

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE 24 HOUR ETHICS HOTLINE SERVICES

1. PURPOSE OF THE BID

The purpose of the bid is to appoint a service provider that can provide a twenty-four (24) hour ethics hotline services for the National Credit Regulator for period of 36 months.

2. BACKGROUND

The National Credit Regulator (NCR) is the regulatory authority established on 01 June 2006 in terms of the National Credit Act No. 34 of 2005, with the mandate to promote and advance the social and economic welfare of South Africans, promote a fair, transparent, competitive, sustainable, responsible, efficient, effective and accessible credit market and industry and to protect consumers.

The NCR's commitment to transparency, integrity and accountability, as described in our Code of Conduct and business principles, is to establish an Ethics Hotline. The Ethics Hotline seeks to provide an independent and comprehensive service through enhanced anonymity assurance through a wide range of communication channels.

In addition, the hotline is a confidential and secure means to enable our employees, suppliers, business partners and other stakeholders to raise concerns about conduct contrary to NCR's values and

- Actions that may result in danger to the health and/or safety of people or damage to the environment;
- Criminal offences, including money laundering, fraud, bribery and corruption
- Failure to comply with any legal obligation;
- Unethical practice in accounting, internal accounting controls, financial reporting and auditing matters;
- Miscarriage of justice;
- Any conduct contrary to the ethical principles embraced in our Code of Conduct or any similar policy;

- Any other legal or ethical concern; and
- Concealment or omitting to report on any of the above

3. SCOPE OF WORK

To provide an ethics hotline services for the National Credit Regulator 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 irregular, unlawful and corrupt related activities;

The service provider should provide the following range of communication channels that are readily accessible and secure:

- i. E-mail reporting facility;
- ii. Live answering of telephone calls, 24 hours a day, 365 days a year;
- iii. Fax facility;
- iv. Mail facility; and
- v. Internet based reporting facility

In addition, the service provider should:

- Receive and assess information received from callers;
- Sanitise information received to protect the identity of the caller;
- Forward sanitised information to the NCR's Chief Financial Officer, Audit and Risk Management Committee Chairperson and Internal Auditors;
- Provide monthly management reports after analysing the information received. The information should build on the previous month's reports to identify trends or incidents, which might reoccur.
- Provide a quarterly report of all whistleblowing alerts to the executive committee and the Internal Auditors. In the event that a conflict arises by virtue of the whistle blowing alerts that had been received, the report must be submitted to the Chief Executive Officer, and/or Chairperson of the Audit and Risk Management Committee.

- Assist in the development of marketing/awareness and promotional material relating to the hotline and its implications on quarterly basis. (electronic and hard copy)
- An annual workshop for staff for continuous awareness of the hotline to at least 150 staff members (virtually)

4. CONTRACT PERIOD

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

5. THE FUNCTIONALITY CRITERIA WILL BE EVALUATED BASED ON THE FOLLOWING:

VALUES: 1=Poor: 2=did not meet the requirements: 3= partially met the requirement: 4= meet the requirements: 5=Exceed the requirements

No	Description	Weight	Supplier self - score	Evidence reference
1	Understanding the NCR requirements: The bidder must indicate the understanding of the NCR scope of work, timelines and output for this project. The proposal should display: • Bidder's understanding of the key requirements and expectations of the NCR. • Bidder's experience- a track record of 8 years of providing ethics hosting services in public sector. • Previous work done in relation to the above. Proof of clientele must be provided. (i.e. a minimum of 3 clients reference letters) 1 point= 0 to 3 years track record with or without	10		

	proof of previous work done (clientele). 2 points = 4 years and less track record with or without proof of previous work done (clientele). 3 points = 5 years track record with proof of previous work done (clientele). 4 points = 8 years track record with proof of previous work done (clientele). Proof of previous work should include a minimum of 3 and maximum of 5 clients. 5 points = Over 8 years track record with proof of previous work done (clientele). Proof of previous work should include over 5 clients.			
2	Organizational experience, Skills and Ability of Service Provider: • Brief company profile. • 0 relevant projects in the public sector = 1 • 1 relevant project in the public sector= 2 • 2 relevant projects in the public sector= 4 • 3 relevant projects in the public sector= 4 • Over three (3) relevant projects in the public sector; = 5	20		
3	Approach and Methodology: Proposals must contain a comprehensive schedule of the proposed approach, methodology to be adopted in order to deliver the service in accordance with the TOR and the ability to be flexible to the needs of the NCR. Proposals must contain the details of the proposed approach to deliver the service in	35		

	accordance with the TOR. Bidders must amongst others provide: • Project Execution Plan or Framework highlighting: - The proposed approach to undertake the project inclusive of turnaround time to perform and deliver the specified TORs above. - The marketing/awareness material samples (previous work done). - Topics to be covered in workshops. - The monthly management report template. 1 point=No proposed approach/methodology detailed in the proposal. 2 points=Proposed approach/methodology that does not meet the requirements. 3 points=Proposed approach/methodology that does not respond to some of the requirements. 4 points= Proposed approach/methodology that responds to all requirements inclusive of indication of the bidder's ability to meet deadlines, turnaround times, submission of samples and templates to be submitted to the NCR. 5 points= Proposed approach/methodology that responds to all requirements inclusive of indication of the bidder's ability to meet deadlines, turnaround times and submission of reports to be submitted to the NCR. Inclusion of added value adding services to be provided and customised as per the NCR's TORs			
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4	BIDDER'S PROFESSIONAL AFFILIATION: A copy of valid Proof of Certification with a Professional Organisation for Hotline service providers, The Ethics Institute of SA. 0 = No submission of a copy of valid Proof of Certification with the Ethics Institute of South Africa 5 = Submission of a copy of valid Proof of Certification with the Ethics Institute of South Africa, e.g. Safeline Certification.	15		
5	Allocated Team Member: The allocated Team should be made up of a minimum of one (1) member. The member should possess the following experience: Anti-Fraud and Ethics Hotline Management for a minimum of five (5) years. Provide a summary CV with relevant experience of the Team Member (CV to indicate years and months). Points will be allocated as follows; 1 = Team Member possesses less than 1 year or no experience on Anti-Fraud and Ethics Hotline Management. 2 = Team Member allocated, more than 1 up to 3 years of experience on Anti-Fraud and Ethics Hotline Management. 3 = Team Member allocated, more than 3 but less than 5 years of experience on Anti-Fraud and Ethics Hotline Management. 4 = Team Member possess 5 years of experience on Anti-Fraud and Ethics Hotline Management. 5 = Team member possess over 5 years of experience on Anti-Fraud and Ethics Hotline Management.	20		
Total Score		100		