

18 June 2025

RFQ NUMBER: RFQ-IA-002-2025(RE-ISSUE)

RFQ DESCRIPTION:TIP OFF ANONYMOUS SYSTEM PACKAGE

1. Number of total contacts received during the past 12 months (reports as well as non-report contacts) **The contract is for 36 months**
2. Breakdown of the number of contacts received per reporting channel during the past 12 months (reports as well as non-report contacts) **Most calls are via email and some telephonically**
3. Number of report contacts received for the past 12 months **Since 2019 the calls received are 23 via Hotline. Around 6 calls for the past 12 months**
4. Breakdown of reporting channels used for reports received during the past 12 months **Most calls are via email and some telephonically**
5. Do you require any telephone service to be available outside of South Africa? If yes, please confirm any specific countries **We have footprint in about 10 countries
New York, London, Germany, France, Netherlands, Australia, Japan, China, Nigeria, India

SAT has Telkom line that supports the Hotline**
6. Please specify any specific language requirements for the service **English**
7. Do you anticipate similar volumes on the service for the next 3 years? Please elaborate if any major launch is planned to extend the service to the general public. If yes, please elaborate. Looking at the trend, **the hotline will remain normal at the same pace**
8. Does South African Tourism Board (SA Tourism) require fraud risk management services, e.g. assessing and advising on fraud risk prevention and fraud risk policies? **NO**
9. Does SA Tourism require fraud risk assessment services assessing the fraud risks of certain areas of the business, and if so, which areas? **No**
10. Do the “associated support services” referred to in paragraph four under the BACKGROUND AND SCOPE OF WORK (p. 8 of 14 of the RFQ) include fraud risk management and/or investigation services, or are these support services isolated to the support, use and reporting in respect of the (case management) system and the specified system requirements referred to in the RFQ? **Investigations are done separately**