



NBCRFLI

National Bargaining Council for the Road Freight and Logistics Industry

Your Road Freight Partner.

18 February 2026

Dear Tenderer

RFB NO. 00462/2025 APPOINTMENT OF SERVICE PROVIDER TO PROVIDE ANTI-FRAUD WHISTLE BLOWING HOTLINE AND COMPLAINTS HANDLING SERVICES FOR A PERIOD OF THREE (3) YEARS.

SUBJECT:

You are hereby invited to tender for the abovementioned Services in accordance with the documents of enquiry contained herein.

Elucidation of the Enquiry

Should any part or parts of the enquiry require further explanation, be ambiguous or contradictory, elucidation prior to submission of your proposal, and is to be obtained from:

All Commercial and Technical queries:

Mbali Masilela Tel: 011 703 7006 and e-mail: mbali.masilela@nbcrcfi.co.za

Submission of Tender

Your tender is to be submitted in the manner described in the **Instructions to Tenderers** contained in **Section A** and testimonial guide template of the enquiry document by not later than the **12 March 2026 at 12:00pm. Questions for clarity on tender will close on 26 February 2026 at 12:00pm.**

Further to note-the intension to tender closing date is 26 February 2026 at 12:00pm. Failure to respond to intension to tender will result in disqualification of your submission.

Yours faithfully

Lerato Skhosana

Acting Procurement Manager

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**NATIONAL BARGAINING COUNCIL FOR THE ROAD FREIGHT AND LOGISTICS
INDUSTRY**

RFB NO. 00462/2025

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE ANTI-FRAUD WHISTLE
BLOWING HOTLINE AND COMPLAINTS HANDLING SERVICES FOR A PERIOD
OF THREE (3) YEARS.**

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RFB NO. 00462/2025: APPOINTMENT OF SERVICE PROVIDER TO PROVIDE ANTI-FRAUD WHISTLE BLOWING HOTLINE AND COMPLAINTS HANDLING SERVICES FOR A PERIOD OF THREE (3) YEARS.

SECTION A

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE ANTI-FRAUD WHISTLE BLOWING HOTLINE AND COMPLAINTS HANDLING SERVICES FOR A PERIOD OF THREE (3) YEARS.

INSTRUCTIONS TO TENDERER



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NATIONAL BARGAINING COUNCIL FOR THE ROAD FREIGHT AND LOGISTICS INDUSTRY

RFB NO.00462/2025

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE ANTI-FRAUD WHISTLE BLOWING HOTLINE AND COMPLAINTS HANDLING SERVICES FOR A PERIOD OF THREE (3) YEARS.

INSTRUCTIONS TO TENDERERS

TENDER THAT CONSISTS OF ONE ORIGINAL MUST BE SENT VIA A LINK THAT WILL BE PROVIDED BY THE TIME AND DATE STIPULATED IN THIS ENQUIRY.

NB: TENDERS MUST NOT BE ADDRESSED OR DELIVERED TO INDIVIDUALS.

1. CLARIFICATION OF ENQUIRY DOCUMENTS

Should there be doubt as to the meaning of the enquiry document; the Tenderer shall seek clarification before submitting a tender. All additional information supplied shall be made available to all other Tenderers. All queries shall be submitted by not later than **26 February 2026.**

2. AGREEMENT CONDITIONS

The Conditions of Contract shall be the Conditions of Contract contained in the enquiry document. The Tenderer may submit a tender containing proposed variations or qualifications to the Contract Conditions.

3. MAIN OFFER AND ALTERNATIVE PROPOSALS

Tenderers shall submit a main offer on the forms provided in accordance with the requirements set out in the enquiry

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Tenderers may in addition submit alternative offers, which shall clearly indicate either technical and/or financial advantages to the NBCRFLI.

4. SUFFICIENCY OF TENDER

No alterations will be allowed once a tender has been submitted. In the event of any discrepancies occurring between the prices and particulars detailed by the Tenderer in the forms provided with the enquiry and those contained in any additional letter or document by the Tenderer, the former shall prevail.

5. TENDERER TO INFORM THEMSELVES FULLY

The Tenderer is to examine the scope of services provided. Should there be any doubt as to the meaning of the scope of services, or ambiguity as to the scope of the enquiry, the Tenderer is to immediately notify the NBCRFLI and have the matter rectified, otherwise it will be taken that the enquiry is fully understood, and no liability for errors will be admitted due to the foregoing.

6. EXTENSIONS TO TENDER CLOSING DATE

Under no circumstances will requests for extensions to the tender closing date be considered unless there are delays in providing additional information that is due from NBCRFLI.

7. REJECTION OF TENDERS

A tender may be rejected if: -

- 7.1 It is received after the time and closing date stipulated in the enquiry or a subsequent official amendment thereto.
- 7.2 It contains any omission, erasure, alteration, text addition or irregularity.
- 7.3 It does not include the required information necessary for proper comparison and evaluation.

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7.4 It is not in accordance with the commercial and technical requirements of the evaluation.

8. CONFIDENTIALITY OF ENQUIRY DOCUMENTS

The enquiry document shall be treated as strictly confidential by the Tenderer.

Tenders received will be treated as confidential and no aspect of any tender will be disclosed to third parties by NBCRFLI.

9. ACCEPTANCE OF TENDERS

The NBCRFLI reserves the right to reject any tender, or accept portions of tenders received, without being obliged to give reasons.

10. VALIDITY

Tenders shall remain open for acceptance for 120 (hundred and twenty) days from the closing date.

11. EXPENSE IN PREPARATION OF TENDERS

The NBCRFLI will not be responsible for any expenses or losses, which the Tenderer may incur in the preparation of the tender.

12. CONDITIONS UNDER WHICH TENDERS WILL BE CONSIDERED

No tender will receive consideration unless it is complete and in accordance with the requirements of this enquiry specification. Should the Tenderer wish to offer services which in his opinion is considered an improvement arrangement or selection the Tenderer may submit such an offer as an alternative to the main offer.

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13. SUBMISSION OF TENDERS

13.1 Tender - Soft Copy

An online link will be affected by the NBCRFLI specifically for the Service Providers who have submitted their details for the Intention to tender to be submitted to mbali.masilela@nbcrfli.co.za by the **26 February 2026 at 12:00 pm.**

RFB NO. : **00462/2025**

DESCRIPTION : **APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE ANTI-FRAUD WHISTLE BLOWING HOTLINE AND COMPLAINTS HANDLING SERVICES FOR A PERIOD OF THREE (3) YEARS.**

CLOSING DATE : **12 March 2026 at 12:00pm**

The Tenderer shall prepare one original set and of the documents comprising the Tender and supplementary information.

14. EVALUATION CRITERIA

PROPOSED FUNCTIONAL EVALUATION CRITERIA

The evaluation of the functional/technical details of the proposal will be based on the following criteria: Evaluation

14.1 All tenders will be evaluated by a bid evaluation committee.

14.2 The evaluation of the bids will be done in a two (2) stage process:

14.2.1 The **first stage** will be the evaluation of bids on functionality.

14.2.2. The **second stage** is

- **Price = 80 points**
- **Preference = 20 points**

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STAGE 1: CAPABILITY/FUNCTIONALITY

- A total point of 100 is allocated for functionality
- Tenders shall score a minimum of 70 points on functionality from submitted document in order to move on to the next stage where they will be required to a presentation.

15. EVALUATION CRITERIA

15.1 Functionality

CRITERIA	Rating					Weight	Total
	1	2	3	4	5		
The functionality proposal will be evaluated on a scale of 1-5 in accordance with the criteria below.							
<p>1. Capacity and Experience (10 points) Company profile including demonstrated experience in providing anti-fraud whistle blowing hotline services for 5 years and above.</p> <p>Substantiate: Detailed Company Profile indicating company existence of not < 5 years.</p> <p>The points will be allocated as follows: 5 years' experience and above = 5 Less than 5 years' experience = 0</p>						10	
<p>2. Written reference letters (20 points) Bidder must have contactable references</p> <p>Substantiate: The Bidder must attach proof of experience where similar services were provided and provide five (5) contactable reference letters, contracts and testimonials indicating performance of similar services in the past 5 years.</p> <p>The Points on past experience will be allocated as follows:</p> <p>Five (5) or more letters = 5 Four (4) reference letters = 3 Three (3) reference letters = 2 Two (2) reference letters = 1 One (1) or No references submitted = 0</p>						20	

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CRITERIA	Rating					Weight	Total
	1	2	3	4	5		
The functionality proposal will be evaluated on a scale of 1-5 in accordance with the criteria below.							

<p>3. Experienced and Qualified Personnel The Bidder must have experienced and qualified personnel in the field of Anti-fraud hotline allocated to the call center/ facility where calls will be received. Substantiate: The Bidder must attach CV and certified copies qualifications of <i>minimum</i> of three (3) dedicated personnel to be dedicated to for the NBCRFLI anti-fraud whistle blowing hotline.</p> <ul style="list-style-type: none"> • Relevant Call Centre Operations certificate, proficient in at least three (3) South African languages and knowledge of customer service and principles. <p>The points will be allocated as follows:</p> <ul style="list-style-type: none"> ➤ Above 5 years of relevant experience = 5 ➤ More than 3 to 5 years of relevant experience = 3 ➤ 1 to 2 years of relevant experience = 2 ➤ No CV and certified copies of qualifications attached = 0 					30	
<p>4. Methodology and Approach (40 points) Bidder(s) are required to demonstrate a comprehensive, thorough, and insightful methodology and approach for providing anti-fraud whistle blowing hotline services including the use of advanced technological tools e.g. portal platform and innovation and analytical tools for producing deliverables such as feedback reports, statistics and dashboard.</p> <p>Substantiate: The bidder must provide operating and implementation plan, to include amongst others the detailed reporting process; detailed features of the Anti-fraud hotline, detailed process of recording and</p>					40	

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safekeeping of information, details on how they will maintain confidentiality and independency in line with the scope and reporting requirements. The points will be scored as follows: Detailed approach that is aligned with scope of services = 5 Approach that is partially aligned with scope of services = 3 Approach not aligned with scope of service = 2							
TOTAL						100	
Minimum Threshold Points = 70							

PREFERENCE POINTS

The evaluation will be on the 80/20 principle, where 20 is calculated for preference points as per specific goals and 80 points for price.

The percentage for functionality will be calculated as follows

$$Ps = \frac{So}{Ms} \times AP$$

Where:

Ps = percentage scored for functionality by bid under consideration

So = total score of bids under consideration

Ms= maximum possible score, i.e. 5x (a) 100=

Ap = percentage allocated for functionality (in this bid = 100)

- i. The value scored for each criterion will be multiplied by the specified weight for the relevant criterion to obtain the marks scored for each criterion.
- ii. The scores for each criterion will be added to obtain the total score.
- iii. This score will be converted to a percentage and only bidders that have met or exceeded the minimum qualifying score of 70 percent of 100 percent on functionality will be evaluated further.

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- iv. Bidders not meeting a minimum qualifying score of 70 percent on functionality will be disqualified.

Sub-Contracting

A tenderer will not be awarded points for BBBEE status level if it indicated in their proposal/tender document submitted that such a tenderer intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an Exempted Micro Enterprise (EME) that has the capability and ability to execute the sub-contract.

A tenderer awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher BBBEE status level than the successful tenderer concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

The tenderer is required to provide information regarding sub-contracting on the schedule of proposed sub-contractors form as well as the schedule for transformation requirements in Section B of this enquiry.

General

During the evaluation process NBCRFLI may engage with one or more tenderers for clarification of their tender. Tenderers must also note that presentations may be required and as a result they must be always prepared when submitting their tender documents. Based on the results of the evaluation process, NBCRFLI will approve the awarding of the contract to the successful tenderer subject to a due diligence being conducted.

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SECTION B

**NATIONAL BARGAINING COUNCIL FOR THE ROAD FREIGHT AND LOGISTICS
INDUSTRY**

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**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE ANTI-FRAUD WHISTLE
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FORM OF TENDER

INDEX

A. Proposed Solution and Standard Forms

Item Title

1. Company's Profile and Proposed Solution
2. Tenderer's references
3. Schedule of Proposed Sub-Contractors
4. Alterations by Tenderer
5. BEE and Tax Clearance Certificate
6. Supplier Registration Form
7. Declaration of Interest

B. Financial Proposal: Item Title

1. Offer
2. Summary of Costs

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A. PROPOSED SOLUTION and STANDARDS FORMS

A 1. COMPANY PROFILE AND PROPOSED SOLUTION

Tenderers to provide the company profile and the Solution.

A.2 TENDERER'S REFERENCES

Tenderers to provide three (3) contactable references of relevant services carried out in the last five years that best illustrate the experience of the tenderer. Use the example below.

A.3 SCHEDULE OF PROPOSED SUB-CONTRACTORS

The Tenderer shall detail below all Sub-contractors that he proposes to employ to render of any part of the Services, together with a description of the service he proposes to sub-contract. Notwithstanding the inclusion of any Sub-contractor herein, this shall be read in conjunction to clause 14 [Evaluation] above in Section A and the conditions on scope document of this enquiry as well as the schedule for transformation requirements.

NAME	WORK TO BE SUB-CONTRACTED	APPROXIMATE VALUE

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A.4 ALTERATIONS BY TENDERER

Should the Tenderer desire to make any departures from or modifications to the Conditions of Contract, Schedule of Prices, or to qualify his tender in any way, he shall set out his proposals clearly hereunder, or alternatively state them in a covering letter attached to his tender and referred to hereunder, failing which the tender will be deemed to be unqualified.

PAGE	CLAUSE OR ITEM	PROPOSED ALTERATIONS

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A.5 BEE AND TAX CLEARENCE CERTIFICATE

Tenderers are required to provide a valid BEE and Tax Clearance Certificate.



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A.6 SUPPLIER REGISTRATION FORM

It is expected of tenderers who are not registered on the NBCRFLI's accredited Supplier Database to register using the prescribed form. Once the form is completed it may be submitted together with the tender. The NBCRFLI reserves the right not to award tenders to tenderers who are not registered on the Database.



SUPPLIER REGISTRATION FORM

All sections marked with an apteryx “” are compulsory to complete*

Please Note

- ◇ This form must be completed by all applicants wishing to register as suppliers on the NBCRFLI supplier database. Please reflect all the resources the firm has such as: Years of Experience, No of employees etc. Also reflect the expertise and experience that the company has. Other relevant additional documentation may also be attached. The NBCRFLI will determine the suitability of firms for entry into its database, based on the information provided.
- ◇ All sections of the application form must be completed in full.
- ◇ The application form is to be completed by the duly authorised official of the contracting firm.

Registration pre-requisites

- ◇ Proof of company registration and/or any other form of legal standing must be submitted.
- ◇ A *current and original* Tax Clearance Certificate from South African Receiver of Revenue Service [SARS] certifying that the taxes of the applicant are in order or that suitable arrangements have been made with SARS to bring them in order. The Tax Certificate will be reworded at the allocated space for the VAT number with the words “compulsory if turnover is more than R1, 000 000”. Where the person is not required to be registered for VAT, the Receiver of Revenue will write issue the certificate with blank VAT reference number.
- ◇ Submit proof of Professional Registration with the relevant Professional Body.
- ◇ Submit Company composition on the form attached as Section “C” also referred to a CK1
- ◇ Attach Black Economic Empowerment (BEE) Strategy/Transformation Strategies/strategies to empower the Disabled/physically challenged.
- ◇ Company Profile
- ◇ Proof of banking details

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A.7 DECLARATION OF INTEREST

DECLARATION OF INTERESTS (KINSHIP, RELATIONSHIP WITH PERSONS EMPLOYED BY NBCRFLI)

In terms of the Procurement Policy, no person or persons employed by the NBCRFLI may be awarded a bid by the Council.

Any legal person, or persons having a kinship with persons employed by the NBCRFLI including a blood relationship, may make an offer in terms of any bid invitation. In view of possible allegations of favouritism, should a resulting bid or part thereof be awarded to persons connected with or related to an employee of the NBCRFLI, it is required that the bidder or his/her authorized representative declare his position vis-à-vis the evaluating authority and/or take an oath declaring his/her interest, where– the legal person on whose behalf this application signed, has a relationship with persons/a person who are/is involved with the evaluation of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarer acts and persons who are involved with the evaluation of the bid.

To give effect to the above, the following questionnaire shall be completed and submitted with the bid.

Do you, or any person have any relationship (family, friend, other) with a person employed with the NBCRFLI or its Administration and who may be involved with the evaluation, preparation and/or adjudication of bids?

Yes/No

If so, state particulars

.....

.....

Are you or any other person connected with this application, employed the NBCRFLI?

Yes/No

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If so, state particulars

SIGNATURE OF DECLARER

DATE

POSITION OF DECLARER
NAME OF COMPANY OR APPLICANT

I/we, the undersigned (Print name/s)

Certify that the information as finished in this document is correct.

Signature/s

Date

Designation

(Please initial all other pages of this document)

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B. FINANCIAL PROPOSAL

B.1 BID PRICE / OFFER

Having examined the Specifications and all other documentation contained in the Enquiry document for the above-named Services, we the undersigned, offer to carry out the whole of the said Services in conformity with the said Enquiry document, which includes all these documents for the sum of:

NOTE: REFER TO PRICING SHEET ATTACHED HERETO.

R..... (In words)

.....

.....
(INCLUDING 15% VAT)

We undertake to commence the Services on receipt of the NBCRFLI's representative's instruction to commence.

We agree to abide by the terms and conditions of this Tender for a period of 90 days from the closing date and undertake that it will not be withdrawn and shall remain open for acceptance by you up to the expiration of the said 90 days.

Unless and until a formal Agreement is prepared and executed, this Tender, together with your written acceptance thereof, shall constitute a binding Agreement between us.

Dated this..... day ofyear Signature..... in

the capacity ofDuly authorised to sign tenders for

and on behalf of: Bidder Name

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B.2 SUMMARY OF FEES

Summary of proposed fees.	
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SECTION C

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APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE ANTI-FRAUD WHISTLE BLOWING HOTLINE AND COMPLAINTS HANDLING SERVICES FOR A PERIOD OF THREE (3) YEARS.

CONDITIONS OF AGREEMENT

(Any resultant Service Level Agreement will be subject to NBCRFLI's generic terms and Conditions of Agreement)

The blank SLA must be downloaded from the NBCRFLI to familiarised with the terms and conditions

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SECTION D
SCOPE OF SERVICES

FOR

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SPECIFICATIONS

1. BACKGROUND

The National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI), established in 1946, plays a key role in ensuring labour peace as well as providing an effective service to road freight and logistics industry stakeholders. It achieves this through:

- Facilitation and mediation of Industry Collective Agreements.
- Setting minimum standards and conditions of employment between employers and employees within the road freight and logistics industry.
- Managing the industry's annual sick leave and holiday bonus funds.
- Provision of Wellness services, including Trucking Wellness and the Health Plan.
- Provision of Disputes Resolution for the Industry

All these services are provided under the auspices of the following collective agreements:

-  Main Collective Agreement (MCA);
-  Exemptions and Disputes Collective Agreement.

The Main Collective Agreement is binding for employers and employees in the industry, and it is concluded every two (2) years. The current validity period of the main collective agreement is from 1 March 2025 until 28 February 2027.

Our focus is to improve the quality of service delivered to our stakeholders, namely industry employers and employees. We achieve this through our various service offerings which are accessible via our 18 offices countrywide.

Internal audit department oversees the fraud hotline that is administered independently by a third-party service provider. The department also appoints independent forensic investigators from time to time to assist with any allegations of fraud whenever needs arise.

The effectiveness of the fraud reporting processes is dependent on the extent to which feedback is provided to callers and oversight bodies on a timely basis. As such, the Council has a responsibility to ensure the timely investigation of allegations / cases.

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2. THE OBJECTIVES OF THE REQUEST FOR PROPOSAL

The primary objective is to appoint a service provider for a period of three (3) years to provide NBCRFLI with anti-fraud whistle blowing hotline and complaints reporting services serving as an independent platform for stakeholders to report any suspected or alleged acts of Fraud and Corruption; and non-compliance with the Main Collective Agreement that could be taken place within the industry.

3. SCOPE OF SERVICES

The scope of the establishment and management of the anti-fraud whistle blowing hotline and complaints reporting must include, but not limited to the following:

- 3.1. A prospective service provider will be expected to operate 24 hours a day, 7 days per week and 365 days a year to enable all relevant stakeholders to report unlawful activities.
- 3.2. The whistle blowing Hotline service solution proposed by the service provider should be suitable for reporting unethical behavior, fraud and corruption should have innovative technology such as free call number, email facility, short message services (SMS), WhatsApp number and Online App.
- 3.3. The fraud hotline services shall be available in eleven (11) South African official languages.
- 3.4. All call details should be completely and accurately recorded and differentiated between non-compliance with Main collective agreement, constitution, Labour Relations Act (LRA) and fraud & Corruption related matters (including unethical conduct). The reference number format for “Fraud matters” and “Non-compliance must be different.
- 3.5. Anonymous reporting/ callers guarantee anonymity and the option of remaining anonymous must be explained to each caller/complainant.
- 3.6. The prospective service provider must provide promotional awareness material effectively marketed throughout NBCRFLI Head Office, Branches/Regional Offices, NBCRFLI vehicles and its stakeholders covering the contract period of three (3) years. The content of the promotional templates must be renewed annually or as and when required. These costs should be included in the NBCRFLI Pricing Schedule and should cover the following as a minimum:

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- i. 1 x Online Awareness Session – 40 minutes.
 - ii. User information guide video – 20 seconds
 - iii. Illustration on methods and innovation of how a whistleblower's identity will be protected in an event of anonymity requests.
 - iv. 2 x FAQ Videos; and
 - v. Email Footer.
- 3.7. Transfer the existing hotline number from the current Service Provider. The fraud hotline number shall be the property of NBCRFLI and will remain the property of NBCRFLI after termination of service.
- 3.8. A prospective service provider shall compile an informative and educational Electronic Newsletter, on Anti-Fraud and Corruption, and Ethics Management topics, to be posted on the NBCRFLI website. These costs should be included in the NBCRFLI Pricing Schedule.
- 3.9. A compulsory survey shall be made available to all complaints related to callers to rate the level of service they receive.
- 3.10. A prospective service provider must be efficient to deliver high quality information in a timely manner.
- 3.11. A prospective service provider must ensure compliant with legislation relevant to South Africa on whistle-blowing management (e.g., whistle-blower protection, POPIA, etc.)

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4. REPORTING AND DELIVERABLES OF THE PROJECT

- 4.1. Handle both complaints (internal and external stakeholders) and reports related to fraud and corruption. (*Complaints in relation to non-compliance currently consist of 80% to 90% of the contacts made by industry employees*).
- 4.2. A prospective service provider shall submit reports and statistics to NBCRFLI General Manager for Internal Audit (GM: IA) on a monthly and quarterly basis and must comprise the following:
- i. Number of reports generated for the period.
 - ii. A summary of the categories of incidents that were reported on.
 - iii. The number of calls report breakdown

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- iv. Fraud related and Non-compliance differentiated reports.
 - v. Progress report on the status of investigation (where necessary)
 - vi. Description of channels used to contact the hotline in the period.
- 4.3. Given the sensitive nature of hotline reports, which at times might implicate officials within the organization, such reports must be free from manipulation. The information shall be kept confidential to ensure that the integrity thereof is maintained.
- 4.4. Disclosure reports should include at least the following:
- a. Unique reference number.
 - b. Date and time the incident was reported and when was the same communicated internally.
 - c. Means of communication.
 - d. Language used.
 - e. Type of the query/incidence.
 - f. Detailed matter.
 - g. The company and/or individual complaint is about, and
 - h. Feedback section (Applicable to non-compliance with LRA, and/or Main Collective Agreement queries), etc.
- 4.5. The service provider shall be mandated to submit the call survey results to GM Internal Audit monthly including the consolidated statistics report of the hotline.
- 4.6. A prospective service provider shall have the ability to handle reports with speed (within 24hours), accuracy, and confidentiality.
- 4.7. A prospective service provider should provide a secure platform for submission of voluminous and anonymous reports.

5. DUE DILIGENCE

NBCRFLI reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.

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6. FINANCIAL PROPOSAL

The below template must be used for costing and should align with the scope of work. Pricing must be inclusive of all overheads and VAT. This can be customized to meet service providers' requirements.

Item	Requirement Description	Quantity	Unit Price	Sub-Total
Item 1	Initiation cost (if any) please specify: - -	1		
Item 2	Fixed monthly cost	36		
Item 3	All other costs (if any) please specify: - Fraud Awareness i.e. Awareness posters, informative and educational Electronic Newsletter etc. - -	36		
Sub-Total				
VAT@15%				
YEAR 1 - TOTAL PRICE (INCLUDING VAT)				
YEAR 2 - TOTAL PRICE (INCLUDING VAT)				
YEAR 3 - TOTAL PRICE (INCLUDING VAT)				

7. COSTING CONDITIONS

- 7.1. The award will be based on the rates that will be provided by bidders using the breakdown listed in clause 6 -Financial Proposal Section. Failure to comply will result in your bid being considered non-responsive.
- 7.2. Service providers must fully complete the pricing guidelines and pricing is valid for 90 days.
- 7.3. Consideration of Annual Escalation percentage.
- 7.4. NBCRFLI reserves the right to negotiate with preferred bidder/s identified in the evaluation process, regarding any terms and conditions, including prices without offering the same opportunity to any other bidder/s who has not been awarded the status of the preferred bidder/s.
- 7.5. NBCRFLI reserves the right to benchmark and negotiate rates with successful bidders before award.
- 7.6. Consider the two-year validity period of the Main Collective Agreement which may impact on the service continuity.

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8. EVALUATION CRITERIA

8.1. Mandatory /Pre-Qualification Requirements

Description	Comply	Do not Comply
Bidder's Professional Affiliation The bidder must be affiliated with the Professional call center Organization and must submit a copy of proof of registration or certificate with the Ethics Institute of South Africa or equivalent ethics body.		
Technology Availability Use of Automated reporting system e.g. Portal platform for Report Management		

Note: Bidders that do not meet the requirement of set pre-qualification/ mandatory criteria will be eliminated from further evaluation process.