



TO:	BIDDERS
FROM:	THE HDA
DATE:	17 NOVEMBER 2023
DESCRIPTION	REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR CONTINUOUS AUDITING AND MONITORING TOOL.
TENDER NUMBER:	HDA/HO/2023/029

Question 1: Page 49 and 50 makes mention of the request for a service of a Data Analyst or Robotic Enterprise Professional:

- Kindly indicate what is expected from this resource and the amount of time that will be required from this resource to fulfil these requests.

Answer 1: Page 6 of the TOR specify what is expected from the resource. It is anticipated that this process should take almost 3 months.

Question 2: Page 49 states the possible scripts that can be developed but not limited to the below:

- Identify trends, pinpoint exceptions, and highlight potential areas of concern.
- Recalculate and verify the balances.
- Identify control gap/issues.
- Ensure compliance with standards.
- Age and analyse accounts payables or any other time-sensitive transactions.
- Recover expenses or lost revenue by testing for duplicate payments, gaps in invoices numbers, or unbilled services.
- Test for the validity of employees/suppliers
- Cleanse and normalise data.
- Perform a wide variety of investigative and analytical operations.

As a result of this request covering a wide range of possible areas in which we can develop a number of different scripts. Could you please specify the approximate number of custom scripts that will required to meet this request, as this directly influences our costing.

Answer 2: This will depend on the outcome of developed information analysis and design by the Data Analyst or Robotic Enterprise Professional. The cost for those additional scripts will be covered in the service of the Data Analyst or Robotic Enterprise Professional.

Question 3: Kindly indicate the number of users that will utilise the Data Analytics Tool. In addition, please categories the number of users for Professional Use (scripting and access to the robotics) and Business Users (business unit or entity managers, or those that need to consume outputs from Robotics, respond to tasks and remediate exceptions).

Answer 3: It will be two users from the Internal Audit Team and additional two user's from business.

<p>Question 4: Kindly confirm whether typed responses on the RFP document will be accepted or is HDA limiting the completion of the documents to just competition in black ink?</p>
<p>Answer 4: The document must be completed and in blank ink refer to page 17 of the document.</p>
<p>Question 5: Customer understands that Caseware Africa ("CWA") is an authorised reseller for Caseware International ("CWI") and we have no discretion to amend any of the software terms of use (which includes an End User Licence Agreement as well as other obligations) which our reseller agreement obliges us to ensure our customers accept. This applies to both use of the software and support services.</p>
<p>Answer 5: This is not a question, but statement and it is noted.</p>
<p>Question 6: CWA has incorporated the Caseware International requirements into our contracts which must be accepted for the software to be activated and used.</p>
<p>Answer 6: This is not a question, but statement and it is noted.</p>
<p>Question 7: CWA is prepared to review customer's form of agreement for the provision of professional services only, however we strongly advise using our implementation agreement which has been designed for our professional services specific to Caseware. This will only cover consulting services such as an implementation based on customer requirements.</p>
<p>Answer 7: This is not a question, but statement and it is noted. Please note that the HDA expected deliverables are:</p> <ol style="list-style-type: none"> 1. Continuous auditing and monitoring tool with specified feature (with clear hosting and licensing costs) 2. The service of a data analyst or Robotic Enterprise Professional 3. Developed repeatable analytical scripts 4. User training 5. Support and maintenance for a period of 3 years.
<p>Question 8: Section from page 47 of tender: The tool will be installed on the HDA server and connect to all system databases using any other connectivity tool allowing for direct independent access for audit and no need to go through IT to ask for data or reports. Application - Need to be cloud based with clear hosting and licensing costs.</p> <ol style="list-style-type: none"> a. Are you stating that the application needs to be cloud based, or only asking if the system is cloud based then what are the costs? b. If we install the system on your server as indicated, then there is no need for us to host or offer a cloud solution, is that correct?
<p>Answer 8: a. We are stating that the application needs to be cloud based. We want a cloud solution instead.</p>
<p>Question 9: Section from Page 49 of the RFP: The tool will be accompanied by the service of a Data Analyst or Robotic Enterprise Professional to conduct the following but not restricted to</p> <p>Will this be needed on a full-time basis, or only for implementation of the proposed solution?</p>
<p>Answer 9: Only for the implementation of the proposed solution and user training should be provided before the handover of the solution to the internal team.</p>
<p>Question 10: a. Is there a necessity in order to propose? Or can we assemble a team with other skills, not listed above?</p>
<p>b. Will these experts be needed on a full-time basis, or just as consultants?</p>
<p>Answer 10: a. Yes, on page 6 of the approved TOR we indicated that a tool should be accompanied by the service of a data analyst or robotic Enterprise professional.</p> <p>b. We need maintenance and support for the period of three years to ensure smooth</p>

transition, adoption and full utilisation of the tool.

