

TENDER FOR THE IMPLEMENTATION OF AUDIT MANAGEMENT SYSTEM (“AMS”)

Questions & Answers

1. Scope of Work

No.	Question	Answer
1	The implementation of the Audit Management System (AMS) is for what standards/requirements? e.g: ISO 9001:2015, ISMS 27001 or Environment, Sustainability and Governance (ESG) requirements?	<p>The purpose of the AMS implementation is to digitalize and modernize the current audit processes. The implementation is not intended to achieve formal compliance with any specific standards.</p> <p>The standards and frameworks mentioned in the (Appendix I - Statement of Compliance with Scope of Work and Specification Details) refer to the system’s capabilities and readiness, rather than to organizational or regulatory compliance.</p>
2	Licensing - What is the total number of licenses required, and can you confirm the type of licenses?	<p>Different system providers may adopt different licensing models (e.g. named user license, concurrent user license, role-based license). To ensure that MCMC’s licensing requirements are clearly defined and appropriately addressed, the estimated number of users is specified by role, as follows:</p> <ul style="list-style-type: none"> i. Administrator (IT & Audit) (mandatory) <ul style="list-style-type: none"> • 3 licenses ii. Auditor (mandatory users) <ul style="list-style-type: none"> • 20 licenses iii. Auditee (management response users) <ul style="list-style-type: none"> • Minimum of 10 user accesses • Access may be reallocated based on audit assignments iv. MCMC Top Management (report review users)

		<ul style="list-style-type: none"> • Minimum of 10 user accesses <p>Access may be reallocated based on management arrangement.</p> <p>Clarification Request: For user roles (iii) Auditee and (iv) MCMC Top Management, please clarify whether additional or separate licenses are required to perform their respective functions within the system.</p> <p>If additional licenses are required, kindly propose the appropriate license type, including the associated cost breakdown.</p>
3	Implementation Scope - For implementation activities (installation and training), is the delivery expected to be onsite, hybrid (onsite and remote), or fully remote?	For User Requirement Study (URS), User Acceptance Test (UAT), Final Acceptance Test (FAT) and Training must be onsite/physical. Others such as deployment of the system to production can be done through remote.
4	Para 41.4.2 - How many total users count are needed by MCMC? This includes all the prescribed users in the tender manual.	Refer to answer in Question 2 above.
5	<p>Para 41.5.1</p> <p>1. Kindly share and elaborate details on MCMC's Project Management Framework (PMF).</p> <p>2. Pls elaborate on the integration requirement. State and describe the integration requirement which may include</p> <p>2.1 Internal or external system other than below</p> <ul style="list-style-type: none"> - Active Directory (SSO). - ACL Tool – Advanced audit analytics and data extraction. (e.g. Power BI) - MCMC Digital Signature – Trustgate. <p>2.2 others. kindly state.</p> <p>3. Pls elaborate on what Data are required to be migrated? This may include type of data, how many of them and the time periods (e.g. last 3 years Data)</p>	<p>1. The Project Management Framework should include Initiation, Planning, Execute and Control, Transition and Close and Project Risk Management.</p> <p>2. Integration Requirement:</p> <p>A – Compulsory</p> <ul style="list-style-type: none"> a. Active Directory (SSO) – to integrate with our Azure Active Directory using Single Sign-On. There are two methods of integration which are SAML and OAuth. Tenderer to explore which method suits with the system b. MCMC Digital Signature – to integrate with our Digital Signature CA using the API <p>B- The platform must be compatible and ready for future integration :</p> <ul style="list-style-type: none"> a. ACL Tool – to integrate with ACL directly to the system database. System to push data to ACL using queries or views. b. Microsoft Power Bi – For data Visualization

		3. Currently, there's no data to be migrated.
6	Para 41.6.2 - Kindly share and elaborate on MCMC's Change Management Process.	<p>The Change Management Process is a structured process for managing the lifecycle of all changes to IT systems and infrastructure.</p> <p>Changes can be initiated by the business units/user departments, system owner, system administrator or support team. The person who initiates the change is responsible for providing the information and submitting the Request for Change (RFC) through the designated MCMC Change Request Form (CRF).</p> <p>At this stage, we are unable to share further details of the Change Request.</p>
7	Para 41.6.3 - Kindly share and elaborate details on MCMC's ITSM tool/platform.	<p>MCMC utilises an ITSM tool primarily to manage and track incident-related tickets after system Go-Live, including issue logging, monitoring, and resolution.</p> <p>At this stage, we are unable to share further details or disclose the specific name of the ITSM tool/platform. Additional information, if applicable, will be shared at the appropriate stage.</p>
8	<p>Para 47.1 - System implementation timeline</p> <p>Does MCMC have any preferences in regard to the project delivery timeline?</p> <p>Kindly state for example</p> <ol style="list-style-type: none"> 1. the estimated project start date (in DD/MMM/YYYY). 2. the estimated system go-live date (in DD/MMM/YYYY). 	<p>We have included the timeline in the tender document, which is 56 months (including 3 years support and maintenance) from the date of the Letter of Award ("LOA").</p> <p>The system implementation timeline will be 8 months and 12 months of warranty.</p> <p>At this stage, we unable to provide in details of the project start date and go-live date.</p>
9	Para 44.1 - If Test server for all tests included in the scope to be provided by the successful tendered	Yes, we can provide on-premises server only
10	Para 45.2 - Kindly consider allowing the Tenderer to demonstrate relevant project execution experience with international government and/or private sector agencies.	A demonstration of prior experience is not required. Tenderer may include relevant experience details in the written submission

11	Could you kindly confirm whether MCMC is looking for an off-the-shelf Audit Management System or a customised solution?	<p>At this stage, MCMC is open to both options, whether an off-the-shelf Audit Management System or a customised solution as long as it can be located in on-premises server. We are keen to review and evaluate proposals that best meet our functional, technical, and long-term operational requirements.</p> <p>However, both options must align with the Global Internal Audit Standards (GIAS) in term of audit functions, processes, capabilities etc.</p>
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