



TENDER NO: MTC33-22-O
REQUEST FOR PROPOSAL FOR A GOVERNANCE, RISK & COMPLIANCE SOFTWARE
FOR MTC

QUESTIONS AND ANSWERS

1. Can Foreign Bidder participate in this RFP?

Yes

**2. We take note that 22 people need to be trained:
Is this the total number of users to be licensed on the platform? Please indicated
which departments (with a breakdown of the number) belong to which department?**

1. Risk Management: (x4)
2. Regulatory Compliance (x3)
3. Standard Compliance (x3)
4. Fraud Management (x1)
5. Information Security (x2)
6. Internal Audit (x4)
7. Strategic Management (x2)

**3. Please advise, since we are unsure of the licensing structure and what access
will be provided per license, e.g., will I be able to use the artificial intelligence model
if I have a risk license or would I need additional licenses? The same dilemma
applies to strategic management, therefore providing precise figures for those two
is problematic.**

Another point: we'd like to provide the rest of the business access through a "light license,"
for example, to report a risk or update an action plan, but we're not sure how it will be
handled (this is normally based on active users on our active directory).

**4. On the session we just had. I think there is not enough clarity on the BEE
requirements or maybe I missed something.
Is it compulsory or not? No, it is not compulsory, it is only an added advantage for
discount of 10% if 100k or more?**

Is this the case? It is an added advantage at this stage.

**5. I am concerned that the BEE requirement is interpreted as compulsory, and
documents whether from Nam or International must be submitted, based on the last
response? It is encouraged to form viable partnerships with the Namibian BEE
companies but at this stage it is just an added advantage. Taking note of the**

requirement to price the tender in Namibian Dollars. Our pricing is available in USD. Would it be acceptable to submit our pricing in United States Dollars, which is a freely convertible currency?

The bid calls for NAD, rather indicate the NAD with the applicable ROE rate used in the conversion.

6. As a foreign entity, please provide clarity on clause A.1.58 – “A foreign company may tender on condition that, should it be informed by the MTC that its tender has been successful, it registers as a company and taxpaying entity in the Republic of Namibia prior to the signing of the Form of Agreement or within such extended time as may be allowed by the MTC”. Does this mean a foreign entity will not be allowed to conclude and deliver on the contract as a foreign entity, therefore we will need to register as a local entity? Revival Holdings is a Mauritian registered company? MTC may request for companies to register as Namibian entities for certain projects. The GRC project might be too small for such an ask from MTC.

A bidder may participate as they deem and MTC will make the necessary asks during the contract negotiations. This ask is unlikely for a program like GRC.

A.1.66 - Good Standing in terms of the Social Security Commission Act. As a foreign entity, will this requirement still be applicable to us?

This is only for local companies.

7. Each foreign Tenderer shall state in his tender the name of his accredited agent in the Republic of Namibia in whom the necessary legal competence is vested and who has been duly appointed to sign any contract. Is it a mandatory requirement?

Correct it is mandatory.

8. Original certificates of good standing in terms of the Social Security Commission Act. Is it a mandatory requirement?

It is mandatory for all local tenderers.

9. A valid Original Tax Good Standing Certificate. Is it a mandatory requirement?

It is mandatory for all local tenderers.

10. A valid Original Tax Good Standing Certificate. Is it a mandatory requirement?

It is mandatory for all local tenderers.

11. Letter of Intent to be provided by financial institution with the Tender to confirm that a Performance Guarantee will be issued after award of the Tender. Is it a mandatory requirement?

Yes, letter of intent must be submitted with the tender response.

12. Appendix B, Non-Disclosure Agreement: This Non-Disclosure Agreement is to be completed by the Tenderer. Does it have to be submitted with the proposal?

Yes, the signed NDA must be submitted with the proposal.

13. Certification & Accreditations, Is it a mandatory requirement? Is it a mandatory requirement?

Correct it is mandatory.

14. DECLARATION OF INTEREST FORM, does it have to be submitted with the proposal?

Yes, the signed declaration of interest must be submitted with the proposal.

16. Please ask them to clarify that they provide the cloud environment. If yes, then software can be installed there (subject to our minimum specs), but we do not provide a hosting service. The software can also be installed in their own physical environment.

Yes, we can host the software in our own cloud.

17. Refer to 1.9 - how many people to raise incidents/events or if all staff please provide staff count?

700

18. Automate fraud monitoring analytics: ability to run scheduled scripts on a continuous basis, by accessing data from multiple data sources (internal or external) and analyzing hundred percent of the data as well as developing an unlimited number of tests/scripts to support the fraud management initiatives. Does MTC has already defined these scripts? In case not, do you expect consultancy services for it? Can you please, provide additional information to quantify the services effort for it?

Some scripts running on individual systems exist already. There will thus be some consultancy required in terms of training, setting up some examples as well as addressing some of the more complex use cases.

19. Ability to apply advanced analytics and machine learning techniques to identify trends and high-risk activities. Is this feature desirable or mandatory?

Mandatory.

20. Section 1.4 (I presume they may mean module and not model, but you can ask.

Yes, it's a module.

21. Proposals will be evaluated by MTC using criteria in the Tender and as per the relevant questions asked. These categories are not necessarily listed in order of importance: Is it possible to share the weights of the evaluation criteria?

The weights of the evaluation criteria can unfortunately not be shared.

22. 1.2 System Integrated requirements for Robotics and AI capabilities: Is a Robotic tool desirable or mandatory? Is a Robotic tool desirable or mandatory?

Mandatory.

23. 1.2 System Integrated requirements for Robotics and AI capabilities: Is AI capabilities desirable or mandatory?

Mandatory

24. Robotics & AI - system should be easily compatible and integrated to MTC's internal systems and software at minimal to no additional cost through a standard and open API's.

Is AI capabilities desirable or mandatory?

Mandatory

25. Robotics & AI - system should be easily compatible and integrated to MTC's internal systems and software at minimal to no additional cost through a standard and open API's.

How many activities will be automated with Robot? Can you please share an average number of rules expected to be implemented?

Unknown, capability mandatory

26. Robotics & AI - system should be easily compatible and integrated to MTC's internal systems and software at minimal to no additional cost through a standard and open API's.

Can you please, provide more detailed information, in order to be possible to evaluate and propose in this tender the number of hours to implement these functionalities.

Unknown

27. Robotic Integration into data mining, predictive analytic, data visualizations, process automation and cognitive intelligence capabilities. Are all these capabilities desirable or mandatory?

Mandatory

28. Automation of time-intensive and repetitive processes enabling integrated analytics and robotics. Is this feature desirable or mandatory? Can you provide additional information to make possible to estimate the number or hours needed for this implementation?

Mandatory

29. Authentication through single sign on. Which single sign on integration do you need? Is it AD? If other, can you please describe the protocol used to it?

Active Directory

30. Maintenance of libraries: (subscriptions to content/standards and frequency of updates to libraries). Is this requirement desirable or mandatory?

Mandatory

31. Available content for each model. (Should be able to import/maintain any relevant frameworks for each respective models). Do you have libraries to be imported / uploaded during the solution implementation?

Yes, but the solution should also be able to import new industry related libraries for all models.

32. Deployment of system should be on MTC's local cloud. Do you use your own server's infrastructure for this cloud?

Yes

33. Deployment of system should be on MTC's local cloud. Does MTC has preference to SaaS or is also interested in the option of On Premises, on which you buy the licenses? In a long-term perspective, cloud can be a little bit more expensive. Which option will be more relevant, the total project price (accumulated after 3 or 5 years), or the optimization of short-term investments?

We prefer SaaS, using the MTC Cloud. However the tenderer should apply their mind and provide alternate and options in terms of solution costing, especially where there might be savings to the client.

34. 1.6 Offline and Online Mode capabilities for all modules with ease of synchronization.

Are offline capabilities for all modules mandatory? Or is it mandatory only for some modules, like Internal Audit and Document management?

Mandatory, for all models.

35. Automatic task management through workflows, set reminders and alters, notifications and integration with other applications within the software.

MTC will receive training to design and automate workflows. Question: additionally, to it, do you want consultancy services during the implementation phase to design and automate your processes? In this case, can you quantify number of processes to be automated for each category of complex, simple and semi-complex processes?

Tenderer may provide optional costing for consultancy services post installation. MTC does not have visibility of the to be processes. Tenderer should please use their experience with other installations to advise MTC.

36. Automatic task management through workflows, set reminders and alters, notifications and integration with other applications within the software. Does these tasks need to be integrated with risks, documents, and MTC's strategies?

Yes, however not limited to just risk, documents, and strategy. It should be across the board for all modules, to enhance cross functional collaboration and reporting.

37. Ability to raise incidents, or findings and assign tasks and non-conformities, ability to track progress. Does MTC is looking for tools to work with cause-analysis? Like Ishikawa diagrams? Is this mandatory or an optional feature?

Optional feature advantage, not mandatory. Please provide Cause analysis as an optional extra.

38. 2.2 Combined Assurance. Do you follow a framework or methodology for combined assurance? Can you provide a short description of it?

We follow a framework; however this should be customizable.

39. Training – Integration with MTC inhouse system to Manage employee competencies and training requirements. Can you please, describe how do you expect this integration?

Training inhouse platform (i.e. model), integrate information from platform to share and monitor results on GRC solution.

40. Monitoring (Monitor, Measure, analyze and evaluate various systems and ISMS application integrity. Monitor all aspects required and send an instant notification when thresholds are breached.) Tools to monitor the all the IT infrastructure and applications integrity for a telecom company can be very complex. Can you please share additional information of this requirement? Are these monitoring tools mandatory in this tender?

MTC has monitoring tools deployed. We require that the application can ingest the data from such tools and then provide analysis, measurement and management dashboards. MTC is not asking for tools to be implemented. Yes, mandatory. Please provide solution capabilities to integrate with external systems (i.e. data streams/logs from other systems).

41. Automate fraud monitoring analytics: ability to run scheduled scripts on a continuous basis, by accessing data from multiple data sources (internal or external) and analyzing hundred percent of the data as well as developing an unlimited number of tests/scripts to support the fraud management initiatives. Does MTC has already defined these scripts? In case not, do you expect consultancy services for it? Can you please, provide additional information to quantify the services effort for it?

Some scripts running on individual systems exist already. There will thus be some consultancy required in terms of training, setting up some examples as well as addressing some of the more complex use cases.

42. Ability to apply advanced analytics and machine learning techniques to identify trends and high-risk activities. Is this feature desirable or mandatory?

Mandatory

43. The tenderer should describe how the proposed solution will interact with the current MTC GRC system to extract existing data and how it will seamlessly migrate it to the new solution without interruption or data loss. Can you please, describe the actual MTC GRC system?

The information on the current GRC will not be disclosed at this stage. The tenderer should indicate if their system is able to import data from another system and in which format, with a description of the process and any prerequisites or requirements. Also, indicate previous experience in migrating systems.

44. INTERNAL AUDIT, RISK & COMPLIANCE SOLUTION PRICE SHEET. Is it possible to make some changes in the descriptions to better align with the proposed solution?

Yes, this is mandatory.

45. INTERNAL AUDIT, RISK & COMPLIANCE SOLUTION PRICE SHEET. Is it possible to add optional features?

Yes, please clearly indicate any other costs that have not been provided for the price schedule. These other costs must be clearly indicated.

46. INTERNAL AUDIT, RISK & COMPLIANCE SOLUTION PRICE SHEET. During the briefing meeting was mentioned interest to receive more than one option of user licenses. Is it possible to send more than one Price Sheet, corresponding to different options of the offer?

Yes

47. Training (virtual/online per person and/ or enterprise) - 22 persons. Is 22 persons also the number of users? Or, will MTC have additional users? For example, run workflow tasks. In case of a higher number of users, can you please quantify it?

22 will be the main users of the system, however action owners should have the capability to access the system through a different license. (+- 600 users throughout the organization)

48. Compatible with various Integrated applications of different operating systems such as windows, Linux etc. Is Linux integration capabilities desirable or mandatory?

Yes, this is mandatory.

49. Robotics & AI - system should be easily compatible and integrated to MTC's internal systems and software at minimal to no additional cost through a standard and open API's. What is the current execution time of the processes to be automated? How many processes should be automated?

Tenderer should offer pricing as per their experience and if unsure provide a scale of number of integrations for easy, medium, and complex integrations

50. Robotics & AI - system should be easily compatible and integrated to MTC's internal systems and software at minimal to no additional cost through a standard and open API's. Are your MTC's internal systems in the cloud? Should the robotization application be local or cloud?

Cloud base

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