

23 February 2024

REF: RFB NO: 039/2023/EWSS/GRC/RFB

APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF AN INTERGRATED GOVERNANCE, RISK AND COMPLIANCE (GRC) SERVICES FOR TCTA (TRANS CALEDON TUNNEL AUTHORITY) FOR A PERIOD OF FIVE YEARS.

CLARIFICATION NO 1:

Herewith Clarification No 1, which forms part of the above-mentioned tender.

Question 1

Is it expected that the project will involve the migration of data used in the current tools to the future GRC solution?

ANSWER to Question 1: There will be no Data Migration required for all 3 functional areas.

Questions 2

What is the size of data that will be used to produce reporting?

ANSWER to Question 2: Different reports, will require different amounts of data, depending on information that will be required by management. It will be premature to specify now the amount of data that will be used for reporting. All the data captured onto the system should be available for creating reports.

Question 3

Does TCTA have own private cloud or expect the solution provider to provide hosting in public cloud based in South Africa such Azure or similar?

Answer to Question 3:

TCTA currently has its own private cloud hosted in South Africa.

Question 4

How many pieces of legislation should the solution provide and please share the Regulatory universe (raised during the briefing session)

Answer To Question 4

Refer to the Compliance Universe updated up to 30 September 2023. (Attached as Annexure A to Clarification No 1.). This will be issued under an addendum notice No. 2.

Question 5

Please can we have clarification regards the usage expectation of each license type?

There are 2 License types available:

Professional User - For users that need read-write permissions to execute their work. Commonly audit, compliance, risk, internal controls, fraud or IT professionals. This may include users that architect data programs

Business User - For business unit or entity managers, or those that need to consume outputs from Robotics, remediate exceptions, and have general read-only oversight. For users that respond to tasks and remediate records assigned to them by GRC Professionals (i.e. control owners).

It seems Super Users will require Professional Licenses however I am unsure if the Departmental Champion Users and IT Administrators will require Professional or Business User licenses.

Internal Audit

- i. Internal Audit Super Users – 04
- ii. Internal Audit Super User Administrator: 01
- iii. Departmental Champion Users - 10
- iv. IT Administrators: 01

Risk Management

- i. Risk Super Users – 04
- ii. Risk Super User Administrator: 01
- iii. Departmental Champion Users - 14
- iv. IT Administrators: 01

Compliance Management

- i. Super User: 04

ii. IT Administrators: 02

Please may I also know if you require the software to connect to SAP?

Answer to Question 5

Refer to addendum No 2 for more details in terms of licenses and related description.

No, there is no requirement to connect to any system/ ERP.

Question 6

For a PM do we specify the number of years or the number of projects.

Answer to Question 6

For the Project Manager, Technical Expert and Business Analyst, the evaluation will be based on number of the years' experience. The forms have been amended to capture the resources' duration on the project, this will be used to calculate the resources years of experience. Refer to Addendum No 2, Annexure B – Form 2A,2B and 2C.

Yours faithfully

Azwi Nelwamondo

SENIOR MANAGER: PROCUREMENT