1 BACKGROUND

1.1 Corruption has become endemic in South Africa. It undermines democracy and negatively affects service delivery, human and socio-economic development, job creation, public trust in government, and investor confidence in the country. Corruption manifests in all spheres of society and occurs in the public sector and in the private sector.

1.2 Corruption, having permeated key institutions in both the public and private sector, poses a threat to national security, undermines the rule of law and institutions vital to ensuring the centrality of the state as a protector and promoter of the rights of its citizens. There is a need to unify anti-corruption efforts across sectors to address the scourge of corruption and to demonstrate the commitment of government, business and civil society to achieve the vision of the National Development Plan 2030 of a corruption-free South Africa, and a society in which key values, such as integrity, transparency and accountability, guide the actions and behaviour of its citizens.

1.3 In 2016, a review and situational analysis of corruption and anti-corruption measures in South Africa was undertaken to pave the way for the development of the National Anti-Corruption Strategy (NACS)

1.4 Recognising these dangers, South Africa's first democratic government decided very quickly to fight against corruption and began its anti-corruption campaign in 1997. This led to the approval of the Public Service Anti-Corruption Strategy by Cabinet in 2002.

1.5 The Prevention and Combating of Corrupt Activities Act 12 of 2004 defines corruption as an offence that can be committed by anyone, whether they are in the public service or in the private sector.

1.6 The Public Finance Management Act (PFMA), read together with Treasury Regulations, requires departments to have Fraud Prevention Plans as part of their risk management strategy. This requirement is further complemented by the Public Sector Minimum Anti- Corruption Capacity Requirements, which require departments to establish minimum anti-corruption capacity to prevent, detect, investigate and resolve acts of corruption.

1.7 The DMPR Anti- Fraud and Corruption Strategy was developed with due cognizance of the basic fraud and corruption measures that are already in place within the Departments, as well as the fraud and corruption risks which have been identified, and seeks to address them to enable the Department to achieve its objectives.

1.8 The DMPR 24/7 365 days Anti-Corruption Hotline Number will enable members of the public, stakeholders, media and employees of the department, interest groups and service providers to report suspected activities/ incidents of corruption, maladministration and/or irregularities for investigation and resolution.

1.9 The purpose of the anti-corruption hotline number is to provide a way for officials and/or clients of the department to report any form of unethical behaviour from the department whilst remaining anonymous.

1.10 The anti-corruption DMPR hotline number offers whistleblowers a cost effective,24/7/365 day with a multi-lingual, live-answered state of the art information centre that enables them to report any irregular activities within the department.

1.11 These irregular activities include, but are not limited to, theft, fraud, bribery, unethical practices and any other unlawful or dishonest activity.

1.12 The establishment of the anti-corruption hotline number serves as a first step towards achieving a successful whistleblowing system across the department.

2. CONTRACT PERIOD

2.1. The contract period for the establishment and management of the Department of Mineral and Petroleum Resources Anti- Corruption Hotline Number will be for a period of thirty-six 36 months after signing of the service level agreement.

3. OBJECTIVE

3.1 To establish, set up and manage the 24/7/ 365 days anti- corruption hotline number for the Department of Mineral and Petroleum Resources.

4. SCOPE OF WORK

4.1 The service provider is expected to establish, set up, and manage the DMPR 24/7/ 365 days Anti-Corruption Hotline Number

4.2 Conduct a workshop communicating the details of the anti-corruption hotline number and the process flow of case management to management and other employees (project custodians) of the department.

5. DELIVERABLES OR PROJECT OUTPUT AND/OR OUTCOME

5.1 The service provider is expected to undertake the following milestones in the establishment, management and running of the DMPR Anti-Corruption Hotline Number

5.2 Establish, set up and manage a 24/7, 365-day DMPR Anti-Corruption Hotline Number manned by external trained staff members.

5.3 Produce monthly reports summarising trend evaluations of suspected incidents of corruption for investigation and resolution.

5.4 Produce an impact analysis report on the effective functioning of the anti- corruption hotline and proposed interventions

5.5 Develop high-level anti-corruption material (Posters) to be placed in visible areas in the department, including regional offices, demonstrating zero tolerance to fraud and corruption.

5.6 Produce monthly report(s) analysing the calls received through the anti-corruption hotline with recommendations for action by the department.

6. EVALUATION CRITERIA

NB: This bid will be evaluated in three stages, i.e., functionality, administrative compliance and point scoring system.

6.1 Gate 01 – Mandatory requirements

6.1.1 Mandatory requirements will not apply to this project.

6.2 Gate 02 – Functionality

Bidders will be scored in terms of the functional requirements indicated in the table below. The corresponding points and weightings will be used to calculate the overall score a bidder has achieved. The minimum threshold for this bid is **70%**. Bidders who score less than **70%** will be disqualified. Only bidders who score **70%** or more will be considered further.

No.	*Evaluation criteria*	*Points*	*Weight*
1.	***Company Experience*** i) Bidders should have experience of having undertaken projects of establishing and managing the anti-corruption hotline number in various organisations. (**Attach contract/s, /SLA, orders, or completion letters supported by testimonials on a company (client) letterhead, signed and dated, and describing the nature of service completed)**	6 or more projects = 5 points 5 projects = 4 points 4 projects = 3 points 3 projects = 2 points 2 or less projects = 1 point No proof = 0 points	**20**
2.	***Experience of Team Leader and Team Members*** **Experience:** **Team Leader** (i) The team leader must have experience of having been involved in projects of establishment and management of the anti-corruption hotline number. **(Attach a detailed CV highlighting relevant projects, with contactable references)** **Team members** (ii) Individual team members must have experience of having been involved in projects of establishment and management of the anti-corruption hotline. **NB: Attach detailed CVs highlighting relevant experience, with contactable references. Team members' experience to be average according to their number on the project.**	6 or more projects = 5 points 5 projects = 4 points 4 projects = 3 points 3 projects = 2 points 2 or less projects = 1 point No indication = 0 points 6 or more projects = 5 points 5 projects = 4 points 4 projects = 3 points 3 projects = 2 points 2 or less projects = 1 point No indication = 0 points	**25**

No.	*Evaluation criteria*	*Points*	*Weight*
3.	***Qualifications of Team Leader and Team Members***		**20**
	Qualifications:		
	Team Leader qualifications	NQF level 10 = 5 points	
	Team leader must have a formal relevant tertiary qualification in Internal Audit, Risk Management, Forensic or equivalent, recognised by SAQA **(Attach copies of valid relevant qualification/s**	NQF level 9 = 4 points NQF level 8= 3 points NQF level 7 = 2 points NQF level 6 or below = 1 point	
	Team Member qualifications	NQF level 9 or higher = 5 points	
	Team member(s) must possess a formal relevant qualification in Internal Audit, Risk Management, Forensic or equivalent, recognised by SAQA **(Attach copies of valid relevant qualification/s**	NQF level 8 = 4 points NQF level 7 = 3 points NQF level 6 = 2 points NQF level 5 or below = 1 point	

No.	*Evaluation criteria*	*Points*	*Weight*
4.	***Project Plan*** **Project Plan** **(i) Detailed project plan with** • Project deliverables and • Milestones • Scope • Schedule, • Cost, • Resources **(ii) Proposed Methodology outline.** ➢ Management of the project. i.e., **(Attach methodology proposal)**	 Detailed Project plan with all six (6) points covered = 5 Project plan with only 5 points covered = 4 points Project plan with 4 points covered = 3 points Project plan with 3 points covered = 2 points Project plan with 2 or fewer points covered = 1 point Methodology proposal attached = 5 No methodology attached=0	**35**

Formula; $\frac{A}{B} \times 100 = C\%$

Where: A = Total score for the bid under consideration

B = Maximum possible score

C = Percentage score for the bid under consideration

6.3 Gate 03 - Administrative compliance

(i) Compliance with the specification / Terms of Reference.

(ii) Fully completed SBDs (Duly signed and dated) listed hereunder

- SBD 1
- SBD 4
- SBD 6.1

(iii) The following will be regarded as non-compliance.

- Price amendments / other amendments without signature/initials.
- Use of correction fluid
- Completion of the bid document in coloured ink other than black ink
- Bidders to attach the company profile to the Technical Proposal.

6.4 Gate 04 – Point Scoring System

Bids will be evaluated on the 80/20 preference point system as outlined in the Preferential Procurement Regulation of 2022.

- Price points = 80
- Preferential points = 20

6.4.1 The bidder that scores the highest points in this phase will be awarded the tender.

6.4.2 Should more than one bidder score the same number of points, the award will be made to the bidder who scores more points on specific goals.

6.4.3 Should there be more than one bidder who scores the same number of points overall and the same points on specific goals, the award will be made to the bidder who scored the highest points on functionality.

6.4.4 Should there be more than one bidder who scores the same number of points in all aspects, the bid will be determined by the drawing of lots.

6.4.5 The preferential points will be allocated in terms of the Departmental objectives on specific goals. Points allocation on specific goals is tabulated hereunder.

6.4.6 Bidders who do not submit proof (means of verification) of specific goals claimed will not qualify for preference points for specific goals.

Specific Goal	Number of points (80/20 Preference System)	Means of Verification
An enterprise owned by Black people	4	Identity documents and the CIPC document
Enterprise owned by Women	4	Identity documents and the CIPC document
Enterprise owned by Youth	4	Identity documents and the CIPC document
An enterprise owned by disabled persons	4	Medical certification
Enterprise owned by SMMEs (QSE or EME)	4	B-BBEE certificate issued by a SA-NCAS-accredited agency or DTIC, or an affidavit

NB: "Ownership = 51% of the company share. Designated group/person that are part of the entity's directorship but have less than 51% share = points will be calculated on a pro-rata basis in relation to the share/s held by the designated group/persons.

E.g. Number of women directors = 01
Shares owned by women = 20%
Specific goal for women = 4 points
Points claimable for women ownership = $\frac{20}{100} \times 4 =$ **0.8 points**

7. REPORTING REQUIREMENTS

7.1 The service provider shall report to the Director: Risk Management and/or the identified departmental representative (project custodian).

7.2 It is envisaged that the DMPR will require an initial meeting with the successful service provider to agree on the project process and options to be investigated.

7.3 Progress meeting feedback shall be held as and when necessary.

8. WORK PLAN AND METHODOLOGY

8.1 The service provider must provide:

8.1.1 A project proposal that demonstrates comprehension and competence to deliver on what is required in line with the scope of work under section 4.

8.1.2 A preliminary project plan outlining key activities, milestones, timeframes, and resources to be committed to the project.

9. ROLE AND RESPONSIBILITY

9.1 A Service Level Agreement will be entered into with the successful service provider, which will include, *inter alia*, obligations of the DMPR and the successful service provider.

9.2 The DMPR reserves the right to appoint more than one service provider for the project.

9.3 The successful service provider must develop a detailed project schedule/ plan.

9.4 The service provider shall disclose all information in its proposal regarding any interests that may result in an actual or perceived conflict of interest.

10. CONFIDENTIALITY OF INFORMATION

10.1 The names of all the members of the service provider team must be disclosed for the prior approval of DMPR. Any changes, replacements, and additions should be submitted for prior approval of DMPR.

10.2 All members will have to sign a Non-Disclosure Agreement before project commencement and may be required to undergo security screening and tests as the DMPR deems necessary.

11. PAYMENT

11.1 The Department will not make an upfront payment to a successful service provider. Payment will only be made in accordance with the delivery of service that will be agreed upon by both parties and upon receipt of an original invoice.

12. TAX CLEARANCE CERTIFICATE

12.1 Bidders must ensure compliance with their tax obligations.

12.2 Bidders are required to submit their unique personal identification number (PIN) issued by SARS to enable the state organ to view the taxpayer's profile and tax status.

12.3 Application for tax compliance status (TCS) or PIN may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website www.sars.gov.za.

12.4 A bidder may also submit a printed TCS together with the proposal.

12.5 In proposals where consortia / joint ventures / sub-contractors are involved, each party must submit separate proof of TCS / PIN / CSD number.

12.6 Where no TCS is available, but the bidders are registered on the central supplier database (CSD), a CSD number must be provided.

13. COST / PRICING

13.1 The bidders are requested to provide a quoted proposal regarding the work to be undertaken.

13.2 Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses, inclusive of all applicable taxes for the project. The total cost must be VAT inclusive and should be quoted in South African Rands (i.e. ZAR).

13.3 Bidders should provide hourly rates as prescribed by the Department of Public Service and Administration (DPSA), Auditor- General (AG) or the body regulating the profession of the consultant.

13.4 Bidders should provide (Subsistence &Travel (S&T)) rates that are aligned with the National Treasury instruction note as follows:

i) Hotel Accommodation – R1700 per night per person, including breakfast, dinner and parking.

ii) Air travel must be restricted to economy class.

iii) Claims for kilometres may not exceed the rates approved by the Automobile Association of South Africa.

14. CONDITIONS OF THE CONTRACT

14.1 The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.

14.2 The successful service provider will sign a confidentiality agreement regarding the protection of DMPR information that is not in the public domain.

14.3 No state information may be furnished/ communicated to the public or news media by the security service provider or any of their employees.

14.4 The successful service provider shall ensure that the contract is executed in line with the scope of work.

14.5 The successful service provider may be subjected to security screening by the State Security Agency.

14.6 The DMPR reserves the right to verify the authenticity of the information submitted; any falsified information may result in the disqualification or cancellation of the contract.

15. FORMAT OF SUBMISSION OF PROPOSAL

15.1 Bidders are requested to submit a copy of the technical proposals plus the original.

15.2 Bidders are requested to index their proposals for easy reference.

16. PRE-BID MEETING / BRIEFING SESSION DETAILS

16.1 N/A**.**

17. CLOSING DATE

17.1 Proposals must be submitted on or before (04 December 2026) at 12:00 online submission through National Treasury e-tender portal. **No late bids will be accepted.**

18. ENQUIRIES

18.1 **All general enquiries relating to bid documents should be directed to:**

Mr. Kwena Nong/ Ms. Lucia Nkhethoa

Tel No: (012) 444 3642/ 3000

E-mail: Kwena.Nong@dmpr.gov.za/ Lucia.Nkhethoa@dmpr.gov.za

18.2 **Technical enquiries can be directed to:**

Ms Tozama Maphanga

E-mail: Tozama.Maphanga@dmpr.gov.za

Cell phone number: 079 496 5214