



REQUEST FOR PROPOSAL (RFP)

RFP NUMBER	CO 419/05/2026
DATE ISSUED	18 May 2026
PROJECT NAME	Whistle Blowing Hotline Services
CLOSING DATE AND TIME	27 May 2026 @ 16:00
NAME OF PROPOSER/TENDERER	
CSD SUPPLIER NUMBER (MA NUMBER)	
TELEPHONE NUMBER	
FAX NUMBER	
EMAIL ADDRESS	
PHYSICAL ADDRESS	
B-BBEE STATUS LEVEL OF CONTRIBUTION	
FULL NAME OF BIDDER OR HIS OR HER REPRESENTATIVE	
IDENTITY NUMBER	
POSITION OCCUPIED IN THE COMPANY (DIRECTOR, TRUSTEE, SHAREHOLDER)	
COMPANY REGISTRATION NUMBER	
TAX REFERENCE NUMBER	
VAT REGISTRATION NUMBER	
QUOTE PRICE (INCL VAT)	
SIGNATURE	



Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number / Persal Number

A. BIDDER'S DISCLOSURE (SBD 4)

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.



Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3. SBD 4 DECLARATION

I, the undersigned, (name) in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read, and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.



- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder



B. REQUEST FOR PROPOSAL FOR THE SANSA WHISTLE BLOW HOTLINE SERVICES

1. BACKGROUND TO SANSA

The South African National Space Agency (SANSA) has a mandate, as outlined in the South African National Space Agency Act, 2008 (Act No 36 of 2008), to co-ordinate and integrate national space science and technology programmes and conduct long-term planning and implementation of space-related activities in South Africa, for the benefit of the citizens of South Africa

2. SCOPE OF WORK (TERMS OF REFERENCE)

The purpose of the request for the Bid is to appoint a service provider to provide confidential ethics and fraud hotline services.

To provide a toll-free hotline or ethics line service which will be active and managed for 24 hours a day to enable employees, contractors, suppliers, and other interested parties or members of the public to report any suspected, alleged, or actual cases of fraud, irregular expenditure, fruitless and wasteful expenditure, abuse of procurement processes, unlawful and/ or corrupt related activities.

The appointment will be for a period of three (3) years.

The Proposal must cover, but not be limited to, the following specifications:

Provide a multimedia disclosure/ reporting service that a complainant/whistle-blower can use to report incidents of suspected, alleged, or actual cases of fraud, irregular expenditure, fruitless and wasteful expenditure, abuse of procurement processes, unlawful and/ or corrupt related activities

- The service provider should provide branding, including posters and electronic notifications, SANSA-branded fraud awareness material, etc., containing all relevant information.
- The service shall consist of the following communication platforms:
 - Telephonic, by using the SANSA unique free Fraud Hotline
 - Through a unique e-mail address
 - Tip-off Anonymous Website, etc (e.g Apps, social media, etc.)
- The service operates 24hours a day, 7 days a week.
- Responses should cover official languages with the minimum requirement being English, Tshivenda, IsiZulu, and Sepedi. These language options should be guaranteed between 08h00 and 17h00. Outside of these hours, the service should be provided in English.
- All reports received by the service provider must be translated into English, where necessary.



- Where cases are reported, the information must be summarised into a disclosure report, which must be submitted to the designated contact persons of SANSA within twenty-four (24) hours of the disclosure having been received.
- Where communication is received advising of a danger to a person(s), or of an imminent threat to assets of the SANSA, the service provider should immediately make use of the most appropriate reporting medium to contact the designated contact persons urgently.

Monthly and Quarterly reporting must be provided, comprising the following:

- Number of reports generated for the period
 - A summary of the categories for incidents that were reported
 - The number of calls report breakdown
 - Description of channels used to contact the hotline in the period.
- Communications that are of an abusive, scurrilous or malicious nature or which fall outside the scope of the service should be filtered out by the service provider using its best judgment and discretion. Such filtered out communications should however, be included in the monthly report mentioned above and details be made available to SANSA on request.
 - The services provider must perform the following case management centre functions to support SANSA.
 - Feedback to callers on progress and outcome of reported cases.
 - Service providers must have systems and procedures in place to enable SANSA to comply with the provisions of the Protected Disclosures Act, no 26 of 2000.
 - The fraud hotline number should be the property of SANSA and will remain the property of SANSA after termination of service.
 - Development of an internal reporting template (Allegations of suspected or alleged Fraud or irregularity) by employees, contractors, suppliers and other interested parties or members of the public

The service provider must have the capacity to meet SANSA's requirements but not limited to the following:

- Resources
- Financial condition
- Geographical location

Location (geographical) area

SANSA operates in Pretoria, Hartebeeshoek and Hermanus. The service provider should be able to provide services in the above-mentioned areas as and when required.

The service provider must provide training at all SANSA sites once a year over a three-year period.



SANSA PREMISES
SANSA CORPORATE AND EARTH OBSERVATION OFFICES: Building 10, CSIR Campus, Meiring Naude Road, Brummeria, Pretoria
SANSA SPACE OPERATIONS OFFICES: Farm 502JQ, Hartebeesthoek, District of Krugersdorp
SANSA SPACE SCIENCE OFFICES: Hospital Street, Hermanus, Western Cape

CONFIDENTIALITY AND DOCUMENTS MANAGEMENT

- The service provider should retain all information, records and/or documentation, whether written, verbal or electronic pertaining to reported disclosure for the duration of the contract plus a period of twenty-four months after termination. Thereafter, all documents and electronic information should be handed over to SANSA. Such information must be treated as confidential at all times.
- Any personal information that is at the disposal of the service provider should be handled in accordance with POPIA requirements.
- The service provider should consider all information received from any third party as confidential and will not disclose any such information except to the designated persons for the purposes intended.
- The information may not be used for personal gain by the service provider, sub-contractor or any agent of the service provider or any other person, body or organisation receiving the information or data through the service provider, or any of their employees.
- Failure to observe these conditions will constitute a breach of contract, which could result in termination of the contract.
- The details of the complainants should be kept confidential. Strict confidentiality of all information should be maintained, and all communications should be accepted without favour or prejudice.

ACCREDITATION

- Firms must be in good standing with a SAQA-recognised South African body, institute, or association specialising in forensic auditing or fraud investigations. Proof must be submitted.

REQUIREMENTS

- SANSA will review all proposals to find the most suitable service provider.
- Bidders must have an e-mail address and internet capacity as to ensure proper and convenient communications.
- The minimum fees payable by SANSA will be market-related.
- Bidders must submit a comprehensive written (typed) profile which contains at least the following:
 - Organizational structure
 - Staff experience with detailed staff CVs



- Previous similar experience with contactable references
- Provide information in respect of their infrastructure to host a whistle-blower mechanism
- Proof of professional membership

C. EVALUATION CRITERIA

SANSA promotes the concept of “best value” in the award of contracts, as opposed to merely looking for the cheapest price, which does not necessarily provide the best value. Best value incorporates the expertise, experience and technical proposal of the organisation and individuals who will be providing the service and the organisational capacity supporting the project team.

SANSA is committed to achieving Government's transformation objectives in terms of the Preferential Procurement Policy Framework Act.

The value of this bid is estimated not to exceed R1 million (all applicable taxes included) and therefore the **80/20** system shall be applicable.

Please Note: the above amount (R1 million) is not the budgeted amount for this project, but it is the Treasury threshold for written price quotations.

The procedure for the evaluation of responsive tenders is **price, functionality (quality) and preference** method. The evaluation of the bids will be conducted in the following two stages:

- Firstly, the assessment of quality will be done in terms of the evaluation criteria (Table 3) and the minimum threshold of 80 points explained below. A bid will be disqualified if it fails to meet the minimum threshold for functionality as per the bid invitation.
- Thereafter, only the qualifying bids are evaluated in terms of the 80/20 preference points systems, where the 80 points will be used for price and the 20 points will be awarded to a bidder for attaining the specific goals in accordance with the Table below.

1. Preference

Specific goals for this RFP and number of points are indicated as per table 1 below. Proof of the specific goals below must be attached and submitted with the bid document in order to qualify for the preference points (specific goals).

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.

Table 1: Specific Goals and points



Equity Ownership	Proof of evidence	Percentage owned ³	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)
51% black owned	<ul style="list-style-type: none"> • CSD Report, • CIPC registration, • I D Copies, • Share certificates/ register (if applicable) • BBBEE certificate/ BBBEE sworn affidavit 		10	
40% black women owned	<ul style="list-style-type: none"> • CSD Report, • CIPC registration, • I D Copies, • Share certificates/ register (if applicable) • BBBEE certificate/ BBBEE sworn affidavit 		6	
51% owned by Black Youth			4	
Total Points (Specific Goals)			20	

Table 2: Details of equity ownership as per Table 1

Equity Ownership	Name of Persons	Type of active involvement in or type of control over the enterprise/company
51% black owned		
40% black women owned		

³ This percentage owned refers to percentage of ownership by persons who are actively involved in and exercise control over the enterprise / company (the bidder)



51% owned by Black Youth		

Table 3: Checklist for specific goals proof of evidence as per table 1

Note: All proof of evidence must be submitted by the bidder to get points. Failure to submit all applicable proof of evidence documents will result in zero points.

Equity Ownership	Proof of evidence	Document submitted (Yes/No)
51% black owned	CSD Report	
	CIPC registration	
	I D Copies	
	Share certificates/ register (if applicable)	
	BBBEE certificate/ BBBEE sworn affidavit	
40% black women owned	CSD Report	
	CIPC registration	
	I D Copies	
	Share certificates/ register (if applicable)	
	BBBEE certificate/ BBBEE sworn affidavit	
51% owned by Black Youth		

2. Eligibility Criteria

To be eligible for the functionality, price and preferencing evaluation, the bidder must submit the following as per table 2 below.

If there is **"No"** on the Table 2 below, the bidder who didn't submit the required document (s) with their bid will be requested in writing to submit them within three (3) working days for inclusion in the Bid Evaluation Committee item, if a bidder fails to submit on the 3rd working day, the relevant bid will be rejected.

Table 4: Eligibility Criteria



Criteria	Attached (Yes/No)	Comments
CSD Registration Summary Report with a compliant tax status		
Firms must be in good standing with a SAQA-recognised South African body, institute, or association specialising in forensic auditing or fraud investigations. Proof must be submitted.		

3. Quality/Functionality:

Scores will be tabulated to 100 points. Respondents must score **80 points** and over to be assessed on their financial offer (Price) and preference (specific goals) score.

The allocation of points for the evaluation of quality/functionality is set out in Table 3 below:

Table 5: Quality/Functionality Criteria

Criteria	Maximum Points
Methodology	50
Company Experience	30
Project Team	20
Total evaluation points for quality	100

Description: Evaluation Criteria 1: Methodology

Description: Details of the project methodology

This section of the proposal shall present the detailed methodology of the service provider and describe in detail how the service provider proposes to undertake the service(s), including but not limited to:

- Solutions to meet SANS and legislative requirements relating to the management of the Ethics and Fraud Hotline.
- A detailed description of the proposed services addressing each service requirement listed in the scope of work

Criteria	Maximum Points
Non Responsive	The service provider has not provided a methodology that meets the scope of work required.



(score 0)	
Poor (score 10)	<p>The methodology is poor or is unlikely to satisfy project objectives or requirements. The service provider has misunderstood certain aspects of the scope of work and does not deal with the critical aspects of the scope of work.</p> <p>The methodology omits important outcomes and the understanding of the scope of work is inconsistent with SANSAS's requirements and legislative guidelines related to the management of the Ethics and Fraud Hotline.</p>
Good (score 30)	<p>The methodology is specifically tailored to address the scope of work objectives and legislative requirements.</p> <p>The work plan fits the scope of work; all important activities are indicated, and their sequencing is appropriate and consistent with project objectives and requirements</p> <p>There is sufficient detail that facilitates understanding of the proposed scope of work and legislative guidelines related to the management of the Ethics and Fraud Hotline.</p>
Excellent (score 50)	<p>Besides meeting the "good" rating, the important issues are approached in an innovative and efficient way, indicating that the service provider has outstanding knowledge of the deliverables and legislative guidelines related to the management of the Ethics and Fraud Hotline.</p> <p>The methodology details ways to improve the project outcomes and the quality of the outputs.</p> <p>The methodology has included value-added services that are relevant to the project (including innovative use of technology to ensure delivery in accordance with the project scope of work).</p> <p>The sequencing and timing of activities are very well defined, indicating that the service provider has optimised the use of resources, and the work plan permits flexibility to accommodate contingencies and risks.</p>

Evaluation criteria 2: Company Experience (as per reference letters provided)

The service provider must present at least 5 valid reference letters (**on client's letter-head with contact details of the company**) from companies, indicating the years for which they have provided similar services. Letters must indicate the periods in which such services were rendered and outline the type of services rendered.

Failure to provide all 5 reference letters will result in a score of zero in this category/criterion

The experience of the tenderer (company) in similar projects or similar areas and conditions in relation to the scope of work will be evaluated.

The company must have at least five (5) years' experience related to the management of the Ethics and Fraud Hotline.



The scoring of the company experience will be as follows:

	Tenderer (Company) Experience
Non-Responsive (score 0)	Service provider has not provided proof of company experience as per required scope of work (less than 5 years in similar work). The service provider did not provide at least 5 valid reference letters confirming the experience as requested in the above requirement.
Poor (score 10)	The service provider has a minimum of 5 years of experience related to the management of the Ethics and Fraud Hotline. The service provider attached at least 5 valid reference letters confirming the experience as requested in the above requirement.
Good (score 20)	The service provider has solid experience related to the management of the Ethics and Fraud Hotline. (Between 6 -8 years in similar work). The service provider submitted at least 5 valid reference letters confirming the experience as requested in the above requirement.
Excellent (score 30)	The service provider has extensive experience related to the management of the Ethics and Fraud Hotline. (more than 8 years in similar work) The service provider submitted more than 5 valid reference letters confirming the experience as requested in the above requirement.

Evaluation criteria 3: Project Team

Description:

The proposed resource should have the following, but not limited to:

- Project Lead should have at **least ten (10) years of cumulative previous experience** in similar assignments related to the management of the Ethics and Fraud Hotline.
- Ability to work under pressure and adhere to tight deadlines.
- Good verbal and written communication skills, good interpersonal relations, time management, well organised, flexible in terms of adapting to changes in the internal and external environment, and ability to pay attention to details.
- Ability to develop solutions to a variety of problems in line with regulatory frameworks and advise accordingly

Failure to provide any of the following documents: support team CV/profiles and proof of qualifications, will result in Zero (0) points being awarded.



Criteria	Maximum Points
Non responsive (Score 0)	The service provider has not provided proof of experience relating to the management of the Ethics and Fraud Hotline, and support team CV/profiles and proof of qualifications.
Poor (score 5)	Key Personnel has limited levels of experience related to the management of the Ethics and Fraud Hotline (less than 5 years cumulative experience for Lead and support Team) based on their CV/profiles and proof of qualifications.
Good (Score 10)	Key Personnel have extensive levels of experience related to the management of the Ethics and Fraud Hotline (between 5 - 9 years cumulative experience for Lead and support Team) based on their CV/profiles, proof of qualifications
Excellent (Score 20)	Key Personnel have outstanding levels of experience related to the management of the Ethics and Fraud Hotline (more than 10 years cumulative experience for Lead and support Team) based on their CV/profiles and proof of qualifications,

***SANSA reserves the right to verify information provided**

D. PRICING SCHEDULE

Pricing Instructions

1. The Bidder must price all items;
2. Rates are to include all costs with no unspecified cost to allow for a fair evaluation.
3. Payment will be made based on the deliverables (proven progress) for the services rendered/goods received.
4. Payment will only be made on the basis of invoices provided.
5. Offer to be valid for 30 days from the bid closing date.

DESCRIPTION	AMOUNT (EXCL VAT)
3 x Road shows or awareness sessions. One at each SANSA site (Hermanus, Hartebeeshoek, Pretoria) per year over a period of three years, inclusive of all travel and disbursement	
Fixed Monthly fee (Inclusive of all logistical costs) – No hidden costs will be entertained!	
30 x A2 gloss posters-design and print (Multiple languages to be finalised with the successful service provider)	



250 X Design and produce SANSA-branded fraud awareness material/merchandise (examples: key-holders, lanyards, car licence disc holder, water bottles, Notebooks & journals, and tote bags)	
Note: Bidders to quote on the examples listed above	
VAT (15%)	
TOTAL CONTRACT AMOUNT (INCLUDING VAT)	

E. SPECIAL CONDITIONS

- a) Quotations to be returned to Boitumelo Maredi: bmaredi@sansa.org.za
- b) Contract will not be awarded unless the supplier is registered on the Central Supplier Database (CSD). A supplier registration summary with a compliance tax status must be submitted with the proposal. Potential suppliers should contact SANSA should they require assistance in registering on the CSD before the closing date of the bid.
- c) This RFP is part of the Supplier Development Programme (SDP). The recommended bidder will be required to sign the SDP agreement for shorter payment periods for Black-owned EMEs and QSEs.
- d) The offices of SANSA are situated at the following address:
Council for Scientific and Industrial Research (CSIR) Campus
Building 10, Meiring Naudé Road
Brummeria
Pretoria,

F. TIMELINES

The successful service provider must be in a position to provide the goods/service from 01 September 2026.

G. SUPPORTING DOCUMENTATION AND MINIMUM CRITERIA

In order to demonstrate their capacity and score points with respect to the criteria, tenderers should provide the following supporting documentation.

- a. A method statement of how the tenderer proposes to implement the project.
- b. 3 References including organisation name, contact person and contact numbers;
- c. Proof of specific goals must be submitted in order to qualify for preference points (specific goals).
- d. Quotation must reflect a cost breakdown, where applicable, prices quoted must be inclusive of VAT.
- e. All pages of quotation must be signed by the authorised person.
- f. SANSA has the right to withdraw any quotation at any time within the validity of the quotation.
- g. SANSA reserves the right to invite bidders to present their bid proposals for final decision, or visit the bidders' premises or contact the references as part of the evaluation process.



H. DECLARATION

The undersigned, who warrants that he/she is duly authorized to do so on behalf of the enterprise:

- I. confirms that neither the name of the enterprise or the name of any partner, manager, director or other person, who wholly or partly exercises, or may exercise, control over the enterprise, appears on the Register of Tender Defaulters established in terms of the Prevention and Combating of Corrupt Activities Act of 2004.
- II. confirms that no partner, member, director, or other person, who wholly or partly exercises, or may exercise, control over the enterprise, appears, has within the last five years been convicted of fraud or corruption.
- III. confirms that I/we are not associated, linked, or involved with any other tendering entities submitting tender offers and have no other relationship with any of the tenderers or those responsible for compiling the scope of work that could cause or be interpreted as a conflict of interest.
- IV. confirms that the contents of this questionnaire/forms (SBD 4) are within my personal knowledge and are to the best of my belief both true and correct.
- V. accept that, in addition to cancellation of a contract, action may be taken against me should the Declaration prove to be false.
- VI. SANSA reserves the right to review the rendering of the Goods and Services under this agreement on intervals agreed upon and may terminate the services of the bidder for non-performance and replace same with the next highest scoring bidder in agreement with said bidder.
- VII. confirms that the percentage owned (table 1) refers to percentage of ownership by persons who are actively involved in and exercise control over the enterprise / company the bidder and that there is no fronting. Please note that fronting is a criminal offence under the Broad-Based Black Economic Empowerment (B-BBEE) Act. Individuals and companies involved in fronting practices can face severe penalties, including fines and imprisonment.
- VIII. confirms that the bidder has read the General Conditions of Contract (GCC) and agree with the conditions. The GCC can be found on (<http://www.treasury.gov.za/divisions/ocpo/sc/generalconditions/>).

Signed

Date

Name

Position

Enterprise name

BID CONDITIONS

1. Disqualification

Please note that if a bid document is not filled in correctly or completely, or complied with the specification, or is delivered/send after the bid closing date and time, or the supplier is not registered on the CSD, or the supplier has a non-compliant tax status, then unfortunately that bidder will be disqualified. Please return this document with the required supporting documents.



2. Bid Document Submission

Emailed tender documents will be accepted. However, the onus is on the tenderer to ensure that complete email documents have been received by the SANSA by the due date and time.

Please note that any alterations to the tender document other than filling in the tenderer's details and tender price will automatically disqualify the tenderer.

COMPLIANCE WITH PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) ("POPIA")

1. The Constitution guarantees citizens the right to privacy, including the right not to have the privacy of their communications infringed.

2. POPIA aims to promote the protection of privacy through the application of its guiding principles for the processing of personal information in a context-sensitive manner.

Committed to your Privacy

3. SANSA fully comprehends that your personal and company information is valuable to you; your privacy is just important to SANSA. SANSA commits to safeguarding and lawfully processing your personal information.

Purpose for Processing your Personal Information

4. SANSA collects, holds, uses and discloses your personal information mainly to provide you with access to its services. SANSA will only process your personal information for a purpose you would reasonably expect, including:

- Complying with any legal and regulatory requirements such as contract agreements, etc.
- Confirming, verifying and updating your details.
- Invoicing or paying you to ensure payment and tax compliance.

5. SANSA may collect your personal information which may include your first name and last name, company name and its registration number, identity numbers, email address, physical or postal address, other contact information, banking details, etc.

Consent to Disclose and Share your Personal Information

6. SANSA may need to share your personal information, with third parties, to provide advice, and/or services. Where SANSA shares your personal information, it will take all reasonable precautions to ensure that the third party will treat your personal information with the same level of protection as required by SANSA.

Request and Access to your Personal Information

7. Should you require further information on this or have any concerns about how your personal information is processed or used, you can contact SANSA on popi_paia@sansa.org.za. **(PLEASE NOTE:** This email address is restricted to POPI and PAIA-related enquiries, not general enquiries about bids and tenders.

8. You can request access to the personal information SANSA has on you at any time. If you think that SANSA has outdated information, you may request that it be updated or correct it. You can also opt-out and request the removal of your personal information at any time. If there are any lawful reasons for requiring SANSA to retain any information, SANSA will advise so.



science, technology
& innovation

Department:
Science, Technology and Innovation
REPUBLIC OF SOUTH AFRICA



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9. **PLEASE TAKE NOTE** that your personal information is securely hosted on infrastructure/system managed by SANSAS. SANSAS assures you that your information will not be shared for any marketing or promotional purposes without your consent.

10. SANSAS will continue to manage, monitor, refine and develop policies, processes and systems. This will ensure that SANSAS takes every practical and reasonable step(s) to ensure data protection, is in line with POPIA.