QUESTIONS AND ANSWERS FOR RFI NO: RFI/GIA/2026/10253144/2

RFI TITLE: Request for Information for an integrated system of Internal Audit Management, Governance, Risk Management and Compliance (GRC), Corporate Strategy and Monitoring and Evaluation for a period of five (05) years

NB: Please note the answers are in purple.

1. Before preparing market information, could you confirm whether a remote international software provider may respond to this RFI directly, and whether South African CSD/B-BBEE/VMware certifications are mandatory at the RFI information-gathering stage or only for a later procurement?
   - Answer: Any interested party can respond. This is an information gathering phase which will not result in any selection.

   a. Does the SABC already have any existing system or internal process in place today for these activities?

      Answer: Internal Audit as an electronic Audit working paper tool. Also Audit uses CAATS enabled software for data analytics. We do have a methodology that is aligned with the Global Internal Audit standards.

      - Compliance section has compliance management system.
      - Risk Management function has a system used for information capturing and reporting.
      - From Strategy development there is no tool.
      - From the M & E, excel is being used currently for dashboard reporting.

   b. What is SABC's biggest pain point?

      Answer: The SABC does not have a consolidated view, at the moment the systems work in silos.

      Function pain points

      1. Dynamic Dashboard
      2. Excel Importing and Exporting.
      3. Difficulty of extracting data for reporting.
      4. Customizable reports without incurring costs.
      5. The use of older/outdated versions of the systems that currently impacts operational efficiencies.

   c. Approximately how many assets would be in scope?

      By assets, I mean the:

      - systems, - please refer to the RFI document
      - applications, please refer to the RFI document

- business processes, please refer to the RFI document
- or other items SABC would want to assess, monitor, or link to risks, controls, and evidence. please refer to the RFI document

  One integrated system with separate functions or modules for each discipline. Each discipline has been articulated in the RFI. For further details please refer to the RFI document.

d. How many admin users or power users do you expect or think will need to manage the platform configuration, workflows, and permissions?

   Answer: On average each discipline may require three (3) Admin/Power Users, this is subject to change. But the system should be flexible to add users in the future.

2. ***Should we choose to skip the RFI, will our company be considered or allowed to respond to the RFP once it is released? Yes***
3. ***Please provide the number of users as per description below:***

The pricing differs between:

a. **Core users:** (Practitioner / Full time) - **Users have full system access to all features and data.**
b. **Collaborators** (Light / Occasional) – **Users with limited system access**. *i.e. users assigned specific tasks within the GRC but not responsible for managing the overall system.*

i. Business Continuity Function
   a. Number of core users - Four (4)
   b. Number of collaborators: - Seventeen (17)

ii. Internal Control Management Function:
   a. Number of core users: - Four (4)
   b. Number of collaborators: - Seventeen (17)

iii. Enterprise Risk Management Function:
   a. Number of core users: - Five (5)
   b. Number of collaborators: - Twenty (10)

iv. Audit Management Function

a. Number of core users – Twenty two (22)

b. Number of collaborator user: N/A *For TeamMate+ Audit - Auditees/ Management, responsible for action plans and providing status on actions, users requiring view only access to reports and dashboards, as well as IT functions will have free access to TeamMate+ Audit and do not require a license. – Auditees or management responsible for action plan will need to have access to view and update - The number of Collaborators for Audit averages between 100 to 150*.

v. Compliance Management Function

a. Number of core users: - Four (4)

b. Number of collaborators: - Seventeen (17)

vi. Corporate Strategy and M & E

a. Number of core users: - Six (6)

b. Number of collaborators: - Forty-five (45)

All of the above will be subject to change on an adhoc basis.

4. ***Can we still provide a response if our system can only meet some of the requirements?*** *Not necessarily, the SABC is looking for a system that will address all requirements.*