

ENGINEERING COUNCIL OF SOUTH AFRICA		 E C S A ENGINEERING COUNCIL OF SOUTH AFRICA
REQUEST FOR QUOTATION (RFQ) FOR THE PROVISIONING OF AN ANTI-FRUAD AND ETHICS HOTLINE		
UNIQUE IDENTIFIER: REQ06815	Date: 03 August 2026	

(PRIVATE & CONFIDENTIAL)

REFERENCE NUMBER: REQ06815

ISSUE DATE: 03 August 2026

SUBMISSION CLOSING/DUE DATE: 17 August 2026 Time: 16H00

A VIRTUAL NON-COMPULSORY BRIEFING SESSION WILL BE HELD ON 11 AUGUST 2026 AT 10H00. PLEASE CONFIRM ATTENDANCE VIA EMAIL WITH YOUR NAME, COMPANY REPRESENTED, AND EMAIL ADDRESS TO nthabiseng@ecsa.co.za BY 07 AUGUST 2026 AT 16H00

Approved by:



Mr. Matsobane Aphone

Manager: ERM

GLOSSARY

Award	Conclusion of the procurement process and final notification to the effect to the successful Respondent.
B-BBEE	Broad-based Black Economic Empowerment in terms of the Broad-based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003) and the Codes of Good Practice.
Contractor / Service Provider	Organisation with whom ECSA will conclude a contract and potential service level agreement subsequent to the final award of the contract based on this Request for Quotation
Core Team	The core team are those members who fill the non-administrative positions against which the experience will be measured.
ECSA	Engineering Council of South Africa
GCC	General Conditions of Contract
IP	Intellectual Property
Original Quotation	Original document signed in ink, or copy of original document signed in ink, or Submitted Facsimile of original document signed in ink.
Originally Certified	To comply with the principle of originally certified, a document must be both stamped and signed in original ink by a commissioner of oaths.
Quote / Quotation	Written offer in a prescribed or stipulated form in response to an invitation by ECSA for the provision of goods, works or services
SCM	Supply Chain Management
SLA	Service Level Agreement

1. INTRODUCTION

- 1.1.** The Engineering Council of South Africa (“ECSA”) is a statutory body established by section 2 of the Engineering Profession Act, Act 46 of 2000 (EPA). ECSA's primary role is the regulation of the engineering profession in terms of the EPA. Its core functions are the accreditation of engineering programs, registration of persons as professionals in specified categories, maintenance of registration through Continuing Professional Development (CPD) and the regulation of the conduct of registered persons.

2. BACKGROUND

- 2.1.** ECSA has about 120 employees, with 1 Office located on Bruma, and on a hybrid working environment. ECSA encourages all employees and Governing Council members, Co-opted members to the High Impact Committees (HIC), Peer-Reviewers for ECSA's Core Functions (e.g. Assessors, Voluntary Associations etc.), who have good reason to believe that ECSA or any of its employees, service providers or contractors, are engaging in fraud and/or unethical conduct, which breaches the Anti-Fraud and Corruption Policy, Ethics Policy, and Code of Ethics, to disclose this conduct.

3. REQUIREMENTS & TIMELINES

- 3.1.** The Combined Assurance (CA) Division oversees the fraud-related and ethics investigations reported through the hotline and other channels.
- 3.2.** ECSA is seeking to engage the services of a duly qualified service provider to provide and manage the Anti-fraud and Ethics Hotline for a period of three (3) years, to enable ECSA's employees, service providers, and other interested parties to raise concerns relating to unlawful, irregular, unethical and or suspicious fraudulent or corrupt activities and conduct.

4. SCOPE OF SERVICES

- 4.1.** Provide a single platform for both the Anti-Fraud Hotline and the Ethics Hotline, with two (2) distinct components: one for Fraud related and the second for

ethics related cases. Provide a toll-free anti-fraud and ethics hotline services which will be active and managed for twenty-four (24) hours, seven (7) days a week and three-hundred and sixty-five (365) days a year, to enable all relevant stakeholders to report illicit activities. Provide callers with an option for “Fraud or corruption” cases and “Ethics” cases in English.

4.2. ANTI-FRAUD & ETHICS HOTLINE - CASE MANAGEMENT SYSTEM (CMS)

The Bidder is expected to possess a fully functional real-time CMS, whereby ECSA shall be granted access to the CMS to be able to draw progress reports and be able to upload final redacted or summary reports, upon closure of the investigation. Separate Monthly detailed and summary reports shall be available for the Anti-Fraud component and for the Ethics component, through the CMS, which ECSA representatives shall be able to access directly. Reports shall be user friendly, easily accessible and provide relevant information timeously.

4.2.1. Case Initiation

- All reports received via telephone, web, e-mail or other approved channels shall be formally logged into the Case Management System (CMS) upon receipt.
- Each report shall be assigned a unique case reference number, enabling tracking and follow-up while preserving anonymity.
- The CMS shall capture sufficient detail to support assessment, including allegation type, date, risk category, affected business area, and supporting information.

4.2.2. Anonymity and Whistleblower Protection

- The CMS shall support anonymous reporting and secure two-way communication, allowing the Whistleblower to:
 - Provide additional information, post the initial reporting of the allegation.
 - Receive feedback or requests for clarification, without identity disclosure.

- No metadata or system functionality shall enable the identification of anonymous reporters, except where disclosure is legally required.
- In the event of the caller requiring anonymity, the service provider will be entitled to refuse to provide any indication to ECSA of the caller's identity, unless it is required by law.

4.2.3. Case Assessment

- All cases shall undergo an initial screening and risk-based triage to:
 - Assess credibility and whether allegations are reported in good faith
 - Classify cases (e.g. fraud, corruption, unethical conduct).
- Allegations reported shall be channelled to the delegated ECSA employees or Committee Chairperson, in line with ECSA's Whistleblowing Policy and Procedure.

4.2.4. Case Management

- The CMS shall support workflow tracking, including:
 - Status updates (e.g. new, under assessment, under investigation, closed).

4.2.5. Reporting & Monitoring

- Detailed and summary reports: monthly, quarterly and annual, for anti-fraud and ethics components including:
 - Final redacted or summary investigation reports uploaded upon finalization of the case.
 - Trend analysis.
 - Status and ageing of cases.

4.2.6. Data Protection and Record Retention

- All case information shall be managed in compliance with applicable data protection legislation and ECSA's Policies.

4.2.7. Awareness

- Provide material to be physically displayed around the ECSA building: Ten (10) A3 Size laminated colour Posters and five (5) A4 Size laminated colour Posters, as a once off deliverable.
- Promotional material customised for the remote working environment, exploiting ECSA's digital platforms to extend reach to all key stakeholders.

4.2.8. Experience

- Demonstrate experience and expertise of providing and managing an Anti-fraud and Ethics Hotline, not only call centre related services, in either the Private or Public Sector.

5. SUBMISSION REQUIREMENTS

The following documentation must be submitted. The documentation submitted must be numbered in accordance with the numbering set out in Table 1 below.

Table 1: Submission Requirements

Appendix Number	Description of Appendix	Requirement
Appendix A	• Standard Bidding Forms	• SBD 4 – Service provider's disclosure Form
Appendix B	• Company registration documents	• CIPC certificate
Appendix C	• Tax clearance and B-BBEE certificate	• A valid tax • A valid B-BBEE certificate or sworn affidavit
Appendix D	• Company Profile	• Company profile indicating experience in relevant

		services
Appendix E	Bank Confirmation Letter	Bank Confirmation Letter
Appendix F	Pricing Schedule	A completed pricing schedule as per Annexure A

FUNCTIONALITY EVALUATION POINT ALLOCATION – PHASE 2

Only prospective service providers (s) that have met the administrative criteria in Phase 1 will be evaluated in Phase 2. Prospective service provider(s) that achieve a minimum threshold of 70 Points out of 100 Points for the Functionality capabilities will proceed to Phase 3.

Table 2: Documents for evaluation purposes

Appendix Number	Description of Appendix	Requirement
Appendix G	Reference Letters	Relevant Reference Letters on the Client's official Letterhead

6. FUNCTIONALITY REQUIREMENTS

Bidders who score 70 points out of a 100 and more will qualify for further evaluation in terms of Price and B-BBEE.

#	Criterion	Weight (100%)	Score (Out of 100 Points)
1.	Demonstrate experience and expertise of providing and managing an Anti-Fraud and Ethics Hotline, not only call centre related services, in either the Private or Public Sector. Provide details of contactable referees for work performed, on the table format indicating the contact person and up to date contact details, where Anti-Fraud and Ethics Hotline have been provided and managed for a consecutive period of at least two or more years in the Private or Public Sector. Information to be included in the	50	50 Points = Five (5) referees or more 40 Points = Four (4) referees 30 Points = Three (3) referees 20 Points = Two (2) referees 10 Points = One (1) referee 0 Points = No referee details submitted or outdated contact details provided.

#	Criterion	Weight (100%)	Score (Out of 100 Points)
	Reference Letter– Contactable References: • Name of the client; • Contact details (Contact person: Name & Role (CRO etc.), e-mail address and/or Phone number); • Period when the service was rendered e.g. January 2015 to December 2017; <u>ECSCA reserves the right to contact the client/s of the bidder (contactable references) to ascertain the quality of service rendered by the bidder prior to award of this bid.</u> It is therefore important for each bidder to make sure that the contact number provided is working and it is that of the client where the service was provided.		
2	Live Demonstration of the CMS	50	The Bidders to provide a Live Demonstration of the CMS, for the BEC to ascertain that the CMS-related Scope of Work is fully met. Live demonstration sessions to be scheduled.
	Single Integrated Platform: Single CMS with separate Fraud and Ethics components, including separate reporting functionality		Fully compliant: 6 Partially compliant: 4 Not provided: 0
	Case Registration & Case Initiation The CMS should demonstrate the ability to: • Log reports from telephone • Email • Web • Other reporting channels • Generate unique case numbers • Record allegation type • Capture business area • Capture supporting evidence • Record risk category		Fully compliant: 6 Partially compliant: 4 Not provided: 0
	Anonymous Reporting & Whistleblower Protection The CMS must demonstrate: • Anonymous reporting • Two-way anonymous communication • Anonymous feedback		Fully compliant: 8 Partially compliant: 4 Not provided: 0

#	Criterion	Weight (100%)	Score (Out of 100 Points)
	- Anonymous upload of additional evidence - No disclosure of whistleblower identity		
	Workflow & Case Management CMS should demonstrate: - Status tracking - Workflow management - Case ownership - Audit trail - Investigation progress updates Example statuses: - New; Assessment; Investigation; Awaiting Information; Closed		Fully compliant: 8 Partially compliant: 4 Not provided: 0
	Reporting Functionality The CMS should allow ECSA users to independently: - Generate Monthly Reports - Generate Quarterly Reports - Generate Annual Reports - Separate Fraud reports - Separate Ethics reports - Trend Analysis - Case Ageing - Dashboard - Export reports (Excel/PDF)		Fully compliant: 8 Partially compliant: 6 Basic reporting only: 4 Not provided: 0
	User Access & Investigation Report Upload CMS should allow: - Minimum of 5 named ECSA users - Username & password - Role-based access - Upload final investigation reports		Fully compliant: 8 Partially compliant: 4 Not provided: 0

#	Criterion	Weight (100%)	Score (Out of 100 Points)
	• Upload redacted reports • Whistleblower access to outcome (where applicable)		
	Data Security & POPIA Compliance CMS should demonstrate: • Secure data storage • Audit logs • Access controls • Compliance with POPIA • Record retention functionality		Fully compliant: 6 Partially complaint: 3 Not provided: 0
	Total	100	

7. COST BREAKDOWN

The Bidder shall provide a Cost Breakdown for the Scope of Services, identifying all the elements for the different deliverables.

Support personnel such as secretaries, typists and clerks in the Bidder's offices shall not be listed on the Quotation. Costs of such support shall be deemed to be covered by billing rates for a professional employee.

The Bidder's quote needs to take account of the process for Client review and document revisions by the successful Service Provider. This process is not a distinct task and shall not be billed, but allowances should be made in the price for the iterative nature of document review and Client approval.

8. EVALUATION OF PROPOSALS RECEIVED (PHASE 3)

Bidders who comply with the requirements of this RFQ will be evaluated according to the preference point scoring system as determined in the Preferential Procurement Regulations, 2022.

The following preference point system is applicable to this bid:

- The 80/20 system for requirements with a Rand value of up to R50 million (all applicable taxes included).

Points for this bid shall be awarded for:

Price; and

B-BBEE Status Level of Contributor.

The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE	100

Table 3 BBBEE status level of contributor will be allocated as follows:

BBBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-complaint contributor	0

9. DISQUALIFICATION CRITERIA

9.1. The following shall lead to proposals not considered:

- Late submissions
- Failure to meet the technical requirements.

10. PAYMENT PROCESS

10.1. Interval invoicing and payment of fees and disbursements will take place based on the actual services rendered, and payment of invoices shall be effected within 30 days from date of receipt and in accordance with ECSA Financial Policies and Procedures.

10.2. No payment shall be made unless the following information has been presented to ECSA to its satisfaction:

10.2.1. VAT registration certificate, if the successful Bidder is a VAT vendor;

10.2.2. Without deduction of PAYE and/or SITE, if the successful Bidder is not registered for VAT; or

10.2.3. Statement setting out details of services rendered, accompanying invoice.

10.3. All invoices shall contain a Purchase Order number, ECSA's and the successful Bidder's VAT number, if registered for VAT, successful Bidder's name, date of invoice, amount due, services rendered, due date, and any other relevant details. ECSA's VAT number is 4350113017.

10.4. Payment will only be made against original invoices which complies with the requirements of the VAT Act. Failure to remit fully compliant invoice will

result in late payment, without forfeiture of any settlement discounts that may be due to ECSA.

11. LIABILITY

The successful prospective service provider shall be liable to ECSA for any direct damages and/or losses incurred by ECSA due to failure by the prospective service provider to perform its obligations in the manner required by the Service Level Agreement signed by the parties.

The successful prospective service provider shall further be liable to ECSA for all indirect and consequential or special damages and/or losses suffered by ECSA as a result of gross negligence, willful misconduct, a breach of confidentiality provisions stipulated in the signed Service Level Agreement between the parties, breach of applicable laws, infringement of a third party's intellectual property rights, or a criminal act committed by the prospective service provider or any employees of the prospective service provider .

12. PROSPECTIVE SERVICE PROVIDER'S OWN TERMS AND CONDITIONS OR PROPOSAL QUALIFICATIONS

This document contains the terms and conditions of this RFQ, and prospective service providers must not modify / qualify the specifications or come up with their own terms and conditions. ECSA reserves the right to disqualify a proposal which seeks to modify or depart from the specified conditions.

13. PREPARATION COSTS

The prospective service provider will bear all its costs in preparing, submitting, and presenting any response to this RFQ and all other costs incurred by it throughout the RFQ process. Furthermore, no statement in this RFQ will be construed as placing ECSA, its employees or agents, under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the prospective service providers in the preparation of their response to this RFQ.

14. INDEMNITY

If a prospective service provider breaches the conditions of this RFQ and, as a result of that breach, ECSA incurs costs or damages (including, without limitation, the cost

of any investigations, procedural impairment, repetition of all or part of the RFQ process and/or enforcement of intellectual property rights or confidentiality obligations), then the prospective service provider indemnifies and holds ECSA harmless from any and all such costs which ECSA may incur and for any damages or losses ECSA may suffer.

15. LIMITATION OF LIABILITY

A prospective service provider participates in this RFQ process entirely at its own risk and

cost. ECSA shall not be liable to compensate a prospective service provider on any grounds whatsoever for any costs incurred or any damage suffered as a result of the prospective service provider's participation in this RFQ process.

16. TAX COMPLIANCE

No RFQ shall be awarded to a prospective service provider whose tax affairs are not in order. ECSA reserves the right to withdraw an award made, or cancel a contract concluded with a successful

prospective service provider in the event that it is established that such prospective service provider was in fact not a tax compliant at the time of the award. ECSA further reserves the right to cancel a contract with a successful prospective service provider in the event that such prospective service provider does not remain tax compliant for the full term of the contract.

17. CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this RFQ or a prospective service provider's submission will be disclosed by any service provider or other person not officially involved with ECSA's examination and evaluation of an RFQ.

Throughout this RFQ process and thereafter, prospective service providers must secure ECSA's written approval prior to the release of any information that pertains to (i) the potential work or activities to which this RFQ relates; or (ii) the process which follows this RFQ. Failure to adhere to this requirement may result in disqualification from the RFQ process and civil action.

No confidential information relating to the process of evaluating or adjudicating proposals or appointing a prospective service provider will be disclosed to a prospective service provider or any other person not officially involved with such process.

18. INTELLECTUAL PROPERTY

ECSA retains ownership of all Intellectual Property rights in the RFQ information documents that form part of this RFP. Prospective service providers will retain the Intellectual Property rights in their/ responses, but grant ECSA the right to make copies of, alter, modify, or adapt their responses, or to do anything which in its sole discretion is necessary to do for reasons relating to the RFP process.

19. TERMS & CONDITIONS OF THE APPLICATION

- ECSA reserves the right without furnishing any reasons whatsoever, to cancel, withdraw or re-advertise, or to appoint or not to appoint any of the Service Providers.
- ECSA may request clarification or further information regarding any aspect of the non-mandatory documents submitted by the service provider. The service provider must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the service provider may be disqualified.
- The RFQ and supporting documents shall be submitted strictly in accordance with the instructions given in these ToR's.
- All prices quoted must be VAT inclusive. ECSA will not provide upfront payments.

20. RFQ SUBMISSION

The RFQ/ proposal must be emailed to nthabiseng@ecsa.co.za by no later than 17 August 2026 at **16H00**.

- The completed proposal must be attached to the email, any text included in the body will not be evaluated.
- The email subject should clearly indicate the name of the service provider and the RFQ reference number. If amending a submission, the title of the email should also

include the word amendment.

- Example: Company ABC, REQ06815
- Example: Company ABC, Amendment to REQ06815
- If the submission is larger than 20 MB, please zip the folder to reduce size, and or submit in parts referencing each submission accordingly.
- Where a response is not submitted at the time of the RFQ closing date, such submission will not be evaluated.
- Submissions must be made in PDF format only; no editable documents will be accepted.
- PDF documents submitted must not be password protected.
- Failure to adhere to the above submission rules may lead to disqualification.

ECSA is entitled to amend any application condition, validity period, specification, or extend the return date of such an application before the closing date. All service providers to whom the RFQ documents have been issued will be advised in writing of such amendments or of extensions promptly.

21. RETENTION OF APPLICATIONS

All RFQs/proposals submitted shall become the property of ECSA. ECSA will make all reasonable efforts to maintain applications in confidence. Proprietary information should be identified in each application.

22. CANCELLATION AND RE-INVITATION OF RFQ

The decision to cancel RFQ will be published in the same media in which the original RFQ invitation was advertised.

23. VENDOR COMMUNICATIONS

During the RFQ period, communication between service providers and ECSA will only be in writing through email for any queries and questions. All communications,

correspondence, documentation, manuals, applications, presentations, demonstrations etc., must be in English.

All questions concerning the RFQ must refer to the RFQ page number, section, and paragraph. All questions and correspondence must only be directed at the authorized ECSA Application Representatives, listed below:

24. General Enquiries:

All enquiries must be directed to the below contact person by no later than 13 August 2026 at 16h00:

Supply Chain Management: Ms. Nthabiseng Somoro

Telephone number:(011) 607 9534

Email address:

nthabiseng@ecsa.co.za