



SOUTH AFRICA

Electoral Commission

Bid Specifications

Auction 0010557940

WHATSAPP BUSINESS SOLUTION PLATFORM

IMPORTANT NOTICE

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

1 Introduction

The Electoral Commission seeks to appoint a qualified service provider to develop, implement, and maintain a WhatsApp self-service solution using the WhatsApp Business Platform for a period of 24 months. This solution will provide both general and targeted information to stakeholders, including employees, voters, citizens, politicians, and members of the media. The WhatsApp solution will complement the Electoral Commission's existing SMS and online services by:

- 1.1 effectively managing enquiries and provide resolutions automatically, thereby reduce load on other channels such as the website and the Call Center.
- 1.2 providing an extra channel to stakeholders for online services such as Register to vote, Online enquiries (Am I registered, Who is my Ward Councilor etc.), Special votes application, Issue Tracker etc. For example, people will be able to register to vote or apply for special votes using this platform.
- 1.3 utilizing the support that WhatsApp has for multimedia content, including images, videos, and documents to provide an extra channel for civic education. For example, educate subscribers by flighting a short video on the Electoral Commission's voting process.
- 1.4 communicating tailored and specific information to specific stakeholders using the WhatsApp Business Platform. For example, there may be separate chat threads or WhatsApp numbers for the voters, politicians, members of the media, employees etc.
- 1.5 improving internal communication with officials on the ground especially during major events such as Registration Weekends and Election Day. Also look at opportunities for cost reduction in moving some SMS communication to WhatsApp messages.
- 1.6 Integrating into the Call Centre activities and provide two-way communication with stakeholders by streamlining support and efficiently responding to voters'-initiated queries, giving voters an avenue for quick, seamless support and instant feedback.

- 1.7 Complementing the Electoral Commission's social media presence with messaging integration to platforms such as Facebook, Instagram, and Twitter.
- 1.8 Reporting and KPIs tracking, including message counts, content, sender, and system integrations.

The platform must allow tailored communication through separate chat threads or dedicated phone numbers for each stakeholder group. It must also support proactive bulk messaging, surveys, and feedback collection.

The successful bidder is to assist the Electoral Commission to transfer the official Enterprise API from the current WhatsApp service provider. Included will be the account details to begin the registration process. The successful bidder will facilitate the payments to the OEM (Meta). The Electoral Commission will pay the successful bidder who will in turn pay the OEM (Meta).

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 e-Procurement to bid.

2 Background

The Electoral Commission has utilized a WhatsApp service (0600880000) which was provided by Meta as a Proof-of-Concept service since 2023. The contract is coming to an end in December 2025 and the Electoral Commission wants to continue with this service and build on top of the lessons and experiences of the Proof-of-Concept. The Electoral Commission wants to use WhatsApp Business Platform to interact with its stakeholders including employees, voters, citizens at large, politicians, members of the media and others because it is a fast, accessible and engaging communication platform.

WhatsApp is the most widely used messaging app in South Africa. Its affordability, low data usage, and popularity among the youth makes it an ideal platform for the Electoral Commission to engage stakeholders, complement existing services, and reduce pressure on other channels such as websites and call centers.

The Electoral Commission has invested extensively in ICT infrastructure to support its operations and is committed to maintaining a stable, secure, and industry-standard technology environment that ensures free and fair elections in an open and transparent manner.

3 Technical Specifications

The technical specifications provided below represent the minimum requirements for the proposed solution. Any proposal that falls below these requirements will be disqualified. The only **exception** that may be accepted will be in case where the service provider's specification exceeds the minimum requirements.

- 3.1 The Electoral Commission seeks to enhance engagement with its stakeholders, including employees, voters, politicians, and members of the media, through a WhatsApp Business Platform solution. The solution must support distinct channels and interactive templates tailored to different stakeholder groups.
- 3.2 The solution must be offered as a Software as a Service (SaaS) and support cloud-based data and message storage hosted locally within South Africa. The Electoral Commission must retain full access to the WhatsApp Manager dashboard.
- 3.3 The solution must, given reference data, be capable of responding automatically to stakeholder's frequently asked questions (FAQs), such as:
 - 3.3.1 Who can register to vote?
 - 3.3.2 What is the voting age?
 - 3.3.3 Where do I register to vote?
 - 3.3.4 How do I register to vote?
 - 3.3.5 What do I need to bring to a voting station?
 - 3.3.6 Can I vote in a different voting district to where I am registered?
 - 3.3.7 How does the voting process work?

- 3.3.8 How do I contact the Electoral Commission?
- 3.3.9 Who is the CEO of the Electoral Commission?
- 3.4 The solution must allow the Electoral Commission to save and reuse frequently sent messages.
- 3.5 The solution must integrate with Artificial Intelligence (AI) models, including Large Language Models (LLMs), to answer more complex user queries. The Electoral Commission will provide documents, website content, and other sources to train the model.
- 3.6 The solution's responses must support text, web links, PDFs, Word and Excel documents, videos and images.
- 3.7 The solution must be scalable to accommodate large volumes of interactions during major election events.
- 3.8 The solution must include the ability to escalate interactions to a human agent when needed.
- 3.9 The solution must be able to:
 - 3.9.1 Allow stakeholders to opt-in/out to receive messages from the Electoral Commission.
 - 3.9.2 Send messages bulk/broadcast messages to individual users, e.g. "You have successfully opted in for WhatsApp messages from the Electoral Commission. You can manage your preferences anytime"
 - 3.9.3 Send bulk proactive messages tailored/customized to individual users such as: "Hi [Name], just a reminder that your Voting Station [address] opens at 07:00 am and closes at 19:00. Please bring along your ID Card, ID Book or Temporary Identification Certificate (TIC)"
 - 3.9.4 Send training videos to users such as process videos (e.g. how do I vote)
 - 3.9.5 Send generic broadcast messages to users in a group.

- 3.9.6 Send One Time Password (OTP) to users to enable them to access certain digital assets on the Electoral Commission for example: “Electoral Commission: Your OTP is 123456. Do not share this code”.
- 3.10 Generate operational and performance reports, including metrics on system health and usage.
- 3.11 The solution must support at a minimum the following South African languages already available on the WhatsApp Business Platform: Afrikaans, isiZulu, Xhosa, Sesotho, and Setswana. Users must be able to set their WhatsApp interface to these languages.
- 3.12 The solution must securely integrate with the Electoral Commission’s back-end systems via REST Application Program Interface (API) methods to provide for the following services:
 - 3.12.1 “Am I Registered” queries, displaying registration details for a given ID number.
 - 3.12.2 Voter registration, including uploading an ID card image, providing ID number, names, surname, and address with GPS coordinates.
 - 3.12.3 Special vote applications for home or voting station voting. This includes the status of the special vote application.
 - 3.12.4 Issue Tracker status retrievals - to receive status messages from Issue Tracker
 - 3.12.5 Provide answers to queries such as Who is my ward councilor and the Where am I registered to vote?
 - 3.12.6 The solution must integrate with Google Maps, accepting user-provided GPS coordinates and using Electoral Commission APIs to display map delimitation information.
- 3.13 The platform must support surveys and allow rating of each interaction at the conclusion.
- 3.14 The solution must support the following interactive templates:

- 3.14.1 Interactive Message Templates – Pre-approved message formats including buttons.
- 3.14.2 Quick Reply Buttons – Enable users to quickly respond with up to three predefined options.
- 3.14.3 Call-to-Action (CTA) Buttons – Direct users to websites or phone numbers.
- 3.14.4 List Messages – Present a list of options for users to choose from.
- 3.14.5 Flow Messages – Support more complex, multi-step interactions.
- 3.15 The Electoral Commission requires integration of its Learning Management System (Moodle) with WhatsApp, enabling:
 - 3.15.1 Tracking of learner progress
 - 3.15.2 Delivery of multimedia content (images, videos, documents)
 - 3.15.3 Real-time updates, reminders, and notifications about assignments, exams, and new course content
- 3.16 The platform must allow the Electoral Commission to deliver tailored messages to specific stakeholder groups (voters, politicians, media, employees) through interactive threads, dedicated numbers, broadcasts, or channels.
- 3.17 The successful bidder must facilitate the transfer of all existing platform components (currently hosted by another service provider) to the new solution.
- 3.18 The solution must include support and maintenance for a period of two (2) years.
- 3.19 The successful bidder must ensure the Electoral Commission remains aligned with OEM (Meta) policies to avoid service disruption.
- 3.20 The Electoral Commission must retain the ability to retrieve and reuse platform components (business accounts, templates, phone numbers) with a different service provider after the contract ends.

4 Planning Assumptions

The Electoral Commission has made the following assumptions:

- 4.1 The Electoral Commission will provide all APIs necessary for the integration of the WhatsApp Business Platform with the Electoral Commission's back-end systems.
- 4.2 The Electoral Commission will allocate technical resources to perform all tasks assigned to the Commission, including the setup and configuration of internal systems and databases.
- 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.
- 4.5 No payment will be made until full and final delivery has been completed, and the product or service has been confirmed to comply with all specifications outlined in this tender.

5 General Auctions Conditions

The following standard bid 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 submit their bids by not later than the stipulated closing date and time.
- 5.3 The bidder must demonstrate compliance with the technical specification by completing and submitting Appendix A – Technical Response Sheet. Failure to submit Appendix A shall invalidate a bid. The bidder may refer to the attached proposal (5.6) to substantiate their conformance to the requirements.
- 5.4 The bidder must provide at least three (3) contactable references of past services of a similar nature i.e. WhatsApp Business Platform implementation. Reference details must include the following: customer name, contact person, contact details (telephone, email, physical address), Bidders are to use Appendix C as guideline. The references should also be able to show International best practice and

protocol(s) used for WhatsApp Business Solution Platform. Additional points will be allocated to references that can still be accessed for testing purposes.

- 5.5 The bidder must include a Curriculum Vitae (CV) of at least one experienced WhatsApp developer listing the projects that they have worked on. The CV must be supplied with copies of qualifications.
- 5.6 The bidder must be a META WhatsApp business partner. A badged partnership will be an added advantage. Bidder must include a document as confirmation.
- 5.7 The bidder must include a proposal as part of their submission showing their approach / methodology in implementing WhatsApp Business Platform solutions. The proposal must also substantiate how they meet the compliance requirements in section 5.3 above.
- 5.8 The implementation will be divided into several phases where Phase I will be the implementation of what is covered in this tender (initial scope). Phase II will be the support and maintenance of what has been developed in Phase I. Phase III will cover new requirements that will come up during contract. These will be done on a time and material basis.
- 5.9 The bidder must provide a project implementation plan based on the requirements mentioned in Section 3 above (Phase I). Bidders must adhere to the delivery schedule in Section 10 in their planning.
- 5.10 The bidder must demonstrate how they will adhere to generally accepted information security practices and procedures. The bidder must provide an overview of information security governance policies, standards, and processes employed within their organization.
- 5.11 The bidder must provide a detailed description on how they will setup the environment to fully comply with the Protection of Personal Information (POPI) Act, Act No. 4 of 2013 and the relevant regulatory requirements.
- 5.12 The bidder's environment must be secure and compliant with applicable governance and regulatory requirements. Compliance with the following will be an added advantage:

5.12.1 ISO/IEC 27002 (Security Controls)

5.12.2 ISO/IEC 27005 (Information Security Risk Management)

5.13 The bidder must comply with all applicable statutory and regulatory requirements applicable in the telecommunications services industry.

5.14 By bidding on this auction, the bidder warrants and agrees to all the terms and conditions of this bid specification.

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 It must be noted that the Electoral Commission seeks to gain the best product technically, functionally and financially.
- 6.4 Upon a successful bid being accepted, the Electoral Commission reserves the right to request an inspection of the preferred service provider's facilities.
- 6.5 The successful service provider has the primary responsibility to ensure that quantity and quality are in accordance with the bid specifications.
- 6.6 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 Supplier Performance

- 7.1 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.
- 7.2 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.
- 7.3 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.
- 7.4 The SLA may contain elements such as supplier progress milestones, delivery schedules, quality checkpoints and invoicing procedures.
- 7.5 The Electoral Commission reserves the right to reject any services delivered not conforming to the bid specification.
- 7.6 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.

8 Pricing Requirements

When pricing bid proposals, bidders are advised to take into account that the following issues are factored into the price.

- 8.1 Bid price must be submitted online on the eProcurement (Votaquotes) portal. This bid price will be used for adjudication.
- 8.2 Bidder must complete and submit Appendix B1, B2 and B3 - Pricing Schedules.
- 8.3 Due to the cyclical nature of election business, the volumes of messages will be different from month to month and year to year. During election year, the volumes will be substantially higher than during a non-election year.
- 8.4 When pricing bid proposals, service providers are advised to take into account that the following issues are factored into the total bid price:
 - 8.4.1 Implementation and Customization costs for Phase I;
 - 8.4.2 Integration costs for Phase I
 - 8.4.3 Different message types' costs as per pricing schedule
 - 8.4.4 Support and Maintenance costs for Phase I
 - 8.4.5 Training costs for the Electoral Commission's personnel and any other costs associated with delivering the service
 - 8.4.6 Support and Maintenance Annual Escalation
- 8.5 Bid prices must be VAT inclusive and must be firm for a period of 180 days.
- 8.6 The solution is to be supplied on a consumption basis with invoices payable on a monthly basis.

9 Award of Contract

- 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 may 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.

10 Delivery and Implementation Timeframe

- 10.1 The successful bidder will be required to implement and customize the solution within 3 months of receiving an official purchase order from the Electoral Commission.

11 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.

- 11.1 All questions and the official responses will be published on the public VotaQuotes website (www.votaquotes.elections.org.za) where the bid is advertised.
- 11.2 Bidders are responsible for regularly monitoring the platform for any updates, clarifications, or additional information published during the bidding period.
- 11.3 No telephonic, email, or other forms of communication regarding bid enquiries will be accepted or responded to.
- 11.4 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.

12 Briefing Session

- 12.1 Details of the briefing will be published on the e-Procurement website.

13 Submissions of Bid Documentation

- 13.1 All submissions must be received on or before the closing date and time for submissions, as stipulated on the e-Procurement website

<https://votaquotes.elections.org.za>. Submissions received after the final date and time will lead to bids being disqualified and not considered. Written submissions must be delivered to the Electoral Commission's Procurement & Asset Management Department. Delivery can be through any of the following means:

- Upload to the auction website;
- 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 – AUCTION 0010557940

13.2 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.

13.3 Summary of Submission Requirements

13.3.1 Bidder must complete and submit Appendix A (Technical Response Sheet) to demonstrate compliance as per 5.3.

13.3.2 Bidders must submit a proposal that includes their approach to implementing and customizing WhatsApp Business Platform solution as per 5.7

13.3.3 Bidders must provide a detailed pricing breakdowns (breakdown of the bid price into implementation costs and any other costs) as per 8.2.

13.3.4 Bidders must provide at least three (3) contactable references as per 5.4.

13.3.5 The bidder must include a Curriculum Vitae of at least one experienced WhatsApp developer listing the projects that they have worked on as per 5.5.

13.3.6 Bidders must provide a detailed description on how they will setup the environment to fully comply with the Protection of Personal Information (POPI) Act, Act No. 4 of 2013 and the relevant regulatory requirements as per 5.11

14 Closing Date

The closing date and time of this auction is as specified on the eProcurement (Votaquotes) website. 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**.

15 APPENDIX A: TECHNICAL BID RESPONSE SHEET

Appendix A – Technical Bid Response Sheet					
<p>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.</p>					
	Specification	Reference	Indicate whichever is applicable		Bidder's response/technical specification for proposed solution. Bidder must indicate how they meet the requirement
			YES	NO	
1.	The WhatsApp Business Platform solution is positioned as Software as a Service (SaaS) and supports cloud-based data/message storage through a local (within South Africa) service provider.	3.2			
2.	The solution supports distinct channels and interactive templates tailored to different stakeholder groups.	3.1			
3.	The solution supports automatic responses for Frequently Asked Questions, given reference data	3.3			
4.	The Electoral Commission has access to the WhatsApp Manager dashboard.	3.2			
5.	The solution must be able to allow the Electoral Commission to save and reuse frequently sent messages	3.4			
6.	The solution integrates to Artificial Intelligence (AI) models using Large Language Models (LLM) to answer questions complex queries posed by users. The Electoral Commission will provide documents, its website and other sources to enable the model to be trained	3.5			

Appendix A – Technical Bid Response Sheet

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.

	Specification	Reference	Indicate whichever is applicable		Bidder's response/technical specification for proposed solution. Bidder must indicate how they meet the requirement
			YES	NO	
7.	The solution's response message/contents should support text, web links, pdf, word, excel images and videos.	3.6			
8.	The solution should be scalable to cater for large volumes around major election events.	3.7			
9.	The solution must be able to escalate to a human agent.	3.8			
10.	The solution enables stakeholders to opt-in/out to receive messages from the Electoral Commission	3.9.1			
11.	The solution enables the sending of bulk generic messages to individual users	3.9.2			
12.	The solution enables the sending of bulk proactive messages tailored/customized to individual users	3.9.3			
13.	The solution enables the sending of training videos to opted-in members	3.9.4			
14.	The solution enables the sending of generic broadcast messages to users in a group	3.9.5			
15.	The solution enables the sending of One Time Password (OTP) to users to enable them to access certain digital assets on the Electoral Commission	3.9.6			

Appendix A – Technical Bid Response Sheet

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.

	Specification	Reference	Indicate whichever is applicable		Bidder's response/technical specification for proposed solution. Bidder must indicate how they meet the requirement
			YES	NO	
16.	The solution is able to generate defined reports including operational reporting on the health and performance of the platform.	3.10			
17.	The solution can securely integrate to the Electoral Commission's back-end services using REST Application Program Interfaces (APIs) provided by the Electoral Commission to answer specific questions such as Am I Registered, by displaying the registration details of the ID Number provided.	3.12			
18.	The solution can securely integrate to the Electoral Commission's back-end services using REST APIs provided by the Electoral Commission to allow users to register to vote by providing their details, including a picture of their ID card, ID Number, Names, Surname and their address including location (GPS Coordinates).	3.12			
19.	The solution can securely integrate to Google Maps and receive as input the location (GPS Coordinates) selected by a user on Google Maps.	3.12			
20.	The WhatsApp platform should also allow the Electoral Commission to run surveys.	3.13			

Appendix A – Technical Bid Response Sheet

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.

	Specification	Reference	Indicate whichever is applicable		Bidder's response/technical specification for proposed solution. Bidder must indicate how they meet the requirement
			YES	NO	
21.	It must also be able to rate each interaction at the end.	3.13			
22.	The solution must support the following templates at a minimum	3.14			
23.	Interactive Message Templates - These are pre-approved message formats that include interactive elements like buttons.	3.14.1			
24.	Quick Reply Buttons - These allow users to quickly respond to a message by tapping one of the predefined buttons, typically offering up to three choices.	3.14.2			
25.	Call to Action (CTA) Buttons - These buttons encourage users to take specific actions, such as visiting a website or making a phone call, by directing them to a URL or phone number.	3.14.3			
26.	List Messages - Another type of interactive message template that will allow the Electoral Commission to present a list of options for users to choose from.	3.14.4			
27.	Flow Messages - These allow for more complex, multi-step interactions	3.14.5			
28.	The WhatsApp Platform integrates to the Learning Management System (Moodle Platform) to among others track the progress of the learner and deliver content via the WhatsApp solution utilizing	3.15			

Appendix A – Technical Bid Response Sheet

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.

	Specification	Reference	Indicate whichever is applicable		Bidder's response/technical specification for proposed solution. Bidder must indicate how they meet the requirement
			YES	NO	
	the support that WhatsApp has for multimedia content, including images, videos, and documents.				
29.	The Electoral Commission wants to communicate tailored and specific information to specific stakeholders using the WhatsApp platform. For example, there will be separate chat threads or different numbers for the voters, politicians, members of the media, employees etc. These can be in the form of interactive mechanisms or broadcasts or channels.	3.16			
30.	The successful bidder shall assist the Electoral Commission to always be aligned with the OEM policies and procedures to avoid the risk of service discontinuation.	3.19			
31.	The Electoral Commission should be able to retrieve and re-use the components (including business accounts, templates, business phone numbers etc.) of the solution at another service provider depending on the results of the tender process at the end of this contract.	3.20			

16 APPENDIX B: PRICING SCHEDULE

16.1 Appendix B1: Software as a Service (SaaS) Option

APPENDIX B1 - PRICING SCHEDULE (SaaS Option)				
The completion of all pricing schedule is compulsory. Failure to complete the table below will result in the bid being disqualified.				
Item #	Description	Duration / QTY per month	Unit / Monthly costs (Including VAT)	Total Price over 24 months (Including VAT)
1	Phase I – Implementation, Customization, Integration and Training Costs – Once Off	3 months		R_____
3	Message calls (Marketing type)	2,000,000 per month	R_____	R_____
4	Message calls (Utility type)	100,000 per month	R_____	R_____
5	Message calls (Authentication type)	100,000 per month	R_____	R_____
6	Message calls (other types)	100,000 per month	R_____	R_____
7	Message calls (Service) – assumed free	3,000,000 per month	R_____	R_____
8	Any other costs – bidder to specify		R_____	R_____
9	Support and Maintenance OR service fee	24 months	R_____	R_____
Total Bid Price* inclusive of VAT				R_____
<p>* The Total Bid Price must be all inclusive and complete for the delivery of the proposed solution. The Total Bid Price must be stated on this pricing schedule. The Total Bid Price must match the Bid price submitted online.</p>				

16.2 Appendix B2 – Volume Tiers Rate Card

APPENDIX B2 – Volume Tiers Rate Card.

The completion of all pricing schedule is compulsory. Failure to complete the table below will result in the bid being disqualified.

Item #	Description	Marketing Type Message Unit cost including VAT	Utility Type Message Unit cost including VAT	Authentication Type Message Unit Cost including VAT	Service Type Message Unit Cost including VAT	Other Type Message Unit Cost including VAT
1.	<= 100,000	R_____	R_____	R_____	R_____	R_____
2.	> 100,000 and ≤ 1,000,000 per month	R_____	R_____	R_____	R_____	R_____
3.	>1,000,000 and ≤ 4,500,000 per month	R_____	R_____	R_____	R_____	R_____
4.	>4,500,000 and ≤ 40,000,000 per month	R_____	R_____	R_____	R_____	R_____
5.	>40,000,000 and ≤ 80,000,000 per month	R_____	R_____	R_____	R_____	R_____
6.	>80,000,000 per month	R_____	R_____	R_____	R_____	R_____

16.3 Appendix B3 – Phase III

APPENDIX B2 - PRICING SCHEDULE (Phase III - Time and Material)

The completion of all pricing schedule is compulsory.

Failure to complete the table below will result in the bid being disqualified.

Item #	Description	Hourly Rate (Including VAT)
1	Project Manager	R _____
2	Developer	R _____
3	Business Analyst / Tester	R _____

17 Appendix C: Guideline Reference Table

Reference #1

<u>Appendix C – Guideline Reference Table</u>		
<u>Bidder must provide 3 References as per Section 5</u>		
EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST		
Customer name		
Contact Person		
Contact Details	eMail	
	Telephone	
Service Description		
Service Provided	Service Name and Number	
	Was the service commercialized?	
	On average how many interactions per month were served?	
	Is the service still live – can it be tested?	
When was the service provided		

Reference #2

Appendix C – Guideline Reference Table		
<u>Bidder must provide 3 References as per Section 5</u>		
EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST		
Customer name		
Contact Person		
Contact Details	eMail	
	Telephone	
Service Description		
Service Provided	Service Name and Number	
	Was the service commercialized?	
	On average how many interactions per month were served?	
	Is the service still live – can it be tested?	
When was the service provided		

Reference #3

<u>Appendix C – Guideline Reference Table</u>		
<u>Bidder must provide 3 References as per Section 5</u>		
EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST		
Customer name		
Contact Person		
Contact Details	eMail	
	Telephone	
Service Description		
Service Provided	Service Name and Number	
	Was the service commercialized?	
	On average how many interactions per month were served?	
	Is the service still live – can it be tested?	
When was the service provided		

18 Appendix D: Evaluation Criteria

Bidders are advised to refer to Appendix D 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.

18.1 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:

- 18.1.1 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.
- 18.1.2 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.
- 18.1.3 As part of the evaluation of the procurement process, the information provided by a person on the SBD4 form must be evaluated.
- 18.1.4 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.

18.1.5 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.

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

18.1.7 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.

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

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

	Assessment Criteria	Bidder Requirement (YES/NO)	Comments
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.		
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.

18.2 Stage 2: Key Qualifying Criteria

Stage 2 – Mandatory 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 place their bid online as per section 5.1?			
2.	Is the SaaS Platform hosted in South Africa, i.e. the cloud-based data/message storage hosted locally in South Africa as per 3.2?			
3.	Did the bidder complete and submit technical specification as per section 5.3?			
4.	Is the bidder a META WhatsApp business partner as per 5.6?			
5.	Did the bidder complete and submit pricing schedules as per 8.2?			
6.	Did the bidder submit three (3) contactable references as per section 5.4?			
7.	Did the bidder submit a CV of an experienced developer as per 5.5?			
Overall Stage 2 Outcomes:	<u>Assessment Comments:</u>			
	Bid qualifies for further consideration: (YES/NO):			

18.3 Stage 3: Technical Evaluation

Stage 3 Technical Evaluation					
Failure to comply with each item may lead to disqualification.					
	Specification	Reference	Bidder's indication		Comments
			YES	NO	
1.	The WhatsApp Business Platform solution is positioned as Software as a Service (SaaS) and supports cloud-based data/message storage through a local (within South Africa) service provider.	3.2			
2.	The solution supports distinct channels and interactive templates tailored to different stakeholder groups.	3.1			
3.	The solution supports automatic responses for Frequently Asked Questions, given reference data	3.3			
4.	The Electoral Commission has access to the WhatsApp Manager dashboard.	3.2			
5.	The solution must be able to allow the Electoral Commission to save and reuse frequently sent messages	3.4			
6.	The solution integrates to Artificial Intelligence (AI) models using Large Language Models (LLM) to answer questions complex queries posed by users. The Electoral Commission will provide documents, its website and other sources to enable the model to be trained	3.5			
7.	The solution's response message/contents should support text, web links, pdf, word, excel images and videos.	3.6			

Stage 3 Technical Evaluation

Failure to comply with each item may lead to disqualification.

	Specification	Reference	Bidder's indication		Comments
			YES	NO	
8.	The solution should be scalable to cater for large volumes around major election events.	3.7			
9.	The solution must be able to escalate to a human agent.	3.8			
10.	The solution enables stakeholders to opt-in/out to receive messages from the Electoral Commission	3.9.1			
11.	The solution enables the sending of bulk generic messages to individual users	3.9.2			
12.	The solution enables the sending of bulk proactive messages tailored/customized to individual users	3.9.3			
13.	The solution enables the sending of training videos to opted-in members	3.9.4			
14.	The solution enables the sending of generic broadcast messages to users in a group	3.9.5			
15.	The solution enables the sending of One Time Password (OTP) to users to enable them to access certain digital assets on the Electoral Commission	3.9.6			
16.	The solution is able to generate defined reports including operational reporting on the health and performance of the platform.	3.10			
17.	The solution can securely integrate to the Electoral Commission's back-	3.12			

Stage 3 Technical Evaluation

Failure to comply with each item may lead to disqualification.

	Specification	Reference	Bidder's indication		Comments
			YES	NO	
	end services using REST Application Program Interfaces (APIs) provided by the Electoral Commission to answer specific questions such as Am I Registered, by displaying the registration details of the ID Number provided.				
18.	The solution can securely integrate to the Electoral Commission's back-end services using REST APIs provided by the Electoral Commission to allow users to register to vote by providing their details, including a picture of their ID card, ID Number, Names, Surname and their address including location (GPS Coordinates).	3.12			
19.	The solution can securely integrate to Google Maps and receive as input the location (GPS Coordinates) selected by a user on Google Maps.	3.12			
20.	The WhatsApp platform should also allow the Electoral Commission to run surveys.	3.13			
21.	It must also be able to rate each interaction at the end.	3.13			
22.	The solution must support the following templates at a minimum	3.14			
23.	Interactive Message Templates - These are pre-approved message formats that include interactive elements like buttons.	3.14.1			
24.	Quick Reply Buttons - These allow users to quickly respond to a message	3.14.2			

Stage 3 Technical Evaluation

Failure to comply with each item may lead to disqualification.

	Specification	Reference	Bidder's indication		Comments
			YES	NO	
	by tapping one of the predefined buttons, typically offering up to three choices.				
25.	Call to Action (CTA) Buttons - These buttons encourage users to take specific actions, such as visiting a website or making a phone call, by directing them to a URL or phone number.	3.14.3			
26.	List Messages - Another type of interactive message template that will allow the Electoral Commission to present a list of options for users to choose from.	3.14.4			
27.	Flow Messages - These allow for more complex, multi-step interactions	3.14.5			
28.	The WhatsApp Platform integrates to the Learning Management System (Moodle Platform) to among others track the progress of the learner and deliver content via the WhatsApp solution utilizing the support that WhatsApp has for multimedia content, including images, videos, and documents.	3.15			
29.	The Electoral Commission wants to communicate tailored and specific information to specific stakeholders using the WhatsApp platform. For example, there will be separate chat threads or different numbers for the voters, politicians, members of the media, employees etc. These can be	3.16			

Stage 3 Technical Evaluation

Failure to comply with each item may lead to disqualification.

	Specification	Reference	Bidder's indication		Comments
			YES	NO	
	in the form of interactive mechanisms or broadcasts or channels.				
30.	The successful bidder shall assist the Electoral Commission to always be aligned with the OEM policies and procedures to avoid the risk of service discontinuation.	3.19			
31.	The Electoral Commission should be able to retrieve and re-use the components (including business accounts, templates, business phone numbers etc.) of the solution at another service provider depending on the results of the tender process at the end of this contract.	3.20			

<u>Outcome</u>	<u>Assessment Comments:</u>
	Bid qualifies for further consideration: (YES/NO):

18.4 Stage 4: Technical Scoring

Stage 4 – Technical Scoring					
To qualify to the next phase of adjudication a bidder must score a minimum of 75% (63/84)					
	Product Description	Available Score	Points Allocation	Actual Score	Comments
1	Relevant Reference	33	a) Contact Details (Customer name, Contact Person, Email, Telephone) = 2 points b) Description of Services provided = 2 points c) Name of the service = 1 point d) Service mobile number = 1 point e) Was the service commercialised = 2 points f) The average number of interactions per month = 2 points g) Was it provided in the last 36 months = 1 point Total for references = maximum 11 points per reference (minimum 3 references required).		
2	BSP status	5	Is the bidder a badged META Business Partner (5 points)		

Stage 4 – Technical Scoring

To qualify to the next phase of adjudication a bidder must score a minimum of 75% (63/84)

	Product Description	Available Score	Points Allocation	Actual Score	Comments
3	Relevant Experience	5	The Developer whose CV is attached has: a) Number of projects between 3 and 6 (3 points) b) Number of projects between 6 and 10 inclusive (4 points) c) Number of projects greater than 10 (5 points)		
4	Platform Security	6	The bidder's platform is secure and complies to the following standards: a) ISO/IEC 27002 (2 points) b) ISO/IEC 27005 (2 points) c) POPIA (2 points)		
5	Artificial Intelligence	5	Does the bot use AI models such as LLM to answer questions intelligently? (5 points)		
6	Support for South African Languages	15	The solution must be able to support at a minimum the following South African languages already supported by WhatsApp Business Platform. This means users can set their WhatsApp interface to these languages. There are also templates in these languages: a) Afrikaans (3 points) b) isiZulu (3 points) c) Xhosa (3 points) d) Sesotho (3 points)		

Stage 4 – Technical Scoring

To qualify to the next phase of adjudication a bidder must score a minimum of 75% (63/84)

	Product Description	Available Score	Points Allocation	Actual Score	Comments
			e) Setswana (3 points)		
7	Delim maps	3	The Electoral Commission can use REST APIs to retrieve map delimitation information that can be displayed in a map format on the platform / browser linked to the platform. The solution is then able to retrieve GPS coordinates from such interaction.		
8	Integration to Moodle e-Learning Platform	2	The solution integrates to the Moodle e-Learning platform and can send real-time updates, reminders, and notifications about assignments, exams, and new course content, helping learners registered on the Learning Management System to stay informed.		
9	Project Plan	4	<p>a) Bidder included a project plan for Phase I of the project (Installation, Customization and Integration and Training – 2 points</p> <p>b) The project plan is aligned with section 10 above (3 months of implementation) - 2 points</p>		
10	Access to the service	6	<p>The service is still live – the Electoral Commission can access the service for test purposes.</p> <p>a) One service – 2 points</p> <p>b) Two services – 3 points</p>		

Stage 4 – Technical Scoring

To qualify to the next phase of adjudication a bidder must score a minimum of 75% (63/84)

	Product Description	Available Score	Points Allocation	Actual Score	Comments
			c) Three – Five services – 5 points d) More than 5 services – 6 points		
	TOTAL:	84			
Overall Stage 4 Outcomes:		<u>Assessment Comments:</u>			
		Bid qualifies for further consideration (YES/NO):			

18.5 Stage 5: Adjudication of Bids

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	Date
1			
2			
3			
4			
5			
