

RFI04/2025 The Implementation of Integrated Governance, Risk and Compliance (GRC) Solution
Questions & Answers

#	Questions	Answers
1	Deployment Does SARS have a preferred deployment model for the GRC solution—on-prem, SaaS, or hybrid model?	Yes, the solution is on-prem.
2	Existing risk & compliance frameworks Are there existing risk and compliance frameworks formally defined and currently implemented across the organization?	Yes, SARS has existing Governance, Risk and Compliance frameworks formally defined and currently implemented across the organization
3	Users & scale What is the current employee headcount at SARS, and how many end users are expected to actively use the GRC solution?	About 2000 users Current headcount is approximately 13000
4	Consulting and change management Is the bidder expected to provide consulting services related to the development or enhancement of risk and compliance frameworks? Is the bidder expected to assist SARS with change management?	No consulting services for GRC frameworks. Yes, vendor is expected to assist SARS with Change Management.
5	Standards content	

	Will SARS provide licensed content for standards such as ISO 31000, ISO 37000, or similar frameworks?	No.
6	Third-party Integrations Is integration with external platforms such as LexisNexis, Page Law, and Juta required or “nice to have”? Are there any additional systems to consider? Should integrations be one-way or bi-directional? From how many internal systems will information be integrated from?	Yes, integration with external platforms is required, however SARS does not dictate which service provider is used. No. They should be one way. None
7	Training Is the bidder responsible for training post-implementation? If so, what type of training is expected (e.g., end-user, admin, train-the-trainer), and how many sessions are anticipated? If yes, can training be presented virtually?	Yes. Training is required to train users, administrators and trainers. The number of anticipated sessions is unknown Yes
8	Surveys & questionnaires What external stakeholders will be targeted?	No external stakeholders will be targeted.

9	Post-implementation maintenance and support Is post-implementation support expected from the bidder? If yes, what is the anticipated duration and scope of this support?	Yes, Maintenance, support and upgrades during the duration of the contract.
10	Historical Data Migration Will there be a requirement to migrate historical data into the GRC platform? If so, please provide an estimate of the data volume and data formats.	Yes, there is a requirement to migrate historical data into the GRC platform. To be determined at a later stage.
11	Implementation Is there a preference for the implementation team to be onsite, or is remote delivery acceptable?	Both will be acceptable.
12	Could you kindly ask the governance team to elaborate on the Control Monitoring requirement? Do they mean: <ul style="list-style-type: none"> ▪ Monitoring Controls through dashboard report views or ▪ Continuous Control Monitoring, which includes how the Control behaves (and requires Data Analytics capability). 	To include continuous control monitoring through periodic trend analyses and data analytics, as well as dashboard and report views,