

## Appendix 1: Cost Options for the Fraud Hotline

The current service provider quoted Internal Audit the following pricing options for the Fraud Hotline.

Scenario	Description	Other Information	Pricing for 2021
<b>Option 1</b>	City staff only	Web and phone	\$16,000 (same as 2020)
<b>Option 2</b>	City staff and members of the public	Web and phone (staff); Web only for the public	Staff: \$16,000 Public: \$6,000
<b>Option 3</b>	City staff and members of the public	Web and shared phone number	Staff: \$16,000 Public: \$9,000
<b>Option 4</b>	City staff and members of the public	Web and two separate phone numbers	Staff: \$16,000 Public: \$9,500