



REQUEST FOR QUOTATION (RFQ) NUMBER: Internal Audit US3122

FOR THE PROCUREMENT OF: AUDIT SOFTWARE PLATFORM

ISSUE DATE: 10/18/2021

CLOSING DATE: 10/28/2021

INTRODUCTION:

Catholic Relief Services - United States Conference of Catholic Bishops (CRS) is a global humanitarian and development agency, working in 114 countries with 1,929 local partners to improve the lives of 159 million people.

The mission of the Internal Audit Department of CRS is to assist the Board of Directors and senior management in strengthening internal controls over Agency resources, and promote effective operations by evaluating compliance with the Agency's policies and procedures, and donor requirements.

The mandate of the department is formally defined in its Internal Audit Charter, which has been approved by the Audit & Risk Management Committee of the Board of Directors.

CRS Internal Audit Department intends to automate the audit operations and collaboration across the Agency through a highly capable audit software. This proposed automation will involve end-to-end process from the audit planning stage to tracking the audit corrective actions. The audit software should specifically be able to improve the audit process as outlined in the Appendix. Integration with existing CRS operating system/applications (Microsoft Office) and ERP system (Insight Oracle) is highly desired, where possible.

The selected supplier will be engaged to design, test and migrate all past internal audit information into the new software, and plan and deliver training for the internal audit staff.

DELIVERABLES:

- Audit software capable of supporting full cycle in the audit process.
- User guide for various modules within the system.
- Transfer of legacy data to the new audit software.
- Training materials, facilitation, and summary report upon completion of the training sessions.
- Audit Scoping - defining the audit universe and developing the long-term audit schedule.
- Audit Risk Assessment - risk assessment aimed at supporting audit and project planning.

- Audit Work Paper Management - ability to review, collaborate and sign off on work papers.
- Reporting - consolidating audit findings and observations along with reporting the criticality of each audit finding.
- Audit Evidence Management - linking fieldwork, controls and risks to the evidence collected.
- Issue Tracking - automation of follow-up activities for all findings, including owners, task delegation, deadlines and criteria for close.
- Audit Project Management - organizing the audit activities and tasks according to a selected approach.

RFQ TIMELINE:

RFQ Launch:	October 18, 2021
Supplier Questions to CRS:	October 20, 2021, 11 p.m. ET
CRS Responses to Questions:	October 22, 2021
Complete Proposals Due:	October 29, 2021, 10:00 a.m. ET
Supplier Demos to CRS:	November 4 - 5, 2021
Proposals Review and Evaluation:	November 9 - 12, 2021
RFQ Award:	To Be Determined

I. REQUIREMENTS & CONDITIONS:

- A. **Bid Validity:** Bid must be valid for 60 days from date of submission.
- B. **Payment Terms:** Net 30
- C. **Resulting Award:** As a result of this solicitation, CRS anticipates entering into a contract with the selected contractor. Any resulting agreement will be subject to CRS General Terms and Conditions.
- D. **General Terms and Conditions:** See Annex F.
- E. **CRS' code of conduct:** The Supplier or Service Provider agrees to adhere to the requirements laid out in the Supplier and Service Provider Code of Conduct. See Annex F.

II. QUOTE SUBMISSION: Quotes must be submitted by email to: regina.hill@crs.org, by October 29, 2021, 10 a.m. ET. Submissions must not exceed 10MB and should specify the RFQ number in the message subject line.

III. EVALUATION: Received quotes will be evaluated using a 3-stage process for a total of 100 points.

- A. **Responsiveness [Pass/Fail]:** All quotes must be complete and compliant. A quote will be deemed responsive if the quote is signed, meets the Audit Software SOW requirements, is valid for at least 60 days, and is substantively responsive to the terms and conditions of the RFQ.
- B. **Technical Proposal:** The proposal should include discussion on the technical aspects of the software and capabilities.
- C. **Demonstration: All suppliers whose quotes are considered responsive will be invited to participate in demonstrations of their software to CRS. Demonstrations will be scored on:**
 - Demo should focus on the functionality of the audit software.
 - Focus on audit capabilities in a country program.
 - Demonstration of an audit process within the system.
- D. **Price Evaluation:** Please submit two separate proposal documents - technical and cost proposals.

I. Rejection of Award:

- A. CRS may reject any quote that is not substantively responsive to the terms and conditions of the RFQ.
- B. CRS is not bound to accept the lowest or any quote and reserves the right to accept any quote in whole or in part and to reject any or all quotes without assigning any reason therefore and to Contract on any of the terms offered or on different terms.

II. Ineligible Equipment or Services:

Any offer for the supply of the following will be not be eligible for consideration:

- i. Telecommunications or video surveillance services or equipment produced or provided by Huawei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities)
- ii. Any other telecommunications or video surveillance provider produced or provided by an entity that the U.S. Secretary of Defense reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country

ANNEX A: STANDARD TERMS & CONDITIONS

Catholic Relief Services' Standard Terms and Conditions can be found at <http://crs.org/vendor-terms/vendor-terms.pdf>, or obtained from CRS upon request, and are binding as applicable under local law.

APPENDIX: THE CURRENT AUDIT PROCESS

Activity	Apps	Access ¹
<p><u>Annual Risk Assessment and Planning</u> ²</p> <p>Each entity is scored by gathering and ranking risk data from various internal and external sources for each risk factor³ and its corresponding components, e.g. entity budgets and percentage of USG funding are ranked to determine the materiality of each entity. The risk data are mapped/analysed in an Excel scoring worksheet, and this worksheet becomes the source for PowerBI visual/dashboard reporting, which becomes the basis for the audit plan.⁴</p> <p>Entities selected/included in the audit plan are encoded in a SharePoint list called “Audit Engagements”. This list is the master database containing engagement details about the type of engagement, planning year, entity name, cycle, region, engagement type, team assignments, process owner, audit dates (start, fieldwork, reporting, end), etc. The list is used for the following: (1) informing staff of their assignments, (2) monitoring the status of engagements, (3) reference for audit committee meeting presentation, and (4) MailMerge source for generating engagement letters. The list is updated manually by the Senior Manager as the audit engagements progress.</p>	<p>SharePoint, OneDrive, Excel, PowerBI)</p>	<p>W = Senior Manager</p> <p>R = Other Audit Staff</p>

¹ R = Read, W = Write

² Audit universe management, periodic collection/analysis of risk data, audit planning, database management, scheduling, team assignment

³ These are Materiality, Extent of Change, Complexity, Inherent Risks, Inherent Risks, Vulnerability/Control Environment, Fraud Potential, Sensitivity, Management Input, and Recency of Internal Audits.

⁴ The risk assessment worksheet, dashboard, and plan are prepared by the Senior Manager, and reviewed/approved by the Director of Internal Audit.

Activity	Apps	Access ¹
<p><u>Engagement Planning</u> ⁵</p> <p>At least three months (90 days) before the audit is scheduled to begin for a Country Program, an engagement memo email is transmitted to the Country Representative. The accompanying engagement letter attachment is generated through Word MailMerge sourcing information from the Audit Engagements SharePoint list. The Auditor-in-Charge executes the planning procedures and produces the Audit Planning Document that is reviewed and approved by the supervising Senior Manager and/or the Director. Planning activities and coordination are done through Teams.</p> <p>The Director periodically approves the audit programs as they get revised. Most of the audit programs are in (the process of converting to) Excel format. They are designed to focus internal audits on common key risks and controls that are found in most Country Programs, and tailored as needed for targeted reviews (or to adjust the nature and extent of testing) under the supervision of the Auditor in Charge. The audit programs library resides in Audit Workspace, a page in Internal Audit’s SharePoint site accessible only to audit staff.</p>	<p>Outlook, Word, Teams, SharePoint</p>	<p>W = All Audit Staff</p>
<p><u>Audit Execution</u> ⁶</p> <p>Auditors perform and document their work in the audit programs and workpapers. Guidance for sampling are contained within the programs. Auditors apply professional judgment to decide on an appropriate sample selection approach and sample sizes, and clearly describe the sampling approach in the work papers. Auditors use Teams to collaborate and coordinate work such as sharing files and updates, and reviewing and approving workpapers. Sign-offs are done within the audit programs and workpapers, and sometimes in SharePoint (Audit Workspace) where the workpapers are filed.</p> <p>SharePoint keeps a history log of workpaper versions. The Auditor in Charge has overall responsibility for the day-to-day performance of the audit team during fieldwork and monitors the satisfactory completion of audit assignments and facilitate the audit team’s communication with management.</p>	<p>Teams, Word, Excel, SharePoint</p>	<p>W = All Audit Staff</p>

⁵ Risk assessment, audit scope, staff assignment, audit program customization

⁶ Sampling, fieldwork, workpaper documentation, supervision

Activity	Apps	Access ¹
<p><u>Reporting</u> ⁷</p> <p>During fieldwork, the auditors draft their findings in the audit programs. The Auditor in Charge picks up these findings and consolidates them to a Word draft report (which is discussed with management during the weekly update and exit meetings).</p> <p>After the exit meeting, the Auditor in Charge submits the post-exit meeting draft to the supervising Senior Manager who reviews, edits, and comments on the draft before it is returned to management for official comments. At this point, the findings had been classified by risk rating.⁸</p> <p>After the management comments are obtained, the report is submitted to the Director for final review and issuance.</p> <p>Audit staff collaborate through Teams. Reports and other communications are transmitted to/from management via Outlook.</p>	<p>Word, PDF, Teams, Outlook</p>	<p>W = All Audit Staff</p>
<p><u>Feedback Management</u> ⁹</p> <p>After the audit is completed, the supervising Senior Manager and/or the Auditor in Charge debriefs with the audit team. The Senior Manager/Auditor in Charge submits a staff performance evaluation form for each audit team member through Forms. The survey results are accessible only by the Senior Manager.</p> <p>After the audit report is issued, the Senior Manger updates the Audit Report Date field in Audit Engagements, and an automated customer satisfaction survey email is generated and sent to the Country Representative. The email contains a link to Forms. The survey results are accessible only by the Senior Manager.</p>	<p>Forms, Outlook</p>	<p>W = All Staff, Visitors</p>

⁷ Writing, reviewing, consolidating, communicating, issuing

⁸ MW = Material Weakness, SD = Significant Deficiency, CD = Control Deficiency, RRW = Residual Risk Watch.

⁹ Staff performance, customer satisfaction

Activity	Apps	Access ¹
<p><u>Follow-up and Closure</u> ¹⁰</p> <p>Within a week following the official release of the internal audit report, an audit staff encodes the audit report findings and recommendations (as well as the individuals identified in the audit report as persons responsible for implementing the audit recommendations (the “assignee”)) in the Audit Follow-up and Closure SharePoint list.</p> <p>Through Power Automate, the assignees then receive an automated email for each recommendation assigned to them. The email contains detailed but simple instructions in closing or delegating the recommendation, as well as the link to the pertinent record in the SharePoint list where action items are to be documented.</p> <p>The assignees update the “Action Taken by Management” section of the record and uploads supporting documents of the recommendation implementation within 60 days. An assigned audit staff validates the information and updates the status of the record “Closed” if satisfactory, and the assignee is notified of the closure automatically via Outlook email. Otherwise, the assignee is notified accordingly of the additional requirements. Assignees are also automatically reminded two weeks before the deadline for implementing the recommendation and every week until the record is closed.</p>	<p>PDF, SharePoint, Power Automate, Outlook</p>	<p>W = All Audit Staff, Visitors</p>
<p><u>Dashboards</u> ¹¹</p> <p>Internal Audit uses PowerBI for visual/dashboard reporting of information across the audit process. The following PowerBI content is in use:</p> <ul style="list-style-type: none"> • Risk Assessment and Planning – for risk ranking using the Risk Assessment worksheet information. • Internal Audit Dashboard – for tracking and monitoring the status of Audit Engagements. • Internal Audit KPI – to consolidate/report results of staff performance evaluation and customer satisfaction survey feedback (for senior audit management use only) • Internal Audit Status Report – for tracking, monitoring, and presenting/reporting the status of the Audit Follow-up and Closure to management and to the Audit and Risk Management Committee. 	<p>PowerBI</p>	<p>W = Senior Manager</p> <p>R = Other Audit Staff, Visitors</p>

¹⁰ Database management, tracking of corrective actions

¹¹ Risk ranking, work progress, scheduling, staff assignments, audit results

Activity	Apps	Access ¹
<p><u>Audit Artifacts and Retention</u></p> <p>Internal Audit uses SharePoint as repository for audit programs, workpapers, guidance, documents, and other files. An Audit Workspace page was created within the SharePoint site specifically for the audit staff.</p> <p>Audit documents are governed by CRS' documentation retention policy. By default, audit reports, workpapers, and other documents do not have a retention period. There is no automatic recycling and disposition of content unless set-up by GKIM.</p>	<p>SharePoint</p>	<p>W = All Audit Staff</p>



ANNEXES AND ATTACHMENTS

REQUEST FOR QUOTE NO. US3122

INTERNAL AUDIT SOFTWARE

CATHOLIC RELIEF SERVICES

BALTIMORE, MARYLAND

ANNEX A

PROPOSAL RESPONSE FORM

Submitted by:

The undersigned hereby submits the attached proposal for PO #US3122 Internal Audit Software.

Authorized Name and Title:

Authorized Signature:

Witness Name and Signature:

ANNEX B

FINANCIAL PROPOSAL

The financial proposal should not be included in the technical proposal.

Please ensure pricing quoted is comprehensive and includes all reasonable business expenses that may be incurred in the completion of project objectives.

Identify the basis of offering, any critical assumptions, implied service levels, restrictions on raising or reducing need for interaction with CRS Staff and data sharing, and any application of non-profit discounts.

ANNEX C

BIDDER QUESTIONNAIRE FORM

Completed table is required with Bidders official proposal.

REQUESTED INFORMATION	BIDDER RESPONSE
Legal Company Name	
Address	
Telephone No. and Email Address	
Website	
Name of Contact Person	
Title of Contact Person	
Billing Address	
Tax Registration or equivalent document	
DUNS Number	
Parent Company (if applicable)	
Parent Company Address	
Subsidiaries, Associates, Associations, Overseas Representatives	
Type of Business (corporation, partnership, sole proprietorship, etc.)	
Within the last three years, has administrative, civil or criminal litigation been filed or pursued in any country against your Company? If yes, provide specific details.	
Three references with a similar scope of services as requested in the RFP. Client Name, Email, Business Address, Nature of Project.	

ANNEX D

DETAILED COMPANY INFORMATION

Submitted by (Name):

Please insert your responses within questions 1 through 3b below. The pages will expand as needed to fit your responses.

1. **Prior Experience/Brief Background:** Provide brief background of the company and indicate the prior experience of the company.
2. **Unsuccessful Performance:** Please describe an unsuccessful performance for a client. (No more than 2 pages.)
3. **Location Work Plan:** Provide a detailed plan on how you intend to service the contract regarding the following:
 - a. Implementation Phase: What will be the initial setup to start or kick-off the project?
 - b. Contingency Phase: What are your contingency plans and how do you plan to carry them out if any unforeseen circumstance arise that can cause disruption in the service?

ANNEX E

TERMS AND CONDITIONS

Annex F, #2 presents the Terms & Conditions (“T&Cs”) which CRS considers to be essential and relevant to the contractual relationship between the parties. Bidders are expected to familiarize themselves with these T&Cs and be prepared to be governed by them in substantially the form presented here. In submitting a proposal, a vendor who desires to request an exception to these T&Cs and/or desires to propose an alternative approach to a particular provision should identify such provision(s) and explain the rationale for the exception or alternative. Additionally, should the Bidder propose to use a form contract adapted to its particular goods or services which substantially conforms to the T&Cs presented here, that form contract should be submitted as part of the Bidder’s Bid Package.

Terms and Conditions Acceptance

I hereby accept and agree to the Terms and Conditions of this Request for Quote RFQ# US3122 for Catholic Relief Services, located at 228 W. Lexington St., Baltimore, MD. 21201.

Name and Title of authorized respondent:

Signature:

Date:

ANNEX F - CRS TERMS AND CONDITIONS

1. CRS SUPPLIER AND PROVIDER CODE OF CONDUCT

The Supplier or Service Provider agrees to adhere to the requirements laid out in the Supplier and Service Provider Code of Conduct:

https://www.crs.org/sites/default/files/supplier_code_of_conduct.pdf

2. STANDARD TERMS AND CONDITIONS

Catholic Relief Services' Standard Terms and Conditions can be found at <http://crs.org/vendor-terms/vendor-terms.pdf>, or obtained from CRS upon request, and are binding as applicable under local law.

ANNEX G – BUSINESS VERIFICATION

SUPPLIER FINANCIAL REVIEW, BUSINESS REGISTRATION, ACCOUNT REPRESENTATION

- A. Please submit financial statements that indicate your company or business has the ability to complete work without advance financial assistance by CRS.
- Income Sheet, or Profit & Loss Statement
 - Cashflow Statement
 - Balance Sheet
 - Bank Letter (indicating years as a client, type of accounts)
- B. State whether the firm is a local, national, or an international firm. Indicate Global presence or international reach. Is company privately held or publicly traded?
- C. Describe the local office and the team that would be assigned to CRS. Include an organizational chart relevant to the team being proposed and identify the first point of contact for CRS.

ATTACHMENT H

RELATIONSHIP DISCLOSURE

Describe any current or past relationships your organization may have with CRS, and if it is a potential conflict of interest. If there is a potential conflict of interest, please explain how this risk will be mitigated.

Describe any personal or familial relationships any employee of the Bidder has with any employee of CRS. If there is a relationship, please explain how any conflict of interest risk will be mitigated.

Describe any personal relationships you have with CRS or employees of CRS.

All bidder team members must complete this form.

Bidder:

By: _____ Date: _____

Printed Name: _____

Title: _____