# SPECIFICATION TO APPOINT A SERVICE PROVIDER TO DEVELOP THE REPUTATION RISK MANAGEMENT FRAMEWORK (RRMF) FOR A PERIOD OF SIX (6) MONTHS

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**Closing Date and Time: 03 August 2026**

## 1. OBJECTIVES

1.1 The SIU intends to appoint a service provider to develop the Reputation Risk Management Framework for a period of six (6) months.

## 2. BACKGROUND//CONTEXT OF THIS PROCUREMENT NEED

2.1 The Enterprise Risk Management Department is responsible for the management of all types of risks that could impede the achievement of organisational objectives. One of the key risks that needs to be managed effectively at SIU is 'reputational risk'. Reputational risk is the negative publicity that can cause potential harm to an organization's brand, trust, and sustainability. It impacts customer confidence, employee retention, stakeholder relations, and shareholder trust.

2.2 Organisations operate within a tightly interconnected global environment where information travels at a fast pace across a variety of platforms. This constant exchange and the public's access to information mean that how an organisation is perceived can drastically change overnight. Reputation, a subtle force, can significantly influence stakeholder trust, and ultimately, operational effectiveness and sustainability of an organization. Given these dynamics, understanding and managing reputational risk is important for sustaining organisational health and growth.

2.3 It is against this background that SIU seeks the appointment of a service provider who is an expert in reputation risk and brand management to develop the Reputation Risk Management Framework.

## 3. OVERVIEW

3.1 The need for the development of the Reputation Risk Management Framework is informed by the SIU's good reputation that has grown tremendously over the past few years. This has largely been attributed to effective implementation of the organisational strategy, which placed emphasis on the impact of SIU work. The outcomes that the SIU has achieved through its investigations and the initiatives to proactively combat corruption have increased public confidence and trust to the organisation. The positive feedback through public stakeholder surveys that have been conducted over the years indicates that SIU is one of the highly trusted and reputable organisations that enjoys public confidence.

3.2 However, the reputational risk exposure for the organisation remains high, and it's needs to be managed consistently and in a structured approach. Some of the common causes of reputational risk include internal misconduct, service failures, negative customer experiences, social media missteps, and cybersecurity breaches, to mention just a few. Sound and practical risk mitigation strategies are necessary to safeguard the SIU's reputation. It is against this background that SIU should have a comprehensive Reputation Risk Management Framework to respond proactively to all types of events that could potentially harm the organization's image.

## 4. SCOPE OF WORK

- Conduct research and benchmarking on best practises to manage brand & reputational risk
- Consult internal and external stakeholders on the development of RRMF
- Present the draft RRMF to internal stakeholders
- Final and approved RRMF

## 5. PROPOSAL CONSIDERATION.

5.1 The service provider must meet at least **ALL** the minimum requirements to be considered further for price and B-BBEE.

5.1.1 The service provider must have at least five (5) years' experience in reputation risk and brand management.

5.1.2 The service provider must provide at least two (2) contactable reference letters on the company letterhead of serviced clients with contract value and duration in providing reputation risk and brand management.

**NB: Unsigned reference letters will not be considered.**

5.1.3 The service provider must provide an expert member to develop the Reputation Risk Management Framework, with experience and qualifications in risk management, communications, reputation and brand management. The expert must have a minimum of 3 years of relevant experience in reputation risk and brand management with a professional accreditation by the Institute of Risk Management South Africa (IRMSA).

**5.1.4 Should the proposal not meet all the requirements, such proposal will be disqualified.**