

## **Terms of Reference (ToR) for Procurement of Services**

### **Development and Implementation of a Knowledge Management System (KMS) for The Whistleblower House (TWBH)**

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## 1. General Information

The Whistleblower House (TWBH) is a not-for-profit, public benefit organisation committed to supporting whistleblowers in South Africa by providing access to support services, raising awareness about whistleblowers' challenges, and recognising their essential contributions to ethics and democracy.

TWBH invites tenders from qualified organisations or individuals to develop and implement a robust Knowledge Management System (KMS). This system will enhance the organisation's ability to manage and analyse critical data, contribute to the national anti-corruption discourse, and support ongoing research and policy initiatives aimed at strengthening protections for whistleblowers in South Africa.

## 2. Project context

Whistleblowers face significant challenges, often retaliated against by powerful figures through harassment, demotion, or dismissal, leading to severe consequences such as job loss, psychological trauma, social isolation, and financial ruin. Despite their crucial role in exposing wrongdoing and promoting accountability, South Africa lacks a dedicated support system for whistleblowers. Many struggle to access legal aid, financial support, psychological assistance, and guidance on navigating risks. Given their vital contribution to the anti-corruption ecosystem and institutional well-being, addressing these gaps and protecting whistleblowers is essential.

Research and access to resources are crucial in understanding and addressing the challenges faced by whistleblowers. Comprehensive studies can illuminate the systemic issues that enable retaliation, and the barriers whistleblowers face in seeking justice and support. This knowledge can inform the development of targeted policies and interventions to better protect them. Additionally, access to resources such as legal aid, financial assistance, psychological support, and educational tools can empower whistleblowers to navigate the risks effectively and contribute to meaningful change. By

investing in research and building accessible support systems, society can foster a culture where whistleblowers are safeguarded and their vital role in combating corruption is fully recognised.

In its relatively short time of operation, TWBH has gathered extensive data through research, surveys, and anonymized information from whistleblowers. This data is invaluable for addressing critical issues, including proposed amendments to whistleblowing legislation, advancing the National Anti-Corruption Strategy, and supporting various academic and policy-driven research initiatives. To fully harness the potential of this wealth of information, it is becoming essential to develop a robust Knowledge Management System (KMS). Such a system would enable efficient organisation, analysis, and dissemination of insights, ensuring that the data collected is effectively leveraged to drive meaningful change and inform evidence-based policies.

A comprehensive KMS will enable TWBH to:

- Identify and document trends in whistleblower reports.
- Contribute to the development of policies and legislative frameworks.
- Enhance organisational transparency and improve regulatory compliance.
- Support research and analyses of critical challenges faced by whistleblowers, including professional, financial, legal, mental health, and community impacts.

### **3. Scope of Work**

TWBH will appoint a service provider for an anticipated contract term from 15 January until 15 August 2025.

The selected service provider will develop and implement a KMS. The KMS must include the following core features:

- A public library/repository for research reports, training materials, and case studies.

- Production of content and reports for the public library/repository.
- Wikis or blogs for each support area managed by TWBH.
- Discussion boards or communities of practice.
- Tools for surveys, webinars, and FAQs.
- Policies and procedures for the long-term management of the KMS.

The project must be divided into the following components:

### **3.1 System Architecture and development**

- Development of a KMS
  - Integrate the KMS with existing reporting channels and SQL databases to ensure data consistency and real-time access.
  - Data must have the ability to be anonymised.
  - Implement a centralised data repository, with scalable storage options, to maintain data integrity, enhance accessibility, and ensure confidentiality across the system.
  - Develop intuitive, public-facing dashboards and user interfaces to facilitate easy interaction for stakeholders.
  - The system must be designed with public-facing capabilities, allowing external users to view content.
  - The system will support a range of 5 to 20 authorised users with administrative privileges, enabling them to add, modify, or update content within the system.

#### **Notes:**

- Given time constraints, the use of existing proprietary software will be prioritised to streamline development and deployment.

### **3.2 Training:**

Train TWBH staff on system use and content management.

### 3.3 Ensure Compliance and Governance

Collaborate with a compliance specialist to:

- Ensure the system adheres to legal and regulatory requirements.
- Develop and implement policies for role-based access control, anonymity, and data protection.

### 3.4 Conduct Data Analytics and Research

- Provide:
  - **Software tools** for analysing data trends.
  - **Human resources**, including data analysts and researchers, to generate insights and produce reports on key topics such as:
    - Whistleblowers' employability post-reporting.
    - Legal, financial, and personal challenges.
    - Impacts on mental well-being and community relationships.
- Ensure all analysis aligns with confidentiality and anonymity standards.

## 4. Tender requirements

The tenderer is required to provide personnel who are suited to filling the positions described, on the basis of their CVs, the range of tasks involved and the required qualifications. The below specified qualifications represent the requirements to reach the maximum number of points in the technical assessment.

### 4.1 Team leader

#### Tasks of the team leader

- Overall responsibility for the KMS (quality and deadlines).
- Coordinating and ensuring communication with TWBH and other involved in the project.

- Personnel management, in particular identifying the need for short-term assignments within the available budget, as well as planning and steering assignments.
- Regular reporting in accordance with deadlines.

#### **4.2 Developer**

##### Tasks of the developer

- Design the technical infrastructure, selecting appropriate tools and platforms for scalability and performance.
- Develop the KMS software (preferably existing proprietary software), including user interfaces, and integrate it with existing systems for seamless data flow.
- Implement security protocols and manage user access to ensure data protection and compliance with regulations.
- Conduct testing, oversee deployment, and provide ongoing support to ensure system functionality and reliability.

#### **4.3 Data Analyst / Researcher**

##### Tasks of the data analyst/researcher

- Gather, clean, and standardize data for integration into the KMS.
- Identify trends, gaps, and user needs to inform system design and content priorities.
- Provide recommendations for user-friendly design and efficient data structuring.

#### **4.4 Governance and compliance specialist**

##### Tasks of the governance and compliance specialist

- Ensure the system adheres to legal, regulatory, and organizational compliance standards.
- Oversee data migration into the appropriate KMS technology, and establish security protocols for the system.

- Provide training on secure and efficient system use, and how to audit and update policies to maintain alignment with compliance and governance requirements.

## 5. Submission Guidelines

Interested parties should submit a proposal including:

- Detailed project plan with timelines.
- Description of the proposed KMS architecture and features.
- Profiles of the project team, highlighting relevant expertise.
- A cost breakdown of the proposed solution.

## 6. Eligibility and Evaluation Criteria

Proposals will be evaluated based on the following:

- Expertise in developing and implementing KMS solutions.
- Understanding of legal and regulatory requirements for whistleblowing and data governance in South Africa.
- Proven experience in data analytics, research, and reporting.
- Cost-effectiveness and feasibility of proposed solutions.

**Deadline for Submission:** 6 January 2025

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