
Q&A 1 Provision of an Operational Risk Management Software
PRC0003791

<p>Q1: Audit: The ESM only intends storing audit reports and managing findings. What would be the format to be stored?</p>	<p>The ESM does not require a specific file format. The solution should support the storage of common document formats used for audit reports and supporting evidence, including PDF, Microsoft Word, Excel and other standard business file types. Alternatively, the solution may support the management of audit findings through a structured register within the software, without requiring the storage of the full audit report itself.</p>
<p>Q2: For the optional Risk Scenario analysis - what algorithm does the ESM intend to use?</p>	<p>The ESM does not currently apply a predefined algorithm for operational risk scenario analysis. The objective is for the solution to support industry-standard scenario analysis methodologies aligned with Basel Committee principles and operational risk management best practices.</p>
<p>Q3: User provisioning: ADFS (SSO) and EntraID (User Provisioning) are mentioned - the bidders needs to provide interfaces to both environments?</p>	<p>Integration with Microsoft Entra ID is required for both user authentication (SSO) and automated user provisioning.</p>
<p>Q4: Does the ESM expects the bidder to clarify the demo use cases already in the response of the RFP?</p>	<p>No. As set out in Section 4.6 of the RFP, Candidates meeting the eligibility, selection and exclusion criteria will be invited to demonstrate their solution. During the demonstration, Candidates shall present the four (4) use cases provided in Annex I of the Terms of Reference, demonstrate the views available to each category of users in the Software, and answer any questions from the Evaluation Committee. Questions relating to the written proposal may also be addressed during the demonstration</p>
<p>Q5: Data migration: The Service Provider will support the ESM in the migration of historic data. Does the ESM mean with</p>	<p>The ESM will provide the historical data and the corresponding mapping specifications. The Service Provider is</p>

<p>that: providing the required format and assistance in case of errors and The ESM will do the data transformation/mapping?</p>	<p>expected to provide the required import templates/formats, support the migration process, perform the data import into the Software, and assist in the resolution of migration issues or errors identified during testing and migration.</p>
<p>Q6: We intend to, next the production environment, supply 1 extra dev environment that can be uses as well as training/QA. Is this according to the needs of the ESM?</p>	<p>The ESM requires a production environment and an appropriate non-production environment to support implementation, testing, configuration, development and training activities. A single non-production environment that can be used for development, quality assurance and training purposes is acceptable.</p>
<p>Q7: We understand the ESM intends to outsource future changes (functional enhancements and deployment additional modules) to the Service Provider. How do these services need to be priced in the commercial response template</p>	<p>The Commercial Response shall be completed in accordance with Annex 4. Candidates are required to provide the pricing elements requested in the Commercial Response Template. No additional pricing for unspecified future services beyond the requested pricing elements is required.</p>
<p>Q8: How should Candidates complete the commercial response template if their licensing model is based on concurrent users rather than named user subscriptions?</p>	<p>The commercial response template shall be completed as provided. As the RFP does not define any assumptions regarding concurrent usage, the ESM cannot validate or endorse candidate-specific concurrent user estimations. Candidates shall complete the template using the user quantities specified therein. Where a Candidate's licensing model is based on concurrent users, an explanation of how the proposed licensing model meets the specified user requirements may be included in the comments section or accompanying documentation, provided that this does not alter the requested pricing structure.</p>
<p>Q9: How should Candidates complete the commercial response template if their pricing or licensing model differs from the structure of the commercial response template?</p>	<p>The commercial response template shall be completed as provided. Candidates are responsible for reflecting all costs associated with their proposed solution in the appropriate sections of the template.</p>

	<p>The ESM will not validate or endorse Candidate-specific pricing assumptions, licensing models or cost allocation methodologies. Where necessary, Candidates may explain their pricing or licensing model, including any assumptions or allocation methodology, in the comments section or accompanying documentation, provided that this does not alter the requested pricing structure</p>
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