



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

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1. BACKGROUND

1.1 OBJECTIVES

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

2. SCOPE OF WORK

- 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 ICASA's employees or their agents, which activities directly or indirectly have a detrimental effect on the ICASA;
- 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.
- 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 ICASA specific requirements;

- 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;
- The information transcribed onto the call sheet will be transmitted to ICASA Executive, Legal Risk and CCC, who will be responsible for taking action on the information received from such reports;
- 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 ICASA of caller's identity unless it is ordered by the court;
- 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;
- In the event of the information provided indicating *prima facie* immediate or physical threat to members of ICASA or the general public, the information will be conveyed to the South African Police Services ("SAPS") at 10111 as well as to the ICASA Executive Legal, Risk and CCC;
- Assist in promoting awareness through materials to be displayed in the building;
- The Service provider must provide ICASA 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.
- Provide monthly reports of fraud hotline activities and other services rendered in relation to the scope of work; and
- 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)).

3. ENGAGEMENT APPROACH

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 ICASA to draft a project plan (Marketing and operational) of the toll-free services;
- Furnish ICASA 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 ICASA;
- Assist ICASA to launch and create an awareness of the toll-free line services; and
- Assist ICASA to develop continuous marketing initiatives aimed at sustaining awareness of the toll-free line services.

4. OUTPUTS

The Service Provider is required to deliver the following:

- A working and effective fraud line to ICASA;
- 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;
- Marketing materials relating to the hotline and its implications; and
- Awareness to ICASA staff and the general public on the hotline and highlighting the various types of disclosure when requested to do so by the ICASA.



5. TIMEFRAME

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