

Request for Proposal (RFP) for the appointment of a service provider for the provision of an Audit Data Management and Reporting Solution for the Auditor-General South Africa (AGSA) over a period of six (6) years

Auditing to build public confidence

AUDITOR - GENERAL
SOUTH AFRICA

No.	Question	Type	AGSA Response
1	Will AGSA provide sample or sandbox data for the Proof of Concept (POC)?	Technical	Yes, the AGSA will provide the data and the environment needed to run the POC.
2	In terms of the specific system network architecture requirements, will the AGSA be providing this or is it required for the service provider to provide the networking?	Technical	The AGSA will provide the hardware infrastructure and will ensure, as far as possible, that hindrances are limited.
3	In terms of the integration layer, what technology is the AGSA using?	Technical	The AGSA is using SnapLogic provided by our implementation partner, Britehouse.
4	In terms of the current Audit data repository system, is the plan to decommission this existing system when the data warehouse project is complete? Will the 1TB of data need to be migrated to the new data warehouse?	Technical	Yes, once the data has been fully migrated from the ASMIS legacy system, we will decommission that system. We currently do not have a centralized data warehouse.
5	<p>Training</p> <p>5.1) What is your preferred delivery method of training for users and technical users, will it be online, on-site or a combination of both?</p> <p>5.2) If on-site training is required, should we include travel expenses and provide the number of users per location and the number of locations?</p> <p>5.3) Are we expected to train all 2700 users at once or will it be in a phased approach throughout the contract period?</p> <p>5.4) Regarding on going training, will this be refresher training for existing users or for new users as well?</p> <p>5.5) Does the AGSA have an internal Learning Management System (LMS)? Are we able to utilize the LMS to setup training material for users?</p> <p>5.6) Do you prefer traditional training manuals or digital interactive content or a combination of both?</p> <p>5.7) Should the training content include training on business processes or should it make reference to the important processes?</p>	Technical	<p>5.1) The AGSA is not prescriptive on the training delivery method and this will be at the discretion of the bidder to propose the most effective method. However, based on past experiences, on projects of a similar nature, the hybrid training model was the most effective, where primary users and super users will be trained on-site and the rest will be trained online.</p> <p>5.2) On-site training will be limited to the AGSA head office in Pretoria and staff that require training will travel to head office to attend the training. Yes, please include costs for travel but note that you will not be expected to travel to all 9 regional offices as training will take place at head office only.</p> <p>5.3) Training for the 2700 users will follow a staggered approach, aligned with the progress of the solution's implementation.</p> <p>5.4) Ongoing training is expected to be delivered by means of providing training material after users are onboarded on the new system. It will be expected to train super users who will be responsible for training other users (train the trainer method).</p> <p>5.5) The AGSA does have an internal LMS and we are also subscribed to LinkedIn Learning. You will be allowed to upload training content onto our internal LMS and you will have access to build modules within LinkedIn Learning.</p> <p>5.6) Digital training material is preferred.</p> <p>5.7) We will not require training on business processes specifically but these must be incorporated and referenced in your training material.</p>
6	Regarding resource allocation, do you need resources to be 100% on-site or can it be a combination of offshore resources supporting local on-site resources?	Technical	We do require local presence of resources to attend project meetings on-site as required. We will also allow local teams to be complemented by resources that are not on-site.
7	Regarding the existing systems as shown in the presentation, is all of the data structured or unstructured?	Technical	There will be a combination of both structured and unstructured data from the respective systems. The new systems, as shown in the presentation, have databases with structured data but other systems which were not shown have unstructured data. Your tool/ solution should be capable to handle both structured and unstructured data.
8	Regarding the POC for Phase 1, up to three service providers could be selected, will all the POCs run concurrently so that a comparison can be made or would the actual execution only be done by one service provider?	Technical	That's correct, the AGSA can select up to three bidders to perform the data discovery and POC activities and these will run concurrently so that we have a fair and transparent comparison amongst bidders. Contracting for implementation of the full solution (Phase 2) will be with one bidder only.
7	Regarding the bidder's proven track record, evidence of a successfully implemented solution between 2020 - 2025 at a corporate client is required. Is it necessary for the client to reside within South Africa or can it be an international client?	Technical	There is no restriction on the residency of the client/ company where a similar project was successfully implemented.
8	Regarding the underlying database of the expected solution, does the AGSA have any preference with regards to the database technology used e.g. Oracle, PostgreSQL or MySQL?	Technical	The AGSA does not have a preference for the underlying database technology to be used however, the proposed solution must be compatible with our existing environment.
9	Should the solution be on premise within a private cloud or can consideration be given to a public cloud offering?	Technical	The hosting of the proposed solution will be done within the AGSA environment. There is no expectation for the bidder to make provision for hosting the solution. If it's a cloud based application, this is allowed provided that the data residency is within the borders of South Africa.
10	Does the AGSA have a data warehouse?	Technical	The AGSA does not have a data warehouse. It is a requirement of the scope of work to develop a data warehouse within the AGSA environment.
11	Does the AGSA have Power BI licenses or the new Fabric licences?	Technical	The AGSA currently have standard licenses for Power BI and this must be taken into account when compiling your costing. We have not moved to the new Fabric licenses.
12	Will the users interact directly with the reporting system or will they use the audit software platform to integrate with the system?	Technical	The purpose of the integration system is for users to capture information once which will update in all other systems. The expectation is for users to have access to a separate interface that enables interaction with the proposed solution, the proposed solution must extract data from the various systems and give users the ability to build their own reports and access any other relevant features.
13	Are there any peak system utilisation periods that we should be aware of?	Technical	The AGSA has two peak periods linked to the audit cycles where high utilization takes place, this is between August to November and April to May.
14	Regarding OEM validation, if the proposed solution uses Microsoft native tooling which are platform based rather than packaged applications, what would be the accepted OEM validation?	Technical	Based on previous experience with other Microsoft resellers and implementers, it should not be difficult to obtain a letter from Microsoft validating the platforms or tools you are licensed to provide. Furthermore, the AGSA also conducts its own validation directly with Microsoft to confirm a bidder's partner status for the proposed platforms or tools.

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15	What are the expected outputs of the POC phase 1?	Technical	The expected outputs for phase 1 will include the discovery phase where the focus will be on the audit data and the AGSA will be assisting to understand the environment. It is expected for the bidder to document the data interventions required, the quality of data, make recommendations on the critical factors for data to be ingested into the data warehouse, identify key stakeholders impacted by the data, document data flows and the limitations identified. The other deliverable of the planning and discovery phase is the project plan to implement the full solution having learnt all the elements that impact data. For the POC of phase 1 the requirements are provided in the specifications for the specific scenario. It is recommended to cost for any license implications for the POC, if applicable, but the AGSA will provide the underlying infrastructure.
16	Regarding security, are there any specific security regulations or certifications required?	Technical	The security and privacy requirements are provided in Appendix A in section A and B. The bidder must demonstrate compliance to the requirements and your response will be evaluated accordingly.
17	How often is data expected to be refreshed in the data warehouse from the source systems, is it real time or near real time?	Technical	Data is expected to be refreshed every 24 hours typically between 03h00 - 05h00 am before the start of the business day.
18	Regarding reports, what level of AI narrative depth and animation interactivity (animation of the bars when the visualization appears in the browser) do you expect in the report? Do you expect pixel perfect reports or only visualizations?	Technical	Please refer to Appendix B1 and B2 for the example of core reports that the solution is expected to generate.
19	Regarding the solution going live, will the ownership of the solution reside with the service provider for support and management and development of new enhancements or with the AGSA technical teams?	Technical	It will be expected for the AGSA to own the customized version of the solution after all developments and configurations have been concluded. Typically, based on our experience with current systems, the service provider retains ownership of the standard system licenses and functionality and all customizations will be owned by the AGSA. The specifics of this agreement will be negotiated at the time of contracting. In terms of support, the AGSA provides first line support and then the bidder provides second and third line support as well as continuous development which will also be subject to negotiations at contracting stage.
20	What Microsoft 365 enterprise plan is AGSA on and are there plans to upgrade?	Technical	AGSA is on E3 of Microsoft 365 enterprise license, 602 licenses on M365 E5 Security and 3 licenses on M365 E5 Compliance.
21	What Power BI license is AGSA on (Pro license, Premium per user license or Premium capacity)?	Technical	AGSA has Power BI Premium per user and Power BI Pro licenses.
22	What specific deliverables, validations, or success criteria will AGSA use to determine whether the 6-month Phase 1 Proof of Concept is successful?	Technical	The first 3 months will be on the discovery and planning evaluation. Refer to page 19 of the tender (paragraph 5.1.4). The other 3 months will be evaluated on the POC. Refer to page 23 of the main RFP document relating to how the POC will be evaluated. Lastly, also refer to Appendix C and E for evaluation criteria.
23	Will AGSA provide mock data sets or access to sanitized data from these systems for PoC development?	Technical	Yes, the AGSA will provide mock data sets for the PoC development. Also refer to Appendix E for the sample data that will be provided during the POC.
24	Can AGSA expand on expectations for "AI-generated narrative"? Are you referring to natural language generation (NLG) in Power BI/Fabric (e.g., Smart Narrative)?	Technical	The service provider is welcome to recommend any AI solution that will assist with meeting the RFP requirements. We do not have a specific system preference for this requirement.
25	To what extent can pricing be revised in the BAFO phase if the PoC phase uncovers scope creep or architectural constraints?	Technical	Pricing can be revised to a realistic costing of the solution. The service provider must however note that the next stage of the RFP process after POC is pricing evaluation. It will be important to give the best offer after having understood the AGSA environment post phase 1.
26	Will AGSA allow clarification of new licensing components (e.g., Microsoft Fabric capacities) during BAFO, which might not be well defined at initial bid time?	Technical	Yes, the AGSA will allow clarification of new licensing components during BAFO. The service provider would have had the opportunity to gather this information during the discovery and planning phase.
27	Can AGSA specify if any data modelling tools (e.g., Tabular Editor, Azure Purview) are currently in use or preferred?	Technical	Yes, AGSA does have limited licenses on Azure Purview licenses. There is no Tabular Editor, however the service provider is welcome to propose the best solution that will achieve AGSA requirements.
28	Are there any AGSA-defined standards for metadata management, data lineage, or versioning of reports?	Technical	No, there are no specific standards on Data management. The idea is that once we onboard the successful bidder, this will be done in line with the solution that would have been provisioned.
29	Does the AGSA have a Fabric licence, if so which one?	Technical	No, AGSA does not have Microsoft Fabric licenses. There is only Microsoft Fabric (free).
30	AGSA's existing Technology stack provided in the RFP document - it was mentioned upgrades are underway. Please can we have sight of the latest versions that AGSA would be on and indicative timelines of completion.	Technical	The upgrade that is currently happening is moving AGSA servers to the AGSA private cloud from the on-prem environment. The migration is almost complete, only 2 workloads are remaining. This should not impact this RFP as the data and systems that forms part of the scope of this RFP have already been migrated.
31	Source Systems Information 31.1) For each system that will be used as a source in the DWH (ASMIS, Draftworx, APM, CMS) please define the following: <ul style="list-style-type: none"> • Hardware Info (vendor, model, operating system) • Database Release • Cluster Database • Specify if it is a product (if yes which one) or a custom system • Daily Data Volumes (total number of rows and size (in GB) to be extracted daily per source system) • Overall Data Volumes (total number of rows and size (in GB)) • Business complexity (low, medium, complex) of each system • Are direct DB credentials available, or must we integrate via existing integration platform / APIs? 	Technical	Refer to document titled <i>Source Systems Information.pdf</i> attached for further information
	31.2) Please elaborate further on the need to include data from other external systems than the sources mentioned in the RFP (ASMIS, Draftworx, APM, CMS). For example, define the following: <ul style="list-style-type: none"> • Type of source databases (technologies and version numbers). For example, oracle, sql server, mysql, etc • Other type of source systems (files, xml etc) • Daily Data Volumes (total number of rows and size (in GB) to be extracted daily per source system) • Overall Data Volumes (total number of rows and size (in GB)) 	Technical	
	31.3) Please elaborate further if any other source system not referred to above should be used as a source in the DWH	Technical	
		Technical	Yes, the solution should be scalable to cater for systems that are not mentioned in the RFP document.

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	31.4) To what degree must the data in the DWH need to be anonymized, cleaned and transformed in order to be quickly and usefully analysed?	Technical	This should align to the requirements and the bidder can propose based on the solution.
	31.5) Is data masking required?	Technical	No, it is not compulsory for the solution as there is a separate project that is initiated, focusing on Data Masking.
	31.6) To what degree does the data from the different data sources need to be merged?	Technical	Please refer below to the description of different data sources databases. The data is different for each system. In addition, there is also spreadsheets that are generated as well.
	31.7) To what degree does the data need to be aggregated or exist at the lowest level of detail?	Technical	This should align to the requirements and the bidder can propose based on the solution.
	31.8) How often does the DWH need to be refreshed from the source systems (real-time, near real-time, batch process)? Please provide information per source system if necessary	Technical	Near real time is preferred. It will also be dependent on the solution to be proposed by the bidders.
	31.9) What is the expected available time to complete the ETL processes (hours)?	Technical	This should align to the requirements and the bidder can propose based on the solution. The bidder can propose the most efficient approach for AGSA.
	31.10) Historical load scope: For ASMIS the RFP mentions five years; what about Draftworx, APM and CMS?	Technical	Total ASMIS Data is 1 TB. For other systems, they are still new and to be fully deployed in February 2026. The data in these systems are little to none. On CMS, the data is currently 50Gigs.
	31.11) Refresh window: Is there a specific batch window for DWH refresh?	Technical	It is usually in the morning between 3 am and 5 am. However, the bidder can propose the best approach that will align to the proposed solution.
32	Analytics 32.1) Please define, per source system, the number of reports along with the corresponding complexity (apart from the 50 reports already mentioned in RFP p.29 and mainly for Generation of Reports as detailed in Appendix B mentioned in RFP p.29) Easy Report: <ul style="list-style-type: none"> o Simple Layout o 1 calculated field o less than 5 filters and less than 10 columns Moderate Complexity Report: <ul style="list-style-type: none"> o Simple Layout o less than 10 filters o static text view, no results view o more than 10 columns Complex Report: <ul style="list-style-type: none"> o Calculated field or measures o conditional formatting o single graph o less than 20 columns and 15 filters Very Complex Report: <ul style="list-style-type: none"> o Contains more than 1 graph, pivot, gauge, view selector, column selector, filter view 	Technical	This will be difficult to do since the information you see on the reports that are attached are generated manually.
	32.2) What is the number of measures and their complexity computation (simple, moderate, complex) per source system? Please provide the metric for each KPI. Simple: <ul style="list-style-type: none"> o One to Four(4) source tables with none or simple calculations (concat, substring, add, multiply, sum, etc., simple IF-THEN-ELSE) Moderate: <ul style="list-style-type: none"> o More than four source tables o Transformation requires self-joins o Transformation requires sub-selects o Moderate calculations required o Large IF-THEN-ELSE formulas for fields Complex: <ul style="list-style-type: none"> o More than 7 Source Tables o Usage of Change Data Capture o Complex calculations required o Contains Aggregation, Set and Other Advanced Transformation 	Technical	This will be difficult to do since the information you see on the reports that are attached are generated manually.
	32.3) Number of concurrent active Reporting/Dashboards Users	Technical	The solution should allow for 2700 concurrent users at any given point in time.
	32.4) Number of users that will be performing ad-hoc querying	Technical	There is an estimate of 1000 users
	32.5) How many of these users will be having the ability to create their own visualizations?	Technical	There is an estimate of 1000 users
	32.6) For PoC 04 (AI narrative) and PoC 07 (bar-race animation), what level of narrative depth and animation interactivity is expected?	Technical	It will all be dependent on the solution to be proposed and in line with the examples of reports provided.
	32.7) Do PFMA/MFMA reports require pixel-perfect PDF layouts identical to current manuals?	Technical	Yes, the reports require pixel-perfect PDF layouts identical to current manuals.
	32.8) Is row-level or column-level security necessary?	Technical	No. The security in the AGSA systems is managed via user roles.
	32.9) To what extent may the visualizations and report layouts deviate from the examples provided in the RFP?	Technical	The example reports provided are the most complex ones. The bidder can deviate provided the deviation is linked to added value and enhancement to the existing reports.
	32.10) Are there any colour-palette or corporate template rules for the final dashboards?	Technical	Yes, there is AGSA branding on all AGSA templates that will be provided to the successful bidder.
33	Define the number of environments that should exist (e.g. Development, Test, Pre-production, Production etc.)	Technical	The environments are Development, Systems Integration Testing, User Acceptance Testing, Quality Assurance, Training and Production environment.
34	Define the number of users that should access each environment (all 2700 users should access for example Dev, Test, Preprod)?	Technical	Development - 20, Systems Integration Testing - 20, User Acceptance Testing - 200, Quality Assurance - 200, Training - 2700 and Production environment 2700.
35	Please elaborate further on data quality needs. Are cleansing/validation rules already documented or must they be defined during the project?	Technical	The quality requirements will be defined as part of the project. The cleansing and validation rules are not yet documented.
36	Please describe how the Microsoft Technology mentioned in the RFP has to be integrated with the solution.	Technical	The reporting solution or system proposed should be compatible with the AGSA's existing Microsoft technology, because some of the reports and data templates are produced from the Microsoft Technology .
37	Will Power BI remain the mandated front-end, or may Oracle Analytics replace it?	Technical	No, Power BI is not mandated. No solution is mandated for the RFP, however it is the requirements of the AGSA that the reporting solution or system proposed should be compatible with the AGSA's existing ICT infrastructure.

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38	Are there any UX guidelines or constraints when surfacing dashboards inside M365?	Technical	There is nothing currently prescribed. The bidder is welcome to propose based on their solution and the requirements.
39	Is there any preference on the solution deployment (Cloud, Hybrid, On-premise)? Describe any limitations for using Cloud technology.	Technical	The AGSA is open to both the on-premise solution as well as cloud solution. The service provider can propose the best option that meets the RFP requirements.
40	Please elaborate on High Availability & DR Requirements	Technical	Our DRP requires that the solution should form part of our back-up process, which backs-up every 5 seconds to 15 minutes. There are also scheduled back-ups.
41	Is there any existing hardware (e.g. Exadata etc.) for the data warehouse?	Technical	There is no data warehouse in place currently. AGSA will make provision for the required hardware
42	What is the delivery format (classroom, online, recorded e-learning) for trainings?	Technical	Any training arrangement is welcome. The AGSA normally prefers a Hybrid format for training.
43	Are there any language requirements beyond English for the data model, reports, documentation, training collateral etc.?	Technical	English is the official language used at the AGSA.
44	Are there any data residency rules? Must all data stay within South Africa, or are foreign cloud regions acceptable for DR?	Technical	AGSA will be hosting all the data within the boundaries of South Africa.
45	Are there any Data-retention & archiving rules?	Technical	Yes, the AGSA Information and Knowledge Management guidelines and Information security policy provide processes for retention and archiving rules.
46	Will AGSA assign data stewards, DBAs and SMEs full-time, part-time or ad-hoc during the implementation?	Technical	A combination of both full time and part time stakeholders(data stewards, DBAs and SMEs) will be made available to the project team.
47	Please clarify whether all organisations in a consortium need to fill in all the Annexures independently.	Commercial	Yes, all members in a consortium must complete all the Annexures separately as well as to submit their valid tax compliance status pins (TCS PIN), CIPC company registration documents and BEE certificates. Please also attach a consortium agreement signed by all parties and specify the consortium representative who will serve as the signatory of the bid document.
48	Costing Requirements: Must the bid include all 12 costing items even though only Work Package Items 1 and 2 will count towards shortlisting for Phase 1, Stage 3?	Commercial	Yes, it is a requirement for the complete costing to be provided when submitting your bid.
49	Partnership with a Reseller: If the bidder has a partnership with a reseller of the proposed solution, would the bidder still be considered compliant and qualify for shortlisting as per Stage 2?	Commercial	It will be a requirement for the bidder to submit a partnership agreement with its chosen reseller and the agreement should detail the level of involvement in delivering the proposed solution by each party. Evidence of a reseller agreement with the OEM of the proposed solution must also be submitted. The qualification of any proposed solution shall be subject to the evaluation process stipulated in the RFP document.
50	Client References via Partner: If the bidder's partner (rather than the bidder themselves) holds relevant client references for delivering a reporting solution, would those references be accepted to meet the qualification requirements?	Commercial	It is important that the bidder clearly stipulates the type of bidding structure, as specified in Annexure 1 of the RFP, under which the submission is being made. If the bidder intends on responding as a Joint Venture/ Consortium then any evidence submitted on behalf of any member of the Joint Venture/ Consortium will be considered for evaluation purposes. Please take note of the response provided to Q.47 above for additional information related to submissions as a Joint Venture/ Consortium.
51	RFP, Section 2.2 & 2.4 - Data Quality & Notifications Could AGSA elaborate on how data inconsistencies in ASP source systems are currently managed? Specifically, how are quality issues identified and communicated to ASMIS for resolution?	Technical	The capturing is done directly on ASMIS. Any inconsistencies are corrected manually.
52	RFP, Section 2.5 & 3.1 - Technology Stack & Deployment Does AGSA have a preferred deployment model (cloud, hybrid, or on-premises) and technology stack for the data warehouse? Are there any preferences among cloud providers such as Microsoft Azure, AWS, or Google Cloud?	Technical	The hosting of the proposed solution will be done within the AGSA environment. There is no expectation for the bidder to make provision for hosting the solution. If it's a cloud based application, this is allowed provided that the data residency is within the borders of South Africa.
53	RFP, Section 2.5 - ODS Decommissioning Will the existing Operational Data Store (ODS) be decommissioned once the new data warehouse is operational?	Technical	Yes, ASMIS will be decommissioned.
54	RFP, Section 2.3 - Source System Management Are the ten source systems (six existing and four new) managed by separate teams, or is there a centralized support structure?	Technical	There is a centralised IT Support team in the AGSA.
55	RFP, Section 2.5 - API & Integration Protocols Are there specific APIs or integration protocols required to ensure compatibility with AGSA's existing ICT infrastructure?	Technical	This will form part of the discovery session.
56	RFP, Section 2.5 - Third-Party API Identification Have the third-party APIs required for data extraction already been identified, or will this be part of the discovery phase?	Technical	This will form part of the discovery session.
57	RFP, Annexure 9 - Security & Compliance What are the security and compliance requirements for the solution, particularly regarding data encryption, access control, and adherence to POPIA? Are there any mandatory certifications such as ISO 27001 or ISO 9001?	Technical	There are no mandatory compliance requirements. The bidder will need to demonstrate that they comply to the specified security framework.
58	RFP, Section 2.5 - ICT Infrastructure Changes Are there any planned changes to AGSA's ICT infrastructure during the contract period that the solution should accommodate?	Technical	The big changes have recently been completed. No other changes are anticipated.
59	RFP, Section 12.4 & Appendix E - PoC Access Will AGSA provide access to existing systems and needful infrastructure during the Proof of Concept (PoC) phase to support data extraction and integration testing?	Technical	Yes, the AGSA will provide access to the existing systems.
60	RFP, Section 2.2 - Data Structure Distribution Could AGSA provide an estimated breakdown of data volume by structure type—structured, semi-structured, and unstructured?	Technical	It is estimated to be a 50/50 split between structured and unstructured data.
61	RFP, Section 2.6 & Appendix A - AI/ML Capabilities Could AGSA clarify the expected AI/ML capabilities for the solution? Are there existing models to be integrated, and what predictive insights or KPIs are expected?	Technical	It is not easy to clarify as this will be dependent on the proposed solution.
62	RFP, Appendix A - Source System Metadata Could AGSA share a high-level overview of table and user counts across source systems, along with key KPIs to understand Target system size?	Technical	AGSA users are 4500 across ERP systems and 2700 on audit systems.
63	RFP, Section 2.6 - Power User Access How many users are expected to have advanced access for customizing or building reports?	Technical	There are 40 users who are expected to have advanced access.
64	RFP, Appendix A - Grammar & Spelling Validation Is AGSA open to using third-party tools for grammar and spelling checks, or is there a preference for handling this at the source system level?	Technical	Yes, for as long as it meets the requirements and complies to necessary security requirements.

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65	RFP, Section 3.5 - Support Ticket History Could AGSA provide historical data on monthly ticket volumes (incidents, service requests, and change requests) for existing systems?	Technical	Change requests - less than 10 for systems in production. AGSA does not encourage ongoing enhancements once the systems are in production. These are managed as separate projects as and when required. Incidents are generally many when systems are still new, especially in the first year. There are between 50 to 100 calls per system, per month for core systems.
66	RFP, Section 2.5 - System Documentation Is up-to-date documentation (e.g., architecture diagrams, data flows, configurations) available for the existing MIS/source systems? If so, can it be shared to support solution design?	Technical	Yes, these will be shared during the discovery phase.
67	Change Management Process What is AGSA's process for managing change requests and enhancements? Is there a Change Advisory Board (CAB) or similar governance mechanism?	Technical	Yes, the AGSA does have the Change Advisory Forum that manages all system changes that are pushed to production.
68	Third-Party Vendor Involvement Are any third-party vendors currently involved in maintaining the MIS or source systems? If so, what is their scope of responsibility?	Technical	There is no third party involved, the system is maintained by AGSA.
69	RFP, Section 2.5 - Source System Roadmap Is there a roadmap for upgrading, replacing, or decommissioning of any source systems? If available, could AGSA share the timeline and plan?	Technical	The only system to be decommissioned is the ASMIS. It is planned after the new solution is fully deployed.
70	RFP, Section 3.5 - Support Scope Definition During the support phase, will the scope be limited to components developed under this engagement, or will it also include new change requests and enhancements?	Technical	The support will include support for new change requests and enhancements.
71	Does AGSA currently have Power BI licenses? If so, please advise on the type and number of licenses that are currently available.	Technical	AGSA has Power BI Premium per user 3 and Power BI Pro licenses 142.
72	What data skills currently exist within the organisation that will be part of the project team ?	Technical	Power BI developers and Database Administrators
73	What data skills currently exist within the organisation that will be part of the support team ?	Technical	Power BI developers and Database Administrators
74	What are the expected training outcomes for the two training groups provided that AGSA seeks to ensure is met? - 20 AGSA Data and Business Intelligence Team - 20 ICT AGSA Technical Team Members	Technical	The expected training outcome for the two teams, is to ensure that the teams gain proficiency in using the proposed solution through the data management and reporting lifecycle which includes but not limited to: understanding how the system integrates with data sources, preparation of data through the ETL, the development of the data warehouse, the generation of reports, technical skills and expertise required to support and maintain the proposed solution etc.)
75	POC07 - Is there an example of an animated visual?	Technical	Please refer to the attached examples of reports and the AGSA website with the General report examples.
76	POC04 - Is there an example of a report narrative that would be expected to be fully generated by AI?	Technical	Yes, please refer to Appendix B1 and Appendix B2 for examples of the report narratives.
77	In the costing model, data extraction for various source systems is expected to be costed over multiple years, however the development of 50 reports only provides for costing in Year 1. Is there an expectation that all 50 reports will be developed in Year 1 and what does this mean in terms of the source systems data extraction?	Technical	The once-off costing on reports is for the initial development of the reports. After that, continuous enhancements should be catered for as part of ongoing maintenance and support.
78	Is there an expectation that the reports provided in Appendix B is what needs to be created in totality, i.e.. A report could be 180+ pages, with graphical views on performance and the supporting writeup, or is this only the visualisations for the metrics being reported upon? Appendix F_Procurement and Contract Management Weaknesses.pdf - graphic samples provided	Technical	Yes, it is a requirement that the reports provided in Appendix B be created in totality, however the service provider can stipulate the elements of the reports that their solution is able to provide.
79	Will AGSA make available business and technical resources during the project to provide understanding of the source system data and business rules?	Technical	Yes, the AGSA will provide the required business and technical resources to assist with the delivery of the project.
80	Reference is made to "the narrative of the report needs to be fully AI generated". Do you need all the content to be AI generated as provided in the PFMA and MFMA reports?	Technical	No, it is all dependent on the capability of the solution to be proposed, after assessing the requirements and the examples of the reports given.
81	Will you need to add your own commentary/notes to the dashboards and reports?	Technical	Yes, users should be able to make their own commentary/notes to the dashboards and reports.
82	Can you describe the current IT infrastructure and systems (like ASMIS, Draftworx, APM, CMS) that will interface with the proposed solution and whether they are on prem/cloud/hybrid? This will help us understand compatibility issues and system integration challenges.	Technical	The current AGSA IT infrastructure and systems is more of a hybrid infrastructure set-up.
83	Could you elaborate on the various data sources (like historic data from ASMIS, audit reports from Draftworx, project databases from APM, and irregularity status information from CMS) and their approximate sizes in GB/MB? This will assist in designing a scalable and efficient data warehouse solution.	Technical	Overall Data Volumes (total number of rows and size (in GB)) ASMIS: +147 GB Draftworx: +1.58 TB APM: +20 GB CMS: +50 GB
84	Can you specify the exact types of reports and dashboards needed for general audits, material irregularities, and evaluation reports? (including frequency and format)	Technical	Appendix B of the RFP document, provides examples of reports as well as the views for the reports. The frequency of the reports can be monthly, quarterly or annually.
85	Are there any existing data visualization or business intelligence tools that need to be integrated into the new solution?	Technical	Power BI is currently utilised to develop interactive dashboards for reporting and to generate insights.
86	Could you provide the user profile breakdown (2,700 audit workforce) and the specific access levels each group requires? This will guide user role and permission configurations.	Technical	The user group level will be driven by the proposed solution. At this point, 2700 users should have similar type of roles.
87	Security and Compliance: What are the specific security protocols and compliance standards (like POPIA, FICA) that the solution must adhere to? This ensures our proposal aligns with their regulatory and security policies.	Technical	There are no mandatory compliance requirements. The bidder will need to demonstrate that they comply to the specified security framework.
88	Training and Support: What are the expectations regarding training and ongoing support? How many users will require training and what level of support is needed post-implementation?	Technical	2700 end user training, 20 AGSA Data and Business Intelligence Team 20 ICT AGSA Technical Team Members The service provider is expected to provide third line support post-implementation.
89	Performance Metrics: What are the desired service level agreements (SLA) response times, problem resolution, and customer support? This helps design a robust system meeting their performance expectations.	Technical	Severity 1 incidents - Resolution within six hours Severity 2 incidents - Resolution within eight hours Severity 3 incidents - Resolution within 12 hours

No.	Question	Type	AGSA Response
90	Future Scalability: Based on the plans to expand the scope of the solution in the future, integrating new data sources or systems. What is the approximate size of the data sources? How many of them? Which data base systems are they currentted hosted in? This informs our design to support potential scalability.	Technical	Details relating to future scalability requirements will identified during the discovery phase of the POC.
91	Are there any other systems or applications that need to be integrated with the Audit Data Management and Reporting Solution which are not mentioned in the proposal? Can you provide more information on the integration requirements, including data formats and protocols?	Technical	Yes, the details of these systems will identified during the discovery phase of the POC.
92	Can we type on the document and can our executives sign electronically?	Commercial	Yes, the document can be completed electronically and electronic signatures will be accepted.
93	Can we submit our own board resolution instead of populating on the bid doc provided?	Commercial	Yes, in fact the RFP requires bidders to submit a certified copy of their Board Resolution and the bid document must be signed by a person or persons duly authorized by a resolution of the Board of Directors.
94	Do you require the Audit Data Planning and Discovery and Proof of Concept configuration and development by close of bid or is this required from only the successful bidder?	Technical	The Audit Data Planning and Discovery and Proof of Concept configuration and development activities will only be required after the shortlist of qualifying bidders have been identified as outlined in evaluation Stage 3 of Phase 1.
95	How will license staggering take place over the project period?	Technical	The license staggering will depend on the number of users involved in each phase of the project.
96	Will AGSA supply Power BI Licenses or will this have to be catered for in the Pricing?	Technical	Yes, AGSA will cater for Power BI licenses. The proposal will need to be clearly defined on costs that are to be catered for by AGSA.
97	At the Briefing it was mentioned that Power BI licenses are required. Is Power BI the tool of choice and will AGSA supply some of the required licenses?	Technical	The AGSA does not have any specific preference to any tools, however the reporting solution or system proposed should be compatible with the AGSA's existing ICT infrastructure if Power BI is proposed. The context in the briefing was that AGSA currently utilises the Power BI licenses. There is no preference to still keep this if there is an alternative solution.
98	Is there any existing licenses that AGSA want to reuse in the solution?	Technical	The AGSA does not have any specific preference to any tools, however the reporting solution or system proposed should be compatible with the AGSA's existing ICT infrastructure.
99	Does AGSA foresee one Reporting solution across AGSA or will Audit and other reporting solutions potentially be different DWH and reporting tools?	Technical	The AGSA intends to implement a single reporting solution across AGSA.
100	Would AGSA consider Cloud reporting platform outside the borders of SA or must the Data and analytics solution be on AGSA premise?	Technical	The AGSA will consider the cloud reporting solution however the data and analytics must be reside within South Africa.
101	Does AGSA consider AI elements embedded in Data and BI tool or Custom AI developed for purpose of working alongside BIO platform?	Technical	AGSA has no preference. The bidder should propose the solution that can meet the AGSA requirements.
102	List 10+ data sources that would need to be connected to, to ensure compatibility.	Technical	Examples of reports are: ASMIS, Teammate, Audit Process Management, Audit Portfolio Management, AGSA Kopano, Peoplesoft, CaseWare, Case Management System, Audit Delegation tool, Sensitivity notes.
103	Power BI Professional licenses but stated "no Fabric." Can you clarify if Microsoft Fabric is completely excluded, or if there are specific components of Fabric that are not acceptable?	Technical	No, bidders are welcome to propose any software solution that meets the AGSA requirements. The proposed solution must however be compatible with the AGSA's existing ICT infrastructure.
104	Given the mention of specific technologies (Power BI, Microsoft stack), can you confirm this tender is technology-agnostic, or are there preferred/mandated technology platforms both for the reporting tool and the Data Warehouse?	Technical	No, the tender is not technology agnostic, hence the request to quote for software licenses in the pricing schedule. In addition, the AGSA does not have any specific preference to any tools, however the reporting solution or system proposed should be compatible with the AGSA's existing ICT infrastructure. Information was provided for the purposes of the bidder to understand the AGSA environment.
105	Can you confirm the phased licensing approach mentioned? What is the expected rollout timeline for the 2,700 users? What would the user split be over time?	Technical	Details relating to the roll-out of the software licenses requirements will be identified during the discovery phase of the POC.
106	Can you confirm that all solutions must be hosted on-premise within South African borders, with no cloud components allowed outside the country?	Technical	The AGSA is open to both the on-premise solution as well as cloud solution. The service provider can propose the best option that meets the RFP requirements, however the AGSA data must reside within the boundaries of South Africa. The hosting will be done within the AGSA environment.
107	For the existing systems (portfolio management, audit process management, case management), do they all provide APIs for data integration, or will direct database connections be required? What types of databases/systems are we connecting to?	Technical	Hardware Info (vendor, model, operating system)☐ ASMIS: Microsoft Windows Server 2016 Datacenter Draftworx: Microsoft Windows Server 2022 Standard APM: Microsoft Windows Server 2022 Standard CMS: Microsoft Windows Server 2019 Datacenter Database Release☐ ASMIS: Microsoft SQL Server 2014 (SQL Database) Draftworx: Microsoft SQL Server 2019 (SQL Database) APM: Microsoft SQL Server 2019 (SQL Database) CMS: Microsoft SQL Server 2019 (SQL Database) APIs will be dependent on the solution proposed.
108	You mentioned an API gateway in the architecture - is this already implemented, or part of the solution scope?	Technical	The integration platform project is in progress and it is with SnapLogic.
109	With reference to the briefing presentation, can you clarify the current status of systems 1, 2, and 3? Are they "in progress" (being procured) or already operational?	Technical	These systems are currently being implemented with the expected delivery date of end of February 2026.
110	With reference to the briefing presentation, there seems to be conflicting information about whether this RFP covers only "Block 1" (AGSA data management reporting) or the entire data management value cycle. Can you clarify the exact scope?	Technical	This tender covers the audit related data specifically however, the solution must have the ability to scale up to other systems in future.
111	You mentioned 1TB of data migration - what is the source system(s) and format of this data?	Technical	ASMIS system which has a database of Microsoft SQL Server 2014 (SQL Database).
112	The RFP mentions AI components (computer vision, machine learning, NLP, RPA). Can you provide more specific requirements for these AI capabilities and expected use cases?	Technical	AGSA is not specific on the AI capabilities. It will be dependent on the solution proposed.
113	Regarding Appendix B1 and B2 reports - are these all required, or are they examples? What is the expected complexity and volume of reports?	Technical	Yes, Appendix B1 and B2 are required. The total number of reports service providers should quote for is 50.

No.	Question	Type	AGSA Response
114	Can you clarify if the 6-month Phase 1 consists of 3 months discovery followed by 3 months POC, or if these run in parallel?	Technical	The 6 months POC, consist of 3 months discovery and 3 months of solution and report development / configuration and delivery.
115	For the POC phase, are extended trial licenses acceptable, or do you require full commercial licenses?	Technical	The AGSA does not expect quotation for the licenses during the POC since no AGSA users will be using the system. However, should the service provider deem it necessary to include licensing cost for the POC, the AGSA will consider the proposed costing.
116	Will all vendors be conducting POCs simultaneously with the same data and requirements?	Technical	Yes, all 3 selected vendors will be conducting the POC simultaneously with the same data and requirements.
117	Is 24/7 support required for this solution?	Technical	Yes. The support required as stated in the RFP document is 24x7 & 4 to 8 hrs MTR.
118	You mentioned preferring a "train the trainer" model using super users. Can you confirm the expected training approach and if ongoing training is required?	Technical	The train-the-trainer approach is preferred as part of ease of adoption and in ensuring seamless transitioning of the solution. In terms of training, the RFP states that "The bidder must provide a detailed plan and training material outlining how they will provide training for 2 700 end users representing the audit workforce, twenty (20) Data and Business Intelligence team members as well as twenty (20) ICT technical team members" Yes, on going training may be required.
119	Should the POC pricing be included in the initial bid response, or submitted separately?	Commercial	Please refer to Q.48 above for the response to this question.
120	If we propose a technology stack different from Microsoft (e.g., Qlik), will this require separate OEM authorization letters for each component?	Technical	Yes, confirmation letters from the OEM or certification from the OEM stating the reseller's certification status must be submitted for each solution proposed if those solutions are from different OEMs.
121	For the required references showing 5+ years audit management experience, do they need to be specifically from government/public sector auditing environments?	Technical	The reference letters can be from any client (both public sector or private sector)
122	What database does ASMIS system use? (Audit opinions, findings)	Technical	ASMIS database uses Microsoft SQL Server 2014 (SQL Database). The system itself is used for capturing of audit outcomes.
123	What connectors will a reporting system need to extract the ASMIS data?	Technical	This is dependent on the solution that will be provided. Since ASMIS uses Microsoft SQL Server (SQL database), there are several standard options available for data extraction, including: ODBC, JDBC,ADO.NET, Native connectors – available in tools like: Power BI ,Tableau, QlikView, SSIS
124	What database does Draftworx system use?	Technical	Draftworx uses, Microsoft SQL Server 2019 (SQL Database).
125	What connectors will a reporting system need to extract the Draftworx data?	Technical	The specific connectors required will depend on the reporting solution that is selected. Since CMS uses Microsoft SQL Server (SQL database), there are several standard options available for data extraction, including: ODBC, JDBC,ADO.NET, Native connectors – available in tools like: Power BI ,Tableau, QlikView, SSIS
126	Do you have websync to backup Draftworx files?	Technical	DraftWorx uses Websync function to access files on the server and backups are performed on database and the VM.
127	Do you have Cync to connector to Draftworx?	Technical	AGSA is currently not using the Cync.
128	What database does APM (auditee and project database) system use?	Technical	APM uses Microsoft SQL Server 2019 (SQL Database)
129	What connectors will a reporting system need to extract the APM data?	Technical	The specific connectors required will depend on the reporting solution that is selected. APM uses Microsoft SQL Server (SQL database), there are several standard options available for data extraction, including: ODBC, JDBC,ADO.NET, Native connectors – available in tools like: Power BI ,Tableau, QlikView, SSIS
130	What database does CMS (CMS – MI) system use?	Technical	CMS uses Microsoft SQL Server 2019 (SQL Database)
131	What connectors will a reporting system need to extract the CMS data?	Technical	The specific connectors required will depend on the reporting solution that is selected. Since CMS uses Microsoft SQL Server (SQL database), there are several standard options available for data extraction, including: ODBC, JDBC,ADO.NET, Native connectors – available in tools like: Power BI ,Tableau, QlikView, SSIS
132	On the reports that are generated, there is a lot of text. Forewords, commentary, notes, etc. Where is this stored? Is it in one of the systems mentioned in the RFP?	Technical	Yes, it will be upon the bidder to provide a solution for this function. The report was to explain/ demonstrate the report to be generated.
133	Will AI be required to generate any of the commentary?	Technical	Yes, the service provider can use the AI solution to meet any of the requirements of the AGSA relating to the data management and reporting solution.