

RESPONSE TO QUESTIONS/POINTS OF CLARIFICATION: 08/07/2026: COMPULSORY BRIEFING: PO 2026/27:006 - APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE GOVERNANCE, RISK AND COMPLIANCE SYSTEM SOFTWARE IN THE PRESIDENCY FOR A PERIOD OF 5 YEARS

NR	QUESTION/ENQUIRY/CLARITY SEEKING	RESPONSE
1.	<p>We kindly request clarification on the following points to ensure that our proposal is aligned with your requirements:</p> <p>1. Total users' licences: During the briefing you specified the user licenses. Kindly confirm whether these users require full user licences or a different licence type.</p> <ul style="list-style-type: none"> ○ Risk Manager/GRC Administrator. ○ Risk Owners. ○ Risk Champions/Compliance Officers. ○ Internal Auditors. ○ Executive Management. <p>Please confirm the required licence type (e.g., viewer, contributor, or full user) and whether all licences are named users?</p>	<p>1. Total number of users: 320 – 350 (I added 30 more officials to be safe)</p> <ul style="list-style-type: none"> 1.1. Different license types 1.2. Risk Manager/GRC Administrator rights (4 x officials) 1.3. Risk Owners – End User (allowing the Risk Owners to view risks/action plans, provide status update) 1.4. Risk Champions – Similar to Risk Owners with the ability to escalate to Executive Management 1.5. Internal Auditors – Read only access to reports 1.6. Executive Management – Read only access but be able to refer non-performance to Risk Owner/Action Owner. <p>Please Note: We use the <u>RACI Matrix</u> for the allocation of responsibilities i.e.:</p> <ul style="list-style-type: none"> 1. <i>Responsible</i> – Risk Owners 2. <i>Accountable</i> – The person the Risk Owner reports to 3. <i>Consulted</i> – Subject matter expert/Risk Champion 4. <i>Informed</i> – Executive
2.	<p>Total Training Requirements: The tender indicates training for 9 x IT personnel and Risk Management officials. Kindly clarify:</p> <ul style="list-style-type: none"> 2.1. The total number personnel to be trained. 2.2. Whether training preferred is on-site/on-line. 	<p>2. We prefer the training to be on-site or at the premises of the Service Provider</p> <ul style="list-style-type: none"> 2.1. 4 x Risk Management Officials 2.2. 5 x IT Systems and Helpdesk Officials 2.3. Training for all End-Users (320 – 350) and indicated above
3.	<p>Deployment Model: Kindly confirm whether the solution is required to be hosted SaaS on Cloud or SaaS on-premises?</p>	<p>3. I consulted with IT as indicated yesterday. Hosting should be on premises.</p>

		3.1. Cloud system that is outside the Republic is not preferred as stated yesterday to avoid complications in accessing information under General Data Protection Regulations – (GDPR).
4.	Project Team Requirements: Kindly confirm the minimum number of CVs to be submitted for the proposed project team and specify the required roles?	4. The number of Project Team members including the Project Manager is the discretion of the Service Provider. The TOR makes reference to the Project Manager – for the overall management of the deployment of the solution, training, project plan implementation etc.
5.	Data Migration: Kindly provide the Data Migration Register or details of the data to be migrated (including estimated volumes, data sources, and formats) to enable accurate pricing of the migration services?	5. The data is saved in spreadsheets – we have the following registers: 5.1. Strategic Risk Registers 5.2. Operational Risk Registers – for all Business Units 5.3. Occupational Health and Safety Register 5.4. Compliance Risk Register 5.5. Fraud Risk Register 5.6. Ethics Risk Register and the 5.7. Business Continuity Risk Register Due to the sensitivity of the registers – I am unable to provide the registers. The winning bidder will be provided with the Registers after entering to a Service Level Agreement.
6.	What are the expected project timelines, including the target implementation start date and go-live date?	6. Project Implementation Plan and schedule – 3 months (see SBD3.3 of the ToR) 6.1. System Installation and Testing – Once off (timeline depended on the implementation plan)
7.	Are there any additional commercial, technical, security, support, skills transfer, or compliance requirements that bidders should take into account when preparing their proposals?	7. All matters are specific in the ToR. The Evaluation is based on the set criteria for fairness and transparency.
8.	Is the regulatory universe already mapped?	8. Yes. We have a Compliance Risk Register.
9.	Please provide the list of acts required for the Compliance section (3.3).	9. I think this will not be relevant for the Proposal. The key aspect is the how the function will be executed (Methodology). The list of Acts is numerous as a public sector entity.

10.	Will the team require the service provider to offer legal content for the compliance module, if yes, please confirm which, if no, how are they currently offering their legal content?	10. No. Please refer to 9 above.
11.	Exact number of reports required (name and high-level summary of each)	<p>11. The GRC function has a number of reports at different intervals so it is not easy to provide clarity on this question. Some of the reports:</p> <p>11.1. Progress Reports on the Risk Registers</p> <p>11.2. Report on the adequacy and efficiency of controls</p> <p>11.3. Global Report – Comparing all Operational Risk Registers in terms of implementation</p> <p>11.4. Reports (summaries) for presentation to key meetings i.e. Top Management, Risk Management Committee, Audit Committee and Management Committee</p>
12.	Do you expect one system?	12. I hope I understand the question correctly – One system with modules i.e. Compliance Module, Ethics Module etc.
13.	Is there an existing risk methodology, including rating scales and risk appetite and tolerance parameters, that the system must inherit, or is methodology configuration part of the scope of this engagement?	13. The methodology is attached.
14.	Can the tender include optional components which the responder believes would complement or enhance the implementation of a GRC solution?	14. I initially agreed to this proposal, however, the Evaluation will focus on what is required as part of the TOR for fairness and transparency.
15.	Third-party systems that we need to integrate into	15. There is no Third-party system