

MTC33-22-0:

**REQUEST FOR PROPOSAL FOR A GOVERNANCE, RISK & COMPLIANCE
SOLUTION FOR MOBILE TELECOMMUNICATIONS LIMITED (MTC)**

By: Veronika Mbambi (Procurement) and
Noleen Eiseb (Risk Department)

make the connection



EVALUATION PROCESS

- First technical compliance (preliminary evaluation to sort out solutions meeting the “deal breaker” criteria) – no scoring
 - Example of deal break criteria
 - **Must provide proof of knowledge/qualification/experience in customer GRC Solutions.**

EVALUATION PROCESS

- Secondly, technical evaluation, scoring out of a 100% such as:
 - **Technical specification strength**
 - **Experience**
 - **Relevance of reference**
 - **Value Added Services**
 - **The technical roadmap for the software must clearly outline the required upgrades and software end-of-life dates. (Must not be less than 5 years)**

Evaluation:

- Excellent
- Good
- Satisfact
- Poor

MTC usually calls for presentations from tenderers at this stage

17877280
StaceyMay | Dreamstime.com

make the connection

mtc

EVALUATION PROCESS

- Thirdly, commercial evaluation – making sure prices are comparable on all shortlisted offers:
 - Prices are all inclusive as per the price schedule

MTC BEE POLICY APPLICATION

- BEE price advantage is a maximum of 10% or N\$100k per contract
- SME price advantage is a maximum of 2% or N\$100k per contract

HOW TO ALIGN WITH BEE REQUIREMENTS

- Submit all or any BEE related documentation:
 - NPPC certificate
 - Other BEE agencies verifications certificates
 - SME certificates



WEBSITE SUBMISSION

- All soft copy must be uploaded on the MTC website, the link for submission is listed below
- <https://www.mtc.com.na/procurement/tenders>
- Should tenderers experience any technical difficulties you are encouraged to contact the MTC Procurement Department for assistance before the deadline via **(tenders@mtc.com.na)**.
- **NB:** For each tender, the apply button is located on the right side of the screen.

Closing date: 25 Mar, 2022

Closing time: 14:30

Apply

SUMMARY OF DEADLINES

ACTION	DUE DATE
BRIEFING MEETING:	27 th April 2022 @12H00
SUBMISSION OF QUESTIONS:	29th April 2022
MTC RESPONSE TO QUESTIONS:	03rd May 2022.
TENDER CLOSING DATE:	13 th May 2022 14H30 PM

TECHNICAL SPECIFICATIONS

TERMS OF REFERENCE

- MTC is searching for a software that can automate critical workflows to increase cross functional collaboration, and deliver real-time insights to support low-effort, data-driven decision-making through an enhanced centralized GRC system.

TERMS OF REFERENCE

- Overall requirement for all business processes and the software;
- Software should be able to accommodate all the following business processes in one integrated system to enhance automated critical workflows and increase cross functional collaboration:
 - Strategy Management
 - Combined Assurance
 - Risk Management
 - Fraud Risk Management
 - Information Security Risk Management
 - Regulatory and Legal Compliance
 - Standard Compliance
 - End to end Internal Audit Management
 - Artificial Intelligence

TERMS OF REFERENCE

- System Integrated requirements for Robotics and AI capabilities:
- User Access Management:
- Libraries for each model:
- IT Infrastructure Requirement:
- Offline and Online Mode capabilities for all modules with ease of synchronization.
- Document Control Management:
- Task Management:
- Incident Management
- Change Management:
- Reporting

TERMS OF REFERENCE

- **Training**

- Training should be included and be offered prior to project implementation and should at minimum provide user guidelines/manuals. Training is to be offered to all stakeholders for use and functionalities of software. Training is expected to go up to advanced level for the purpose of Operation & Maintenance, high level configurations, troubleshooting, optimization and general support. Updated/Refresher training should be provided with any major changes.

- **Integration and Migration**

- 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.

QUESTIONS

THANK YOU