

Subject	Specifications
Project Name	Management of an Ethic's Line for Anonymous reporting of misconduct and criminal activities
Reference	RFQ 23/24/46/Ethics Line service/BM



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1. BACKGROUND

The South African Post Office (SAPO) Limited requires a bidder to provide services for the Management of an Ethic's Hotline Nationally by receiving Protected and Anonymous Disclosures made about unethical conduct, misconduct and criminal activities within and/or against the South African Post Office. The service is required to be centralised with the provision of a toll-free number.

2. OBJECTIVES OF RFQ

- 2.1 The objectives of the request for quotations is to secure a service provider to continuously manage protected disclosures made by SAPO employees and Clients through the provision of a 24/7 Call Centre manned by the service provider as to enhance credibility of the anonymous line over a period of five (5) years.
- 2.2 The Protected Disclosures Act require employees and clients to blow the whistle on malpractices such as nepotism, favouritism, corruption, fraud and all the other activities of criminal or civil nature that negatively impact on the Laws of the Land and the constitution.
- 2.3 Whistle blowing is about "raising a concern about malpractice within an organisation". It is a key tool to promoting individual responsibility and organisational accountability. The Whistle blowers act in good faith and in the public interest to raise concerns around suspected impropriety within their place of employment. However, they often risk victimisation, recrimination and sometimes dismissal.
- 2.4 Research has shown that when such a communication line is directly managed within the organisation, distrust for confidentiality exist and the fear of employees and clients remain the same. Outsourcing to a reputable company built the confidence levels of the employees and the client's alike increasing the reporting of unwanted events.

3. SCOPE OF WORK

- 3.1. The service provider must provide a 24/7 call centre ability on a toll-free number where complainant/callers can report alleged malpractices and criminal activities on an anonymous basis.
- 3.2. The services provider must ensure, on any one shift that between the operators, at least English and additional two (2) other recognised South African languages are accessible to the complainant/s.
 - That both genders are represented in the shift.
 - They must record the complaint in writing and award a reference number to the complainant.

- 3.3 The service provider must provide the complainant/caller with the awarded reference number that will enable the complainant/caller to obtain feedback requests.
- 3.4 If the complainant/caller requests to remain anonymous the service provider must specifically record such instruction on the report. If the complainant/caller is prepared to share his/her identity, such identity and contact details must be recorded on the report.
- 3.5 The service provider must within 2 hours of receipt of the report / complaint forward the information per e-mail to the SAPO Forensic Unit for allocation and investigation
- 3.6 Upon receiving written feedback from the responsible Forensic Unit, the service provider will link the written final investigation report on the outcome of the investigation, to the initial complaint received.
- 3.7 Upon receiving a feedback request from the initial complainant/caller and on receipt and verification of the quoted reference number, the service provider will provide verbal feedback to the complainant/caller. No feedback is to be given without the correct reference number.
- 3.8 The service provider shall under no circumstances provide the complainant/caller with a copy in any format of the final investigation report received from the Forensic Unit.