



# NSFAS

National Student Financial Aid Scheme

## Request for Information

**Description:**

**Governance, Risk and Compliance and Internal audit tool**

Full Name of Bidding/Tendering Entity:	
Contact Person:	
Contact Number:	
Contact Email Address:	
Advertisement Date:	05 February 2021
Compulsory Briefing Session Date/Time:	<b>N/A</b>
Closing Date/Time:	26 February 2021
Issued by:	National Student Financial Aid Scheme (NSFAS)



**Bidder's Authorised Signatory:**

Initials and Surname:

Signature:

.....

.....

**SECTION A 1**

**INVITATION TO BID (PART A)**

<b>You are Hereby Invited to Bid for Requirement of the National Student Financial Aid Scheme (NSFAS)</b>					
Bid Number:	RFI001/2021	Closing date:	26 February 2021	Closing Time	11H00
Description	Governance, risk and compliance and internal audit tool				

Bid Respond Documents may be Deposited in the Bid Box  
Situating at street

<b>NSFAS Building, 1<sup>st</sup> Floor House Vincent</b>					
<b>10 Brodie Road</b>					
<b>Wynberg</b>					
<b>7700</b>					
<b>Supplier Information</b>					
Name of Bidder					
Postal Address					
Street Address					
Telephone Number	Code		Number		
Cell phone number					
Facsimile Number	Code		Number		
E-mail Address					
Vat Registration number					
	TCS PIN:		<b>OR</b>	CSD No:	
B-BBEE status level verification [Tick appicate box]	<input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE Status Level Sworn Affidavit	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If Yes, who was the certificated issued by?					
An Accounting Official as Complemented in the Close Corporation ACT (CCA) and Name the, Applicable in the Tick Box	<input type="checkbox"/>	An Accounting Officer as Contemplated in the Close Corporation Act (CCA)			
	<input type="checkbox"/>	A Verification Agency Accredited by the South African Accreditation System (SANAS)			
	<input type="checkbox"/>	A Registered Auditor Name:			
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT (FOR EMEs&amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>					

<b>Are you the accredited representative in South Africa for the goods and services/works offered?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	<b>Are you a foreign based supplier for the goods and services/works offered</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ANSWER PART B:3 BELOW]
<b>Signature of Bidders</b>	.....	<b>DATE</b>	
Capacity under which this bid is signed (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)			
TOTAL NUMBER OF ITEMS OFFERED		TOTAL BID PRICE (ALL INCLUSIVE)	
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:</b>		<b>TECHNICAL INFORMATION MAY BE DIRECTED TO:</b>	
DEPARTMENT/ ENTITY	PUBLIC NSFAS	CONTACT PERSON	SCM UNIT
CONTACT PERSON	SCM UNIT	TELEPHONE NUMBER	021 763 3200
TELEPHONE NUMBER	021 763 3200	FACSIMILE NUMBER	N/A
FACSIMILE NUMBER	N/A	E-MAIL ADDRESS	scm@nsfas.org.za
E-MAIL ADDRESS	scm@nsfas.org.za		

## RFI submission

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**One (1) physical bid proposal** must be handed in/delivered to:

The deposit box situated at:  
1st Floor, House Vincent  
Brodie Road  
Wynberg  
7801

Tenders can be delivered and deposited into the tender box between 08:30 and 16:00, Mondays to Fridays prior to the closing date, and between 08:30 and 11:00 on the closing date.

No faxed or e-mailed bid proposals will be accepted. The bidders are encouraged to index and paginate the bid proposal.

Respondents should ensure that tender documents are delivered to NSFAS in the tender box before the closing date and time of the tender. If the tender document is late, it will not be accepted and will be disregarded. Bid proposals submitted on time shall not be returned to the bidder.

Any tender submitted shall remain valid, irrevocable and open for written acceptance by NSFAS for a period of 120 (one hundred and twenty) days. A tender submitted shall further be deemed to remain valid after the expiry of the above mentioned 120-day period until formal acceptance by NSFAS, unless NSFAS is notified in writing by the tenderer of anything to the contrary (including any further conditions the tender may introduce). Any further conditions that the tenderer may introduce will be considered at the sole discretion of NSFAS.

Bidders should indicate on the cover of the bid proposal (in a sealed envelope/box), the following information:

- Bid number RFI001/2021
- Closing date and time **26 February 2021 2020 at 11:00**
- The name and address of the bidder

## Late bids

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Bids received late will not be considered for evaluation purposes. A bid will be considered late if it arrived even one second after 11:00 am or any time thereafter. The tender (bid) box shall be locked at exactly 11:00 am and bids arriving late will not be considered under any circumstances. Bidders are therefore strongly advised to ensure that bids be dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid.

Bids sent to NSFAS via courier shall be deemed to be received at the date and time of arrival at the NSFAS premises (tender box) Bids received in the tender box after the closing date and time of the bid, shall therefore be deemed to be received late. Bidders should allow time to access the premises due to security arrangements that need to be observed.

# REQUEST FOR INFORMATION (RFI)

## INTERNAL AUDIT (INCLUDING. GOVERNANCE, RISK & COMPLIANCE (GRC)) SYSTEM/ TOOL

The National Student Financial Aid Scheme (NSFAS) is a public entity accountable to the Department of Higher Education and Training (DHET). It provides financial assistance to eligible students at public universities and at Technical, Vocational, Education and Training (“TVET”) colleges throughout South Africa. For NSFAS to deliver on the mandate, it is critical for it to have employees that will drive its strategy and for it to comply with the labour legislation of the country.

The Governance, Risk & Compliance (GRC) department (incl. Internal Audit) is the custodian of organisational legal, risk, compliance, governance, internal audit and forensic files, information and data which should be easily secured, retained and updated. Ideally, reports should enable reporting in terms of combined assurance as well as enable individual unit reporting with regards for each of the units within GRC.

NSFAS hereby extends an invitation to potential service providers of a system/ tool, which can support the NSFAS Governance Risk and Compliance department, to provide proposals for the comprehensive tool as described.

The service providers are requested to provide a system that will be able to do the following as a minimum:

### 1) Internal Audit

The system/ tool must be able to automate the audit process, from risk assessment through to reporting, including, but not limited to the following internal audit processes:

- 1) Identify and assess risks through integrated surveys, simplifying the feedback process and tying risks to key processes and organisations that feed the audit planning process
- 2) Schedule audits and allocate audit resources based on their availability and skills profile, allowing for better management of time and resources
- 3) Track projects, report on resource utilization and management budgets through time and expense tracking
- 4) Manage electronic work papers offline through an audit workbench, including field-level synchronisation and conflict management
- 5) Manage the workpaper review and audit reporting process
- 6) Remediate issues identified during audit process and follow them through to completion to ensure gaps are addressed
- 7) Compile audit information and create final audit reports quickly, reducing the time and effort required to provide management and the board with key risk information
- 8) Follow-up on key issues and track their status through insight-proving reporting and dashboards

### 2) Enterprise Risk Management (ERM)

The system/ tool must be able to automate the risk management process, including, but not limited to the following risk processes:

- 1) Allowing management and risk managers to compare and manage risks across the organisation and various business units
- 2) Deploy risk assessment through an integrated workflow and survey engine, helping risk managers to identify and focus on the right risks at the right time to minimize exposure
- 3) Develop response strategies to address identified risks and manage the implementation and execution of the strategies through completion
- 4) Identify KRIs and establish acceptable thresholds that generate alerts to stakeholders and executives when thresholds are violated, allowing risk managers to take quick action to mitigate risk
- 5) Manage incidents and their impact on the business through data collection, reporting, root cause identification and accountability, inclusive of scenario analysis.

### **3) Compliance**

The system/ tool must be able to automate the compliance management process, including, but not limited to the following compliance processes:

- 1) Manage policies, including documentation, review, communication and attestation
- 2) Host the compliance universe and assessment of compliance in terms of the universe
- 3) Associate regulations and risks to policies and controls in a way that will allow NSFAS to apply rationalized compliance efforts efficiently to multiple regulatory and risk management activities
- 4) Prioritize and manage compliance projects in the context of broader corporate initiatives and resource allocation.

### **4) Digital Risk**

- 1) Inventory of the IT landscape, including assets, processes, services, applications and infrastructure elements
- 2) Develop, maintain, communicate and monitor adherence to IT policies
- 3) Highlight the results of IT risk assessments, incidents and threshold breaches in the context of related business products, services and processes to draw attention quickly to areas requiring attention
- 4) Test general computing controls and assess the impact of these controls on key business processes
- 5) Remediate issues and risks through action plans and tasks generated through automatic email notifications and workflows

The service provider is also requested to provide a system that will be able to do deliver the following key elements of such a platform (system / tool):

- Data modelling
- Content management
- Project management
- Workflow management
- Reporting and analysis
- Time Sheet management

The above components should be underpinned by a core architecture which should support the following:

- Configuration
- Data integration
- Data security
- Contextualisation (ability to present different navigation and input screens as well as to aggregate data into contextual themes)
- Offline / Mobile support

### 5) Costing Structure

The service provider is requested to submit the costing relating to the system they will be presenting in the following format:

	<b>Costing Item</b>	<b>Amount</b>
1	Installation / Deployment	R
2	Monthly Service Fees	R
3	Annual License cost per licence	R
4	Maintenance / Upgrade fees	R
5	System Support	R
<b>Total:</b>		<b>R</b>

Any information received will be subject to the conclusion of a non-disclosure agreement.

If you are an interested service provider the Request for Information form can be found NSFAS website [www.nsfas.org.za](http://www.nsfas.org.za) .For general enquiries kindly e-mail [scm@nsfas.org.za](mailto:scm@nsfas.org.za). Please note that only emailed enquiries will be responded to. Request for Information form must be in a sealed envelope and a clearly marked RFI001/2021 Governance, Risk and Compliance and Internal audit Tool be placed in the **NSFAS office Tender Box. NSFAS, 1st Floor, House Vincent, 10 Brodie Road, Wynberg, Cape Town by no later than 11h00 am.**

**Closing date: 26 February at 11h00**