South African Revenue Service

RFP 29-2023 QUESTIONS & ANSWERS

DATE   01 September 2023

RFP 29/2023: QUESTIONS & ANSWERS V2

	QUESTIONS	ANSWERS
	TECHNICAL	
1.	what is the number of concurrent sessions (number of simultaneous connections to the Solution)?	At a minimal six people might log into the system.
2.	What is the number of concurrent sessions answering questionnaires related to risk and control assessment?	Only 26 licenses will be procured, however it is unlikely that they will access the system at the same time.
3.	What is the number of concurrent sessions performing risk and control assessment tasks?	Only 26 licenses will be procured, however it is unlikely that they will access the system at the same time.
4.	What is the estimated user growth rate	Currently we are planning to procure 26 licenses. This number might remain the same for a period of two years.
5.	How many hours in a day will the system be in use	Normally during working hours (8 hours), however people should still be able to log after hours. It is also possible that there could be no one working on the system on any given day.
6.	Will your workload peak over a particular period of time (e.g., end of a quarter, end of the calendar year, etc.)	No
7.	Which functional areas will be used the most: Incident Management or Risk and Control Assessments	All the phases of compliance management process. will be used.
8.	Based on your previous work, how many incidents are recorded per year	Regulatory Compliance Unit is still new within SARS, so currently we cannot determine the number of incidents per year.
9.	Regarding Incident, how many levels of approval you have?	Incidents will be approved by line manager.
10.	How many people will interact with a single incident over the	This will depend on the nature of incident.

	course of its lifecycle?	
11.	How many historical incidents will be loaded into the system?	A breach /non-conformance register will be uploaded. Currently there are 20 entries in the register, and this might increase overtime.
12.	How many Risk and Control assessments are performed per year?	Risk and Control assessments are performed in terms of the annual compliance plan. In the previous year we manage to conduct six assessments.
13.	How many risks are included per assessment	Development of risks (CRMP) depends on the magnitude of the legislation.
14.	How many assessors will participate in an assessment	Assessment of risk is done in conjunction with process owners. Compliance Champions will be nominated for each legislation. More than two people might be involved in an assessment.
15.	How many levels of approval are defined for an assessment	Asssessments are approved by one person (e.g Head of business unit).
16.	How many people will interact with a single assessment over the course of its lifecycle	Assessment of risk is done in conjunction with process owners. Compliance Champions will be nominated for each legislation. More than two people might be involved in an assessment.
17.	Is there any historical assessments to be loaded into the system, if yes how many?	We will upload the Compliance Risk Universe and ten CRMP's.
18.	How many users will use the reporting tool simultaneously to design reporting and dashboard?	Only 26 licenses will be procured, however it is unlikely that they will access the system at the same time.
19.	What is the size of the largest data set that will be used to produce reporting (should be aggregated data)?	This will depend on the size of the sample selected.
20.	How many users will view the reporting's simultaneously?	It will depend on the number of users assigned to the review. On average +-3 people.
21.		