



Telkom Tenders

RFP 0157/2009: ENTERPRISE RISK MANAGEMENT (ERM)

Closing date & Time 2009/06/26 @ 11:00
Publish date 2009/05/20
Bidders Conference date: 09 June 2009 at 10H00 – 12H00 (Please see details below)
CONTACT PERSON Thomas Makhushu
TEL (012) 311-4739
FAX (012) 311-1665
E-mail MakhushDT@telkom.co.za
Cost R50.00

SCOPE:

Telkom wish to invite potential Bidder/s to bid for the Enterprise Risk Management (ERM).

CRITICAL CRITERIA :

The following critical criteria will be used to evaluate. Failure to comply with this criteria will result in automatic disqualification:

- 1.0. The solution must provide for local maintenance and development support Including local support structures (head office and / or satellite offices) and the availability of dedicated resources (onsite and telephonically or online) for the time zones affected across the Telkom Group.
- 2.0. The solution must provide the capability to facilitate Governance, Risk and Compliance management.
- 3.0. The solution must allow for the assessment, management and monitoring of any risk, control, event or compliance item by using multiple frameworks (methodologies) that can be aligned to standards(ISO31000, COSO, COCO, COBIT, KING II / III, Tumbill).
- 4.0. The solution must provide the capacity to facilitate import and export functionality to various third party applications which include MS Excel and Acrobat.
- 5.0. The solution must provide the capability to facilitate automated workflow to notify (Via e-mail) and escalate risks to risk owners and control to control owners triggered by events.
- 6.0. The solution must perform high level reporting functionality that must include dashboard, drill down, slice and dice, web, graphical, interactive and multiple currencies
 - Customise reports for different users, i.e. the board , management and operations
 - Customise reporting filters and groupings



Telkom Tenders

- 7.0. The solution must offer both, rich and web client platforms (refer to requirements in the RFP specification (Spec 2409)
- 8.0. The solution must have the functionality to accommodate the synchronisation of data captured offline.
- 9.0 To prove the critical criteria, for the complete ERM solution, Telkom wishes to enter into field trials with short listed vendors at no cost to Telkom.

NB: For evaluation purposes bidder/s response/s must contain full supporting documents as reference.

“IMPORTANT NOTES:

a. Proprietary Information:

Telkom SA Limited considers this Request for Bid and all related information, either written or verbal, which is provided to the respondents, to be proprietary to Telkom SA Ltd. It shall be kept confidential by the respondent and its officers, employees, agents and representatives. The respondent shall not disclose, publish or advertise this specification or related information to any third party without the prior written consent of Telkom SA Ltd.

b. Grounds for Disqualification:

All communication (including technical, BEE, quality, cost, etc) and attempts to obtain information of any kind with regards to this Bid should be channelled to (Thomas Makhushu, telephone number (012 311- 4739) and fax number (012 311-1665).

Telkom reserves the right to disqualify any respondent from this Bid process if any attempts are made by that respondent to solicit information of any kind relative to this Bid or subsequent evaluation from any other source in Telkom other than the contact person as mentioned above.

c. Enquiries

Enquiries regarding this Bid should be submitted in writing to Telkom at the address listed above:



Telkom Tenders

Bidder's conference will be on:

Date: 09 June 2009

Venue: Erica Conference Room, Telkom Towers North, 152 Proes Street,
Pretoria, 1st Floor

Time: 10:00AM to 12:00 Noon

The tender document can be obtained from Telkom's Tender Office at the following address:

Attention:	Benji Ramatlakana	or	Marietjie Mattheus
Tel:	(012) 311 3364		(012) 311 3009
	179 Proes Street		179 Proes Street
	Pretoria		Pretoria
	0001		0001