
REQUEST FOR PROPOSAL (RFQ)

Ref Number	RFPZA2022/02
RFP Scope	PROVISIONING FOR FRAUD HOTLINE
Issue Date	Tuesday, 02 August 2022
Non-compulsory Briefing Session	N/A
Closing date for Submission of bids	Wednesday, 31 August 2022
Physical Address	44 Grand Central Blvd, Sanofi House Halfway house, Midrand
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1. INTRODUCTION

This document aims to invite the Submission of quotations to provide a fraud prevention hotline to the .ZA Domain Name Authority (ZADNA/the Authority) from suitably qualified fraud prevention specialists to provide fraud hotline (used interchangeably with whistleblowing line) services. The project's purpose is to facilitate and handle the whistleblowing line for the Authority from an external independent service provider to comply with good corporate governance and applicable fraud prevention policy.

2. OVERVIEW

The ECT Act No. 25 of 2002 provides for the establishment of the Authority and gives it the mandate to manage and administer the .za domain namespace. In this process, the Authority must maintain good corporate governance and adhere to procedures and policies of the Authority as adopted. Per good corporate governance, the entity is to retain the line of whistleblowing as an ethical requirement and implement the fraud prevention plan, which is put in place to reinforce the controls aimed at deterring, preventing and reacting to reducing the impact of fraud and corruption.

3. OBJECTIVE OF THE ASSIGNMENT

3.1. The objectives of the assignment are:

3.1.1. Provide multiple platforms (i.e. telephone, email and web-based) for a fraud hotline following the fraud prevention plan;

3.1.2. Coordinate all communication with the fraud officer on received communication periodically; and

3.1.3. Report to the appropriate governance structures periodically.

4. DETAILED SCOPE OF WORK

4.1. The successful Service Provider will work closely with the Fraud Officer to report on matters received during a specific period and enable the Fraud Officer to have data to report to the Audit Risk Committee and resolve any issues.

4.2. This has to be on a monthly subscription model, which, amongst other things, has to align with the following:

4.2.1. Multiple platforms to report any unlawful activities, unethical and inappropriate conduct in the workplace;

4.2.2. The platforms should, at a minimum, include telephone, email and web-based anonymous reporting;

4.2.3. Provision of a live independent, confidential whistleblowing hotline service operating 24 hours a day, seven days per week and 365 days a year;

- 4.2.4. The successful Bidder shall sign a confidentiality agreement as part of the contract;
- 4.2.5. Submission of reports and statistics to authorised reporting structure on a predetermined basis or on-demand;
- 4.2.6. Guaranteed anonymity, absolute security of information;
- 4.2.7. The service should be available in multiple languages. Accreditation by the Ethics Institute of South Africa;
- 4.2.8. Compliant with legislation relevant to South Africa on whistleblowing management (e.g. whistleblower protection, as well as personal and data privacy, etc.);
- 4.2.9. Provision of support with your broader ethics programme and fraud prevention plans; and
- 4.2.10. Given the sensitive nature of hotline reports, which at times might implicate officials within the organisation, such reports must be free from manipulation.

5. DELIVERABLES

- 5.1. Twenty-four hours a day, seven days per week and 365 days a year, whistleblowing hotline services.
- 5.2. Submission of quarterly reports and statistics to the office of the Fraud Officer.

6. SKILLS REQUIRED

- 6.1. Minimum of five (5) recently managing whistleblowing hotline for reputable entities
- 6.2. Conversant with fraud hotline communications, reporting and content creation.
- 6.3. Bidders must submit a certificate of registration for professional membership with the Ethics Institute of South Africa.
- 6.4. Bidders are also required to submit a certificate for the Safe reporting service provider Safeline-EX, confirming that they are a certified external whistleblowing service provider

- 6.5. Ability to manage the sensitivity of issues associated with this project's successful implementation and the Authority's operations.

7. ANTICIPATED DURATION

- 7.1. The assignment is for a period of three years, renewable annually depending on board approval and service quality

8. CONFLICT OF INTEREST

- 8.1. The Bidder must provide any potential conflict of interest arising from other assignments or a conflict of interest

9. CONFIDENTIALITY

- 9.1. The Bidder agrees to keep confidential all information that they receive, directly or indirectly, from the Authority or any other stakeholder, as well as all copies or analyses that they make or have been made by third parties based on such information (collectively, the Material);
- 9.2. The Bidder shall use the Material exclusively to prepare deliverables relevant to this assignment. The confidentiality obligations shall not apply to information in the public domain. The Bidders shall only permit access to the Material to persons within their organisations on a need-to-know basis; and
- 9.3. They shall further explicitly inform such persons of the confidential nature of the Material and, before providing them with it, subject them to the confidentiality obligations contained in this Terms of Reference.

10. REQUESTED AND COMPULSORY DOCUMENTS

- 10.1. Failure to submit any of these documents will result in disqualification:
 - 10.1.1. CIPC registration documents.
 - 10.1.2. 10.1.2. Tax Compliance certificate
 - 10.1.3. 10.1.3. BEE Certificate / Affidavitare we not using B-BBEE?
 - 10.1.4. Detailed Company profile.
 - 10.1.5. Five contactable references in the same scope of work.
 - 10.1.6. Confirmation Statement that the Bidder meets the scope of work
 - 10.1.7. Pricing Schedule (Total Cost to complete the service)

11. EVALUATION

11.1. Evaluation will be based on the technical knowledge and expertise in the fraud hotline hosting services, pricing and availability to finalise the scope of work within the given time frame.

12. INTELLECTUAL PROPERTY

12.1. A Service Level Agreement will be entered into with the successful Bidder appointed with Terms of Reference and deliverable agreed to between parties.

12.2. The appointed Bidder will be expected to deliver within the given time frame.

Submissions should be emailed to zadnafinace@zadna.org.za and info@zadna.org.za no later than 31 August 2022, 12:00 pm; submitted documents should be bound together electronically and be in pdf format. Enquiries should be directed to Ms Kedibone Mpholeng (Finance Manager) at telephone number 010 020 3910 or at the aforementioned email addresses.