No.	Question	Type	Answer
1	Should we store the information in our application or must it be written back to the Employee/Board database?	Technical	It must be written back to Employee/ Board database.
2	Is client's POPI consent recorded electronically or will it be good enough to attach pdf?	Technical	Electronically and/or PDF, depending on the bidder's systems capability.
3	Is there a set list of document that should be collected? How would one identify outstanding information?	Technical	Yes there is a list of documents which should be collected and outstanding documents should be identified according to the list and as such the system should allow for the list to to be embedded onto the system.
4	Does the IDC have electronic access to the Master's Office	Technical	No
5	Does the IDC have electronic access to the Government central supplier database? It is possible to search company registration through the following link http://www.cipc.co.za/index.php/find-enterprise-ip-informatr/moo2/. Is there a batch file of all company listings available?	Technical	Yes - But limited only to certain functions in the orginisation.
6	Does the IDC have electronic access to SARS and Home Affairs?	Technical	No
7	Should our proposal include transaction monitoring?	Technical	Yes
8	Please expand on this requirement. KYC/VYC - Where possible link potential client to existing facility(ies) which the potential client may have with the IDC.	Technical	Where potential client already has an existing relationship, the system should be able to determine that the client has existing relationship with the IDC.
9	Please expand on the requirement to verify source of funds.	Technical	This should be a field where we may be able to capture source of funds and where possible, the system be able to verify against other databases the source of funds.
10	Our license is based on the total asset value of the organisation as well as the number of records/customers screened. Can We based it on a total asset value of $8 Billion and 8000 customers. Is this correct?	Technical	R 130 Billion and 8000 customer base (as at the time the tender was sent).
11	Can you clarify if this tender is only for a software tool and that the data will be purchased separately?	Technical	We would prefer the data to be included as part of the system
12	Can we submit a proposal for the data and/or our own tool?	Technical	Yes, the costs for data and bidder's tool may be separate - however, the data cost must be included in the tender response to ensure a complete solution and tender response.
13	Are bidders permitted to partner with other suppliers in instances where solutions are not 100% fit for purpose as per the tender	Technical	To some extent yes, it would be ideal if the solution provider becomes our only liaison if any issues are experienced with the solution.
14	Can a bidder provide multiple systems as part of the solution. I.e. an solution for on-boarding, a solution for screening etc which have automated integration points? In other words, the platform provided does not have to be a single all encompassing solution?	Technical	The tender calls for a financial crime mitigation customer due diligence solution / system that addresses the IDC's functional requirements / capabilities. The IDC would prefer to have one complete solution which addresses all the requirements however bidders may propose how best to achieve this requirement.
15	The 10 compliance staff members highlighted in the proposal have they been hired as yet?	Technical	6 of the 10 have been hired and a process to hire the rest has been initiated.

16	Would the IDC be interested in partnering with a service provider to perform more of the back-off functions associated with AML, i.e. phase 1 reviews of adverse media; Processing of the on-boarding documentation with only reports being sent to the 10 compliance staff members. In other words, utilise the entity who provides the platform as the processing entity while the IDC focus on the risker elements – i.e. acceptance of high risk relationships	Technical	No, the IDC is not interested in partnering with a service provider to perform back-office functions. The IDC merely wants to acquire a solution / system that will enable it to perform these functions more efficiently.
17	How many distinct clients does the IDC have? How many clients do they on-board on a daily basis?	Technical	Currently +/- 2000 and about 10 on-boardings a day.
18	Is there a defined Risk Based Approach for which clients are measured; low, medium or high? I.e. the system needs to cater for the current Risk Based Approach as designed or is the Risk Based Approach required to be designed as part of the proposal?	Technical	Yes, there is framework for the RBA however the solution should be flexible to allow for amendments thereto and to also consider the required functional capabilities as specified in the tender (part 3.1.7 on page 16 of the tender). The bidder is therefore not required to design an RBA at this stage.
19	Does the IDC have a defined set of on-boarding requirements and policies? Have all these components been highlighted in the specifications document of the tender?	Technical	Yes the IDC does have these policies in place. All these components has not been fully / comprehensively included in the tender specification as some of these policies are currently under review. The policy principles and objectives are covered / implied in the tender specifications as part of the tender scope.
20	How will changes to the platforms be managed? Is there an expectations that the provider continually assist to make changes to on-boarding requirements as the Risk Based Approach changes? I.e. how flexible does the system need to be in terms of making changes to actual data points captured?	Technical	Initially, service provider assistance will be highly required, however system must be customisable enough that staff members can effect and configure any non-core aspects.
21	Does the system have to cater for the calculation of the Risk Rating and scoring of clients – i.e. will the IDC provide their risk scoring algorithm to be built as part of the system	Technical	The IDC will provide a scoring algorithm to be built as part of the system
22	How many data sources are utilised to calculate the risk score?	Technical	The IDC uses multiple (approximately 12) data sources to manually assign the risk score / rating.
23	Of the third party providers listed (home Affairs, Masters Office, NewsMonitor; Market IQ; CIPC/SA Company; Saflii.org/za; Legalbrief.co.za; Greengazette; General internet (Google); Facebook; Whoswho; Linkedin) where does the IDC already have licenses? Quantity of these licenses?	Technical	The IDC already have Licences in CIPC, SA Company, Saflii.org.za, Legalbrief.co.za and one license for each.
24	Will the Projects and Portfolio Management Teams require view access to the client records? Will they need to have the ability to update records?	Technical	Yes
25	Should all parties in a joint proposal provide all the relevant documents and sign all Annexures or is it only necessary that the main bidder completes all.	Commercial	All parties, members, JV partners, subcontractors of the bidder must complete all annexures
26	Should the Vendor have the capability to integrate with the South African HANIS (Home Affairs National Identity Service) solution directly or will this be facilitated by the IDC?	Technical	Yes, it is preferred that the vendor should have the capability to screen and / or integrate with the South African HANIS to enable identification and verification. Refer to page 15 of the tender document for more detail.
27	What are the expected FAR (False Accept Rate) and FRR (False Reject Rate) of the FR (Facial Recognition) engine?	Technical	The expected FAR and FRR should be as accurate as practicable.
28	What are the deployment models required for the solution, on-premise, public cloud, private cloud, or hybrid?	Technical	Hybrid
29	Are there any further requirements for biometric data, e.g voice, OCR (Optical Character Recognition)?	Technical	No.
30	Is there a requirement to service the rest of Africa?	Technical	Yes
31	Will the vendor be allowed to facilitate the acquisition of documents via a mobile device or is this limited to a web interface only?	Technical	The vendor will be allowed to to facilitate acquisition of documents via a mobile device
32	What is the maximum number of concurrent transactions (per hour/per minute) expected for the solution?	Technical	At least 10 transactions per hour however bidders may provide their solution capabilities in this regard.
33	What is the expected response time when the system is under the load stipulated above?	Technical	The system response times should ideally be not longer than 10 minutes per transaction when fully loaded however the solution / system proposed should be as efficient as possible.
34	It seems that SharePoint integration is required in order to upload the respective documentation? Is the requirement that an automated process is facilitated via SharePoint APIs?	Technical	Yes