

TENDERER'S NAME:

CLOSING DATE: **Friday, 21st JANUARY 2021 by 14:30**

PLACE: THE MANAGER
MTC PROCUREMENT
CORNER OF MOSE TJITENDERO & HAMUTENYA WANEHEPO
NDADI STREET, OLYMPIA
MOBILE TELECOMMUNICATIONS LIMITED (MTC) HEAD
QUARTERS
WINDHOEK



MTC57-21-RFI

**REQUEST FOR INFORMATION FOR GOVERNANCE, RISK & COMPLIANCE SOFTWARE
FOR A TELECOMMUNICATION COMPANY**

MOBILE TELECOMMUNICATIONS LIMITED (MTC)
YOLANDIE VAN WYK
SENIOR PROCUREMENT EXECUTIVE
CNR MOSE TJITENDERO & HAMUTENYA WANEHEPO NDADI STREET
TEL : + 264-81-272 2537
FAX : + 264-61- 280 2057
E-MAIL: YVANWYK@MTC.COM.NA

The information provided here are a guideline only and the vendor must submit their comprehensive system functionality and features and must include the cost estimates. Submissions with no indicative costing will be evaluated.

1. Introduction and background

MTC is a public company registered in terms of the Companies Act of Namibia, No. 28 of 2004, as amended (Companies Act of Namibia) and MTC's Initial Public Offering closed on 1 November 2021 and listed on the Namibian Stock Exchange on 19 November 2021. The shareholding of MTC is now 39.9 % retail and institutional investors and 59.1 % by the Namibia Post and Telecom Holdings Limited (NPTH), a government entity.

The Mobile Telecommunication Company (hereafter referred to as "MTC") is a Namibian mobile communications operator founded in 1995. MTC's principal nature of business is to invest in and operate communications infrastructure in Namibia with intentions to offer complete solutions to its customer base. To date, MTC is the largest communications provider in Namibia with over two million active subscribers and a total of 807 active sites country wide.

MTC is committed to achieving 100% coverage of the Namibian population and improving the lives of customers through innovative digital solutions that will enable us to be the best digital provider that meets customer expectations. MTC commitments are being fulfilled through its innovative digital solutions, the 081Every1 project, which is expanding MTC's services to Namibians in remote rural areas, and its continued efforts to ensure their infrastructure supports the needs of customers. MTC is a preferred employer and the most recognized communications brand in Namibia – nine out of 10 customers would recommend MTC to others.

2. Vision Statement

To drive an inclusive Namibian digital economy.

3. Mission Statement

To create sustainable value for all our stakeholders through innovative digital solutions and a high-performance culture.

4. What we value

- Integrity (trust, transparency)
- Customer centricity
- Stakeholder inclusivity
- Innovation

5. Operational Philosophy

MTC recognises commitment to our common vision, to growth and profitability and to enjoying the work we do. We achieve this through continuous change and development in a dynamic industry. We grasp opportunities to develop MTC in a structured manner.

We are committed to a culture of mutual respect, honesty, fairness, integrity, transparency, accountability and trust, and dare each other to perform in an excellent manner. We reward people according to the value they bring to MTC. We serve our customers to the best of our ability and strive to improve this service wherever possible.

6. Procurement Objectives

To ensure that the MTC Procurement function is carried out honestly, fairly and in a transparent manner, whilst being cost effective and efficient in the use of allocated resources. The Procurement function must act professional and uphold the highest standard of integrity based on sound business practices, objectivity and competition. This can only be if supported by a strong foundation that enables proper and efficient administration of all documentation, controlled user access and trails of changes.

7. USER DEPARTMENTS REQUIREMENTS/SPECIFICATION

The required GRC software should optimise MTC's GRC team's ability to collaborate cross-functionally with other teams in order to enhance operational efficiencies and service excellence within MTC. It should serve as a centralised platform enhancing automation of critical workflows, delivery of real-time insight to support low-effort, data driven decision-making.

The GRC system should include but not be limited to the following Governance Processes:

1.1 Combined Assurance:

- Ability to plan, manage, execute, and report on assurance projects in one system.
- Ability to automatically produce a real-time assurance map of the organisation highlighting areas of concern.
- Ability to automate notifications when changes occur in the risk profile.

1.2 Risk Management Assurance:

- Aligning or modelling business processes to frameworks, e.g., ISO, COSO, COBIT, ITIL, SIEM, SOC, etc to identify risks and raise non-compliance.

1.3 Internal Audit Assurance

- Ability to improve workflow through automation enabling audit process efficiency.
- Incorporate analytics for continuous auditing and risk monitoring and review.

- Built in audit libraries / best practice audit steps/guidance/frameworks and solutions.
- Improve reporting and strategy monitoring.

1.4 Compliance (to various legal, regulatory and ISO standards)

- Ability to consolidate regulation and compliance management on one end-to-end platform, and automation of compliance monitoring and testing for timely identification of non-compliance.
- Ability to track, measure and identify the impact of various regulations to set priorities.
- Ability to delegate compliance assessment with data automation and questionnaires.
- Ability to test a large % of the data population, reducing manual testing and data acquisition tasks.
- Ability to map controls to a specific analytic monitoring test to continuously monitor its effectiveness and compliance.

1.5 Information Technology (Information and Cyber Security)

- Ability to manage IT governance, IT compliance and IT security needs.
- Centralize IT risk and control framework.

1.6 Data Management and processing

- Automation of time-intensive and repetitive processes enabling integrated analytics and robotics.
- Ability to connect directly to any data source with built-in data connectors to analyse 100% of your data.
- Track and automate real-time KPI's/KRI's into dashboards for performance, risk and control monitoring.

1.7 Automation (Risk identification through IA & Robotics)

- Automation of time-intensive and repetitive processes enabling integrated analytics and robotics.
- Ability to connect directly to any data source with built-in data connectors to analyse 100% of your data.
- Track and automate real-time KPI's/KRI's into dashboards for performance, risk and control monitoring.

1.8 Fraud Management

- Escalations & workflows alert/incidents can be managed on a centralized, permission-based platform for all security incidents, possible fraud, whistle-blower hotlines, special investigations, and forensics.
- Automated fraud monitoring analytics:
- Ability to apply a risk-based approach to fraud management.
- Ability to connect to internal and external data sources and automate analysis for continuous fraud risk monitoring.

- Ability to apply advanced analytics and machine learning techniques to identify trends and high-risk fraud activities.
- Ability to flag possible fraudulent breaches, automate follow-up activities, and notify key stakeholders to address it before it grows.
- Ability to refine analytics and monitoring tools to focus on higher-risk fraud activities and to reduce possible false positives.

1.9 Training and online libraries:

- Availability of online training and manuals.
- Availability of pre-build libraries for all respective modules/governance activity aligned to best practice standards and Telecommunication industry.