



**SOUTH AFRICA**

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**Electoral Commission**

**Bid Specifications**

**Auction 0010556544**

**Cloud DDOS Services**

**IMPORTANT NOTICE**

**Failure to comply with the completion of the auction conditions and the required information or submission of the required stipulated documents indicated shall invalidate a bid.**

# 1 Introduction

The Electoral Commission (IEC) is seeking an upstream Distributed Denial of Service (DDoS) protection and mitigation, Content Delivery Network (CDN) and Web Application Firewall (WAF) and Application Program Interface (API) Protection solution for its public facing network infrastructure for a period not exceeding 48 months from 20 February 2026.

The solution must include the protection DDOS Protection and Mitigation of at least one domain (elections.org.za) and about thirty (30) related sub-domains. The service provider must provide on-boarding and technical support over and above telephonic support. Moreover, the Electoral Commission wants to be able to add / remove / replace domains in the list as the need arises. The Electoral Commission is therefore looking for an enterprise DDoS protection and mitigation solution that covers an unlimited number of domains/subdomains and is not limited in terms of the number of mitigations against DDoS attacks.

The Electoral Commission also is looking to have Caching (CDN) services for at least one domain (elections.org.za) and about thirty (30) sub-domains. The service provider must provide on-boarding and technical support over and above telephonic support. Moreover, the Electoral Commission wants to be able to add / remove / replace domains in the list as the need arises. The Electoral Commission is therefore looking for an enterprise caching solution that covers an unlimited number of domains and subdomains and is not limited in terms of the bandwidth utilization or cached data volumes

The Electoral Commission is also looking for a Cloud based Web Application Firewall (WAF) service as part of the solution to protect the Electoral Commission's websites against cyber-criminals in particular against the Open Worldwide Application Security Project (OWASP) Top 10 Threats.

The Electoral Commission is also looking for an API Protection service as part of the solution to protect the Electoral Commission's API services against cyber-criminals The Electoral Commission is looking to procure one packaged solution with all the features mentioned above.

The Electoral Commission has invested extensively in ICT technologies, which provide a platform to effectively support and enable its business processes and to meet its goal of providing a free and fair election process in an open and transparent environment. The

Electoral Commission's ICT Department intends to continue running a highly efficient and stable ICT environment making full use of industry standards, best practices and disciplines based upon stable and reliable technologies.

**Bidders must place a bid on the Votaquotes (e-Procurement) system and then provide all the required documentation before the due dates as specified in this document and on the Votaquotes web site. Bidders must be registered and approved on Votaquotes to bid on this auction.**

## **2 Background**

The Electoral Commission has employed DDoS protection and mitigation service during National and Provincial Elections 2019 (NPE 2019), Local Government Elections 2021 (LGE 2021) and National and Provincial Elections (NPE 2024) with remarkable results. A great number of attempted DDoS attacks were mitigated as a result.

The caching of the websites' static sections assisted the Electoral Commission greatly to deal with the increased load during NPE 2019, LGE 2021 and NPE 2024. This allowed its websites not to be overwhelmed even during peak period of results without increasing the allocated bandwidth.

Most of the interactions between the Electoral Commission and external stakeholders is via the web. A Web Application Firewall (WAF) service helps to secure these services.

The Electoral Commission also exposes some of its data and services to stakeholders via application program interfaces (APIs) or web services. These need to be protected and rate limited against abuse.

The contract period for this service includes the period of Local Government Elections (LGE) 2026, as anticipated to take place between November 2026 and February 2027, and National and Provincial Elections (NPE) 2029 around May/June 2029. The solution should therefore be flexible enough to accommodate these heightened period and other normal months.

For the purposes of this bid requirement, we define a heightened election period as a period of about six (6) months encompassing the period of voter registration, election day and a few days after election day as the results are released and analysed.

### 3 Bid and Technical Requirements

It must be noted that the technical specifications below are the minimum requirements; the only exception that may be accepted will be in case where the bidder's specification is better. Anything below specification will be disqualified. The Electoral Commission seeks the following services:

- 3.1 An enterprise DDoS Protection and Mitigation solution that covers at least one domain (elections.org.za) and thirty (30) related sub-domains and is unmetered in terms the number of mitigations against DDoS attacks. Moreover, the Electoral Commission must be able to able to add / remove domains and/or subdomains without incurring extra cost.
- 3.2 The solution must provide protection against all bots and provide anomaly detection and custom CAPTCHAs & threat response.
- 3.3 A website caching solution (CDN) that is an enterprise solution that covers at least one domain (elections.org.za) and thirty (30) related sub-domains and is not limited in terms of the bandwidth utilization and cached data volumes. Moreover, the Electoral Commission must be able to add / remove domains and/or subdomains without incurring extra cost
- 3.4 The service must include Web Application Firewall (WAF) automatic protection from vulnerabilities and the flexibility to create custom WAF rules and also to deal with OWASP Top 10 Threats. The bidder will be responsible for setting this up as part of the service provided
- 3.5 The service must include API Protection services for at least five (5) sub-domains of elections.org.za with at least 40 web services to protect. The API protection must also provide rate limiting capabilities and bot management. Moreover, the Electoral Commission must be able to add / remove domains and/or subdomains or add/remove web services.
- 3.6 An Enterprise support service which includes on-boarding, customization and operational support services. Urgent issue response times under one-hour, Proactive, ongoing performance and configuration optimization and access to expert resources and best practices especially when under attack.
- 3.7 Access to 24/7/365 phone, chat and email support especially during heightened election

period.

- 3.8 A flexible solution that provides for high usage during two heightened election periods and normal use during other months of the 4 years' period.
- 3.9 Access to the solution portal for self-service purposes. The accounts should be controlled via a Role based Account Control allowing technicians to make changes and others to view and draw reports
- 3.10 The solution should include access to real Time http logs and other WAF reports
- 3.11 The solution should also be able to push logs (including audit logs) to the Electoral Commission's SIEM solution
- 3.12 The Electoral Commission must be able to access the Analytics (Cache, Site, DNS, Firewall) of the solution in the form of reports
- 3.13 The Electoral Commission is licensed for Microsoft 365 (M365) products and is busy with the migration and adoption of M365 workloads. The solution should support M365 and allow for enhanced connectivity to Microsoft 365 services.
- 3.14 The service must include Caching facility / Content Delivery Network (CDN) to provide high availability and performance by distributing the service spatially to over 100 data centres including more than two (2) in South Africa and more than ten (10) across the African continent.
- 3.15 A minimum edge-cache-expire Time-To-Live (TTL) on the caching facility of not more than 10 seconds is required especially during the heightened election period.
- 3.16 The CDN facility must allow for purge-by-tag and purge-by-host intervention.
- 3.17 The service must guarantee 100% uptime during the heightened election period. Outside of this period, a 99.9% uptime will be acceptable. If the service fails to meet the expectation, the service provider must provide service credits. It is expected that these will differ based on our electoral cycle.

- 3.18 During heightened election period, there must be granular insight into the traffic and audit logs. A 1-minute or less analytical range is required during this time. However, during the other months an analytical range of at least 15 minutes will be sufficient.
- 3.19 The solution must include an automated data driven (e.g. behavioural analysis, machine learning and other techniques to detect anomalies) bot management capability.
- 3.20 The solution must provide the ability to set Custom Upload Size and Cache Object size that are not limited to 100 MB.
- 3.21 The solution must include an annual health check of the environment
- 3.22 The solution must be Payment Card Industry Data Security Standard (PCI DSS) 4.0 or higher compliant.
- 3.23 The solution must be ISO-27001 or NIST cybersecurity Framework compliant
- 3.24 The solution must be SOC 2 Type II compliant
- 3.25 The bidder delivers all the services from a single network platform, providing the Electoral Commission with a unified platform to gain the control they need to manage this security aspect of the business

## **4 Planning Assumptions**

The Electoral Commission has made the following assumptions:

- 4.1 The Electoral Commission will provide the successful bidder with the list of all the URLs to be protected.
- 4.2 The Electoral Commission will allocate technical resources to perform all tasks assigned to the Commission, including the setup and configuration of internal firewalls and Domain Name Servers (DNS).
- 4.3 The Electoral Commission will issue a formal purchase order to the successful bidder prior to the delivery of any products or services.

- 4.4 Delivery of the required products or services will be accepted only on the basis of the service provider's own delivery note, which cannot be substituted by notes from other service providers.

## 5 General Auction Conditions

The following standard auction conditions must be adhered to and complied with, failing of which the bid will be disqualified.

- 5.1 All bids must be placed online on eProcurement website  
<https://votaquotes.elections.org.za>
- 5.2 Bidders must complete and submit [Appendix A: Technical Bid Response](#) Sheet to demonstrate compliance with the required technical specification.
- 5.3 The bidder must provide at least five (5) contactable references of past and current products and installation and configuration services of a similar nature that the bidder provided or is currently providing (DDOS Protection, WAF and CDN). Reference details must include the following: customer name, contact person, contact details (telephone, email, physical address) and service description and value of services defined in terms of budget and number of licenses supplied. The table in [Appendix C: Guideline Reference Table](#) is attached as a guideline for the compilation of the required reference information to be submitted for each reference.
- 5.4 The bidder must be authorized to sell the product supplied.
- 5.5 An OEM letter of proof of the reseller agreement/authorization must accompany the written documentation for this bid.
- 5.6 Should the reseller authorization be from a distributor, then a proof of authorization authorizing the distributor to resell and/or to authorize others by the OEM, must be submitted.
- 5.7 Bidder must provide a company profile or letter on their letterhead to confirm that they have a minimum of five (5) years' experience in providing the services.
- 5.8 The bidder must also include an engagement model as to how the services will be provided to the Electoral Commission. Failure to provide such may lead to

disqualification.

- 5.9 The bidder must include a formal proof of OEM statement of licensing stating associated services terms and conditions.
- 5.10 Bidders to provide the number of domains and sub-domains supported in the past for DDOS, WAF, CDN and API Protection in Appendix D.
- 5.11 Bidders must provide solutions that are based on a standard existing product in the market and not products specifically designed and/or cloned for this bid. The Electoral Commission may require market penetration indicators and references. The bidder must provide a data sheet for the proposed product.
- 5.12 Bidders must include an example SLA that has been used to manage such a service with previous customers. The name of the customer and other POPI related items may be redacted from the SLA.
- 5.13 Bidder must include a CV of a resource who will be responsible for the customization, configuration and support of the solution.
- 5.14 Bidders must adhere to the delivery schedule in 11

## **6 Quality Control**

The following quality control conditions must be adhered to and complied with, failing of which the bid will be disqualified.

- 6.1 The successful bidder will have the primary responsibility of ensuring that the proposed product complies with the required specifications in terms of functionality and technical specification including quantity and quality.
- 6.2 The proposed product must be complete, fully functional and ready for deployment without dependencies on additional equipment, software or components that may be required to make it work.
- 6.3 Delivery of the required products and services shall only be accepted by the Electoral Commission on the basis of presentation of the service provider's own delivery note. Such notes shall not be substituted by another service provider's delivery notes.

- 6.4 The successful service provider has the primary responsibility to ensure that quantity and quality are in accordance with the bid specifications.
- 6.5 The Electoral Commission will issue a formal purchase order to the successful bidder before any services can be delivered.
- 6.6 No payment shall be made until full and final delivery has taken place and the product has been confirmed and delivered in accordance with the specifications
- 6.7 In addition, the Electoral Commission may also call on bidders to make further submissions and/or presentations in order for the Electoral Commission to ensure full compliance with all its requirements and as part of the bid evaluation process prior to the conclusion of the adjudication of the auction.

## **7 Pricing Requirements**

When pricing bid proposals, service providers are advised to take into account that the following issues are factored into the price. The Electoral Commission will not entertain additional charges on these items.

- 7.1 Pricing must include Subscription costs, configuration and/or customization services and support costs; and must be for 48 months.
- 7.2 Bidder must complete and submit [Appendix B: Pricing Schedule](#)
- 7.3 The contract is for a period of 4 years however payment will be done on annual basis. No financing charges or arrangements will be entered into.
- 7.4 Bid prices must be firm for a period of one hundred and eighty (180) days and must include VAT.
- 7.5 The solution provided must be an enterprise solution that is not limited in terms of volume of data processed.
- 7.6 Bid price must be submitted online on the eProcurement (Votaquotes) portal. The bid price on the Pricing Schedule must be the same as the bid price submitted online. If there is a difference between the Pricing Schedule bid price and the online submitted bid price, the online submitted bid price will be used for adjudication

Once awarded, the bid prices must be firm for the duration of the contract.

## 8 Supplier Performance

- 8.1 Contracting of any service provider to render goods and/or services to the Electoral Commission are subject to the fulfilment of the Electoral Commission's due diligence audit requirements.
- 8.2 An essential component of the Electoral Commission's due diligence audit requirements may involve site visits to potential suppliers/contractors as well as inspection of various key documents underpinning the establishment of the companies involved in bids of the Electoral Commission. This also includes confirmation of capability and capacity requirements to execute the services specified in such bids. Upon notification of the Electoral Commission's intention to award a contract, the successful bidder will be required to enter into a service level agreement (SLA/contract) with the Electoral Commission.
- 8.3 The purpose of the SLA (if applicable other than what the Electoral Commission's standard purchase orders provide for) is to fix performance criteria within the key requirements of this auction, namely quantity, quality and delivery.
- 8.4 The SLA may contain elements such as supplier progress milestones, delivery schedules, quality checkpoints and invoicing procedures.
- 8.5 The Electoral Commission reserves the right to reject any services delivered not conforming to the bid specification.
- 8.6 The Electoral Commission requires monthly SLA performance meetings with the service provider. The Electoral Commission also requires meeting with the OEM at least once every year though a meeting facilitated by the service provider.
- 8.7 Where previously-agreed delivery schedules are not met by a supplier, the Electoral Commission shall have the right to appoint an alternative supplier to make good the shortfall in supply. Any additional costs incurred by the Electoral Commission in obtaining such corrective services or products from another source will be for the account of the defaulting supplier.

## **9 Award of Order**

- 9.1 The bid adjudication process may include short-listing, presentation and demonstration of the solution and services by the short-listed finalists.
- 9.2 The order will be awarded to a bidder whose solution successfully conforms to specifications and is able to deliver and support the product, and in terms of the provisions of the Preferential Procurement Policy Framework Act, 2022.
- 9.3 The successful bidder will also be required to enter into a service level agreement (SLA/contract) with the Electoral Commission in order to formalize and confirm the exact solutions to be delivered.
- 9.4 The Electoral Commission will enter into a formal contract or issue a formal purchase order before any services or equipment can be delivered.
- 9.5 It should be noted that the Electoral Commission seeks to gain the best product technically and financially.

## **10 Briefing Session**

- 10.1 A virtual briefing session will be held on a date to be published on [votaquotes.elections.org.za](http://votaquotes.elections.org.za).

## **11 Delivery and Implementation Timeframe**

- 11.1 The successful bidder will be required to complete delivery within one (1) month from receipt of an order for these services or signed Service Level Agreement (SLA).

## **12 Enquiries**

All enquiries regarding this bid must be submitted exclusively through the VotaQuotes platform. This requirement supports the principles of fairness, openness, and transparency in the procurement process.

All questions and the official responses will be published on the public VotaQuotes website ([www.votaquotes.elections.org.za](http://www.votaquotes.elections.org.za)) where the bid is advertised.

Bidders are responsible for regularly monitoring the platform for any updates, clarifications, or additional information published during the bidding period.

No telephonic, email, or other forms of communication regarding bid enquiries will be accepted or responded to.

An enquiry cut-off date applies to all bids. The final date and time for submitting enquiries is published on the VotaQuotes platform under the specific bid listing

## **13 Written Submissions**

All submissions must be received before the closing date and time for submissions as stipulated on the eProcurement website <https://votaquotes.elections.org.za>. Submissions received after the date and time will lead to bids being disqualified and not considered.

All bids must be placed online on eProcurement website <https://votaquotes.elections.org.za>. Supporting documentation can be submitted in any or both of the following options:

- Upload to the auction site.
- Place in the Electoral Commission tender box situated in the foyer of the Electoral Commission National Office in Centurion at the following address before the closing date and time of this auction

**Election House  
Riverside Office Park,  
1303 Heuwel Avenue,  
Centurion,  
0157**

**Note: Clearly mark your submission: For the attention of Procurement and Asset Management Department – Auction 0010556544**

Failure to submit all of the required documentation before the closing date and time shall invalidate the bid. It remains the responsibility of the bidder to confirm receipt of the required documentation with the Electoral Commission Procurement and Asset Management Department.

## **14 Summary of Submission Requirements**

14.1 Detailed technical specifications in accordance with the technical requirements to

demonstrate compliance by completing and submitting [Technical Response Sheet](#) as per 5.2;

14.2 Complete and submit [Pricing Schedule](#) as per 7.2

14.3 A letter of proof of the reseller agreement either from the OEM or an authorized distributor; (i.e. if the reseller is authorized by a distributor). If the reseller agreement is from a distributor, then proof from the OEM authorizing the distributor needs to be included as per 5.4, 5.5 and 5.6;

14.4 At least five (5) contactable references of past services of a similar nature that the bidder provided or was involved in, as per clause 5.3;

14.5 A profile or letter showing that the bidder has at least five (5) years' experience as per 5.7.

14.6 Proposal detailing the engagement model / how the service will be provided as per 5.8.

14.7 Datasheet of the product proposed as per 5.11

14.8 A formal proof of OEM statement of licensing stating associated services terms and conditions as per 5.9

14.9 The number of domains and sub-domains supported in the past for DDOS, WAF, CDN and API Protection in Appendix D as per 5.10

14.10 An example SLA that has been used to manage such a service with previous customers as per 5.12

14.11 CV of a resource that will implement and support the solution as per 5.13

## **15 Closing Date**

The closing date and time of this auction will be specified on the eProcurement (Votaquotes) website in accordance the bidding requirements. The closing date and time is determined by the clock on the Electoral Commission's servers and is not negotiable.

Bidders must also take note supporting documentation must be delivered before closing date and time.

## 16 Appendix A: Technical Bid Response Sheet

<b>Appendix A: Technical Bid Response</b> <b>Completion of this technical response sheet by the bidder is compulsory.</b> <b>Bidder must respond to each and every item in the response sheet.</b> <b>Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.</b>					
	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidders must substantiate their compliance choice below or provide a reference to their proposal.
			Yes	No	
1.	The bidder must provide an enterprise DDoS Protection and Mitigation solution that covers at least one domain (elections.org.za) and thirty (30) related sub-domains and is unmetered in terms the number of mitigations against DDoS attacks. Moreover, the Electoral Commission must be able to able to add / remove domains and/or subdomains without incurring extra cost.	3.1			
2.	The DDOS Protection and Mitigation solution must provide protection against all bots and provide anomaly detection and custom CAPTCHAs & threat response	3.2			
3.	The bidder must provide a website caching solution (CDN) that is an enterprise solution that covers at least one domain (elections.org.za) and thirty (30) related sub-domains and is not limited in terms of the	3.3			

**Appendix A: Technical Bid Response**

**Completion of this technical response sheet by the bidder is compulsory.**

**Bidder must respond to each and every item in the response sheet.**

**Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

	<b>Compliance Minimum Requirements</b>	<b>Reference</b>	<b>Bidder must indicate whichever is applicable</b>		<b>Bidders must substantiate their compliance choice below or provide a reference to their proposal.</b>
			<b>Yes</b>	<b>No</b>	
	bandwidth utilization and cached data volumes. Moreover, the Electoral Commission must be able to add / remove domains and/or subdomains without incurring extra cost				
4.	The bidder must provide a service that includes a Web Application Firewall (WAF) automatic protection from vulnerabilities and the flexibility to create custom WAF rules and also to deal with OWASP Top 10 Threats. The bidder will be responsible for setting this up as part of the service provided	3.4			
5.	The service must include API Protection services for at least five (5) sub-domains of elections.org.za with at least 40 web services to protect. Moreover, the Electoral Commission must be able to add / remove domains and/or subdomains or add/remove web services.	3.5			
6.	The API protection must also provide rate limiting capabilities and bot	3.5			

**Appendix A: Technical Bid Response**

**Completion of this technical response sheet by the bidder is compulsory.**

**Bidder must respond to each and every item in the response sheet.**

**Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidders must substantiate their compliance choice below or provide a reference to their proposal.
			Yes	No	
	management				
7.	The bidder must provide an Enterprise support service that includes on-boarding and operational support services;	3.6			
8.	The Enterprise support includes				
9.	Urgent issue response times under one hour,	3.6			
10.	Proactive, ongoing performance and configuration optimization	3.6			
11.	Access to expert resources and best practices especially when under attack.	3.6			
12.	The Enterprise Support service includes access to 24/7/365 phone, chat and email support especially during heightened election period.	3.7			

**Appendix A: Technical Bid Response**

**Completion of this technical response sheet by the bidder is compulsory.**

**Bidder must respond to each and every item in the response sheet.**

**Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidders must substantiate their compliance choice below or provide a reference to their proposal.
			Yes	No	
13.	The solution has a self-service portal whose accounts are managed via a Role based Account Control allowing technicians to make changes and others only to view and draw reports including analytics (cache, site, DNS, Firewall)	3.9			
14.	The solution includes capability to access to real Time http logs and other WAF reports for the Electoral Commission	3.10			
15.	The solution is also able to push logs (including audit logs) to the Electoral Commission's SIEM	3.11			
16.	The solution provides the capability for the Electoral Commission to access reports and Analytics (Cache, site, DNS and Firewall).	3.12			
17.	A minimum edge cache expire Time-To-Live (TTL) on the caching facility of not more than 10 seconds is required especially during the heightened	3.15			

**Appendix A: Technical Bid Response**

**Completion of this technical response sheet by the bidder is compulsory.**

**Bidder must respond to each and every item in the response sheet.**

**Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidders must substantiate their compliance choice below or provide a reference to their proposal.
			Yes	No	
	election period				
18.	The CDN facility must allow for purge-by-tag and purge-by-host intervention.	3.16			
19.	The service must guarantee 100% uptime during the heightened election period. Outside of this period, a 99.9% uptime is acceptable	3.17			
20.	The solution must be flexible and scalable to allow for heightened election period and other months of normal usage during the 4 years' period	3.8			
21.	The solution must include an automated data driven (e.g. behavioural analysis, machine learning and other techniques to detect anomalies) bot management capability.	3.19			

**Appendix A: Technical Bid Response**

**Completion of this technical response sheet by the bidder is compulsory.**

**Bidder must respond to each and every item in the response sheet.**

**Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidders must substantiate their compliance choice below or provide a reference to their proposal.
			Yes	No	
22.	The solution includes an annual health check of the environment	3.21			
23.	During heightened election period there must be granular insight into the traffic and audit logs. A 1-minute analytical range is required during this time. However, during the other months an analytical range of at least 15 minutes is required.	3.18			
24.	The solution must be Payment Card Industry Data Security Standard (PCI DSS) 4 or higher compliant.	3.22			

## 17 Appendix B: Pricing Schedule

<b>Pricing Schedule</b>						
Completion of this Price Breakdown response sheet by the bidder is compulsory.						
Bidder must respond to each and every item in the response sheet.						
Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
	Category	Description	Once Off (Setup) [A]	Annual Cost including VAT	Number of Years	Costs over 4 years including VAT [D]
1.	DDOS Protection	DDOS Protection and Mitigation	R.....	R.....	4	R.....
2.	CDN	Content Delivery Network (Caching)	R.....	R.....	4	R.....
3.	WAF	Web Application Firewall	R.....	R.....	4	R.....
4.	API Protection	API Protection	R.....	R.....	4	R.....
5.	On-boarding, Customization and Operational Support Services	Services	R.....	R.....	4	R.....
SUB-TOTALS			R.....	R.....	4	R.....

<b>**TOTAL BID PRICE (ONCE OFF COSTS [A] + COSTS OVER 4 YEARS [D] VAT Inclusive)</b>	R.....
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\*\*The total bid price is the bid price that must be placed on eProcurement (auction) and must be VAT inclusive. No any other additional costs will be accepted for bid evaluation and adjudication purposes.

## 18 Appendix C: References Guideline

Reference #1

### Guideline Reference Table

**EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST**

<b>Customer name</b>		
<b>Contact Person</b>		
<b>Contact Details</b>	<b>Email</b>	
	<b>Telephone</b>	
<b>Service Description</b>	<b>Product</b>	
	<b>Services Provided</b>	
<b>Services Provided</b>	<b>Number of domains and Sub-domains DDOS protected</b>	Domains: _____ Sub-Domains: _____
	<b>Number of domains and sub-domains cached (CDN)</b>	Domains: _____ Sub-Domains: _____
	<b>Number of domains and sub-domains protected by WAF</b>	Domains: _____ Sub-Domains: _____
	<b>Number of APIs and web services protected</b>	APIs: _____ web services: _____
	<b>Was this service provided in the last 36 months? (Yes/No)</b>	_____

		If No, how long ago was the service provided: _____
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Reference #2

**Guideline Reference Table**

**EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST**

<b>Customer name</b>		
<b>Contact Person</b>		
<b>Contact Details</b>	<b>Email</b>	
	<b>Telephone</b>	
<b>Service Description</b>	<b>Product</b>	
	<b>Services Provided</b>	
<b>Services Provided</b>	<b>Number of domains and Sub-domains DDOS protected</b>	Domains: _____ Sub-Domains: _____
	<b>Number of domains and sub-domains cached (CDN)</b>	Domains: _____ Sub-Domains: _____
	<b>Number of domains and sub-domains protected by WAF</b>	Domains: _____ Sub-Domains: _____
	<b>Number of APIs and web services protected</b>	APIs: _____ web services: _____
	<b>Was this service provided in the last 36 months? (Yes/No)</b>	_____
		If No, how long ago was the service provided: _____

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Reference #3

**Guideline Reference Table**

**EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST**

<b>Customer name</b>		
<b>Contact Person</b>		
<b>Contact Details</b>	<b>Email</b>	
	<b>Telephone</b>	
<b>Service Description</b>	<b>Product</b>	
	<b>Services Provided</b>	
<b>Services Provided</b>	<b>Number of domains and Sub-domains DDOS protected</b>	Domains: _____ Sub-Domains: _____
	<b>Number of domains and sub-domains cached (CDN)</b>	Domains: _____ Sub-Domains: _____
	<b>Number of domains and sub-domains protected by WAF</b>	Domains: _____ Sub-Domains: _____
	<b>Number of APIs and web services protected</b>	APIs: _____ web services: _____
	<b>Was this service provided in the last 36 months? (Yes/No)</b>	_____

		If No, how long ago was the service provided: _____
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Reference #4

<u>Guideline Reference Table</u>		
EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST		
<b>Customer name</b>		
<b>Contact Person</b>		
<b>Contact Details</b>	<b>Email</b>	
	<b>Telephone</b>	
<b>Service Description</b>	<b>Product</b>	
	<b>Services Provided</b>	
<b>Services Provided</b>	<b>Number of domains and Sub-domains DDOS protected</b>	Domains: _____ Sub-Domains: _____
	<b>Number of domains and sub-domains cached (CDN)</b>	Domains: _____ Sub-Domains: _____
	<b>Number of domains and sub-domains protected by WAF</b>	Domains: _____ Sub-Domains: _____
	<b>Number of APIs and web services protected</b>	APIs: _____ web services: _____
	<b>Was this service provided in the last 36 months? (Yes/No)</b>	_____

		If No, how long ago was the service provided: _____
--	--	--

Reference #5

**Guideline Reference Table**

**EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST**

<b>Customer name</b>		
<b>Contact Person</b>		
<b>Contact Details</b>	<b>Email</b>	
	<b>Telephone</b>	
<b>Service Description</b>	<b>Product</b>	
	<b>Services Provided</b>	
<b>Services Provided</b>	<b>Number of domains and Sub-domains DDOS protected</b>	Domains: _____ Sub-Domains: _____
	<b>Number of domains and sub-domains cached (CDN)</b>	Domains: _____ Sub-Domains: _____
	<b>Number of domains and sub-domains protected by WAF</b>	Domains: _____ Sub-Domains: _____
	<b>Number of APIs and web services protected</b>	APIs: _____ web services: _____
	<b>Was this service provided in the last 36 months? (Yes/No)</b>	_____

		If No, how long ago was the service provided: _____
--	--	--

## 19 Appendix D: Domains and Subdomains supported in the past

	Total Number of Domains Protected in the past	Total Number of Sub-Domains Protected in the past
DDOS		
WAF		
CDN		
API Protection		

## **20 Appendix E: Bid Evaluation**

### **20.1 Stage 1: Assessment of Bidder's Disclosure**

Bidders are advised to refer to Appendix E to ensure that they have addressed all critical bid requirements which will be used for assessing the bids. Bidders are NOT expected to complete and submit this section.

### **20.2 Stage 1: Assessment of Bidder's Disclosure**

All bids received will be evaluated and assessed in respect of the mandatory information provided in the Bidder's Disclosure (SBD4) as well as the register for restricted suppliers and tender defaulters.

Any potential issues that may arise or transgressions that may identified will be pursued in accordance with statutory obligations and requirements.

In this regard, the following must be noted:

20.2.1 The Electoral Commission must, as part of its supply chain management (SCM) processes, identify and manage all potential conflicts of interest and other disclosures made by a person participating in procurement process to enable the accounting officer or delegated authority to make informed decisions about the person participating in the SCM process.

20.2.2 As such, the Bidders Disclosure form, issued as Standard Bidding Document (SBD) 4, is attached herewith for all entities who participate in the bid process.

20.2.3 As part of the evaluation of the procurement process, the information provided by a person on the SBD4 form must be evaluated.

20.2.4 In so doing, it must be noted that if the bid evaluation establishes that:

(a) a person within the bidding entity is an employee of the State, the Electoral Commission's CEO must request the relevant accounting officer/accounting authority whether the person-

(i) Is prohibited from conducting business with the State in terms of Section 8 of the Public Administration Management Act, 2014; or

(ii) has permission to perform other remunerative work outside of their employment,

where the PAMA does not apply to such employee;

- (b) the conduct of a person constitutes a transgression of the Prevention and Combating of Corrupt Activities Act, 2004;
- (c) the conduct of a person constitutes a transgression of the Competition Act, 1998, the conduct must be reported to the Competition Commission; and
- (d) the conduct of a person must be dealt with in terms of the prescripts applicable to the Electoral Commission.

20.2.5 If it is established that a person has committed a transgression in terms of the above, or any other transgression of SCM prescripts, the bid may be rejected and the person may be restricted.

20.2.6 The Electoral Commission's CEO must inform National Treasury of any action taken against a person within 30 days of implementing the action.

20.2.7 During the bid evaluation process, the Electoral Commission must in addition to other due diligence measures, establish if a person is not listed in-

- (a) the Register of Tender Defaulters; and
- (b) the list of restricted suppliers.

20.2.8 A bid related to a restricted bidder or tender defaulter shall be rejected.

20.2.9 The under-mentioned assessment criteria will be used to evaluate the elements relating to SBD4, CSD registration, tax compliance, restricted suppliers and tender defaulters:

	<b>Assessment Criteria</b>	<b>Bidder Requirement (YES/NO)</b>	<b>Comments</b>
1.	Bidder is registered on the National Treasury Central Supplier Database (CSD). *		
2.	Bidder is tax compliant. **		
3.	The bidder is not an employee of the state.		
4.	Having certified the SBD4, it is accepted that the bidder's conduct does not constitute a transgression of the Prevention and Combating of Corrupt Activities Act.		

	<b>Assessment Criteria</b>	<b>Bidder Requirement (YES/NO)</b>	<b>Comments</b>
5.	Having certified to the SBD4, it is accepted that the bidder's conduct does not constitute a transgression of the Competition Act.		
6.	The bidder is not a tender defaulter as per the register published on the National Treasury website.		
7.	The bidder is not a restricted supplier as per the register published on the National Treasury website.		

\* No bid shall be accepted if a supplier is not registered on the National Treasury Central Supplier Database (CSD).

\*\* A bidder must be tax compliant before a contract is awarded. A bid will be disqualified if the bidder's tax affairs remains non-compliant as per the provisions of National Treasury Instruction No 09 of 2017/2018 Tax Compliance Status Verification

### 20.3 Stage 2 - Key Qualifying Criteria

Stage 2 – Key Qualifying Criteria				
Failure to comply with any of the requirements below will result in the bid being disqualified				
No.	Description	Yes	No	Comments
1.	Did the bidder bid online as per 5.1?			
2.	Did the bidder complete and submit Technical Response Sheet as per clause 5.2?			
3.	Did the bidder complete and submit detailed pricing schedule as per 7.2?			
4.	Did the bidder submit five (5) contactable references as per 5.3?			
5.	Did the bidder provide an OEM letter or Distributor and OEM letter as per 5.4, 5.5 and 5.6?			
6.	Does the solution include DDOS Protection, Web Application Firewall (WAF), Content Delivery Network (CDN) and API Protection as per 3?			
7.	Did the bidder include an OEM statement of service or engagement model for the solution provided as per 5.9 and 5.8			
8.	Is the proposed solution ISO-27001 compliant or NIST Cybersecurity Framework compliant or SOC 2 Compliant as per 3.23 and 3.24			
9.	Did bidder include a CV of a resource to perform on-boarding, customization and operational support as per 5.13?			
Overall Stage 2 Outcomes:		<b><u>Assessment Comments:</u></b>		
		<b>Bid qualifies for further consideration: (YES/NO):</b>		

## 20.4 Stage 3 – Technical Bid Evaluation

<b>Stage 3: Technical Bid Evaluation.</b>					
<b>Failure to comply may lead to disqualification.</b>					
	Compliance Minimum Requirements	Reference	Bidder's compliance indicator		Comments
			Yes	No	
1.	The bidder must provide an enterprise DDoS Protection and Mitigation solution that covers at least one domain (elections.org.za) and thirty (30) related sub-domains and is unmetered in terms the number of mitigations against DDoS attacks. Moreover, the Electoral Commission must be able to able to add / remove domains and/or subdomains without incurring extra cost.	3.1			
2.	The DDOS Protection and Mitigation solution must provide protection against all bots and provide anomaly detection and custom CAPTCHAs & threat response	3.2			
3.	The bidder must provide a website caching solution (CDN) that is an enterprise solution that covers at least one domain (elections.org.za) and thirty (30) related sub-domains and is not limited in terms of the bandwidth utilization and cached data volumes. Moreover, the Electoral Commission must be able to add / remove domains and/or subdomains without incurring	3.3			

**Stage 3: Technical Bid Evaluation.**  
**Failure to comply may lead to disqualification.**

	Compliance Minimum Requirements	Reference	Bidder's compliance indicator		Comments
			Yes	No	
	extra cost				
4.	The bidder must provide a service that includes a Web Application Firewall (WAF) automatic protection from vulnerabilities and the flexibility to create custom WAF rules and also to deal with OWASP Top 10 Threats. The bidder will be responsible for setting this up as part of the service provided	3.4			
5.	The service must include API Protection services for at least five (5) sub-domains of elections.org.za with at least 40 web services to protect. Moreover, the Electoral Commission must be able to add / remove domains and/or subdomains or add/remove web services.	3.5			
6.	The API protection must also provide rate limiting capabilities and bot management	3.5			
7.	The bidder must provide an Enterprise support service that includes on-boarding and operational support services;	3.6			
8.	The Enterprise support includes				

**Stage 3: Technical Bid Evaluation.**  
**Failure to comply may lead to disqualification.**

	Compliance Minimum Requirements	Reference	Bidder's compliance indicator		Comments
			Yes	No	
9.	Urgent issue response times under one hour,	3.6			
10.	Proactive, ongoing performance and configuration optimization	3.6			
11.	Access to expert resources and best practices especially when under attack.	3.6			
12.	The Enterprise Support service includes access to 24/7/365 phone, chat and email support especially during heightened election period.	3.7			
13.	The solution has a self-service portal whose accounts are managed via a Role based Account Control allowing technicians to make changes and others only to view and draw reports including analytics (cache, site, DNS, Firewall)	3.9			
14.	The solution includes capability to access to real Time http logs and other WAF reports for the Electoral Commission	3.10			

**Stage 3: Technical Bid Evaluation.**  
**Failure to comply may lead to disqualification.**

	Compliance Minimum Requirements	Reference	Bidder's compliance indicator		Comments
			Yes	No	
15.	The solution is also able to push logs (including audit logs) to the Electoral Commission's SIEM	3.11			
16.	The solution provides the capability for the Electoral Commission to access reports and Analytics (Cache, site, DNS and Firewall).	3.12			
17.	A minimum edge cache expire Time-To-Live (TTL) on the caching facility of not more than 10 seconds is required especially during the heightened election period	3.15			
18.	The CDN facility must allow for purge-by-tag and purge-by-host intervention.	3.16			
19.	The service must guarantee 100% uptime during the heightened election period. Outside of this period, a 99.9% uptime is acceptable	3.17			
20.	The solution must be flexible and scalable to allow for heightened election period and other months of normal usage during the 4 years' period	3.8			

**Stage 3: Technical Bid Evaluation.**  
**Failure to comply may lead to disqualification.**

	Compliance Minimum Requirements	Reference	Bidder's compliance indicator		Comments
			Yes	No	
21.	The solution must include an automated data driven (e.g. behavioural analysis, machine learning and other techniques to detect anomalies) bot management capability.	3.19			
22.	The solution includes an annual health check of the environment	3.21			
23.	During heightened election period there must be granular insight into the traffic and audit logs. A 1-minute analytical range is required during this time. However, during the other months an analytical range of at least 15 minutes is required.	3.18			
24.	The solution must be Payment Card Industry Data Security Standard (PCI DSS) 4 or higher compliant.	3.22			
Overall Stage 3 Outcomes:		<b><u>Assessment Comments:</u></b>			
		<b>Bid qualifies for further consideration: (YES/NO):</b>			

## 20.5 Stage 4 – Technical Scoring

Stage 4 – Technical Scoring					
To qualify to the next phase of adjudication a bidder must score a minimum of 75% (75/100)					
	Product Description	Available Score	Points Allocation	Actual Score	Comments
1	Relevant Reference	60	<p>References:</p> <ul style="list-style-type: none"> <li>a) Contact Details (Customer name, Contact Person, Email, Telephone) = 2 points</li> <li>b) Product/Solution = 2 points</li> <li>c) Description of Services provided =3 point.</li> <li>d) Number of Domains and Sub-Domains DDOS Protected = 1 point</li> <li>e) Number of Domains and Sub-Domains Cached (CDN) = 1 point</li> <li>f) Number of Domains and Sub-Domains WAF Protected = 1 point</li> <li>g) Number of APIs and Web services Protected = 1 point</li> <li>h) Services Provided in the Last 36 Months = 1 point</li> </ul> <p><b>Total for references = maximum 12 points per reference (minimum 5 references required).</b></p>		
2	Relevant experience	8	<p>Experience in providing DDOS service.</p> <ul style="list-style-type: none"> <li>a) The bidder has at least five (5) years’ experience in providing DDOS mitigation services (2 points).</li> <li>b) The bidder has at least five (5) years’ experience in providing Caching (CDN) services (2 points).</li> <li>c) The bidder has at least five (5) years’ experience in providing</li> </ul>		

**Stage 4 – Technical Scoring**

**To qualify to the next phase of adjudication a bidder must score a minimum of 75% (75/100)**

	<b>Product Description</b>	<b>Available Score</b>	<b>Points Allocation</b>	<b>Actual Score</b>	<b>Comments</b>
			<p>services around Web Application Firewalls (WAF) (2 points).</p> <p>d) The bidder has at least five (5) years' experience in providing services around API Protection (2 points).</p>		
3	Domains and Sub-Domains	<b>16</b>	<p>The number of domains and sub-domains supported in the past by the bidder:</p> <p>a) DDOS Protection</p> <p>    i. Number of Domains greater than or equal to 1 (2 points)</p> <p>    ii. Sub-Domains Protected greater than or equal to 2 (2 points)</p> <p>b) CDN</p> <p>    i. Number of Domains greater than or equal to 1 (2 points)</p> <p>    ii. Sub-Domains Protected greater than or equal to 2 (2 points)</p> <p>c) WAF Protection</p> <p>    i. Number of Domains greater than or equal to 1 (2 points)</p> <p>    ii. Sub-Domains DDOS Protected greater than or equal to 2 (2 points)</p> <p>d) API Protection</p> <p>    i. Number of APIs greater than or equal to 1 (2 points)</p> <p>    ii. Web services Protected greater than 5 (2 points)</p>		

### Stage 4 – Technical Scoring

**To qualify to the next phase of adjudication a bidder must score a minimum of 75% (75/100)**

	Product Description	Available Score	Points Allocation	Actual Score	Comments
4	CDN Data Centres	10	<p>The Caching facility / Content Delivery Network (CDN) must be able to distribute services to over 100 data centres including more than two (2) in South Africa and more than ten (10) across the African continent.</p> <p><i>a)</i> Two in South Africa (5 points)  <i>b)</i> More than two in South Africa (2 points)  <i>c)</i> Ten across the African Continent (2 points)  <i>d)</i> More than 10 across the African continent (1 point)</p>		
5	SLA	4	<p>Bidder has included an example SLA (2 points)</p> <p>The SLA includes the following:</p> <p><i>a)</i> Service Levels and Response times (1 point)  <i>b)</i> Penalties (1 point)</p>		
6	CV	2	The resource provided in certified in the product / solution being proposed (2 points)		
	<b>TOTAL:</b>	<b>100</b>			

## 20.6 Stage 5 – PPPFA Scoring

### Stage 5 - Evaluation Based on the 80/20 Preference Point System (PPPFA Scoring)

Only bids that comply with the requirements and conditions of the bid and that meet the minimum criteria in the bid evaluation process as stipulated above will be considered for bid adjudication purposes.

Acceptable bids must be market related.

This bid is deemed not to exceed R50 million including VAT.

Therefore, the 80/20 preference point system (PPPFA scoring) in terms of the Preferential Procurement Policy Framework Act, 2005 (PPPFA) and the Preferential Procurement Regulations, 2022 shall apply in the adjudication process of this auction where all acceptable bids received are equal to or below R50 million including VAT. Preference points will be allocated as follows:

B-BBEE Contributor	Status	Level	of	Number of Points
1				20
2				18
3				14
4				12
5				8
6				6
7				4
8				2
Non-compliant contributor				0

### Bid Evaluation Committee

	Name	Signature
1		
2		
3		
4		