

Postal Address

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Rivonia, 2128,
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Physical Address

270 George Road,
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Contact

Tel: 0112170600
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SERVICES REQUISITION FORM

YOU ARE HEREBY INVITED TO SUBMIT A QUOTATION FOR THE CULTURE ARTS, TOURISM, HOSPITALITY AND SPORTS SECTOR EDUCATION AND TRAINING AUTHORITY (CATHSSETA)

Date Issued	19 August 2026	RFQ Number	RFQ/OCE/009/2026
Closing Date:	02 September 2026	Closing Time:	11H00
DESCRIPTION OF SERVICES		Provision of Fraud and Ethics Hotline Services (Tip-Off)	

1. BACKGROUND TO CATHSSETA

1.1. CATHSSETA is a statutory body established in terms of the Skills Development Act No.97 of 1998 (SDA) as amended. It is classified as a Schedule 3A public entity in terms of the Public Finance Management Act, No.1 of 1999, as amended (PFMA) and is accountable to the Minister of Higher Education and Training, who conducts its activities within the following six sub-sectors:

- 1.1.1. Arts, Culture and Heritage;
- 1.1.2. Conservation.
- 1.1.3. Gaming and Lotteries;
- 1.1.4. Hospitality;
- 1.1.5. Sport, Recreation and Fitness; and
- 1.1.6. Tourism and Travel Services.

Board Chairperson: Vacant

Board Members: Mr S.T. Mathibeng | Ms M.J. Du Plessis | Ms P.N. Mbambo | Mr J.N. Ntuli | Ms M. Roy | Mr P.S. Tshwete
Mr S.Z. Mhlana | Mr M.S. Tshonti | Ms R. Phiri | Mr B.E. Hendricks | Ms N.M. Tshikwatamba | Ms T. Mkhosana | Ms D.F. Monaedi.

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- 1.2. Within these sub-sectors, CATHSSETA is responsible for the development of a Sector Skills Plan (SSP) within the framework of the National Skills Development Plan, 2030; implementation of the SSP; development and administration of Learning programmes; support of the implementation of the National Qualifications Framework; quality assurance of sector learning interventions; disbursement of skills levies collected from employers in their sector; and reporting to the Minister and the South Africa Qualifications Authority. To fulfil its mandate, CATHSSETA has put in place a Strategic Plan to define the outcomes envisaged for the organisation.

2. OBJECTIVE

- 2.1. CATHSSETA is seeking to appoint a suitably independent and qualified service provider located in South Africa to support CATHSSETA in fulfilling the Whistleblowing and Anti-Fraud Hotline services. The whistleblowing anti-fraud hotline is fully outsourced with no internal resources.

3. THE SCOPE OF WORK

- 3.1. The successfully appointed service provider will be required to provide CATHSSETA with a fraud hotline call centre which will operate three hundred and sixty-five (365) days, twenty-four (24) hours a day and Seven (7) days a week, to enable CATHSSETA employees, contractors, suppliers, and other stakeholders to raise concerns relating to unlawful, irregular and or suspicious fraudulent or corrupt related activities or conducts;
- 3.2. To provide the following communications mediums for the fraud hotline:
- 3.2.1. A toll-free telephone number;
 - 3.2.2. A toll-free fax number;
 - 3.2.3. A secure email address;
 - 3.2.4. A web-based address; and
 - 3.2.5. WHATSAPP number.

- 3.3. To provide a fraud hotline call centre that will be handled by a call operator who will transcribe the information provided and void any identification data of the caller;
- 3.4. The information transcribed into the call sheet will be transmitted to the CATHSSETA's Head of Audit and Risk Management, who will be responsible for acting on the information received from such reports;
- 3.5. Conduct workshop(s) on fraud awareness and on the use of the hotline at least once (1) a year or whenever it is required by CATHSSETA;
- 3.6. Conduct one awareness workshop for the CATHSSETA National office on its product during the roll-out inception phase;
- 3.7. To provide whistle-blowers with a reference number, case, or identification numbers should they wish to seek feedback from the service provider regarding possible information supplied to the service provider by the client in response to their original reporting;
- 3.8. Ensure whistle-blowers' confidentiality in respect of third parties should they expressly request that their identity not be revealed to the client, thus waiving their anonymity;
- 3.9. To provide the Whistle-Blower with feedback on how the case is being investigated and the final findings of the case as per the reference number provided;
- 3.10. Provide quarterly reports of fraud hotline activities and other services rendered in relation to the scope of work;
- 3.11. Ensure compliance of their services with South African legislation, such as the Protected Disclosure Act 26 of 2000, as amended.
- 3.12. Have a reference system that would enable anonymous reporters to track the investigation's progress;
- 3.13. Be able to report all complaints to the CATHSSETA within 72 hours and two (2) working days.

4. DELIVERABLES AND MILESTONES

- 4.1. Multiple reporting channels – phone, email, fax, and online;
- 4.2. Callers guaranteed anonymity;

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- 4.3. Callers receive professional advice on the best corrective action to take;
- 4.4. Signage and stickers to publicise the reporting channels;
- 4.5. Monthly incident reports registers ;
- 4.6. Service must comply fully with the provisions of the Protected Disclosure Act (Act 26 of 2000), Protection of Personal Information Act (Act 4 of 2013), and the Companies Act (Act 71 of 1998) as amended;
- 4.7. Is independent of our external or internal auditor;
- 4.8. Has an experienced and dedicated management team with at least 10 years of experience;
- 4.9. Offers direct access to report and frequent contact with top management;
- 4.10. The service must operate 24 hours a day, seven (7) days a week;
- 4.11. The service is operated in eleven (11) South African languages;
- 4.12. Has an effective technology solution including voice recording;
- 4.13. Reports can be made by using a unique 0800-FreeCall number, a unique e-mail address, via a website template, via SMS (including a "Please Call Me" facility, via fax, and via Freepost;
- 4.14. Offers a web-based system for sending reports;
- 4.15. Offers online and real-time access to statistics and activity on service;
- 4.16. Has a user-friendly module to assist in managing reports;
- 4.17. Offers free verifications to add value to the reports that are sent out;
- 4.18. Provides a free digital awareness video to create awareness among staff;
- 4.19. Has an extensive menu of awareness material to assist in promoting the service; and
- 4.20. Provides a free E-Handbook on how to manage the disclosure service.

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5. SERVICE PROVIDER MINIMUM REQUIREMENTS/COMPETENCIES

5.1. The service provider must meet the following for eligibility:

- 5.1.1. The proposal must clearly outline the service provider's ethics line framework and investigation methodology and demonstrate the ability to adapt and respond flexibly to the specific requirements of CATHSSETA.
- 5.1.2. Detailed curriculum vitae (CVs) of all key personnel who may be assigned to projects, as and when required, must be provided.
- 5.1.3. Investigators must, at a minimum, possess a Certified Fraud Examiner (CFE) qualification or an equivalent qualification in the field of investigations, supported by three (3) to five (5) years of relevant practical experience.
- 5.1.4. The service provider must have a minimum of five (5) years' experience in delivering whistle-blowing services and must submit at least four (4) contactable references, accompanied by written confirmation letters.
- 5.1.5. The service provider must demonstrate an established track record, including appropriate networks and infrastructure, in the management of fraud hotlines.
- 5.1.6. The service provider must have the necessary information technology infrastructure and operational capacity to handle a minimum of 1,000 calls per month, with services available 24 hours a day. The solution must ensure accessible and reliable reporting channels, including facsimile, postal, email, website, and telephonic options.

6. REPORTING

6.1. The Service Provider will report to the CATHSSETA Manager: Internal Audit and Risk Management.

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7. COSTING

- 7.1. The price must be quoted in South African currency and must be inclusive of all applicable taxes.
- 7.2. A firm fixed price and monthly quotation breakdown schedule are required for the duration period of the contract, and invoices shall be submitted monthly.

8. CONDITIONS OF CONTRACT

- 8.1. The following reporting requirements will be set up and managed to meet the deliverables:
 - 8.1.1. The project manager of the appointed service provider will report to the Unit Head: Audit and Risk Management.
 - 8.1.2. Generate monthly reports - reporting on the number of calls received and the nature of incidents reported.

9. CONTRACT PERIOD

- 9.1. The scope of services will be for a period from 01 October 2026 to 31 March 2030.

10. ADMINISTRATIVE REQUIREMENTS

- 10.1. Quote/Pricing with a clear breakdown of Scope with total inclusive of VAT.
- 10.2. Completed and signed SBD4, SBD 6.1.
- 10.3. Valid Tax Compliance Pin issued by SARS.
- 10.4. Valid B-BBEE Certificate or Sworn Affidavit.
- 10.5. All RFQ related responses must include the RFQ number as the subject matter.
- 10.6. Central Supplier Database (CSD) Summary Report.
- 10.7. Company Registration Document (CIPC).

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11. PRICING AND SPECIFIC GOALS EVALUATION

- 11.1. For the evaluation of this RFQ, the 80/20 preference points scoring system will be applied. This means 80 points are allocated to price and 20 points to specific goals as per the standard bidding document (SBD) 6.1 attached to this RFQ.
- 11.2. To claim points for specific goals, bidders will be required to complete, sign and submit SBD 6.1 together with a valid B-BBEE Certificate or Sworn Affidavit. Failure to submit the required documents, will result in zero points allocated to the bidding company.

12. RESPONSES/SUBMISSIONS

E-mail responses to supplychain@cathsseta.org.za on or before the closing date and time as stated above and no late responses will be accepted