

REQUEST FOR QUOTATIONS (RFQ): BUSINESS SOLUTION SOFTWARE FOR THE MANAGEMENT OF ICASA COUNCIL/BOARD MEETING PACKS

1. Motivation

1.2 Business motivation

The Independent Communications Authority of South Africa ("the Authority / ICASA") wishes to procure a software system to enhance the management of documents pursuant to board / Council meetings, with a view to, amongst other things, reduce the carbon footprint of the organisation, enhance the efficient and timeous dissemination of meeting documents and increase safeguards pursuant to uncompromised security and integrity of Council meeting packs and discussions therein.

This system should enable the Secretariat Unit to upload and distribute meeting documents electronically, as and when these documents are submitted to the Secretariat Unit by the various internal stakeholders (i.e. the Office of the CEO, Council Committees, Internal Audit and any other external stakeholders who are to present to Council). It is envisaged that the system will also have integrated features for record-keeping of minutes, council resolutions, and management / tracking of Council decisions.

1.3 Benefits to ICASA/Council

This paperless board system supports Council and the Secretariat through:

- 1.3.1 Increased efficiency in producing and distributing council meeting packs.
- 1.3.2 Increased efficiency in scheduling and rescheduling meetings.
- 1.3.3 Increased efficiency in making annotations prior to meetings and referencing them in context during meetings.
- 1.3.4 Provision of instant access to the most up-to-date information.
- 1.3.5 Sensitive documents can be delivered at any time to Council members who are travelling. Meeting materials, communication, policies, bylaws, and archives can be accessed within a highly reliable, secure solution. Urgent communications can be transmitted securely during a time limited crisis or opportunity.
- 1.3.6 Adherence to procurement prescript applicable to a state organ subject to the PFMA and relevant SCM prescripts, ensuring that fair, transparent,

equitable and cost effectiveness is upheld when implementing software solution.

2. Scope of work/Business requirements

The proposal should address the below primary / key elements:

2.1 The supplier to provide the following services

- 2.1.1 Implementation of Council Portal and mobile app solution.
- 2.1.2 Subscription based licenses for the management of Council meetings (both in-person / physical meetings and virtual meetings) and documentation relating thereto.
- 2.1.3 Solution Training for Administrators, End-users and Secretariat and other Council Support (Council Personal Assistants (PAs).
- 2.1.4 Support and Maintenance of the Software and Licensing.
- 2.1.5 Provision of quality tablets for the Councillors, the CEO and the Corporate Secretary, which will support the optimal function and performance of the system, as well as support and maintenance of those tablets.
- 2.1.6 Customisable interfaces to align with the Authority's branding.

2.2 Functionality

The proposed business solution should satisfy the following needs:

2.2.1 Meeting Management

The meeting management aspect entails the setting up of meetings and dissemination of information packs pertaining to a specific meeting whereby the participants are granted access and allowed to view and annotate documentation. The invited members should receive the appointment simultaneously and the following functionality is required to manage a meeting:

- (a) Setting up, re-scheduling and cancelling of meetings by the organiser as per the committee members' list and the annual meeting schedule.
- (b) Attendance registers to allow board members to respond with an acceptance or rejection of the meeting request. Generation of monthly attendance reports.
- (c) Access control by the Secretariat / granting of temporary access to virtual meetings for guests / ad hoc attendees.
- (d) Creation of agenda from a standard template based on submissions received.

- (e) Electronic updating of matters arising / action list document. There should be unlimited upload size for meeting documents.
- (f) In the event of latest changes, instant upload of documents should be allowed to ensure that the board members have the most up to date documents available to them. System to show respective date of the uploading of documents to allow for tracking of adherence to internal contractual timelines for the submission of Council meeting documents.
- (g) Meeting packs published to Council portal, ensuring that all Council members have instant access to the current published meeting packs from anywhere on a mobile device.
- (h) Cybersecurity features are mandatory.
- (i) Annotation of documents within the system is required.
- (j) Provide online action tracker, the Secretariat should have ability to assign tasks and Council members can update the status for actions allocated to them as and when required. The solution should notify the assignee of their respective action items.
- (k) Enable online voting of members and only one vote is allowed per member.
- (l) Ability of board members to locate the meeting venue and therefore, the link to Google Maps must be available for direction purposes.
- (m) Feature allowing the Secretariat to record the outcome (i.e. Approved, Not Approved / Deferred / Noted) as well as conditions, with respect to each matter which is on the agenda.
- (n) Allow for remote deletion of content on devices in the event that the device is lost, stolen and resignation.
- (o) Allow for the circulation of Council resolutions and electronic signature thereto by Councillors, as well as a blanket comments section and ability to upload additional / supporting documents in relation to an ongoing round robin.
- (p) A page should not take longer than 12 seconds to load, the service should respond within 5 seconds, under load.

2.2.2 Collaboration Tools

Collaborations Space: The environment where the meeting participants can share information and provide comments on documents shared during meetings.

- (a) Ability for the Secretariat (as meeting organiser) to grant access to the collaboration space.
- (b) Ability for participants to share and provide comments.
- (c) Annotation and markup tools for collaborative document review.
- (d) Secure messaging features for real-time communication among Council members.
- (e) Security and Access Control.
- (f) Role-based access controls to restrict access to sensitive information based on user roles.
- (g) Robust encryption protocols to protect data during transmission and storage.
- (h) Secure login methods, such as two-factor authentication, to enhance user authentication.

2.2.3 Archiving

- (a) Functionality for archiving of meeting documentation must be available.
- (b) Ability to retrieve/restore archived documents.

2.2.4 Search functionality

Allow the use of key words to search for both live and archived documents.

2.2.5 Access requirements

- (a) The system should be accessible on both online and offline mode.
- (b) The system should allow licenses to be recycled without losing the content that was captured by the previous license holder.
- (c) There should be functionality available to assign access per agenda item in the event there is a conflict of interest.

2.3 **Audit Trails and System Reports**

- (a) Audit trail should capture all the create, deletes, updates done on the system.
- (b) Audit trail report should be available on request.

- (c) Administrators are able to draw reports: (i) User roles and access rights; (ii) Concurrent users; (iii) Application performance; (iv) Historical data available of profiles no longer having access; and (v) View of active and inactive users.

2.4 **Architectural requirements**

- (a) All documents within the Council Portal solution must be encrypted for document storage or in transit.
- (b) Mobile app should work on IOS, Android and Windows operating systems.

2.5 **Security requirements**

2.5.1 Authentication

Authentication must be done by AD or eDirectory (LDAP) and security group attributes will apply – local authentication should only be available for administrative and support purposes. Application must support AD Authentication with MFA.

2.5.2 Authorisation

Authorised solution users will be managed via Active Directory security groups. The application must define roles and profiles to limit user access to least privileges required.

(a) User Account Management

The solution must be able to expose APIs or web services that support user provisioning & de-provisioning by the ICASA Identity Management System or similar system.

The application must be configurable so that the ability to provision local user accounts can be restricted\disabled.

User accounts must be delinked from the record of meeting attendees, i.e. the removal of a user account should not affect the integrity of meeting minutes and attendance registers.

(b) Downloading of Documents

Application must watermark downloaded documents with ID of user who downloaded/printed document; (It's inevitable that some users with elevated privileges will have the ability to download or print documents).

(i) Audit logs

The solution must log user activities in a manner that can be used as evidence for legal purposes.

The solution must be able to submit logs, securely to an external Syslog server or the ICASA SIEM (security incident and event management) system.

(ii) Migration

The vendor must extract ICASA data in an agreed format upon termination of the contract and provide this to ICASA. The solution must be able to import data from the existing solution.

2.6 **Training and Technical Support**

- 2.6.1 Training for Council, Secretariat and any support personnel to be provided by the service provider, as and when required by the Authority. large groups provided by supplier.
- 2.6.2 Onboarding support for new Council members.
- 2.6.3 Training resources and documentation.
- 2.6.4 Ongoing customer support for system-related queries and issues.
- 2.6.5 Archiving and Retrieval: Archiving of past meeting materials and documents for historical reference.
- 2.6.6 Search and retrieval functionalities for quick access to archived information.

2.7 **Document Management**

- 2.7.1 Centralised repository for storing and organising Council-related documents.
- 2.7.2 Version control to track changes and ensure that board members access the latest information.
- 2.7.3 Support for various file types, including PDFs, Word documents, spreadsheets, and presentations.

2.8 **Contract Duration**

It is expected that the successful service provider will enter into an annually renewable contract with the Authority.