



Request for Proposal: Supply of a Governance, Risk and Compliance (GRC) Tool
Response to Queries

Query No.	Requirement Number	Current Specification	Clarifications	Responses
1	4.1	On-premises/hybrid	Is there is any requirement from the BoM to have a specific module to be on premises.	All should be on premises
2	4.1	On-premises/hybrid	Can the BoM provide the required hardware for the solution based on our specified requirement? Can the hardware be outsourced or supplied through a thrid party?	Bidder to propose. Hardware can be outsourced to a local partner in Mauritius. However, bidder will be the only point of contact for the Bank
3	4.1	On-premises/hybrid	Has BoM defined the criticality of the GRC Tool? Does the platform require HA for on-premise modules? Does the on-premise module require on-line replication of data? What are the defined RTO and RPO?	HA is not required on premise. The DR site should take over if the server at HO is down.
4	4.1	On-premises/hybrid	Can a full SaaS GRC tool be proposed?	No
5	6.1.2	Technical Specifications/additional services	What are the tools and systems used to store organization policies, such as HR, IT, and Legal? If different teams use different tools, please specify.	For the time being only IT, Enterprise Risk and Audit will use the tool. Bidder may propose other uses
6	6.1.2	Technical Specifications/additional services	Where do employees go to access the policies?	Policies are available on the Intranet.
5	6.1.2	Technical Specifications/additional services	Is there a tool used for policies review and approval workflow, or is it done using email and MS Word documents?	Email and MS Word
6	6.1.2	Technical Specifications/additional services	How do you communicate policy related changes to employees ?	On the Intranet
7	6.1.2	Technical Specifications/additional services	Is there an application used for policy acknowledgements ?	No. Bidder may propose a webportal for same.



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8	6.1.2	Technical Specifications/additional services	Please provide the name of the application where the list of all regulations and related controls applicable to your organization is stored.	Currently the governance risk and compliance are repositied in multiple repository within the organisation. They are stored in both structured and unstructured data model.
9	6.1.2	Technical Specifications/additional services	Do you use any service from a third-party content provider to get intelligence on the latest regulations?	No,we, the central Bank, prepare regulations and guidelines
10	6.1.2	Technical Specifications/additional services	Which application is being used to assess compliance against various controls (internal, salutatory, IT, etc.)? If different teams use different applications, please list the names of all applications	None
11	6.1.2	Technical Specifications/additional services	Where are notices/circulars received from other regulatory or governmental bodies and are maintained?	Not applicable
12	6.1.2	Technical Specifications/additional services	Which application is being used to track tasks related to notices/circulars?	None
13	6.1.2	Technical Specifications/additional services	Do you use any third-party content provider to get intelligence on all the latest notices/circulars applicable to the bank?	Not applicable
14	6.1.2	Technical Specifications/additional services	Which application is being used by employees to report any risk?	Email
15	6.1.2	Technical Specifications/additional services	Where is the risk and control library maintained?	MS Word and Excel
16	6.1.2	Technical Specifications/additional services	Which application is being used to perform RCSA?	MS Word and Excel
17	6.1.2	Technical Specifications/additional services	Do you use different applications for various risk assessments (IT, operational, enterprise, etc.)? If yes, please provide a list of all applications.	No



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18	6.1.2	Technical Specifications/additional services	Which application is being used by employees to report any loss related to risks?	Email
19	6.1.2	Technical Specifications/additional services	Which tool is being used to prepare a report for RBI to report loss events?	RBI?
20	6.1.2	Technical Specifications/additional services	Do you use any tool to track KRI/KPI/KCI?	MS Word and Excel
21	6.1.2	Technical Specifications/additional services	Do you use any tool to perform BIA/risk assessment to identify critical processes and applications?	MS Word and Excel
22	6.0	Table D Item D15	Where are business continuity plans maintained?	MS Word and Excel
23	6.1.2	Technical Requirements/additional services	Which tool is being used to invoke crisis events?	MS Word and Excel
24	6.1.2	Technical Requirements/additional services	Which communication tool is being used to notify users about crisis events?	Email and phone
24	6.0	Technical Requirements/D4/J35/K1	Do you use any tool to maintain a list of vendors? If yes, please mention the names of all systems where the list of vendors/third parties/suppliers is being maintained.	MS Word and Excel
25	6.0	Technical Requirements/D4/J35/K1	Please provide the name of the application where third-party contracts are being maintained.	MS Word and Excel
26	6.0	Technical Requirements/D4/J35/K1	Do you use any application to track vendor SLAs/performance?	MS Word and Excel
27	6.0	Technical Requirements/D4/J35/K1	Do you use any third-party service to onboard a vendor?	Due diligence is conducted and MS Word and Excel are used for recording
28	6.0	Technical Requirements/Table J	Do you use any tool to plan/track internal audits? Please mention the list of all applications being used by the internal audit team.	MS Word and Excel
29	6.0	Technical Requirements/Table J	Do you use any internal audit finding/issue tracking application?	MS Word and Excel



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30	6.1.2	Technical Requirements/additional services	Do you use any system to perform privacy-related DPIAs(Data Privacy Impact Assessment)?	No
31	6.1.2	Technical Requirements/additional services	Do you use any application for privacy/ compliance case management lifecycle ?	No
32	6.1	The bank has a workforce of 400 staff		
34	6.1	The bank has a workforce of 400 staff	Out of the 400 staff, how many users will be using the different modules of the GRC platform?	Between 30 to 40
35	6.1	The bank has a workforce of 400 staff	What will be the number of First Line of defence users - line of business users & single point of contact who will be involved in RCSA , Control Testing, Policy review etc.	Between 10 to 15
36	6.1	The bank has a workforce of 400 staff	What will be the number of users for Core Risk, Compliance and Audit Team (2nd /3rd Line of Defence)	15-20
37	6.1	The bank has a workforce of 400 staff	Any other users from above user list who will be assigned any GRC tasks like Control Testing, Risk Assessment, Issues, remediation tasks etc.	There is a possibility in the future to extend it to other users
38	6.1	The bank has a workforce of 400 staff	No of core members of BCM Team who are involved in any Business Continuity	20-30
39	6.1	The bank has a workforce of 400 staff	No of single point of contact from Business Units who will be involved in BIA, BCP Plan, Update Recovery Tasks	2 per business unit. Total of 20-25
40	6.1	Technical Requirements/Table N.	Number of users who will be involved in Business Continuity Risk Assessment if different from item 37.	Same as above
41	6.1	Technical Requirements/Table N.	What will be the number of financial institutions that be reporting through the platform? How many users from each Financial Institution will be provided access to the platform?	19 FIs. 2-5 per institutions. Bidder must make provision to increase the number of FIs in the future.



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42	6.1.2	Technical Requirements/additional services	Is BoM looking for a fully managed GRC platform?	Both options will be considered.
43	6.0	Table Requirements/Table O	Will the 2 servers required operate in a HA mode or more server will be for UAT/Dev and one for production?	HA is not required in HO. One in production, one in DR, one UAT/Dev etc.
44	6.0		Does the Bank of Mauritius has a GRC framework that it is presently using for its GRC?	No
45	1.0	Bid Information Sheet	Can we have an extension of 2 weeks given the limited amount of time between the number of days left between the days clarification were received and the bid submission date.	Extension is not possible.
46	N/A	N/A	While we understand that the features available on the proposed GRC solution has to be as per the technical specification sheets, the implementation of the features will take more than a year for a successful implementation, testing and commissioning. Will BoM accept to implement and customise the GRC by commissioning an MVP and complete the other good to have features in 18 months?	Bidder to propose the best case scenario
47	6.1	Table N	The system should support integration of the module with the organization's other systems. Can you please advise on the systems and if they support API Integration?	Email and MS 365 E5



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48	N/A	N/A	<p>Please can you provide us with the below information to assist us to compile our proposal in response to the RFI:</p> <p>User numbers will be required for the financial proposal. Please indicate team members for the below departments:</p> <ul style="list-style-type: none">a. Risk Managementb. IT and Security Risk Management (if a separate requirement from Risk)c. Complianced. Internal Audite. Other	<ul style="list-style-type: none">a. Risk Management - 10b. IT and Security Risk Management (if a separate requirement from Risk) - 10c. Compliance - 5d. Internal Audit - 5e. Other - 5
49	N/A	N/A	<p>What ERP/Accounting Packages/Banking System/other systems are used by Bank of Mauritius from which data will need to be extracted for data analysis purpose by the GRC software?</p>	Oracle based Systems