

REQUEST FOR QUOTATION (RFQ)

Date of issue:16 August 2021
Submission deadline:30 August 2021
Ref no: RFQZA2021/03

TERMS OF REFERENCE FOR THE PROVISIONING FOR FRAUD HOTLINE TO THE .ZA DOMAIN NAME AUTHORITY

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 purpose of the project 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. In accordance with good corporate governance, the entity is to

.ZA Domain Name Authority NPC - Registration no. 2003/021150/08

Directors: Ms P Legoze – Chairperson, Ms A Esterhuysen, Prof D Mashao, Prof K Moodaliyar, Ms M Malapane, Mr N Msibi, Mr R Mbuva Ms S Mzizi, Ms V Motloutsi, Mr M Wesi (CEO)

Company Secretary: Ms S. Ngwenya

maintain whistleblowing line as an ethical requirement and implement the fraud prevention plan, which was put in place to reinforce the systems of controls aimed at deterring, preventing and reacting to reducing the impact of fraud and corruption.

3. OBJECTIVES OF THE ASSIGNMENT

3.1. The objectives of the assignment are:

3.1.1. Provide the platform for fraud hotline in accordance with the fraud prevention plan;

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

3.1.3. Reporting 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 to their attention.

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, 7 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. 24 hours a day, 7 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 the successful implementation of this project and the operations of the Authority.

7. ANTICIPATED DURATION

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

8. CONFLICTS OF INTEREST

- 8.1. The Bidders must provide any potential conflicts of interest arising from other assignments or a conflicting involvement in other assignments.

9. CONFIDENTIALITY

- 9.1. The Bidders 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 Bidders 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 the Material, 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 a disqualification:
 - 10.1.1. CIPC registration documents.
 - 10.1.2. Tax Compliance certificate.
 - 10.1.3. BEE Certificate / Affidavit.
 - 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. APPOINTMENT OF A SERVICE PROVIDER

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 zadnafinance@zadna.org.za and info@zadna.org.za no later than Monday the 30st of August 2021, 12:00; submitted documents should be bound together electronically and be in pdf format. Enquiries should be directed to Mr German Moutlaneng (Finance Manager) at telephone number 010 020 3910 or at the aforementioned email addresses.