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Johannesburg City Parks and Zoo (NPC)

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Braamfontein

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Request for Information (RFI)

Integrated Enterprise Risk Management Risk System Solution

Johannesburg City Parks and Zoo (JCPZ) is a non-profit legal entity wholly owned by the City of Johannesburg (CoJ) Metropolitan Municipality. It was established as a Municipal Owned Entity (MOE) mandated to develop, maintain and conserve the green open spaces and cemeteries in Johannesburg, as well as the Johannesburg Zoo. The organisation has a growing portfolio in excess of 20 000 ha of green open spaces (public spaces) and 3.2 million trees, while the Zoo houses over 365 species of animals consisting of 3 076 specimens housed within a 54, 7 ha area.

The company provides the following products and services:

Urban parks, recreation and leisure facilities, cemeteries and crematoria, botanical services, nature reserves, including bird sanctuaries, nature trails, dams and lakes, environmental conservation, including biodiversity management and awareness, eco-tourism products and services, horticultural and arboriculture services, horticultural technical training, environmental education and awareness, bio aquatic management, zoological services and zoo conservation and research farm.

REQUEST FOR INFORMATION CALL

The company is interested in implementing an integrated ERM (enterprise risk management) solution that will allow users across the organization to manage and report on Risk, Audit and Compliance information, processes. In the main, the company is looking at improvements to an already established environment of internal controls and processes, to enhance productivity within its ERM, Audit and Compliance risk management.

Submissions should be no longer than fifteen (15) pages.

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.
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Risk identification, assessment and mitigation tracking,	• Build a repository of 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 •
Auditing (Risk based)	• Audit Planning, • Audit Scheduling, • Audit Execution, • Audit Reporting, • Internal Audit (IA) performance tracking, • Electronic Working Papers, • Risk Management and • Recommendation Tracking which is described succinctly in this document
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 JCPZ
Reporting	• The solution must offer the flexibility to design your own reports, 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

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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.
Integration, flexibility and configuration	• The integration capability will ensure that the solution enables seamless access to business, financial, and strategic data that needs to be analysed for potential risks and threats. • Solution should be easily adaptable to internal GRC environment • Link risk management to strategy and objectives to inform decision-making • workflow capabilities and notifications systems easily adaptable to internal business processes
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

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	dependence, offer a 360-degree view of risk situations, provide anytime access to risk analyses,
Surveys & Self-Assessments/	Survey functionality The solution should have capabilities on scheduled or ad-hoc surveys, self-assessments and reviews

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**

SUBMISSIONS

ALL submissions in response to the RFI should be sent electronically and addressed to Mr. Kenalemang Moseki. The email address is. kmoseki@jhbcityparks.com. For any queries related to the RFI, contact numbers are (011) 712 6796, and on mobile: 083 725 2657. Hard copy proposals will not be accepted. JHB City Parks & Zoo expressly reserves the right to utilize any and all ideas submitted in the proposals received unless covered by legal patent or proprietary rights which must be clearly noted in the proposal submitted in response to the RFI.

Late proposals will not be accepted, nor will additional time be granted. The RFI will remain open for a period of 14 days and submissions must be reach us by close of business, 15 June 2022, 16:00

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