GBVF RESPONSE FUND

REQUEST FOR QUOTATION

WHISTLE-BLOWING SERVICES FOR THE GBVF RESPONSE FUND

The GBVF Response Fund invites suitably qualified, experienced and independent service providers to submit proposals for the provision of **secure, confidential and accessible whistle-blowing services** to the Fund.

Applications close on

16 November 2026

AT 17:00 SOUTH AFRICAN TIME



TERMS OF REFERENCE (TORs)

The service provider will provide stakeholders with safe and confidential channels to report suspected criminal, unethical, fraudulent or other inappropriate activities relating to the Fund.

1. INTRODUCTION

South Africa's Gender-Based Violence and Femicide (GBVF) Response Fund ("The Fund") was established and launched by His Excellency President Cyril Ramaphosa in collaboration with the International Women's Forum South Africa (IWFSA) in February 2021 to tackle the scourge of gender-based violence and femicide in South Africa.

The Fund was established as a strategic vehicle, set up, and funded by the private sector, philanthropic, and global development organisations, to drive implementation of the Gender-Based Violence and Femicide National Strategic Plan (GBVF NSP). It exists to mobilise resources, support community-based organisations, strengthen accountability, and enable coordinated, multi-sectoral collaboration and action to eradicate GBVF. The Fund is anchored by the goal of the NSP of a South Africa free from GBVF against women, children, and LGBTQIA+ persons in our lifetime.

As part of its commitment to good governance, transparency, accountability and ethical conduct, the Fund requires an independent whistle-blowing mechanism through which concerns can be reported confidentially and, where applicable, anonymously.
The appointed service provider will be expected to provide a comprehensive whistle-blowing solution, including telephone, online and email reporting channels, case management, multilingual support, secure information management and timely reporting.

2. BACKGROUND INFORMATION ON THE PROJECT

The GBVF Response Fund currently provides its stakeholders with access to an independent whistle-blowing service to enable the confidential reporting of suspected criminal, unethical, fraudulent or other inappropriate activities relating to the Fund.

The current service includes a dedicated toll-free reporting number, 24-hour live monitoring, multilingual reporting support, online and email reporting channels, case management, confidential handling of reports, and the preparation and submission of tip-off reports.

The Fund seeks to appoint a suitably qualified and experienced Service Provider to provide a secure, confidential, independent and accessible whistle-blowing service that enables stakeholders to report concerns safely and anonymously.

The appointed Service Provider will be expected to provide multiple reporting channels, case management and reporting functionality, appropriate language support, secure information management, and timely processing and reporting of whistle-blowing cases.

The service should promote transparency, accountability and ethical conduct within the Fund while ensuring the confidentiality, integrity and security of information received through the whistle-blowing channels.

3. OBJECTIVES OF THE ASSIGNMENT.

The objectives of this assignment are to:

1. Provide a secure, confidential and independent whistle-blowing mechanism through which the Fund's stakeholders can report suspected criminal, unethical, fraudulent or inappropriate activities.
2. Provide accessible reporting channels, including a dedicated toll-free telephone number, online/web-based reporting, email and other appropriate reporting mechanisms.
3. Provide 24-hour monitoring and multilingual support, including access to South Africa's official languages where required.
4. Ensure effective case management and reporting, including the secure recording, processing and submission of tip-off reports within agreed turnaround times.
5. Safeguard the confidentiality and security of whistle-blower information, including appropriate data retention, access controls and protection of sensitive information.
6. Provide regular reporting and management information to enable the Fund to monitor whistle-blowing activity, identify trends and strengthen accountability and governance.

4. SCOPE OF WORK

- Dedicated whistle-blowing reporting channels: Provide a dedicated toll-free number and appropriate alternative channels, including web-based, email and other electronic reporting mechanisms.
- 24-hour live monitoring: Provide continuous monitoring of the primary whistle-blowing channel, with appropriate multilingual support, including South Africa's official languages during agreed operating hours.
- Confidential and anonymous reporting: Ensure that whistle-blowers can report concerns securely and, where applicable, anonymously, without compromising the confidentiality of the information provided.
- Case management system: Provide a secure case management platform through which authorised Fund users can access and manage whistle-blowing cases and generate relevant reports.
- Case processing and reporting: Receive, assess, filter and document bona fide tip-offs and provide the Fund with clear and sanitised reports containing relevant information from each report.
- Turnaround times: Submit reports to the Fund within an agreed timeframe following receipt of a tip-off, including appropriate arrangements for weekends and public holidays.
- Translation services: Provide translation of reports received in South African official languages into English, where required.
- Management reporting: Provide periodic summary reports and access to relevant case management information to support oversight, monitoring and decision-making.
- Data protection and retention: Maintain appropriate safeguards for the protection, confidentiality and secure retention of all information, records, documentation and call recordings in accordance with applicable legislation and agreed retention requirements.
- Filtering of inappropriate reports: Apply appropriate processes to identify and filter abusive, malicious or out-of-scope reports while ensuring that legitimate concerns

are appropriately recorded and processed.
- Service continuity: Ensure adequate systems, infrastructure and suitably skilled personnel to maintain reliable delivery of the whistle-blowing service.

5. LIST OF DELIVERABLES:

a. Whistle-Blowing Service Implementation Plan:

An inception/implementation plan outlining the methodology, reporting channels, systems, processes, service standards and approach to delivering the whistle-blowing services.

b. Whistle-Blowing Reporting Channels:

Provision and maintenance of dedicated, secure and accessible reporting channels, including a toll-free telephone line, web-based reporting platform and dedicated email facility.

c. Case Management and Reporting System:

A secure case management system enabling authorised Fund personnel to access, monitor and manage whistle-blowing cases, including the generation of call summary and management reports.

d. Tip-Off Reports:

Timely, accurate and confidential reports for bona fide whistle-blowing cases received, including relevant information, categorisation and translation into English where required.

e. Periodic Management Reports:

Regular summary reports providing information on whistle-blowing activity, trends, case volumes and other relevant insights to support the Fund's governance, oversight and accountability.

f. Confidentiality, Data Protection and Record Management:

Secure handling, protection and retention of all whistle-blowing information, records and related data in accordance with applicable legislation and the Fund's requirements.

6. PERIOD OF PERFORMANCE AND THE REVIEW/APPROVAL TIME REQUIRED.

The appointment will be for a **12-month period**, commencing from the date of appointment, with the possibility of renewal subject to performance, operational requirements and the Fund's procurement processes.

- **6 November 2026:** Advertisement, procurement process and appointment of the Service Provider.
- **1 February 2027 (1 month):** Handover from previous service provider, onboarding, system configuration and implementation.
- **1 March 2027 – 31 January 2028 (11 months):** Provision of whistle-blowing services, including 24-hour monitoring, case management, reporting and ongoing support.
- **Monthly:** Submission of relevant case and management reports to the Fund.

- **Annually:** Review of service performance, reporting requirements and service effectiveness.

7. SELECTION CRITERIA

Technical evaluation criterion	Weight
Relevant whistle-blowing service experience and references	20%
Reporting channels, accessibility and multilingual capability	20%
Confidentiality, independence and information security	20%
Case management, escalation and reporting functionality	20%
Cost/ Pricing	20%
Total	**100%**

MINIMUM REQUIREMENTS:	
REQUIRED:	**DESIRABLE:**
• Company profile and relevant experience. • Proposed technical approach and methodology. • Description of all reporting channels and case management functionality. • Proposed service levels and turnaround times. • Pricing schedule, including all once-off, monthly, per-report, user, telecommunications and additional service costs, exclusive and inclusive of VAT. • Details of data protection, confidentiality, information security and record retention measures. • At least three references for similar services, where applicable. • Proof of company registration, tax compliance and any procurement documentation required by GBVF Response Fund.	• Demonstrated experience providing whistle-blowing, ethics hotline, fraud reporting or related confidential reporting services to NGOs, non-profit organisations, government institutions, development partners or corporate organisations. • Proven experience in providing multiple whistle-blowing channels, including toll-free telephone lines, web-based platforms, email and other digital reporting mechanisms. • Demonstrated capability to provide multilingual whistle-blowing services, including support for South Africa's official languages. • Strong understanding and application of South African legislation and regulatory requirements relating to data protection, confidentiality, whistle-blower protection, fraud and corruption, including the Protection of Personal Information Act (POPIA).

	• Demonstrated experience in secure case management, incident tracking, reporting and the protection of sensitive and confidential information. • Proven ability to provide independent and impartial whistle-blowing services, with appropriate systems and controls to protect the identity and information of whistle-blowers. • Experience in providing management information and trend analysis to support organisational governance, risk management, accountability and ethical decision-making.

SUBMISSION DETAILS	
Date of Posting:	**6 November 2026**
Contact Person:	**Bulali Gcilishe**
Email Address:	**info@gbvfresponsefund1.org**
Submission Deadline:	**16 November 2026, 17:00**
Submission Method:	**Email submission**
Subject Line:	**Whistle-Blowing Services – GBVF Response Fund**
Late Submissions:	**Proposals received after the deadline will not be considered.**