SOUTH AFRICA

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Electoral Commission

Auction 0010559239

Electoral Commission's Mobile App Development

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 the document shall invalidate a bid.

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1 Introduction

The Electoral Commission seeks to redevelop its public mobile application that was developed in-house in 2019 in time for the 2019 National and Provincial Elections. The public mobile application is currently available on Android, iOS and Huawei environments. While further updates were performed in 2021 and 2024 to meet the requirements for the 2021 Local Government Elections and 2024 National and Provincial Elections. The goal is to design and implement a public mobile app that is inclusive, secure, accessible, trustworthy and effective for citizens engaging with elections.

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 (e-Procurement) for them to bid.

2 Background Information

The current public mobile application enables the users to access with ease the following:
   a) voter registration information,
   b) voting station information,
   c) election contestants' information,
   d) election results
   e) Electoral Commission's communications
   f) Apply and View Special Votes application

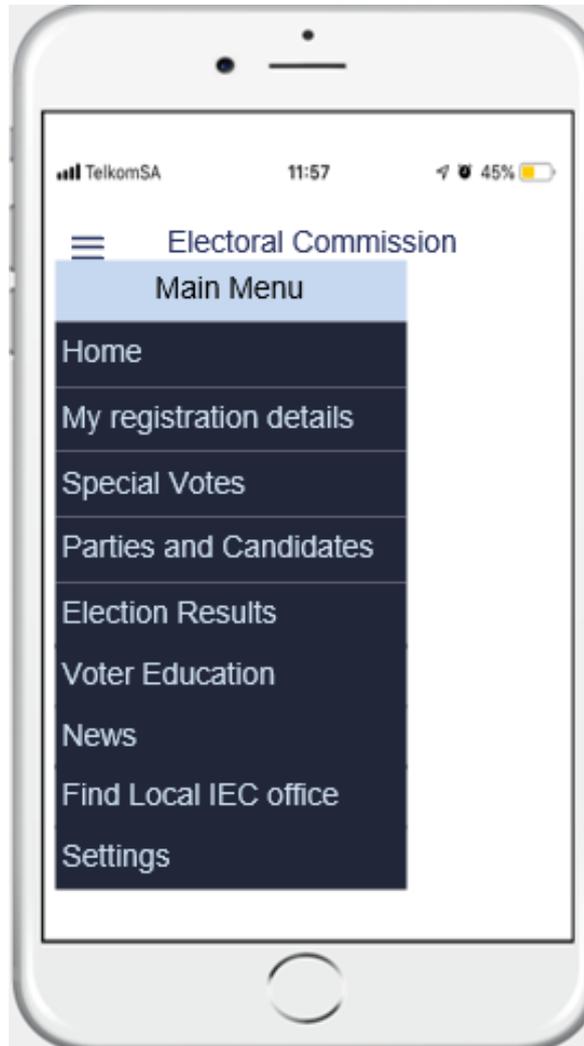The picture below shows the functionality catered for by the current mobile app.

Figure 1 AS IS Functionality

The details of the functionalities are below:

No.	Functionality	Description
1.	On-boarding *(Establish the authenticated user on the mobile application and device)*	On boarding is a method to authenticate and engage with the user by way of registering a national identity (ID) number, thereafter, personalizing the public mobile application to the user. The on-boarding functionality is available on the first use of the public mobile application after installation. Once *on-boarded* and authenticated, the public mobile application returns information relevant to the user's voter registration as determined from the ID number; except in instances where a new ID number is entered. At the time of onboarding, users have the option to enable push notifications for electoral events occurring in their registered area and to voluntarily participate in IEC surveys.

No.	Functionality	Description
		The user is presented with a welcome screen detailing their voter registration information (voter registration status, voting station details and the name of their ward councillor) and a link to proceed to the home page.
2.	My Registration Details	This functionality provides direct access for the on-boarded user to view their registration details, and a link to the devices map navigation to their voting station. If there is an election event planned for the voter's registered area, the information is also displayed.
		If there is no on-boarded user, the user may query the registration details of any person by entering an identity number, the system will return the registration details and upcoming election event details (if any) as determined from the ID number.
3.	Home Page	The home page presents the public mobile application page that is aligned to the public website in content. (i.e. campaign banner, application content, media releases (news), and links to the Electoral Commission social media sites X, Facebook and Instagram). Common content published across related public facing applications within the IEC will be managed via a content management system.
4.	Special Votes	Functionality enables the user to apply to cast a special vote for a specific electoral event during the window of application. Once the application has been assessed, the user is able to view the result of their application. This is applicable to all election types. (National and provincial elections, local government elections and municipal by-elections.)
		The functionality uses the same business rules and APIs as those of the VoterPortal. This functionality may be used for any identity number queried, not only for the on-boarded user.
5.	News	The facility that delivers the latest published media releases from the Electoral Commission.
		The news facility will be aligned with the public website content and managed via the content management system.

No.	Functionality	Description
6.	Voter Education	A facility to provide the users with voter education material and a set of frequently asked questions (FAQ) to promote voter education as well as participation.
7.	Settings	This functionality enables the user to manage the public mobile application settings on their device. These settings include: • updating the on-boarded user details • directing the user to turn on device location services
8.	Contact Us *(Local IEC office)*	Functionality that provides contact details and address details to the Electoral Commission's offices in the on-boarded user's local area making use of their registered address details. In instances where there is no on-boarded user, the user is able to select the province, municipality, and ward for which they wish to view contact details to the Electoral Commission's office.
9.	Parties and Candidates	A functionality that displays contesting parties and candidates for an electoral event in the on-boarded user's local area. In instances where there is no on-boarded user, the user is able to select an election event and area of interest to view the contesting parties and candidates.
10.	Election Results	The user is able to view a summary of the election results specific to their local area as soon as they are available for all election types. (National and provincial elections, local government elections and municipal by-elections.) There will also be a link to navigate to the Electoral Commission's results dashboard to view the outcome of all election events.

The current public mobile application is written in a framework that is no longer supported and cannot evolve to meet the demands for new features as required. The application also requires its own internal back-end services to support mobile real-time transactions and improve the application's service offering and performance. In its current state, the application poses security risks for the organization, while it is increasingly challenging to support new business processes and requirements.

The current public mobile app has also been found to have vulnerabilities and inadequate provisions for data safety, user permissions and security.[1]

A careful assessment of the state of the public mobile application, technological developments and the vision of the organization was conducted. This resulted in a decision to transition the mobile application to a new framework and platform. The goal is to offer enhanced functionality, improved user experience, and better integration capabilities with other existing systems at the Electoral Commission.

The existing functionalities of the public mobile application must be re-designed and re-developed, with additional modules introduced to improve user interaction and ensure an alignment between the public mobile application to related electoral applications.

The public mobile application has the potential to increase voter interaction with the Electoral Commission by introducing new functionalities and making use of the native functionality of the user's device for an improved user experience.

3 Technical Specifications

The technical specification for the required solution is as specified below. It must be noted that the technical specifications below are the minimum requirements; submissions will be accepted only where it meets or surpasses the specification for the required solutions.

3.1 Kotlin framework

The new public mobile application is to be developed using the Kotlin Multiplatform (KMP) framework as a newly adopted mobile framework for the Electoral Commission.

3.2 User Access Management

3.2.1   The Electoral Commission's stakeholders include voters, members of the media and politicians. Politicians and some of the media members are also voters. The application should be able to support role-based access and switch between different profiles to allow for users to access the functionalities enabled for the different profiles. The Electoral Commission has developed an Admin Console that will assist with back-end

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[1] Nawal Omar - South African Electoral Commission's mobile app for voters: Data privacy and security dimensions

access for the different profiles. The Electoral Commission will also keep the login details as the same details are used to access the respective websites.

3.2.2 The bidder is to ensure that the app is secure, no data leakage, encrypted communication (https/TLS) and secure authentication (OTP and biometric support – fingerprint and/or face recognition). The Electoral Commission has an SMS solution to support SMS OTP.

3.2.3 The app is to include session timeouts and re-authentication for idle periods.

3.2.4 The bidder is required to assist the Electoral Commission clear privacy policy to deal with the provisions of POPIA especially with the data that is collected from voters. The bidder is to ensure that the implemented process and system avoid unnecessary data collection.

3.2.5 Users do not always interact with the Electoral Commission's app as elections occur every 2-3 years. Users therefore tend to forget their usernames and passwords. Users should be able to recover lost passwords and usernames securely and easily on the application.

3.2.6 The bidder must ensure that the potential for unauthorised access is reduced or eliminated.

3.2.7 The bidder is to enable users to manage profile settings, notification preferences, and other app configurations within the mobile application

3.3 Branding and App Stores

3.3.1 The app is to be developed in the Electoral Commission's branding details (logo and colours)

3.3.2 Users must be able to verify the authenticity of the app via app store metadata.

3.3.3 The application will be published to various apps stores including Google Play Store, Apple App Store & Huawei App Gallery.

3.4 Content Management Solution (CMS)

3.4.1   The public mobile app must be able to retrieve content from a Content Management System using REST APIs.

3.4.2   The details of the content management system will be disclosed at a later stage.

3.5 Development deliverables

3.5.1   The bidder is to re-design and re-write the functionality of the existing public mobile application using the Kotlin framework and platform.

3.5.2   South Africa's electorate is diverse varying in language, tech literacy and mobile device capability. The bidder is to design the app for older adults, citizens with limited digital skills, users with low-end devices and users with slow and limited data. The key principle is that tasks must be kept simple, intuitive and fast.

3.5.3   The new mobile app must be designed for mobile environments with faster load times, minimized data usage, lightweight graphics and support for older Android devices. The bidder is to use adaptive images and enable caching so content can load offline where possible.

3.5.4   The bidder is to ensure compatibility with accessibility standards (e.g. Web Content Accessibility Guidelines (WCAG)) with high contrast, large tappable elements, screen reader compatibility and text alternatives for icons.

3.5.5   The bidder is to integrate the new mobile application to the back-end services using existing APIs that are also used by the VoterPortal (https://registertovote.elections.org.za) to support common business processes. The current back-end services support representational state transfer (REST) application programming interface (API)

3.5.6   The bidder is to integrate the public mobile app with WhatsApp for Business services to be provided by the Electoral Commission, allowing two-way customer engagement, automated alerts and support.

3.5.7   The bidder is to implement location services to determine which voting station the bidder is, suggest the nearest registration or voting station, find a voting station by

name, save or share directions. The system is to however ask for consent before accessing location.

3.5.8   The bidder is to implement Push notifications and alerts which are relevant (e.g. registration deadline, voting day information etc), allowing users to opt-in with clear consent).

3.5.9   The bidder is to implement Frequently Asked Questions (FAQs) and chatbot support on the public mobile app.

3.5.10 The developed app will be subjected to Functional Tests, Integration Tests, Vulnerability / Penetration Test and Load Test at a minimum as part of Quality Assurance. The bidder will be required to fix all the all the bugs that are picked up.

3.5.11 Align the user interaction functionalities and business processes of the Electoral Commission's public mobile application to the Electoral Commission's website (www.elections.org.za), VoterPortal (registertovote.elections.org.za) and results portal (results.elections.org.za)

3.5.12 The bidder is to ensure that the collection of personal information is disclosed in the data safety section in the app stores. In addition, the terms and conditions should emphasise users' privacy and data rights in respect of the personal data that is collected

3.5.13 Some of the functionalities to be implemented include the following:

3.5.13.1   Voter registration
A description is given below of what is currently envisaged for voter registration.

No.	Functionality	Description
		<u>Register to Vote</u> This functionality will enable the user to register as a voter. 1. The user enters their own identity number, cellphone number and must accept legal terms to receive a One-Time Pin (OTP). A successful verification of the One-Time Pin (OTP) advances the process. 2. The voter provides proof of their identity document by: a. uploading an image of their identity document (similar to the VoterPortal), or

No.	Functionality	Description
		b. taking a photo of their identity card document during the transaction.
		c. The app is to integrate with Microsoft Vision services deployed by the Electoral Commission.
		3. The voter must capture their address details to complete the registration by either finding its location using an interactive map, or selecting the "I am Home, use my current location" option.

3.5.13.2 Update Voter Address

No.	Functionality	Description
		Functionality that enables the voter to view, confirm or update the details of their registered address of ordinary residence. The user needs to have registered a user profile and sign-in with their login details.
		An authentication and verification method are followed by way of a One-Time Pin *(OTP)* sent to the user's mobile number or email address. This pin must be authenticated before the user can update their registered address to complete the transaction. The facility will use the same business rules and APIs as those of the VoterPortal. Once the voter's address of ordinary residence is updated, the voting station details are also updated accordingly.

3.5.13.3 voter registration check

3.5.13.4 voting station finder

3.5.13.5 special voter registration

3.5.13.6 Special voter registration check

3.5.13.7 Provide functionality for election calendar and reminders

3.5.13.8 Candidate and Party Information

3.5.13.9 Live Results on election day

3.5.13.10 Notifications about deadlines and voting guidelines

3.5.13.11 Self-service queue check-in and check-out

3.5.13.12   Self-service surveys

3.5.13.13   Integration to Issue tracker for submission of queries or issues

3.5.13.14   Access the Virtual Results Operations Centre (ROC) applications and

3.5.14 The details of the functionality will be finalized with the successful bidder. It is therefore important for the bidder to include Business and System Analysts in their project team for the analysis and documentation of the use cases.

3.5.15 The bidder must ensure that the app adheres to privacy policies set by advertising platforms and transparently disclosing data collection, opt-out options, and data deletion which are vital steps in maintaining user trust and security.

3.6 Analytics, Reporting and Dashboards

3.6.1   The app is to provide insights into user journeys, identify popular content, and assess areas for improvement to enhance the user journey.

3.6.2   The app must be able to monitor application engagement with session duration, retention rates, and in-app interactions to optimise user experience.

3.6.3   The bidder is to implement application performance monitoring and logging to track app usage, errors, and crashes.

4   Planning Assumptions

The IEC has made the following assumptions:

4.1   The Electoral Commission will provide technical resources for all the back-end designated work including setup and configuration of its own systems, reporting dashboards, APIs and databases.

4.2   The Electoral Commission will provide access to its SMS solution for SMS OTP.

4.3   Wherever the need arises the successful bidder shall do initial equipment configuration of operating systems and environmental specific requirements.

4.4   The delivery of the services required must be completed within the days as stipulated in

the delivery and implementation schedule below.

4.5 The bidder must align to the Electoral Commission's change management processes and procedures

4.6 The Electoral Commission will pay the app store charges for the application.

4.7 The recommended service provider shall provide all relevant details needed to ensure successful operations capability within the organization.

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 Bidders must place bids online on the Electoral Commission's eProcurement website by not later than the stipulated closing date and time on the auction.

5.2 Bidders must complete and submit [Appendix A: Technical Bid Response Sheet](#) to demonstrate compliance with the technical bid requirements.

5.3 The bidder must include at least two CVs of experienced Mobile Application developers who have used Kotlin native or Kotlin multiplatform mobile (KMP) for development. The CVs should show strong proficiency in Kotlin, cross-platform mobile and backend development, and a solid understanding of software architecture and version control systems like Git. Experience with Android Studio, XCode and familiarity with Continuous Integration and Continuous Delivery (CI/CD) tools are commonly required, and professional certifications in Kotlin or mobile development will gain the bidder extra evaluation points.

5.4 The bidder must also demonstrate experience in the design of interactive application and User Experience (UX) capabilities and application usability standards. The bidder must also include a CV of an application / UX designer as part of the submission.

5.5 The bidder must also include a CV of a project manager who will ensure that the requirements are met within the allocated time and costs.

5.6 Bidders must have the technical resources required to deliver on these requirements. This includes an ideal project team's (Contractor) composition, skills and organization

including the time estimates of the required time for each member such as full time / part time (a staffing plan).

5.7   The bidder must provide a project implementation plan that shows the bidder's approach in terms of implementation of the above requirements. An Agile development approach is required as some functionality must be released before the entire application is ready. It is envisaged that the implementation of the application will not take more than 6 months. Bidders are however required to provide 2nd level support for another 6 months after the handover to the Electoral Commission.

5.8   The bidder will be required to transfer all software code and related artifacts to the Electoral Commission at the end of the project.

5.9   The bidder will not be allowed to make use of proprietary software in the development of the mobile application.

5.10   The bidder must have at least 5 years' experience in developing app stores published mobile applications. The bidder is to include a company profile or a letter on a letterhead listing the mobile applications developed (portfolio of apps)

5.11   The bidder must provide at least five (5) contactable references of past and current services of a similar nature that the bidder provided or is currently providing (Mobile Application Development). The references should include the customer / company name, customer contact detail (name, surname, telephone, email), when the app was developed, what platform the app was developed in, the app store the app was published in, the number of downloads per application, whether the app is still at the play store. Bidder can use Appendix C: Guideline Reference Table as a guideline for the references.

5.12   It is required that the bidder performs the bulk of the work from the Electoral Commission's offices including but not limited to business analysis, design and development of the app.

5.13   Awarding of the auction to any successful bidder shall be subject to the Electoral Commission's due diligence audit requirements, where applicable.

5.14 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.

5.15 Conclusion of the required project shall only be accepted by the Electoral Commission on the basis of presentation of signed user acceptance certificates and project closure reports.

5.16 The Electoral Commission reserves the right and discretion to cancel and not award this bid based on any reason including operational or financial.

5.17 Awarding the bid to a successful bidder may be subject to the bidder entering into a service level agreement (SLA) with the Electoral Commission that will formalize and regulate the final deliverables and associated processes and procedures.

6 Quality Control

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

6.1 The bidder takes responsibility for the completeness and quality of their bid submission.

6.2 The bidder must undertake and warrant that the switches hardware is new, in good condition and in line with the tender specifications.

6.3 The bidder will have the primary responsibility of ensuring that the proposed equipment complies with the required specification in terms of functionality and technical specification including quantity and quality.

6.4 The Electoral Commission may also call on bidders to make 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 bid. Any such request for presentations shall only be for clarification purposes in support of mandatory requirements that must be adhered to as part of the written submission requirements of this bid. Failure to submit mandatory requirements shall not be rectified by the call for presentations. Any restrictions or conditions associated with any elements of the service offering/s must be detailed. The Electoral Commission reserves the right to reject conditions which are considered unfavourable to its business or unacceptable.

6.5 The bidder must provide the associated support and maintenance for at least 6 months

after implementation. The support and maintenance must include all services as per product code.

6.6 The developed app will be subjected to Functional Tests, Integration Tests, Vulnerability / Penetration Test and Load Test at a minimum.

6.7 The submission of a bid implies acceptance of the terms specified in the provisions laid down in the bid specifications, the procurement and, where applicable, additional documents.

6.8 Bidders are expected to examine carefully and respect all instructions and standard formats contained in these specifications.

6.9 A bid that does not contain all the required information and documentation will be disqualified.

6.10 The Electoral Commission will issue an official purchase order to the successful bidder before any services can be delivered.

6.11 Awarding of the bid to the successful bidder will be subject to the Electoral Commission's due diligence audit requirements, where applicable.

6.12 Although the Electoral Commission will only deal with the principal service provider, if a bidder plans to sub-contract any of the services in this bid, they are required to attach copies of sub-contracting agreements in their bid response documentation. The bidder must also familiarize themselves with Supply Chain Management (SCM) regulations with respect to subcontracting.

6.13 Notwithstanding any shortcomings in these specifications, service providers must ensure that the proposed solution will form a workable and complete solution.

6.14 The Electoral Commission reserves the right and discretion to amend the quantities or cancel or not award this bid based on any reason including operational or financial requirements.

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.

7.3   Upon notification of the Electoral Commission's intention to award a contract, the successful bidder may be required to enter into a service level agreement (SLA/contract) with the Electoral Commission.

7.4   The purpose of the SLA (if applicable other than what the Electoral Commission's standard purchase orders provide for) is to set performance criteria within the key requirements of this request for quotation, namely quantity, quality, and delivery.

7.5   The SLA may contain elements such as supplier progress milestones, delivery schedules, quality checkpoints and invoicing procedures.

7.6   The Electoral Commission reserves the right to reject any services delivered not conforming to the bid specification.

7.7   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.

8   Pricing Requirements

Completion of the detailed pricing schedule by responding to each item is compulsory. Failure to complete and submit this detailed pricing schedule as part of the bid submission shall lead to disqualification.

8.1   The total bid price must be submitted online on the eProcurement (Votaquotes) portal.

8.2   The total bid price must be submitted online on the eProcurement (Votaquotes) portal. The bidder must complete and submit Appendix B: Pricing Schedule and Appendix B1.

The bid price on the [Appendix B: Pricing Schedule](#) must be the same as the bid price submitted online. If there is a discrepancy between the Pricing Schedule bid price and the online submitted bid price, the online submitted bid price will be used for adjudication.

8.3 All costs associated with the development of the public mobile application and associated support (6 months) must be included in the total bid price. The total bid price must be inclusive of all factors which may contribute the cost of fulfilling the bid, factors such as:

a) Implementation costs over 6 months.

b) Implementation costs at the Electoral Commission's national office in Centurion, Gauteng, South Africa.

c) 2nd level Support and Maintenance Costs for 6 months

8.4 Bid prices must be VAT inclusive and must be firm for a period of 180 days. The firm price shall apply for the duration of the contract

8.5 The Electoral Commission reserves the right to adjust costs by excluding some cost factors.

8.6 All costs associated with the solution must be captured on the pricing schedule - no additional costs will be entertained.

8.7 The solution must be a complete solution.

9 Adjudication and Award of Contract

9.1 Bidders are advised to refer to the [Appendix E: Bid Evaluation Criteria](#) to ensure that they have addressed all critical bid requirements.

9.2 The bid will be awarded to a bidder whose solution successfully conforms to specifications and is able to deliver the services, and in terms of the provisions of the Preferential Procurement Policy Framework Act, 2000 and specifically the Preferential Procurement Regulations, 2022.

9.3 The Electoral Commission will issue a formal purchase order before any services can be delivered It should be noted that the Electoral Commission seeks to gain the best solution technically and financially and will select from the results of the bid a solution it deems to

give the best investment.

9.4 Awarding the bid to a successful bidder is subject to the bidder entering into a service level agreement (SLA) with the Electoral Commission that will formalize and regulate the final deliverables and associated processes and procedures.

10 Delivery and Implementation Timeframe

10.1 The successful bidder will be required to implement the public mobile application within 6 months of contract signing or receiving an official Purchase Order (PO). The bidder will be required to provide 2nd level support for 6 months after final go-live.

11 Briefing Session

11.1 A non-compulsory virtual briefing session will be held at a time to be advised on e-Procurement

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) 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 final 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 0010559239

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 All bids must be submitted online on eProcurement (Votaquotes) portal.

14.2 All written supporting documentation must be submitted as stipulated on the bid requirement.

14.3 Submissions received after the closing date and time will lead to bids being disqualified and not considered.

14.4 The following supporting documents must be submitted as part of the written submissions. Failure to submit these will lead to the bid being disqualified:

14.4.1 Completed technical specifications in accordance with the requirements in Appendix A: Technical Bid Response Sheet to demonstrate compliance with the bid specification as per 5.2

14.4.2 Three (3) relevant contactable References, as per Appendix C: Guideline Reference Table as per 5.11

14.4.3 Completed Appendix B: Pricing Schedule and Appendix B1

14.4.4 CVs of 2 mobile developers, project manager and UX Designer as per 5.3, 5.4 and 5.5

15 Closing Date

The closing date and time of this auction is 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

<table>
<tr>
<td colspan="7">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.</td>
</tr>
<tr>
<td rowspan="2" colspan="2">Requirements</td>
<td rowspan="2">Reference</td>
<td colspan="2">Indicate whichever is applicable</td>
<td rowspan="2">Bidder's Comments</td>
<td rowspan="2">Supporting Documentation or Reference to Supporting Documentation</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
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<tr>
<td>1.</td>
<td>The new public mobile application is to be developed using the Kotlin Multiplatform (KMP) framework</td>
<td>3.1</td>
<td></td>
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<td>3.2.1</td>
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<td>3.2.2</td>
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	Requirements	Reference	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
5.	The bidder is to design and implement the new public mobile application such that the app includes session timeouts and re-authentication for idle periods	3.2.3				
6.	The bidder is to design and implement the new public mobile application such that Users will be able to recover lost passwords and usernames securely and easily.	3.2.5				
7.	The bidder is to design and implement the new public mobile application such that the potential for unauthorised access is reduced or eliminated.	3.2.6				
8.	The bidder is to design and implement the new public mobile application such that users are able to manage profile settings, notification preferences, and other app configurations within the mobile application	3.2.7				
9.	The bidder is to design and develop the app using the Electoral Commission's branding details (logo and colours)	3.3.1				

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.

	Requirements	Reference	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
10.	Bidders must ensure that when publishing the public mobile app, users are able to verify the authenticity of the public mobile app via app store metadata.	3.3.2				
11.	The public mobile app must be able to retrieve content from a Content Management System using REST APIs	3.4				
12.	The bidder is to design the app for older adults, citizens with limited digital skills, users with low-end devices and users with slow and limited data. The key principle is that tasks must be kept simple, intuitive and fast	3.5.2				
13.	The new mobile app must be designed for mobile environments with faster load times, minimized data usage, lightweight graphics and support for older Android devices. The bidder is to use adaptive images and enable caching so content can load offline where possible	3.5.3				
14.	The bidder is to ensure compatibility with accessibility standards (e.g. Web Content Accessibility Guidelines (WCAG))	3.5.4				

Requirements	Reference	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
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.					
		Yes	No		
with high contrast, large tappable elements, screen reader compatibility and text alternatives for icons					
15. The bidder is to integrate the new mobile application to the back-end services using existing APIs that are also used by the VoterPortal (https://registertovote.elections.org.za) to support common business processes. The current back-end services support representational state transfer (REST) application programming interface (API)	3.5.5				
16. The bidder is to integrate the public mobile app with WhatsApp for Business services to be provided by the Electoral Commission, allowing two-way customer engagement, automated alerts and support	3.5.6				
17. The bidder is to implement location services to determine which voting station the bidder is, suggest the nearest registration or voting station, find a voting station by name, save or share	3.5.7				

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.						
Requirements		Reference	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
	directions. The system is to however ask for consent before accessing location					
18.	The bidder is to implement Push notifications and alerts which are relevant (e.g. registration deadline, voting day information etc), allowing users to opt-in with clear consent).	3.5.8				
19.	The bidder is to implement Frequently Asked Questions (FAQs) and chatbot support on the public mobile app.	3.5.9				
20.	The developed app will be subjected to Functional Tests, Integration Tests, Vulnerability / Penetration Test and Load Test at a minimum as part of Quality Assurance. The bidder will be required to fix all the all the bugs that are picked up	3.5.10				
21.	The bidder is to align the user interaction functionalities and business processes of the Electoral Commission's public mobile application to the Electoral Commission's website (www.elections.org.za), VoterPortal	3.5.11				

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.						
Requirements		Reference	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
	(registertovote.elections.org.za) and results portal (results.elections.org.za)					
22.	The bidder is to ensure that the collection of personal information is disclosed in the data safety section in the app stores. In addition, the terms and conditions should emphasise users' privacy and data rights in respect of the personal data that is collected	3.5.12				
23.	Some of the functionalities to be implemented include the following	3.5.13				
24.	Voter registration	3.5.13.1				
25.	Update of voter addresses	3.5.13.2				
26.	Voting station finder	3.5.13.3				
27.	special voter registration	3.5.13.4				

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.						
Requirements		Reference	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
28.	Special voter registration check	3.5.13.4				
29.	election calendar and reminders	3.5.13.4				
30.	Candidate and Party Information	3.5.13.4				
31.	Live Results on election day	3.5.13.4				
32.	Notifications about deadlines and voting guidelines	3.5.13.4				
33.	Self-service queue check-in and check-out	3.5.13.4				
34.	Self-service surveys	3.5.13.4				
35.	Integration to Issue tracker for submission of queries or issues	3.5.13.4				

17 Appendix B: Pricing Schedule

Pricing Schedule Completion of this pricing response sheet by the bidder is compulsory. Failure to complete and submit this pricing schedule as part of the bid submission shall lead to disqualification.				
	Requirements	**Quantity**	**Unit /Monthly Cost (Including VAT)**	**Total Cost (Including VAT)**
1.	Implementation of functionality including design, development, integration, testing, documentation, skills transfer and placement on app stores	6 months		
2.	Remote 2nd level Support and maintenance over 6 months	6 months		
*Total Bid Price:				
*Total Bid Price must be in full and complete for the proposed solution, it also the price which will be used for adjudication. The Total Bid Price must be placed on eProcurement				

17.1 Appendix B2: Rate card for Team Roles

	Rate Card For Project Team	
	The rate card will be used to determine the costs of extra work to be commissioned over and above the scope of this tender.	
	The roles below are indicative, bidders can define their specific roles in accordance with project team structure and roles	
colspan_header		
Proposed Project Team Role-players	**Rate per Hour (including VAT)**	**Comments**
1 Project Manager	R	
2 UX Designer	R	
3 Business / Systems Analyst	R	
4 Developer	R	
5 Lead Developer	R	
6 Tester	R	
7	R	
8		

Rate Card For Project Team		
The rate card will be used to determine the costs of extra work to be commissioned over and above the scope of this tender. The roles below are indicative, bidders can define their specific roles in accordance with project team structure and roles		
Proposed Project Team Role-players	Rate per Hour (including VAT)	Comments
	R	
9	R	
10	R	

18 Appendix C: Guideline Reference Table

Reference #1

Guideline Reference Table		
EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
Service Description	App Name	
	Short Description of the App	
	Platforms (Android, iOS, etc)	
	Development Platform (Kotlin Native / KMP)	
	App Store published in	
	Number of downloads	
	Is the app still available on the app store?	
	Was the app developed in the last 36 months?	

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Reference #2

Guideline Reference Table		
EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
Service Description	App Name	
	Short Description of the App	
	Platforms (Android, iOS, etc)	
	Development Platform (Kotlin Native / KMP)	
	App Store published in	
	Number of downloads	
	Is the app still available on the app store?	
	Was the app developed in the last 36 months?	

Reference #3

Guideline Reference Table		
EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
Service Description	App Name	
	Short Description of the App	
	Platforms (Android, iOS, etc)	
	Development Platform (Kotlin Native / KMP)	
	App Store published in	
	Number of downloads	
	Is the app still available on the app store?	
	Was the app developed in the last 36 months?	

19 Appendix D: Bid Evaluation Criteria

Bid Evaluation Process

19.1 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:

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.

As such, the Bidders Disclosure form, issued as Standard Bidding Document (SBD) 4, attached as Bidder's Disclosure (SBD4), was extended to all entities which were invited to participate in the SCM process.

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

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 Accounting Officer/accounting authority 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.

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.

The Electoral Commission's Accounting Officer/accounting authority must inform National Treasury of any action taken against a person within 30 days of implementing the action.

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.

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

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
Bidder is registered on the National Treasury Central Supplier Database (CSD). *		
Bidder is tax compliant. **		
The bidder is not an employee of the state.		
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.		
Having certified to the SBD4, it is accepted that the bidder's conduct does not constitute a transgression of the Competition Act.		
The bidder is not a tender defaulter as per the register published on the National Treasury website.		
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.

19.2 Stage 2: Key Qualifying Criteria

Bid Evaluation 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. Bidder completed and submitted technical specification as per 5.2 (Technical Bid Response Sheet)			
2. The bidder has completed and submitted detailed pricing as per Pricing Schedule as per 8.2			
3. Bidder has submitted at least two CVs of experienced Mobile Application developers as per 5.3			
4. The bidder has indicated the level of experience in providing similar solutions as per 5.10			
5. The bidder has included three (3) references as per 5.11			
6. The bidder has submitted a CV of a application / UX designer as per 5.4			
7. The bidder must also include a CV of a project manager designer as per 5.5			
8. The bidder has included a project implementation plan as per 5.7			
Overall Stage 2 Outcomes:	**Assessment Comments:**		
	Bid qualifies for further consideration: (YES/NO):		

19.3 Stage 3: Technical Evaluation

<table>
<tr>
<td colspan="6">Technical Evaluation
Failure to comply with any requirement may lead to disqualification</td>
</tr>
<tr>
<td rowspan="2">Requirements</td>
<td rowspan="2">Reference</td>
<td colspan="2">Bidder's Indication</td>
<td rowspan="2">Comments</td>
<td rowspan="2"></td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>1.   The new public mobile application is to be developed using the Kotlin Multiplatform (KMP) framework</td>
<td>3.1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.   The new public mobile application is to be published to various apps stores including Google Play Store, Apple App Store & Huawei App Gallery</td>
<td>3.3.3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.   The bidder will design and implement the new public mobile application such that it supports role-based access and users (voters, politicians, members of the media etc.) can switch between different profiles to allow them to access the functionalities enabled for the different profiles.</td>
<td>3.2.1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.   The bidder is to design and implement the new public mobile application such that the app it is secure, no data leakage, encrypted communication (https/TLS) and secure authentication (OTP and biometric support – fingerprint and/or face recognition).</td>
<td>3.2.2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</table>

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	Technical Evaluation Failure to comply with any requirement may lead to disqualification					
	Requirements	Reference	Yes	No	Comments	
			Bidder's Indication			
5.	The bidder is to design and implement the new public mobile application such that the app includes session timeouts and re-authentication for idle periods	3.2.3				
6.	The bidder is to design and implement the new public mobile application such that Users will be able to recover lost passwords and usernames securely and easily.	3.2.5				
7.	The bidder is to design and implement the new public mobile application such that the potential for unauthorised access is reduced or eliminated.	3.2.6				
8.	The bidder is to design and implement the new public mobile application such that users are able to manage profile settings, notification preferences, and other app configurations within the mobile application	3.2.7				
9.	The bidder is to design and develop the app using the Electoral Commission's branding details (logo and colours)	3.3.1				
10.	Bidders must ensure that when publishing the public mobile app, users are able to verify the authenticity of the public mobile app via app store metadata.	3.3.2				

	Technical Evaluation Failure to comply with any requirement may lead to disqualification					
			Bidder's Indication		**Comments**	
	Requirements	**Reference**	**Yes**	**No**		
11.	The public mobile app must be able to retrieve content from a Content Management System using REST APIs	3.4				
12.	The bidder is to design the app for older adults, citizens with limited digital skills, users with low-end devices and users with slow and limited data. The key principle is that tasks must be kept simple, intuitive and fast	3.5.2				
13.	The new mobile app must be designed for mobile environments with faster load times, minimized data usage, lightweight graphics and support for older Android devices. The bidder is to use adaptive images and enable caching so content can load offline where possible	3.5.3				
14.	The bidder is to ensure compatibility with accessibility standards (e.g. Web Content Accessibility Guidelines (WCAG)) with high contrast, large tappable elements, screen reader compatibility and text alternatives for icons	3.5.4				
15.	The bidder is to integrate the new mobile application to the back-end services using existing APIs that are also used by the VoterPortal (https://registertovote.elections.org.za) to support	3.5.5				

	Technical Evaluation Failure to comply with any requirement may lead to disqualification					
	Requirements	Reference	**Bidder's Indication**		**Comments**	
			Yes	No		
	common business processes. The current back-end services support representational state transfer (REST) application programming interface (API)					
16.	The bidder is to integrate the public mobile app with WhatsApp for Business services to be provided by the Electoral Commission, allowing two-way customer engagement, automated alerts and support	3.5.6				
17.	The bidder is to implement location services to determine which voting station the bidder is, suggest the nearest registration or voting station, find a voting station by name, save or share directions. The system is to however ask for consent before accessing location	3.5.7				
18.	The bidder is to implement Push notifications and alerts which are relevant (e.g. registration deadline, voting day information etc), allowing users to opt-in with clear consent).	3.5.8				
19.	The bidder is to implement Frequently Asked Questions (FAQs) and chatbot support on the public mobile app.	3.5.9				

		Technical Evaluation Failure to comply with any requirement may lead to disqualification					
	Requirements	**Reference**	**Bidder's Indication**		**Comments**	
			Yes	**No**		
20.	The developed app will be subjected to Functional Tests, Integration Tests, Vulnerability / Penetration Test and Load Test at a minimum as part of Quality Assurance. The bidder will be required to fix all the all the bugs that are picked up	3.5.10				
21.	The bidder is to align the user interaction functionalities and business processes of the Electoral Commission's public mobile application to the Electoral Commission's website (www.elections.org.za), VoterPortal (registertovote.elections.org.za) and results portal (results.elections.org.za)	3.5.11				
22.	The bidder is to ensure that the collection of personal information is disclosed in the data safety section in the app stores. In addition, the terms and conditions should emphasise users' privacy and data rights in respect of the personal data that is collected	3.5.12				
23.	Some of the functionalities to be implemented include the following	3.5.13				

	Technical Evaluation Failure to comply with any requirement may lead to disqualification					
			Bidder's Indication		**Comments**	
	Requirements	**Reference**	**Yes**	**No**		
24.	Voter registration	3.5.13.1				
25.	Update of voter addresses	3.5.13.2				
26.	Voting station finder	3.5.13.3				
27.	special voter registration	3.5.13.4				
28.	Special voter registration check	3.5.13.4				
29.	election calendar and reminders	3.5.13.4				
30.	Candidate and Party Information	3.5.13.4				
31.	Live Results on election day	3.5.13.4				
32.	Notifications about deadlines and voting guidelines	3.5.13.4				
33.	Self-service queue check-in and check-out	3.5.13.4				

Technical Evaluation Failure to comply with any requirement may lead to disqualification						
Requirements		Reference	Bidder's Indication		Comments	
			Yes	No		
34.	Self-service surveys	3.5.13.4				
35.	Integration to Issue tracker for submission of queries or issues	3.5.13.4				
Overall Stage 3 Outcomes:	**Assessment Comments:**					
	Bid qualifies for further consideration: (YES/NO):					

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19.4 Stage 4: Technical Scoring

	Bid Evaluation Criteria				
	Stage 4 – Technical Scoring				
	To qualify to the next phase of adjudication a bidder must score a minimum of 75% (84/112)				
	Product Description	**Available Score**	**Points Allocation**	**Actual Score**	**Comments**
1.	Relevant Reference	**51**	References: a) Customer contact details (Customer Name, Contact Person, Telephone, Email) = 2 points b) Name of the App = 1 point c) Description of App = 1 point. d) Platforms (iOS, Android, Huawei) = 3 points e) Development Platform (Kotlin native / KMP) = 2 points f) Published app store (apple, Google, Huawei) = (3 points) g) Number of downloads of the app = (100 – 1000 (1 point), 1001 – 10000 (2 points), > 10,000 (3 points) h) App still active (if yes (1 point) i) App developed in the last 36 months (1 point) **Total for references = maximum 17 points per reference (3 references)**		

	Product Description	Available Score	Points Allocation	Actual Score	Comments
			Bid Evaluation Criteria **Stage 4 – Technical Scoring**		
			To qualify to the next phase of adjudication a bidder must score a minimum of 75% (84/112)		
2.	Relevant Experience	**10**	Experience with Mobile Development. The bidder has (Max 10 points) a) ≥5 and < 8 years' experience (6 points). b) ≥ 8 and ≤ 10 years' experience (8 points). c) > 10 years' experience (10 points)		
3.	Project Plan	**10**	Bidder has submitted a project plan that is aligned to the delivery time schedule a) The project plan shows agile implementation (3 points) b) The project plan includes analysis, design, implementation / coding and testing (4 points) c) Project plan covers all the items in the specification (3 points)		
4.	Staffing Plan	**10**	Bidder has included a staffing plan that shown how resources will be utilized a) Project Manager (2 points) b) UX/IU Designer (2 points) c) Business / System Analyst (2 points) d) Developers (2 points) e) Testers (2 points)		

	Bid Evaluation Criteria Stage 4 – Technical Scoring				
	To qualify to the next phase of adjudication a bidder must score a minimum of 75% (84/112)				
	Product Description	**Available Score**	**Points Allocation**	**Actual Score**	**Comments**
5.	Developer CVs	**14**	The CV of the developer shows (one of the developers): a) At least 3 years development experience (2 points) b) Experience with Kotlin native or Kotlin multiplatform mobile (KMP) for development. (2 points) c) a solid understanding of software architecture and version control systems like Git. (2 points) d) Experience with Android Studio (2 points) e) Experience with XCode (2 points) f) familiarity with Continuous Integration and Continuous Delivery (CI/CD) (2 points) g) Professional certifications in Kotlin or mobile development (2 points)		
6.	UX Designer	**8**	The CV of the UX Designer shows: a) At least 3 years' experience in UX design b) Understanding of UX principles (usability, accessibility, interaction design). (2 points) c) Proficiency with design tools (e.g., Figma, Sketch, Adobe XD). (2 points) d) Certification in Graphic Design, or related fields. (2 points)		

	Bid Evaluation Criteria Stage 4 – Technical Scoring				
	To qualify to the next phase of adjudication a bidder must score a minimum of 75% (84/112)				
	Product Description	**Available Score**	**Points Allocation**	**Actual Score**	**Comments**
7.	Project Manager	**9**	a) The project manager is proficient in Scrum / Kanban (2 points) b) Project managed agile projects before (≥ 3 and ≤ 5 (2 points), > 5 projects (3 points) c) Project Manager has more than 5 years' experience (2 points) d) Project Manager has PMP / PMP-ACP certification (2 points)		
Overall Stage 4 Outcomes:			**Assessment Comments:**		
			Bid qualifies for further consideration: (YES/NO):		

19.5 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 Status Level of Contributor	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 Team

	Evaluation Team Member's Name	Signature
1		
2		
3		
4		
5		

Overall Adjudication Outcomes:

_____

_____