

BDO's Whistle Blower Solution Requirements

1. Multi-tenancy

- a) Development of the multi-tenant platform.
- b) Allows for easy on boarding of tenants, who are provided their own web links (sub-domain).
- c) Setup process for each tenant must be easy and user friendly.
- d) Support English and Bahasa Malaysia language (ability to add other languages in the future).
- e) Tenants can be based on multiple country->city->location. To be defined by the tenants during on boarding.

2. User Management

- a) System Admin account created in the platform as the first user
- b) System Admin able to create/edit/delete other user accounts
- c) Automated "Forget Password" mechanism to be provided

3. Roles Management

- a) Ability for System Admin to add user roles by tenant with certain access rights

4. Client Management (by Super Admin)

- a) Manage each tenant
- b) Expiry date
- c) Logo and description text
- d) Suspend a tenant (if subscription is not renewed), via email alerts.
- e) Delete a tenant (if and when required)
- f) Allocate tenant to a user

5. Categories Management (customised categories)

- a) Add/Delete categories of cases submitted
- b) Ability to have different categories for different tenants

6. Reports - User/Super Admin

- a) Dashboards for Users and System Admin
- b) Can be downloaded as a PDF report - static report (snapshot) of all data in the dashboard using a fixed report template

7. Sort/Search/Filter

- a) Advanced search engine (using keywords from any data field available, including usage of wildcards)
- b) Sort by Ascending/Descending order for specified fields

8. Case Processing

- a) Email alerts to be sent to pre-defined users when new case is created.
- b) Ability to send email alerts to certain users when the case status changes.
- c) Users with the relevant access rights are able to edit the case findings and case status.

9. Purge Data Utility

- a) Ability to delete company data after the specified retention policy
- b) Provided a backend utility to be run by the System Admin.

10. System Requirements

- a) To develop using Open Source tools (e.g. PHP/HTML/CSS/JavaScripts. Preferably using Bootstrap and Laravel)
- b) Preferably using Apache Web Server with MySQL database on Windows platform.
- c) Integrate with Google Analytics API
- d) Integrate with third-party Anti-Virus Program for attachment scanning
- e) Responsive design (for mobile/tablet browser viewing)
- f) Support main browsers such as Chrome, IE, Edge, Firefox and Opera.

11. Other Requirements

- a) Managing the development from end-to-end.
- b) System must be developed with anonymity and security in mind. The case submitted cannot and should not be traced back to the user who reported it.
- c) Installation and configuration of application for testing purposes.
- d) End-to-end system testing.
- e) Prepare UAT scripts and conduct UAT with BDO.
- f) Fixing of bug and errors prior to go-live
- g) Application to be deployed and configured in the Production environment, ready to go-live.
- h) Penetration testing will be performed by BDO and the vendor is expected to rectify any security vulnerabilities found in the application.

Note:

- I. Development to be done at vendor's premise.
- II. Development servers to be provided by vendor.
- III. System will be hosted with a third party hosting service. Vendor to recommend a suitable hosting service provider.
- IV. The Intellectual Property of the application/program and the source codes will belong to BDO. Vendor is not allowed to re-sell the application/program to a third party.

Information to be captured:

No.	Fields	Field type	Required
1	Report Category	Predefined dropdown box	Yes
2	Complainant's Name	String	No
3	Complainant's contact no.	Number	No
4	Complainant's email ID	String	No
5	What misconduct / improper activity occurred?	Text	Yes
6	Who committed the misconduct / improper activity?	Text	Yes
7	When did it happen and when did you notice it?	Text	Yes
8	Where did it happen?	Text	Yes
9	Is there any evidence that you could provide us? - Yes/No (default to No) - If yes, provide another text box to enter the details and a button to add attachments.	Radio button	Yes
10	Are there any other parties involved other than the suspect stated above? - Yes/No (default to No) - If yes, provide another text box to enter the details.	Radio button	Yes
11	Do you have any other details or information which would assist us in the investigation? - Yes/No (default to No) - If yes, provide another text box to enter the details.	Radio button	Yes
12	Any other comments?	Text	No
13	Reporting date & time (to be captured by the system)	Date	Yes
14	Case Findings - To be entered by the investigating personnel only. - Not visible to the complainant. - This field must have value if the case status is closed or suspended. - Include a button to add attachments.	Text	No

Report Categories

No.	Categories (master table by tenant)
1	Insider dealing
2	Anti-money laundering
3	Bribery and corruption
4	Competition and antitrust
5	Conflicts of interest
6	Gifts and entertainment
7	Cybersecurity
8	Data Privacy (Leaking of confidential personal and/or company information)
9	Harassment & Discrimination
10	Health, safety, security
11	Political activity

Case Status

Case Status	Definition
New	A complainant has submitted a new case.
Assigned	An investigator has been assigned to the case by the admin.
Processing	Case has been escalated to the relevant authorities for further investigation.
Closed	Case has been resolved successfully.
Suspended	Case has no resolution or unable to proceed due to various reasons.