

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

Questions & Answers

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1	<p>To be able to give indicative pricing please confirm whether SARS is looking for a cloud hosted or on-premises solution?</p> <p>How many environments are required in terms of prod and non-prod (Dev, UAT, Production etc.)?</p> <p>How many users will be required?</p>	<p>On-premises only. Cannot be hosted externally on cloud for security reasons.</p> <p>We will require non-production (UAT) and Production. In house development of the tool is not a requirement, however, the tool can be customizable.</p> <p>Approximately 2 000 users across the organisation but limited to 7 administrators within GRC to provide user access, customise the tool, set-up.</p>
2	Would a GRC platform with an AI model that can assist business users in Governance risk and compliance and provide insights be acceptable?	It would be acceptable.
3	Do all critical processes need to be integrated with the GRC tool?	Yes, preferable all Governance, Risk and Compliance requirements would be integrated in the tool.
4	Does SARS have their own legal register service provider that provides update or should the service be included.	If the legal register can be offered it can be included in the tool.
5	Would an open source GRC solution work?	The goal is to not compromise security; therefore, it would depend on the security that would accompany that open-source solution.

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6	Which teams within the organisation are expected to use the tool, in order to gain insight into its usage across the organisational structure?	Governance Risk and Compliance Teams across the organisation; many users at different levels will use the tool. Administrators would be restricted to the Enterprise GRC Teams.
7	Given that SARS is currently utilizing LexisNexis, is there an intention to integrate the two systems via APIs to facilitate updates on policies, amendments, and related information? Does this mean that parties sending in proposals must work together or align with Lexis Nexus?	SARS currently has a compliance solution. The goal going forward is for GRC to have a single integrated tool. Not necessarily, the specification provides examples of other providers. Any other reliable service provider that can provide legislative updates would suffice.
8	What type of service pool or questionnaire does SARS plan to conduct? Would it be for both internal and external users?	SARS will conduct the GRC surveys that may include the rating of GRC services, GRC Processes and Maturity assessments. The tool would only be for internal users.
9	SARS has expressed a preference for surveys and questionnaires to incorporate voting functionality. How would you prefer to monitor the outcomes—for example, through a survey dashboard, grid-style reports, or another method?	The system should assist in interpreting the results and allow for easy export into a report format or grid style.
10	What is required for incident management as this is a service management function and separate to a GRC solution?	Recording, monitoring and reporting of incidents that may give rise to risks.
11	What is required of the workshop functionality as this was not clearly	Polling and Q &A function to allow facilitators to quickly capture participants

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	explained in the briefing?	understanding and responses in real-time (interactive). May include features for managing attendee lists, invitations, and access permissions
12	What is required of predictive analysis – this seems to suggest AI functionality?	The GRC solution should leverage AI-driven predictive analysis tools—including trend forecasting, scenario simulation, behavioural compliance prediction, risk indicator forecasting, and automated risk prioritization—to enable proactive risk mitigation, strategic planning, and informed decision-making by analysing large datasets and historical compliance data to identify and prioritize potential risks and compliance gaps.
13	What is required of a compliance report – this implies auditing or are you requiring a compliance status of the controls within the GRC platform?	Ideally, the following reports are required: <ul style="list-style-type: none"> • Checklist/CRMP reports • Regulatory Universe reports • Compliance status reports • Task reports
14	Can the offering be made up of various different options that work together instead of one single solution? Does SARS have a Governance, Risk and Compliance solution (GRC) at this moment?	No. We require a single, integrated GRC Tool/ System. SARS does have GRC solutions but not an integrated tool
15	Where does Data Analytics & Continuous Monitoring sit on SARS' list	High

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	of priorities?	
16	<p>GRC projects typically include automation of an internal audit process. It would be good to understand why the internal audit was not included in this project.</p> <p>Is automation a priority for the internal audit team?</p>	This software will not be used by Internal Audit