

Answers to Queries - Internal Audit Partner (IT Audit – Application Controls)

Reference is made to the announcement published on 06th July 2023, please find the below answers to the queries received for the captioned bid.

#	RFP Section	Queries	Answers
1.	NA	Is this a binding proposal? Kindly Clarify	No
2.	Section 3- Areas to be covered by Audit Partner (page 2 of 7)	Please let us know the number of CBS systems used by BML	1
3.	Section 3- Areas to be covered by Audit Partner (page 2 of 7)	Please let us know the name of CBS system being used by BML	Temenos T24
4.	Section 3- Areas to be covered by Audit Partner (page 2 of 7)	Please let us know the number of CRM systems used by BML	1
5.	Section 3- Areas to be covered by Audit Partner (page 2 of 7)	Please let us know the name of CRM system being used by BML	Microsoft Dynamics CRM 2015
6.	Section 3- Areas to be covered by Audit Partner (page 2 of 7)	Please specify the number of application controls to be tested for CBS and CRM system in total?	All
7.	Section 3- Areas to be covered by Audit Partner (page 2 of 7)	Please give few examples of application controls which you intend to get tested	It should cover all the modules of software that is being used by BML.
8.	NA	Does BML have a defined Risk Control Matrix (RCM) or list of controls which are required to be tested?	Yes, but at a very high level
9.	NA	What shall be the audit period or period under coverage for this assignment?	One year
10.	NA	Is General IT Control (GITC) review of CBS and CRM required to be conducted? GITC controls typically cover access management, change management etc. Kindly clarify	GRC has been covered in 2022 audit. Only exceptional point shall be covered.
11.	NA	Does BML have data flow diagrams which indicate the data input and output for CBS and CRM system ?- Kindly clarify	No



12.	Table on page 7 of 7- Input and Access Controls	One section of scope mentions "Automated segregation of duties and access rights"- Kindly clarify if BML has an automated tool or system used for tracking Segregation of Duties?	No
13.	Table on page 7 of 7- Processing Controls	One section of scope mentions "Interface balancing" - Kindly specific what is expected to be tested against this scope item	Integrity of Input/ output between CBS and satellite systems are to be checked along with completeness of data transfer from one system to another.
14.	Table on page 7 of 7- Processing Controls	One section of scope mentions "Automated functionality and aging" - Kindly specific what is expected to be tested for 'aging'	Behavior of the CBS for unprocessed / unauthorized transactions impact on the GL
15.	Table on page 7 of 7- Integrity Controls	One section of scope mentions "Rights to senior users based on their roles and need to use the application"- Kindly specify if a Delegation of Authority Matrix (DOA) or equivalent document available with BML which states what level of access is required by each designation ?	No
16.	Table on page 7 of 7- Management Trails	One section of scope mentions "History" - Kindly specific what is expected to be tested for the same	It is part of Audit Trail, for changed value and previous value
17.	Section 2- Requirements	<i>Section 2 of RFP document states "In addition, the audit partner must enter into a co-sourcing agreement to work with the Bank. The co-sourcing services include but not limited to involve staff from the Internal Audit Department to be part of the audit teams. The audit partner is required to provide necessary training and resources to the participating auditor(s)"- Do you want to Loan people from us ?- Kindly confirm</i>	It is the other way round. We will have two of our resources ready to work alongside the service provider to understand the process and knowledge transfer.
18.	Section 2- Requirements	If you want to loan people, please specify the following- 1. Duration of loan 2. Experience level of individual	NA
19.	Section 2- Requirements	To which part of scope does co-sourcing apply	Entire project
20.	Section 3 - Areas to be covered by audit partner (Scope of Work)	Are there any cloud hosted applications/servers, as part of the overall IT infrastructure	The scope of this audit is Core Banking system and CRM

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21.	Section 2 - Requirement	Does the consultant need to be aware of any global standards while preparing for the assessment, for example, PCIDSS, ISO 27001, etc.	Yes, all applicable global standards to banking industry
22.	Section 8 - Evaluation Criteria and Pre-qualifications	What would be the minimum score required for technical qualification	As per detailed in RFP
23.	Section 10	Are there any open findings/gaps/risks from the 2019 review which are yet to be closed/mitigated?	Nil
24.	Section 3 - Areas to be covered by audit partner (Scope of Work)	Which business process areas, in your opinion, are critical or might need special attention?	All transactions coming from all banking channels of BML
25.	Section 10	Have there been any changes in the system landscape since the 2019 review?	Yes
26.	NA	Total number of vendors/suppliers/teams that we have to interact with?	Vendors/ Supplier - Nil
27.	NA	When is the estimated commencement date of the IT audit engagement(s)?	Final report to be completed before November 2023
28.	NA	What is the total number of locations/offices are in the scope?	Production and DR sites
29.	Section 2- Requirements	What kind of necessary training and resources are expected as part of the requirement in Section 2.	On the job training for BML staff
30.	NA	Would the consultants be given system access in order to perform the testing	No/ Internal Audit resources can help get the testings done
31.	Section 3 - Areas to be covered by audit partner (Scope of Work)	May we request BML to kindly share the total number of external interfaces which are integrated with the in scope applications.	Not possible to share at this stage
32.	Page 15 - section 3-Areas to be covered by audit partner (Scope of Work)	Could you help with the name and version of the CBS System and CRM that is in use?	Core Banking System - T24 Release 19, Microsoft Dynamics CRM 2015
33.	Page 15 - section 3-Areas to be covered by audit partner (Scope of Work)	Could you help provide a Comprehensive list modules that needs to be covered as part of CBS and CRM?	All modules of CBS and CRM
34.	Page 15 - section 3-Areas to be covered by audit partner (Scope of Work)	Our assumption is that only CBS and CRM applications are in scope. Any other internal or external application interfacing with them are out of scope. Please confirm?	Correct, but the data integrity and completeness need to be reviewed

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35.	Page 15 - section 3-Areas to be covered by audit partner (Scope of Work)	Would interface controls be part of scope? If yes, can you please provide the list of interfaces that need to be covered?	Yes (CRM, SWIFT, ERP and Card)
36.	Page 15 - section 3-Areas to be covered by audit partner (Scope of Work)	Can you please share the total number of reports that would be generated currently out of CBS and CRM approximately?	No
37.	Page 17- section 8-Evaluation Criteria and Pre-Qualifications	As part of credentials, apart from reference letters or testimonials, we would submit PO's/contracts/ Hope that would be sufficient	Documents to be submitted as per the requirements of RFP
38.	page 15- section 2-Requirement	What is expected from the vendor as part of co-sourcing? Since the timelines are stringent, it would be difficult to carry on audit along with training of IA staff members. Can this be done once audit is completed?	It has to be on the job training from the start of the project. The two resources have IT background and have to be trained on the IT Audit.
39.	-	what would be currency of payment if the proposal is submitted by foreign company	Payments will be made in USD to foreign company
40.	-	Can the scope be completed without travelling to all the locations/ branches? How many number of locations to be covered	No/ Two locations i.e. production and DR sites
41.	-	What platform is used for the Core Banking System (CBS)?	The CBS is Temenos T24.
42.	-	Is the CBS integrated with mobile banking/internet banking or any other? If so is it also covered under the scope?	Yes integrated. CRM to be covered in full, rest for input/ output data integrity and completeness at both ends.
43.	-	Since the last reviews are done in 2019, are we required to cover all the years till 2023?	2022 -23 is sufficient
44.	-	Will you be giving the data dumps or do we need on-site presence to do the necessary testings?	It will be a mix of on site and off site.

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