



Request for Information (RFI)

**SERVICES: CALL FOR REQUEST FOR INFORMATION FOR A
GOVERNANCE, RISK AND COMPLIANCE (GRC) SOFTWARE TOOL /
SOLUTION**

Responses to be submitted to: LeratoR@ppecb.com

1 INVITATION

THE PURPOSE OF THE REQUEST FOR INFORMATION

The PPECB is considering the implementation of a software tool or solution that can help manage and report on the entity's strategic risks, audit, and compliance information across the organization. The goal is to enhance productivity in compliance risk management by improving the already established internal controls and processes. Currently, PPECB relies on a strategic risk register in an Excel spreadsheet that lacks real-time visibility, which leads to a siloed approach. This makes it challenging to implement risk management within the organization.

Bidders are invited to submit responses to this request for information for the Provision of Risk Management Software Solution/Tool to PPECB

This is not a tender, however information gathering for the PPECB to be able to formulate specification for the competitive tender process.

Below are the guidelines for response:

- To advise if the below services can be offered/provided all combined under a single contract.
- To propose the estimated cost based on the below information provided.
- Any additional information will be appreciated.

PROPOSED SOLUTIONS, IN RESPONSE TO THE RFI, MUST INCLUDE AND DEMONSTRATED AT THE MINIMUM, TO HAVE THE FOLLOWING CAPABILITIES

Document and Information Management

- Manage, store, and track organizational documents and records to analyse and mitigate risks across processes.
- Communicate risk and risk treatment effectively.
- Safeguard information through roles-based security and audit trails.

Strategic Risk identification, assessment, and mitigation tracking,

- An online risk management tool to identify and track key strategic risks as well as background and root cause, consequences, inherent risk exposure, current controls, residual risk exposure, mitigating actions as well as responsible parties and due dates.
- Build a repository of key strategic risks mitigation activities, controls, and procedures to detect risk-prone operational areas and resources.
- Assess these resources and operational areas to spot process gaps.
- Software should enable ability to develop insight into emerging risks and controls breakdowns, enabling pre-emptive remedial action.
- Solution should facilitate the ownership and continuous monitoring of tasks, enabling management to assess risk mitigation plans in real-time.

Compliance management

- Receive automated reminders for deadlines, maintain a record of each change or action with the help of an automatic logging system, and track key compliance requirements applicable to PPECB.

Reporting

- The solution must offer the flexibility to design your own reports/registers, enabling you to analyse information the way you wish to see it.
- Create interactive reports using data visualization tools e.g. different types of graphs.
- Business intelligence dashboard and reporting capabilities that streamline the information-sharing process.
- Email functionality - send automated alerts (via email) to specific users for status updates, issues, and more.
- Reporting templates and key risk indicator dashboards
- Business Intelligence reports through the drag and drop functionality.
- All reports should be exported in multiple formats.

Incident management

- The solution in terms of Incident Management, should enable process for managing a variety of incidents.
- Reporting of fraudulent activities,
- Occupational health and Safety incidents,
- Insurance claims reportable incidences (Property damage or liability against the company,
- Manage escalations,
- Track investigations,
- Analyse resolutions, and
- Generate insightful reports.

Ownership and Accountability

- The solution should drive ownership and accountability of ERM at every level of the organisation. Management and Oversight levels of accountability and role
- Flag issues quickly to ensure that role players are always aware of their specific assignments.

Cloud or Availability as a mobile application

- This is also an important consideration from a continuity perspective and adaptation for a changing hybrid work environment.
- Considering risks can arise at any time, the solution should be available on mobile devices in the form of an app. A mobile app will help reduce desktop.

As part of the Submission, please include the following:

- Prior experience with other clients
- Timeline for a typical implementation
- Costs breakdown (Maintenance costs and or license renewals fees)

☐ Training and Support implications if any.