



PanSALB
PAN SOUTH AFRICAN LANGUAGE BOARD

ANNEXURE A

TERMS OF REFERENCE FOR APPOINTMENT OF SERVICE PROVIDER TO PROVIDE FRAUD HOTLINE SERVICES

JULY 2022

**TERMS OF REFERENCE FOR APPOINTMENT OF SERVICE PROVIDER TO PROVIDE
FRAUD HOTLINE SERVICES**

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1. BACKGROUND

- 1.1. PanSALB's Fraud and Corruption Policy and Whistle Blowing Policy were approved by the Board on 31 March 2022. PanSALB would like to appoint an independent service provider to assist with the implementation of both policies and management of the Fraud Hotline.

2. OBJECTIVES

- 2.1. The primary objective is to appoint the service provider that can support PanSALB in providing the hotline services of 24 Hours toll free fraud line. PanSALB is seeking to engage the services of the service provider to create and manage a 24-hour toll free call center to enable the PanSALB employees, contractors, suppliers and other interested parties to raise concerns relating to unlawful, irregular and or suspicious corrupt related activities or conducts.

3. SCOPE OF WORK

- 3.1. To provide a confidential ethics and fraud toll free hotline services which will be active and managed for 24 hours, 365 days a year, to enable employees, contractors, suppliers and other interested parties or members of the public to report, *inter alia*, theft, fraud, bribery, irregular and any other unlawful or dishonest and corrupt related activities of whatever nature perpetrated by the PanSALB's employees or their agents, which activities directly or indirectly have a detrimental effect on the PanSALB;
- 3.2. To provide the following communications mediums for the ethics line:
 - A toll free telephone number;
 - A toll free fax number;
 - A secure email address;
 - A free post address; and
 - A web based address.
- 3.3. All calls to the toll free number will be handled by a call operator (Service Provider), who will transcribe the information provided on to a sheet customized to PanSALB specific requirements;
- 3.4. Each call will be allocated a specific reference number to be used, should the caller wish to provide more information on a subsequent date or should the caller, at later stage enquire regarding progress of the matter reported;
- 3.5. The information transcribed onto the call sheet will be transmitted to PanSALB Chief Executive Officer, who will be responsible for taking action on the information received from such reports;
- 3.6. The option of remaining anonymous will be explained to each caller. In the event of the caller requiring anonymity, the Service Provider will be entitled to refuse to provide any indication to PanSALB of caller's identity unless it is ordered by the court;

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- 3.7. All calls will be recorded and the recordings will be maintained for period of two (2) months. A copy of the information received will be stored at an off-site location to ensure safety;
- 3.8. In the event of the information provided indicating *prima facie* immediate or physical threat to members of PanSALB or the general public, the information will be conveyed to the South African Police Services (“SAPS”) at 10111 as well as to the PanSALB Chief Executive Officer;
- 3.9. Assist in promoting awareness through materials to be displayed in the building;
- 3.10. The Service provider must provide PanSALB with consolidated monthly fraud outline report before the 7th day of every calendar month. The reports shall include -
- procedures performed upon receiving information;
 - summary of reporting channels;
 - nature of incidents reported; and
 - geographical statistics of reports received.
- 3.11. Provide monthly reports of fraud hotline activities and other services rendered in relation to the scope of work; and
- 3.12. Services to be rendered by the Service Provider must comply with all relevant South African legislation (i.e. – Protected Disclosures Act, 2000 (Act No 26 of 2000).

4. ENGAGEMENT APPROACH

- 4.1. In light of the project objectives and scope described above, a summary of the activities that the Service Provider must conduct are as follows:
- Help PanSALB to draft a project plan (Marketing and operational) of the toll-free services;
 - Furnish PanSALB with details of the various reporting mediums, including unique toll-free number, a toll-free fax number, a secure email address, a free post address; and a web-based address;
 - Manage all aspects of the day to day operation of the fraud line services on behalf of PanSALB;
 - Review and update current Fraud and Corruption Policy and Whistle Blowing Policy;
 - Assist PanSALB to launch and create an awareness of the toll-free line services; and
 - Assist PanSALB to develop continuous marketing initiatives aimed at sustaining awareness of the toll-free line services.

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5. OUTPUTS

- 5.1. The Service Provider is required to deliver the following:
- A working and effective fraud line to PanSALB;
 - On-site and off-site recording of backups;
 - Regular reports to South African Police Services (SAPS) where applicable;
 - Monthly management reports analyzing the information received and on fraud hotline activities;
 - Forensic investigation reports where applicable and agreed;
 - Marketing materials relating to the hotline and its implications; and
 - Awareness to PanSALB staff and the general public on the hotline and highlighting the various types of disclosure when requested to do so by the PanSALB.

6. TIMEFRAME

- 6.1. The duration of the contract is for a period of 36 months. Successful bidder will be required to enter into a formal contract with PanSALB prior execution of any work.