

22 June 2026

**REQUEST FOR QUOTATIONS
TERMS OF REFERENCE – REQUEST FOR QUOTATIONS**

**RFQ SPECIFICATION FOR APPOINTING A SUITABLY QUALIFIED SERVICE
PROVIDER TO PROVIDE A DEDICATED HOTLINE FOR A PERIOD OF FORTY-FIVE (45)
MONTHS**

Food and Beverages Manufacturing Sector Education and Training Authority (FoodBev SETA) hereby invites all suitably qualified bidders to submit quotations to provide Hotline services:

Closing date of submission	29 June 2026
Closing time of submission	10h00
Quotes to be e-mailed to	scm@foodbev.co.za
All quotes must be valid for at least	90 days
Delivery address for the goods	7 Wessel Rd, Rivonia, Johannesburg.

All queries/ clarifications can be sent in writing, citing the bid reference above to the under-mentioned person before the closing date for the quote:

Queries address to	Lerato Phaka
Telephone Number: Landline	011 253 7380
e-mail address to send queries	LeratoN@foodbev.co.za

1. BACKGROUND

FoodBev SETA is a PFMA Schedule 3A Public Entity established in terms of the Skills Development Act 97 of 1998. FoodBev SETA is currently operating in Johannesburg at number 7 Wessel Rd, Rivonia, Sandton, 2128. FoodBev SETA's function is to promote, facilitate and incentivize skills development in the food and beverages manufacturing sector.

FoodBev SETA is one of 21 Sector Education and Training Authorities (SETAs) across the economy mandated to facilitate the delivery of skills development in the country in line with National Skills Development Plan (NSDP) outcomes.

2. PURPOSE

FoodBev SETA hereby invites prospective suppliers to submit priced quotations for the appointment of a suitably qualified service provider to provide a dedicated, confidential, and secure hotline service for a period of forty-five (45) months.

The primary purpose of this hotline is to establish an independent, confidential, and accessible reporting channel for all stakeholders of FoodBev SETA, including employees, contractors, suppliers, and members of the public, to report any unlawful,

unethical, or irregular conduct occurring within or affecting FoodBev SETA's operations.

The hotline is intended to promote accountability, transparency, and good governance by enabling early detection of and response to risks such as fraud, corruption, theft, ethics breaches, service delivery complaints, and any other dishonest or detrimental activities.

The successful service provider will be expected to receive, document, categorise, and report on all incoming information in a timely, accurate, and confidential manner, while ensuring full compliance with the Protection of Personal Information Act (POPIA) and other applicable laws.

Upon appointment, the service provider will enter into a Service Level Agreement (SLA) with FoodBev SETA that incorporates all the terms, deliverables, and ownership/transfer provisions set out in this RFQ.

3. SCOPE OF WORK AND DELIVERABLES

- 3.1. The prospective supplier is expected to provide a confidential information gathering subscription service in respect of any unlawful or reportable activities occurring within FoodBev SETA's business structure, including but not limited to: theft, fraud, bribery, ethics breaches, service complaints, and any other unlawful, dishonest, or irregular activities of whatever nature perpetrated by FoodBev SETA's employees, stakeholders, contractors, or their agents, which activities directly or indirectly have a detrimental effect on the SETA. Reported matters must be categorised accordingly in the reports to be sent to FoodBev SETA (e.g., fraud, ethics, service complaint, corruption, etc.).
- 3.2. **The prospective service provider is expected to provide and maintain the following Services:**
 - 3.2.1. A unique free-call 0800 telephone number.
 - 3.2.2. 24 (twenty-four) hours, 7 (seven) days a week, live call management of the free-call telephone number by generalist operators, backed by a panel of topic and language specialists. Capacity to field calls in all South African official languages.
 - 3.2.3. Ensure the call centre is managed and operated by professional and dedicated individuals.
 - 3.2.4. E-mail address for information reporting. The service provider must also provide a unique email address (e.g., foodbev@[supplierdomain].co.za/com). Upon expiry or termination of the contract, the service provider must implement an auto-reply on that email address for a period of at least twelve (12) months at no cost to FoodBev SETA, informing any sender of the new email address to be used under any subsequent service provider.
 - 3.2.5. Provision of promotional material for placement at FoodBev SETA's premises in the form of emailers, electronic banners, telephone stickers, computer stickers, posters and signage boards.
 - 3.2.6. FoodBev SETA staff establishment is approximately 80. Bidders are requested to reflect promotional materials in their bid and how they intend to roll-out the material in the organisation.

- 3.2.7. Implementation and awareness of hotline and reporting procedures' workshops, which includes training to FoodBev SETA's staff and in-house training of whistle blowing ambassadors.
- 3.2.8. Provide monthly, quarterly and annual reports of the hotline activity as set out in section 3.3 below.

3.3. Report submission obligations

- 3.3.1. The service provider must provide FoodBev SETA with access to a secure Case Management Application (web-based or cloud-based) that enables FoodBev SETA to receive, view, and download reports.
- 3.3.2. In addition to the Case Management Application, the service provider must distribute every report in PDF format by email to contacts specified by FoodBev SETA upon appointment of the service provider. Email distribution is mandatory, not optional.
- 3.3.3. Information from reports received by the service provider must be summarised into written reports and delivered via both (i) upload to the Case Management Application and (ii) email to the designated FoodBev SETA contacts within the following timeframes:
- 36 (thirty-six) hours of receipt during weekdays; or
 - by the next business day following a weekend or South African public holiday.
- 3.3.4. Where necessary, reports received in an official South African language must be translated into English. The bidder must state in its pricing schedule (Section 4 below) a fixed, once-off fee per report for translation services. No hourly or variable rates will be accepted.
- 3.3.5. The service provider must make available a Call Summary Report on the Case Management Application, summarising all reports received during the period in question. FoodBev SETA may also request that the Call Summary Report be emailed to the designated contacts.
- 3.3.6. The Service Provider must be capable of confidentially obtaining information from callers for the purpose of addressing and managing any follow-up queries.

4. PRICING SCHEDULE

- 4.1. The bidder must submit a quote with fixed, all-inclusive rates. All rates must be inclusive of VAT. Bidders must state clearly whether each fee is a once-off or recurring fee. The quote must clearly indicate:
- i. Setup / implementation fee
 - ii. Dedicated email and 0800 number (including transfer to a successor service provider at contract end)
 - iii. Monthly subscription / service fee (24/7 live call management)
 - iv. Per-report processing and summary (within 36 hours)
 - v. Translation of a report from an official South African language into English – a fixed fee per report or a fixed fee per 500 words (the bidder must specify which basis applies)
 - vi. Email, postal, and web-based case management system
 - vii. Promotional materials (emailers, banners, stickers, posters, signage)
 - viii. Implementation and awareness workshops (including whistle-blower training)
 - ix. Monthly, quarterly, and annual reports

- 4.2. The bidder must select one of the following two pricing structures for the 45-month contract period and clearly indicate their choice in the quote:
- i. Option A (Fixed pricing): All prices are fixed for the full 45 months, with no increases.
 - ii. Option B (Annual escalation): Prices escalate annually, effective from _____ of each year (the bidder must specify the month and day), by a fixed percentage of _____% per year (not variable and not CPI-linked). The first increase, if any, will apply only after the first 12 months of the contract.
- 4.3. Bidders who fail to provide a clear pricing schedule, or who propose variable rates, hourly rates, or CPI-linked increases, will be disqualified as non-compliant.

5. CONTRACT DURATION

The bidder will be appointed for a period of **forty-five (45) months starting on 1 July 2026 and ending on 31 March 2030.**

A performance-based contract will be entered into with the appointed service provider.

Ownership and Transfer Arrangements Upon Contract Expiry

- 5.3.1. **Ownership of the unique 0800 contact number:** Upon expiry or earlier termination of this contract, the unique free-call 0800 telephone number provided by the service provider for FoodBev SETA's exclusive use shall be designated for transfer to a successor service provider nominated by FoodBev SETA. The service provider must take all reasonable steps to facilitate the number's porting or transfer to the successor provider within thirty (30) calendar days of the contract end date, at no additional cost to FoodBev SETA other than the fixed once-off transfer fee stated in the Pricing Schedule (Section 4). No hourly, monthly, or variable fees will be accepted for this transfer.
- 5.3.2. **Auto-reply on email address:** Upon expiry or termination of the contract, the service provider must configure an auto-reply on the unique email address used for reporting (e.g., foodbev@[supplierdomain].co.za) for a period of not less than twelve (12) months at no cost to FoodBev SETA. The auto-reply message shall be drafted by FoodBev SETA and shall inform senders of the new email address to be used under any subsequent service provider.

6. EVALUATION CRITERIA

Criteria 1: Compliance evaluation (Pass/Fail): – bidders will first be evaluated in terms of compliance, that is, meeting minimum requirements. Bidders who do not fulfil all the requirements or do not submit required documents using the required format, will be disqualified and not move onto the next stage of evaluations.

Criteria 2: Functional criteria (Minimum 70% to Proceed): – Functionality points are equal to 100 points. Bidders are required to achieve a minimum score of 70 points on functionality evaluations to qualify to be evaluated on Specific goals & Price. All bidders who do not score the minimum points will be disqualified.

Criteria 3: Price and Specific goals will be evaluated on an 80/20 preferential procurement principle for all bids up to R50 million. Points will be allocated for Price (80) and specific goals (20) among the qualifying bidders.

7. CRITERIA 1 - COMPLIANCE EVALUATION

Service provider should be:

- 7.1.1. ISO 37002 or ISO/IEC 27001 accredited (Valid certificates should be provided)
- Must submit Standard Bidding Documents (SBD) forms: (SBD 1, 4, SBD 6.1) completed and signed by the duly authorized person.
- Tax clearance certificate and Pin.
- BBBEE Certificate or affidavit
- ID copies of directors

Failure to submit the above documents will result in the bidder being disqualified.

8. FUNCTIONALITY EVALUATION

Functional criteria	Weight
8.1. Company references The bidder must provide a minimum of 3 (three) relevant reference letters or testimonials not dated older than 5 years, for similar work done in a public or private sector environment in the last 3 (three) years. The reference letters must be on the bidder's client's letterhead, duly signed by the authorised person, reflecting the level of service and performance provided by the bidder: • 0 points: No/little relevant experience or no references. • 10 points: 3 relevant reference letters/projects. • 20 points: 4 relevant reference letters/projects. ▪ 30 points: 5 or more reference letters/projects.	30.00
8.2. Company experience A minimum of five (5) years' experience in providing similar services in public or private organisations. ▪ Less than five (5) years' experience in providing similar services = 0.00 points ▪ Five (5) years' experience in providing similar services = 10.00 points ▪ Six (6) years or above experience in providing similar services = 20.00 points A detailed profile of the supplier detailing the number of years in existence supported by a schedule of current and previous clients.	20.00
8.3. Project Manager and Account Manager Experience 8.3.1. Qualifications and experience A minimum of five (5) years' relevant experience is preferred for the Project Manager, together with at least a Bachelor's degree (NQF Level 7) in Contact Centre Management, Forensic Investigation, Data Science, or a related field. Bidders must submit a detailed CV for the proposed Account/Project Manager, clearly demonstrating relevant qualifications and experience. The evaluation will be scored as follows:	40.00

▪ Less than five (5) years' relevant experience and/or no relevant NQF Level 7 qualification = 0 points ▪ At least five (5) years' relevant experience in providing similar services and a relevant NQF Level 7 qualification = 20 points ▪ Seven (7) years or more of relevant experience in providing similar services and a relevant NQF Level 7 qualification = 30.00 8.3.2. Account/Project Manager should be a Certified Fraud Examiner • No certificate provided confirming Certified Fraud Examiner = 0.00 points • Valid certificate provided confirming Certified Fraud Examiner = 10.00 points Both CV and qualifications must be submitted to score points		
8.4. Methodology and Approach		
Bidders must provide a comprehensive implementation methodology outlining how they will operate and support the hotline service. This should cover reporting processes, translation of reports into English, timely notification of reports to FoodBev SETA, obtaining additional information from reporters where necessary, and ensuring reports are detailed enough to support further investigations where necessary. The methodology must also address reporting, management and retention of all engagements (including prank calls and enquiries), classifications/distinction between fraud and other reported matters such as complaints, establishment of multiple reporting channels, hotline features, information security and record-keeping processes, POPIA, confidentiality and independence measures, and project management arrangements.		10.00
Unacceptable: The proposal does not meet any of the above requirements or comply with and/or insufficient/no information provided.	0.00	
Good: The proposal meets most of the requirements and is sufficiently detailed to demonstrate a good understanding and provide details of how requirements will be met.	05.00	
Excellent: The proposal is unambiguous and demonstrates a thorough understanding of the requirements and provides full details of how each requirement will be met	10.00	
Total		100.00

Note: the minimum score for functionality is 70 points.

- Please note that the Evaluation Committee will use their own discretion to assess quality of all bid proposals received in relation to above functionality criteria and may further verify information submitted from relevant sources/your clients and use their own discretion to score the bidders proposal accordingly.
- It is the responsibility of the bidder to seek clarity by enquiry before submission of the final bid, where the criteria are construed to be ambiguous or confusing. Should there be a difference of interpretation between the bidders and FoodBev SETA, the SETA reserves the right to make a final ruling on such interpretation.
- FoodBev SETA may request clarification or additional information regarding any aspect of the tender document or proposal submitted. The bidders must supply the

requested information within twenty-four (24) hours after receipt of a written request from supply chain office. Failure to submit such information may result in disqualification or non-award of functionality points.

9. PREFERENCE POINTS ALLOCATION

80/20 preference point system for acquisition of goods or services for Rand value up to R50 million as follows:

CRITERIA	MEANS OF VERIFICATION	POINTS
Price	Proposed Bid Price	80,00
Preference Points	Specific Goals	20,00
Total Points		100,00

9.1.1. The following allocation will determine the specific goals (20.00 points) for this bidding process:

Categories for Specific Goals	% of ownership of the main tendering entity	Preference Point System 20 Points (80/20)
Black People Ownership	100%	05,00
	75% - 99%	04,00
	51% - 74%	03,00
	0 - 50%	0,00
Women Ownership	100%	05,00
	75% - 99%	04,00
	51% - 74%	03,00
	30% - 50%	02,00
	0 - 29%	0,00
Black Youth Ownership	100%	05,00
	75% - 99%	04,00
	51% - 74%	03,00
	30% - 50%	02,00
	0 - 29%	0,00
People with Disability (PwD) Ownership	100%	05,00
	75% - 99%	04,00
	51% - 74%	03,00
	30% - 50%	02,00
	0 - 29%	0,00
Total		20,00

9.1.2. Bidders must submit the following documents as a means of verification for specific goals:

- CIPC documents (company registration documents),
- A copy of a BBBEE verification certificate or signed affidavit indicating ownership levels,
- Shareholder certificates (if applicable),

- d) Copy(ies) of Identity document(s) for director(s)/shareholders(s).
- e) Medical confirmation letter issued and signed by a registered medical practitioner (for people with disabilities)
- f) Central Supplier Database (CSD) full report. (Not a summary)

10. CONDITIONS OF CONTRACT

The successful service provider undertakes:

To treat all relevant and available data and/or information provided by the FoodBev SETA and its employees strictly confidential.

Not to discuss or make any information available to any member of the public, press or other service provider/consultant or any other unauthorized person(s) except as authorized by the FoodBev SETA;

Not to copy or duplicate any software or documentation for private use;

To give back to the FoodBev SETA all documentation, reports, programmes etc. upon completion of the project;

To comply with the provisions of the Protection of Personal Information Act (POPIA), as well as all applicable legislation as amended or substituted from time to time

To secure the integrity and confidentiality of any Personal Information in its possession or under its control by taking appropriate, reasonable technical and organisational measures to prevent loss, damage, unauthorised destruction, access, use, disclosure, or any other unlawful processing of Personal Information;

General conditions of tender, contracts and orders will be applicable in the execution of the contract;

Parking and travel between the prospective service provider's home/office and the FoodBev SETA will be borne by the Service Provider;

Failure to adhere to the above conditions will lead to the invalidation of the quotation;

The FoodBev SETA reserves the right to discontinue work on any element of the quotation at any given time in consultation with the Senior Manager: Human Resources of the FoodBev SETA, for example the quality of work delivered is poor or the service provider is unduly delaying delivery of service;

Enter into a Service Level Agreement with the FoodBev SETA before the final acceptance of the tender proposal.

The Contract/SLA may be finalized within a period of maximum of five (5) working days for signature before commencement of the work. Bidders must note that FoodBev SETA contracts are vetted by outsourced lawyers therefore it is important to note that it is the responsibility of the bidder to also review their contract before signing it off.

If two or more tenderers score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for specific goals.

If functionality is part of the evaluation process and two or more tenderers score equal total points and equal preference points for specific goals, the contract must be awarded to the tenderer that scored the highest points for functionality.

If two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots.

11. IMPORTANT INFORMATION TO NOTE - GUIDELINES

Disclosures: Bidder must disclose if they have been subject to proceedings or other arrangements relating to bankruptcy or insolvency.

12. DISCLAIMER

FoodBev SETA reserves the right not to appoint a service provider
Not to appoint a bid that scored the highest points i.e., award a bid, on reasonable and justifiable grounds, to a bidder that did not score the highest points
Award the contract or any part thereof to one or more service providers
Reject all bids
Decline to consider any bids that do not conform to any aspect of the bidding requirements
Request further information from any bidder after closing date for clarity purposes
Cancel this RFQ or any part thereof at any time
Require the shortlisted bidders to make presentations at the venue communicated with the bidder and this presentation will be made by bidder at their own cost
Points scored will be rounded to 2 decimals
FoodBev SETA does not communicate with any bidders telephonically indicating that the bidder will be assisted to receive the award in return of financial resources.
FoodBev SETA does not request bribes from any of the bidders and should a bidder receive such request, please that bidder must immediately notify FoodBev SETA and the police.

13. CONFIDENTIALITY

Bids submitted will not be revealed to any other bidders and will be treated with utmost confidentiality.
All information pertaining to FoodBev SETA obtained by the bidder as a result of participation in this RFP is confidential and must not be disclosed without written authorization from the FoodBev SETA.
The bidder must adhere to FoodBev SETAs Code of Conduct, Corruption and Anti-Fraud policy and all laws, rules and regulations that govern the SETA.

14. MISCELLANEOUS

The service provider should include any additional information deemed useful to the FoodBev SETA in evaluating the proposal.

15. NEGOTIATIONS

FoodBev SETA will enter negotiations to agree on fees, scope of work, scope of service, and other salient commercial terms with the preferred bidder.

16. PROPOSAL VALIDITY

The proposal provided to FoodBev SETA in terms of this request for quotations will be valid for a period of 90 days from the date of submission except for the Tax and B-BEE certificates which must still be valid at the time of award.

Should there be a need to request extension of the finalization of the award of the bid, the bidders will be duly informed, and the tender/proposal will remain valid except for items mentioned above.

17. CONDITIONS OF PAYMENT

No service should be provided to FoodBev SETA before an official purchase order has been issued to the supplier.

An invoice supported by all relevant documentation must be submitted to FoodBev SETA for certification and authorization before payment can be made.

Invoices will be payable 30 days after receipt of the invoice and statement.

18. COST OF TENDERING/ PROVIDING QUOTATIONS

The bidders shall bear all costs and expenses associated with the preparation and submission of the tender document/proposal.

FoodBev SETA shall under no circumstances be responsible and/or liable for any such costs, regardless of, and without limitation to the conduct or outcome of the tendering, evaluation and selection process.

The bidder will have no claim against FoodBev SETA where bids are cancelled for whatever reason.

19. UNSUCCESSFUL BIDDERS

Please note FoodBev SETAs decision on the selection of the successful bidder is final and FoodBev will not enter into any further correspondence and/or negotiations with any unsuccessful bidder.

20. COMPULSORY BRIEFING SESSION

Not Applicable

21. PROCEDURES FOR SUBMITTING QUOTATIONS

20.1. The closing date for proposals is 29 June 2026 @ 10h00.

Suppliers must reach the FoodBev SETA before or on the closing date and time.

Bidders must email a soft copy of their proposal to: scm@foodbev.co.za.