



Limpopo Legislature

REQUEST FOR PROPOSAL

**APPOINTMENT OF A TIP-OFFS (WHISTLEBLOWING) SERVICE PROVIDER
FOR A PERIOD OF THREE (3) YEARS**

RFQ NUMBER: LPL 001/2026/27

CLOSING DATE: 07 MAY 2026

TIME: 11:00 AM

	REQUEST FOR PROPOSAL (RFP) INVITATION	Section 1
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SUPPLIER/ SERVICE PROVIDER NAME:

.....

REQUEST FOR QUOTATION

APPOINTMENT OF A TIP-OFFS (WHISTLEBLOWING) SERVICE PROVIDER FOR A PERIOD OF THREE (3) YEARS

Issue Date	21 APRIL 2026
Closing Date	07 MAY 2026

The request for Quote (RFQ) bundle consists of the following documents:

#	DESCRIPTION	SECTION
a)	Invitation to Quote	1 (one)
b)	Detailed specification	2 (two)
c)	Terms and Conditions	3 (three)
d)	Declaration of Interest (SBD 4)	4 (four)
e)	Preference points claim form in terms of the preferential procurement regulations 2022 (SBD 6.1)	5 (five)

This quotation document and proposals/quotation must be submitted in the appropriate format clearly marked with the Quote Description & Quote Reference to this e-mail address:

talanea@limpopoleg.gov.za

NB: All quotations must be on the company's letterhead

Further information regarding the specification may be directed to this email address:

mudaua@limpopoleg.gov.za

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Name

.....

Signature

.....

SUBJECT : SPECIFICATION FOR AN APPOINTMENT OF A TIP-OFFS (WHISTLEBLOWING) SERVICE PROVIDER FOR A PERIOD OF THREE (3) YEARS

1. BACKGROUND

The Institution requires the services of an independent whistleblowing (tip-offs) service provider to enable the confidential reporting of fraud, corruption, unethical conduct, and other irregularities. The current engagement period is approaching its end, necessitating the initiation of a new competitive procurement process to ensure continuity of services.

2. LEGISLATIVE & GOVERNANCE FRAMEWORK (GUIDING COMPLIANCE)

- I. FMPLA: effective, efficient, and transparent systems of financial and risk management and internal control (AO duties).
- II. Institutional SCM Policy: fairness, equity, transparency, competitiveness, and cost-effectiveness.
- III. King Governance Principles: ethical culture; safe, independent reporting; accountability and effective control.
- IV. POPIA: lawful processing and protection of personal information; role of the Legislature as responsible party.
- V. PAIA: access to information considerations (where applicable).
- VI. Prevention & Combating of Corrupt Activities Act and Fraud/Anti-Corruption frameworks (good practice).
- VII. ISO 27001/27701 (desirable): information security and privacy controls (good practice).

Bidders must demonstrate compliance, indicate certifications (if any), and commit to **privacy-by-design and security-by-design**.

3. OBJECTIVES & OUTCOMES

- i. Provide secure, confidential, anonymous channels to report concerns 24/7/365.
- ii. Ensure independence from management structures to build trust.
- iii. Deliver timely intake, logging, triage, and escalation of reports.
- iv. Support risk, ethics, and fraud prevention efforts with actionable insights.
- v. Provide quality reports, trend analysis, and dashboards for oversight.
- vi. Protect whistleblowers' identity and POPIA-compliant processing.

4. SCOPE OF WORK

4.1 Reporting Channels (24/7/365)

- i. Toll-free telephone hotline (recording with consent; masked caller ID; call reference).
- ii. Email inbox (secure, monitored, auto-acknowledgement without identity disclosure).
- iii. Web portal / webform -Hypertext Transfer Protocol Secure (HTTPS) , Completely Automated Public Turing test to tell Computers and Humans Apart (CAPTCHA), anonymous two-way messaging.
- iv. Free Postal and free fax

4.2 Languages

The service provider must be able to provide whistleblowing services in English and the predominant languages spoken in Limpopo Province, namely Sepedi, Tshivenda, Xitsonga”.

4.3 Case Intake & Triage

- i. Unique case number; time and date stamp.

- ii. Capture allegation category (fraud, corruption, maladministration, HR ethics, etc.), location, implicated parties, supporting evidence.
- iii. Risk-based triage with severity levels and recommended routing
- iv. Conflict-of-interest check to avoid routing to implicated persons.
- v. Anonymous follow-up mechanism for whistleblower.

4.4 Case Management & Escalation

- i. Secure case management system (hosted by provider), with:
 - a. Role-based access control; audit trail; immutable logs.
 - b. Document storage (evidence), metadata, redaction capability.
 - c. Workflow and SLA timers; escalation rules.
- ii. Initial report to Institution within 24–48 hours of receipt (severity-based).
- iii. Immediate escalation of high-risk matters (e.g., fraud, life/safety, corruption).
- iv. Two-way communication channel for clarifications while preserving anonymity.

4.5 Reporting & Analytics

- i. Case intake notifications to designated officials
- ii. Monthly operational reports
- iii. Quarterly trend analysis (hotspots, repeat issues, control themes, recommendations).
- iv. Annual consolidated report for Audit & Risk Committee and management.
- v. On-demand secure dashboard access (browser), with export to PDF/Excel.

4.6 Training, Awareness & Change Management

- i. Kick-off and configuration training on handling and escalation protocols for five end-users.
- ii. Awareness materials: posters, pamphlet ,
- iii. Annual ethics & whistleblowing awareness campaign plan and implementation (as optional)

4.7 Data Protection, Security & Hosting

- i. Data hosted in secure environment with encryption at rest and in transit.
- ii. Backups, disaster recovery, and business continuity
- iii. Access controls, Multi-Factor Authentication (MFA) , logging & monitoring, incident detection & response.
- iv. POPIA artefacts: privacy policy, PAIA / POPIA notices, operator agreement (section 20), breach notification procedure.
- v. Data residency: indicate where data is hosted; cross-border transfers require lawful basis and safeguards.
- vi. Data ownership: all data remains the property of the Legislature.
- vii. Exit/transition: structured data return in open formats; secure destruction certificate.

4.8 Governance & Interfaces

- i. Clear routing matrix with designated recipients/roles.
- ii. Interface protocols with designated departments, e.g Risk Management, Legal , Internal Audit , and Forensics.
- iii. Quarterly review meetings with action logs; annual strategic review inputs where required.
- iv. Maintain confidentiality and avoid any real or perceived conflict of interest.

4.7 Implementation & Transition

- i. Mobilisation plan (≤ 30 calendar days from Purchase Order /contract signing).
- ii. User acceptance testing for channels and portals before go-live.
- iii. Migration of open/legacy cases (if applicable) with continuity assurances.
- iv. Handover plan at contract end to ensure seamless transition.

5. TECHNICAL EVALUATION (FUNCTIONALITY)

1. Methodology & Operating Model (25)

- ✦ Channels, intake, triage, escalation, case management workflow.
- 2. **Information Security & POPIA Controls (20)**
 - ✦ Security architecture, encryption, access control, incident response, data residency, privacy artefacts.
- 3. **Experience & References (20)**
 - ✦ Relevant assignments; public sector track record; quality of references.
- 4. **Reporting & Analytics Capability (10)**
 - ✦ Dashboards, trend analysis, management insights.
- 5. **Training & Awareness Programme (10)**
 - ✦ Plan, materials, frequency, multilingual approach.
- 6. **Implementation & Transition Plan (10)**
 - ✦ Timelines, risk mitigation, continuity, exit strategy.
- 7. **Team Competence (5)**
 - ✦ Key personnel, qualifications, vetting.

6. **MINIMUM BIDDER QUALIFICATIONS**

- i. **10+ years** demonstrable experience in external whistleblowing/tip-offs services.
- ii. At least **five** relevant references within public sector / regulated sectors in the last five years.
- iii. Proven **24/7/365** operations; multilingual support capability.
- iv. Demonstrated **POPIA compliance** and **information security controls** (ISO 27001/27701 or equivalent—advantageous).
- v. Competent, vetted staff (confidentiality, background checks).
- vi. No conflict of interest; independence from the Legislature and implicated parties.

1. Objective

- 1.1 To solicit quotations from the services of competent service providers who provide quality services.
- 1.2 To promote local enterprises for provision of goods and services required for the event.

2. The Role of Limpopo Provincial Legislature

- 2.1 Appoint supplier and/or service provider for goods and or services required.
- 2.2 To ensure that the service provider renders the services as per specifications provided.
- 2.3 Conduct supplier and or service provider performance assessment on goods delivered and or services rendered.

3. The Role of Service Provider

- 3.1 Deliver goods and/or render services required as per specifications and or terms of reference contained in this document.
- 3.2 Allow Limpopo Provincial Legislature to conduct supplier and /or service provider performance assessment on goods delivered and or rendered.

4. SPECIAL INSTRUCTIONS

- 4.1 LPL reserves the right to conduct security clearance and /or vetting of suppliers or service provider before award of business.
- 4.2 LPL reserves the right not to award business to the same supplier or service provider for more than one commodity.
- 4.3 Appointed service provider will be subjected to security clearance verification.

5. KEY ASSUMPTIONS

- 5.1 The suppliers and/or service provider responding to Limpopo Provincial Legislature with a price-quotations, for this RFQ (Request for Quote) is in the financial position to deliver goods and or render the service required.
- 5.2 The service provider and/or supplier has the required skills and competencies to undertake this project.
- 5.3 The service provider will prioritize the project and deliver required goods and/or render required services at the dates agreed upon.
- 5.4 No supplier and/or service provider will accept the appointment of work and later indicate to the Limpopo Provincial Legislature that due to lack of funds, unavailability of stock or any items, he or she will not be in the position to continue with the business awarded and provide the goods and/or services required.
- 5.5 Once Limpopo Provincial Legislature awards the business to any supplier and/or service provider, the service provider accepts the business awarded, the suppliers

and/or service provider is bound to deliver the required goods and /or render required services as per specifications and required delivery date.

5.6 All prices quotations must be on firm pricing.

5.7 The service provider and/or supplier acknowledges general and special conditions pertaining to this assignment by responding to the LPL's request for quote/proposal.

6. PERIOD OF THE ASSIGNMENT

6.1 Once off

7. EVALUATION CRITERIA

7.1 The evaluation criteria are weighted to reflect the importance of project requirements noted in all specifications: All proposals submitted shall be evaluated based on the following criteria:

- ❖ Evaluation Stage One: Administrative Compliance
- ❖ Evaluation Stage two : 80/20 preference point system

ADMINISTRATIVE COMPLIANCE

This is the evaluation criteria that measures compliance of service providers with the administrative requirements of this request and mandatory functional requirements as listed in the specifications. Service providers who fail to meet all requirements will be disqualified from further evaluation.

ADMINISTRATIVE COMPLIANCE			
Item	Description	Yes	No
1	Invitation to RFQ: Completed & Signed		
2	Declaration of Interest Form (SBD 4): Completed & Signed		
3	Preference points claim form in terms of the preferential procurement regulations 2022 (SBD 6.1): Completed & Signed		
4	Recent Central Supplier Database (CSD) report provided		
5	Price Quotations (VAT inclusive), quoted in accordance/compliance with required specifications		

Service provider's Name:
Completed by:
Signature:

80/20 Preference Point Scoring System

Service Providers must ensure that the price quotation is in accordance or compliant with the required specifications. Limpopo Provincial Legislature reserves the right to reject price quotations that are not complaint with specifications.

	Declaration of Interest (SBD4)	Section 4
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1. Any legal person, including persons employed by the state*, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority and/or take an oath declaring his/her interest, where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication 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 declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

- 2.1 Full Name of bidder or his or her representative:
- 2.2 Identity Number:
- 2.3 Position occupied in the Company (director, shareholder etc):
- 2.4 Company Registration Number:
- 2.5 Tax Reference Number:
- 2.6 VAT Registration Number:

* "State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

2.7 Are you or any person connected with the bidder presently employed by the state? **YES / NO**

2.7.1 If so, furnish the following particulars:

Name of person / director / shareholder/ member:
Name of state institution to which the person is connected:
Position occupied in the state institution:

Any other particulars:
.....
.....
.....

2.8 Did you or your spouse, or any of the company's directors / shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES / NO**

2.8.1 If so, furnish particulars:

.....
.....
.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

2.9.1 If so, furnish particulars.

.....
.....
.....

2.10 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between the bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

2.10.1 If so, furnish particulars.

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.....

2.11 Do you or any of the directors /shareholders/ members of the company have any interest in any other related companies whether or not they are bidding for this contract?

YES / NO

2.11.1 If so, furnish particulars:

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.....
.....

DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2.1 TO 2.11.1 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature Date

.....
Position Name of bidder

	PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL (SBD 6.1)	Section 5
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SBD 6.1

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL
PROCUREMENT REGULATIONS 2022**

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

- 1.1 The following preference point systems are applicable to invitations to tender:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
 - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).
- 1.2 **To be completed by the organ of state**
- a) The applicable preference point system for this tender is the 80/20 preference point system.
 - b) Either the 80/20 preference point system will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.
- 1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:
- (a) Price; and
 - (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) “**tender for income-generating contracts**” means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right) & \mathbf{or} & Ps = 90 \left(1 - \frac{Pt - Pmin}{Pmin} \right)
 \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmin = Price of lowest acceptable tender

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.
 (Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)**

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed(80/20 system) (To be completed by the tenderer)
Total points	20	
HDI's		
Black Ownership	4	
woman ownership	4	
Person with disability	3	
Specific goals		
Youth	3	
Small, medium and micro enterprises (SMMEs)	3	
Enterprises located in Limpopo province	3	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/ firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm,

certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

..... SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:	