

**REQUEST FOR QUOTATIONS  
INTERNAL AUDIT ASSIGNMENT AT SOUL CITY**

**SERVICE REQUIRED:  
INFORMATION TECHNOLOGY GENERAL CONTROLS REVIEW**

**1. PURPOSE**

The Soul City Institute (SCI) hereby invites suitably qualified, experienced and accredited service providers to submit quotations for Internal Audit Services: Information Technology General Controls.

**2. BACKGROUND**

As per the approved Internal Audit plan, Internal Audit has been instructed to conduct an Information Technology General Controls Review.

SCI hereby seeks to appoint a service provider that will review SCI's Information Technology General Controls.

**3. SCOPE OF THE SERVICE REQUIRED**

SCI requires a service provider to undertake the following:

- A review of existing IT policies to ensure they conform to best practice for organisations of Soul City's size and relevant legislation.
- A review of SCI's Information Technology General Controls. A written report should be provided which explains the deficiencies identified and recommends suitable remedies to address the deficiencies.
- The scope of the assignment includes the review of the adequacy and effectiveness of controls in the following sub-processes:
  - **IT Governance** – A review of existing IT policies to ensure they conform to best practice for organisations of Soul City's size and relevant legislation. Review of contractual agreements with service providers and the Monitoring of Network and Telecommunications.
  - **Security Management** – Review of firewall, exception reporting and password configurations.
  - **User Access Control** – Review of user account creation, password setting, user logins and evidence thereof.
  - **IT Service Continuity** – Review of Disaster recovery plans, backup procedure as well as the testing thereof.

- **Program Change Management** – Review of changes / updates to the financial accounting systems classified changes as well as the design, monitoring and testing thereof. To further establish that adequate and appropriate segregation of duties exists.
- **Incident and problem management** – Review of processes relating to Incident / Problem categorisation, logging, escalation, approval, recording and monitoring thereof.
- **Facilities and environmental controls** – Review of physical access and environmental controls including safeguarding of equipment and software licenses.

Estimated Timing - end February 2018

#### **4. TERMS AND CONDITIONS**

- a. All costs and expenses incurred by the potential service providers relating to their project proposal will be borne by each of the respective service providers. SCI is not liable to pay such costs and/or expenses or to reimburse or compensate potential service providers under any circumstances, including the rejection of any proposal or the cancellation of this project.
- b. SCI reserves the right to request new or additional information regarding each bidder and any individual or other persons associated with its proposal.
- c. SCI may require responsive bidders to present and discuss their proposals in person.
- d. SCI reserves the right not to make any appointment from the proposals submitted.
- e. Bidders shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SCI.
- f. Bidders are required to declare any conflict of interest or potential conflict of interest they may have in the transaction for which the bid is submitted. It is important that bidders declare their conflict of interest at the time the bid is submitted or as soon as they become aware of a conflict / potential conflict that may arise after the bid was submitted.
- g. SCI reserves the right to disqualify any bid where a conflict of interest exists or where such potential conflict of interest may arise.
- h. Any and all project proposals shall become the property of SCI and shall not be returned.

- i. The bid offers and proposals should be valid and open for acceptance by SCI for a period of 15 days from the date of submission.
- j. Bidders are advised that submission of a proposal gives rise to no contractual obligations on the part of SCI.
- k. SCI reserves the right not to award the bid to the bidder that scores the highest points.
- l. Disputes that may arise between SCI and a bidder must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- m. The successful bidder will be subject to supplier clearance process as prescribed by the SCI Policy. This process includes, verification of supplier and its shareholders/directors/members' status on the list of defaulters and restricted suppliers.
- n. The proposal must include a company profile/ organization profile, comprising a description of the organization of the bidder, its primary business activity, clients experience, management etc., including at least three references for companies, to whom the service provider has supplied the same or similar service in the recent past.
- o. Bidders must be able to deliver the all the services set out above in full compliance with South African approved standards and in compliance to the specifications provided.

## **5. Current IT Environment**

- Number of current users  
Ranges between 80-100 users (on site at HO and in the provinces)
- Number of servers;  
8 servers
- Names of External service providers:  
Internet Solutions  
Comsol  
Lorge Associates  
Nashua  
Tarsus
- All network equipment supplied and maintained by Internet Solutions
- Connectivity via Wiband Link with backup ADSL
- 3 wireless access points connected to the firewall
- 3 wireless access points connected to a secondary ADSL connection for Exco

- 4 Printers supplied and maintained by Nashua
- 1 print server
- Backups
  - Daily to tape - taken off site
  - Weekly to hard drive
  - Monthly
  - Annual
- Phones – IP phones via Internet Solutions
- Mailboxes - Internet Solutions
- Mimecast Archive
- Dropbox
- List of main software used by Soul City (Sage 300, VIP People, Goldmine, MS Office)
- IT support outsourced to PC Needs CC

6. **SELECTION CRITERIA/EVALUATION OF PROPOSALS:**

Your proposal will be evaluated according to the following criteria: Please provide as much detailed info as possible:

**Specific Requirements for Tender Submission**

All tenderers need to provide us with the following:

**A. Technical Offer**

1. Background information on your company including your experience
2. Company information (document provided)
3. Please attach CV's of the people proposed to be allocated the job. Including the work they have done to date. Attach ID copies and copies of certificates.
4. Certificate of incorporation for your organisation
5. A valid B-BBEE rating certificate with a rating of at least 4. Ratings higher than 4 will be an advantage.
6. OFFER TO BE PUT IN A SEPARATE SEALED ENVELOPE MARKED Financial offer and name of the company.

**B. Financial offer**

1. Please provide a detailed budget

### **Summary description of required documentation**

- 1 outer envelope with name of the Company
  - Technical offer envelope – A
  - Financial offer envelop B
- 1 Set of Original documents
- 4 Sets of copies of all documents
- Response to Terms of Reference (ToR)
- Company Background Information
- Company Information
- Key experts with CV's
- Declaration Form
- Certificate of incorporation
- Valid B-BBEE certificate
- Tax Clearance Certificate

**Deadline for submission of proposal: 29 January 2018**

**Address:** Soul City Institute  
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Johannesburg