Request for Proposal (RFP)

Internal Audit & Risk Management Software

Release Date: 10th March 2026

Tender Deadline: 19th March 2026, by 5:00PM, Nairobi, Kenya Time

Table of Contents

1.0   Introduction

Nairobi Java House Limited ("Java House") invites eligible and qualified bidders to submit proposals for the supply, installation, configuration, commissioning, and support of an Internal Audit and Risk Management software solution. The solution is intended to enhance the effectiveness, efficiency, and integration of the Internal Audit & Risk Management function by providing an end-to-end platform covering risk management, internal audit planning, execution, reporting, issue follow-up, and related governance processes.

1.1   Instructions to Bidders:

All bidders are advised to read and comply with these instructions to ensure their bids are considered

1.1.1   Project Schedule

10th March 2026	RFP released to bidders
16th March 2026	Last date for clarifications to be received by NJH via email as described below.
19th March 2026	Due Date: Proposals received by NJH by 5:00 p.m. Kenya time via email as described below.

1.1.2   Submission of Bids

Interested bidders are invited to respond in accordance with the requirements and specifications outlined in this Request for Proposal (RFP) by sending their proposals STRICTLY to tenders.audit@javahouseafrica.com on or before 5:00pm (EAT), Thursday 19th March 2026. The submissions should be made strictly to the stated email address and should not copy any other email within Java House. Submissions received after the deadline will not be considered.

1.1.3   Mandatory Documents

Interested bidders are required to submit the following mandatory documents:

1. Copy of Company Registration Certificate
2. Valid Tax Compliance Certificate
3. PIN Registration Certificate
4. Current and valid CR12 Form (issued within the last 6 months)
5. Valid Business License

1.1.4   Mandatory and Optional Modules

The bidders should consider all subsections/modules outlined as mandatory requirements except where they are indicated to be optional.

1.1.5   Bid Validity

All bids shall remain valid for a minimum period of 90 days from the tender closing date.

1.1.6 Right to Accept or Reject

Java House Africa reserves the right to accept or reject any bid, in whole or in part, and is not bound to award the lowest bidder. The company further reserves the right to cancel the tender process at any stage without assigning reasons.

1.1.7 Confidentiality

All information provided in this tender, and any subsequent clarifications, must be treated as confidential and used solely for the purpose of preparing the bid.

2.0   Scope of Work/Functional Specifications

The proposed solution should provide functionalities as detailed in the categories below.

2.1   Risk Management Module

- An integrated Risk Management module to conduct enterprise-wide risk assessments and maintain a centralized risk and control register.
- Automated risk rating functionality using configurable risk factors, weighted scoring models, and user-defined materiality parameters.
- Web-based risk self-assessment capability for departments and management, including automated dashboards and graphical heat maps.
- Automated alerts/ triggers (including email alerts) for periodic reviews of self-assessments.

2.2   Business Continuity Management (Optional)

- A centralized Business Continuity Management (BCM) module with version control, approval workflows, ownership assignment, and alignment to business units.
- Capability to develop and maintain Business Continuity Plans (BCPs), including Business Impact Analysis (BIA), recovery strategies, and critical resource identification.
- Capability to plan, schedule, track, and document BCP tests, drills, and exercises, including reporting of improvement actions and readiness status.

2.3   Policy and SOP Management

- A centralized repository for policies, procedures, frameworks, and guidelines, including document metadata (owner, version, effective date, review frequency, and status).
- End-to-end document lifecycle management including drafting, collaboration, version control, approval workflows, scheduled reviews, and full audit trail history.
- Advanced classification, tagging, and search functionality with linkage to risks, controls, regulatory requirements, and compliance standards.
- Secure role-based access, controlled distribution, automated alerts (reviews, approvals, updates), and management reporting on policy status and compliance metrics.

2.4   Audit Universe and Annual Planning

- Capability to maintain and manage the audit universe, including auditable entities, risk ratings, project history, contact information, and supporting documentation.
- Automated generation of draft Annual Audit Plans based on enterprise risk assessment results and prioritization criteria.
- Capability to allocate audit resources, including planned hours per engagement and per auditor.

2.5   Individual Audit Engagement Planning

- Capability to generate individual audit engagement plans from the approved Annual Audit Plan.
- Capability to assign team members and manage planned hours per auditor.
- Capability to export audit plans to Microsoft Office tools (Word, Excel).

2.6 Audit Fieldwork and Project Management

- Capability to track actual audit time by auditor, project, and audit phase.
- Capability to compare actual versus planned/budgeted time, including audit vs. non-audit reporting.
- Capability to generate real-time project management and status reports by auditor and engagement.

2.7 Audit Execution and Management

- Capability to create, modify, approve, and manage audit programs using standard and customizable templates.
- Capability to perform audit testing, record results, document findings, root causes, and recommendations.
- Capability to assign severity ratings and link findings to risks, controls, and supporting documentation.
- Automated audit communication workflows including notifications, reminders, and approval routing.
- Secure centralized repository for audit programs, templates, findings, and documentation.
- Capability to operate in both online and offline environments.

2.8 Electronic Working Papers

- Structured electronic working paper indexing aligned with audit phases (planning, fieldwork, reporting, follow-up).
- Capability to link and embed documentation including Microsoft Word, Excel, scanned documents, and process flowcharts.
- Secure electronic signoffs with multi-level supervisory review workflows.
- Capability to store, retrieve, archive, and print complete audit files.

2.9 Audit Reporting

- Automated generation of audit reports in Microsoft Word format using captured findings and recommendations.
- Customizable audit report templates.
- Structured supervisory review workflows and controlled distribution of draft reports.
- Capability to capture auditee responses and manage final report approval and issuance.

2.10 Audit Findings and Recommendation Tracking

- Centralized tracking of audit findings, recommendations, and management action plans.
- Web-based interface for auditees to update implementation status and upload supporting evidence.
- Automated reminders including email alerts, follow-up tracking, repeat finding analysis, and search functionality.
- Board-ready dashboards and management reports on issue status and aging analysis.

2.11 Internal Quality Assessments

- Capability to conduct internal audit quality assessments and self-assessments aligned with professional standards.
- Capture and analysis of assessment results and improvement actions.
- Automated generation of quality assessment reports.

2.12 Administration and Performance Monitoring

- Capability to perform auditor performance evaluations and productivity analysis.
- Capability to maintain complete audit history including prior audits, responsible auditors, and issue trends.
- Efficient system administration requiring minimal ongoing administrative effort.

3.0 Training & Change Management Requirements

3.1 Technical Requirements

The system shall provide:

- Integration with enterprise systems including Microsoft Office applications.
- Role-based access control with secure authentication and permissions management.
- Robust data security including encryption, secure hosting options, backup, and disaster recovery capabilities.
- A unified licensing model covering risk management, policy management, audit management, working papers, reporting, and issue tracking modules.
- Multi entity requirement - ability to have various entities created and managed within a unified system.
- The system shall provide secure, structured archive management functionality, including automated periodic backups, defined retention schedules, controlled access to archived audit files, comprehensive audit trails, and efficient search and retrieval capabilities to ensure long-term preservation, regulatory compliance, and business continuity.

3.2 Implementation Requirements

The vendor shall:

- Provide a detailed implementation methodology including timelines, phases, milestones, and resource allocation.
- Support configuration, installation, customization, data migration, and system integration.
- Provide a structured cutover plan and post-implementation stabilization support.
- Deliver comprehensive system documentation including configuration guides and administrative manuals.

3.3 Data Migration

The vendor shall:

- Migrate historical data from the existing system, including but not limited to risk registers, audit universe records, audit files, findings, recommendations, working papers, management action plans, and policy documents.
- Ensure data integrity, completeness, and accuracy through validation testing and reconciliation prior to go-live.
- Provide documented evidence of successful data migration and obtain formal user sign-off before system commissioning.
- Ensure secure handling of all data during migration, including encryption, controlled access, and compliance with applicable data protection regulations.

3.4 Training Requirements

The vendor shall:

- Provide role-based training for auditors, risk managers, supervisors, administrators, and management users.
- Deliver training through blended formats (on-site workshops, virtual sessions, manuals, and e-learning).
- Provide train-the-trainer sessions to support internal knowledge transfer.
- Offer refresher training and update briefings following system enhancements.
- Provide access to a helpdesk, knowledge base, and ongoing user support resources.

3.5 Vendor Qualifications

The vendor must provide:

- Company profile and years of operation
- Experience implementing internal audit or GRC systems
- At least 3 client references (preferably in Africa or similar sectors)
- Details of local implementation/support presence
- Description of product roadmap and upgrade policy