SOUTH AFRICA

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Electoral Commission

Auction #0010551782

Risk Management Solution

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.

1 Introduction

The Electoral Commission seeks to acquire a Risk Management Solution.The Electoral Commission's Risk Management Solution records all of the organisation's identified risks, the likelihood and consequences of a risk occurring, the required actions taken to reduce those risks. The Risk Management Solution is beneficial as it enables the Electoral Commission to store all of the risk information in one, easily accessible location. It is guileless, consistent format will make it easier for people to understand the information presented and to provide feedback. Importantly, the Electoral Commissions Risk Management Solution specifies ways the risk and compliance team plans to commit in managing the identified risks and who is responsible for doing so. The solution should also include a 1-year support and maintenance plan.

The Electoral Commission has invested 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, transparent, and secure 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.

NB!! 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.

2 Background Information

The current Risk Management Solution is a manual process. The purpose of this document is to introduce an online version (hosted internally) of the Risk Management Solution, which includes a workflow, reporting and a dashboard. The Risk Management Solution aims to regulate the management of risk and compliance appropriately at the Electoral Commission and maximise potential opportunities while minimising the adverse effects of risk and as well as to adhere to the risk and compliance management policy and risk management framework.

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 Functional Requirements

The Risk Management Solution must be hosted within the Electoral Commission's datacentre in order for the solution to be easily accessible and maintained. Designated staff granted rights to record, edit, submit and approve risks on the solution depending on their roles and responsibilities. Designated staff must also be able to monitor and escalate issues.

The workflow must be configurable and include the recording, editing, submitting, viewing, request reopen and approval of risks and tasks per department. The segregation of duties per role type (functions) must be configurable.

The Risk Management Solution must include reporting such as progress, heat maps and detailed reports. The reporting must be downloadable in excel and PDF formats. The solutions must cater for customizable reports as requested by the Electoral Commission.

Progress reports will track and manage the operational risk register progress on a quarterly basis. The downloadable version of the operational risk register will be in excel and pdf formats. The heat map report will also form part of the reporting solution for the project.

3.1.1 General Functional Requirements

The Electoral Commission seeks a solution for the Risk Management Process. The Risk Management Solution aims to regulate the management of risk appropriately at the Electoral Commission and to maximise potential opportunities while minimising the adverse effects of risk and as well as adhere to the risk/compliance management policy and risk/compliance management framework.

Risk Management Solution must be an online web-based solution include the following role / functionality:

3.1.1.1   Configure groups, modules and user assignments.

3.1.1.2   Recording risks and tasks.

3.1.1.3   Submission of risks and tasks.

3.1.1.4   Approval of risks and tasks.

3.1.1.5   Re-opening of risks and tasks.

3.1.1.6   Sending of notifications via email to Line Function and IT support group.

3.1.1.7   Risk Management framework configurations as defined by the Electoral Commission.

3.1.1.8   Reporting and analytics.

3.1.1.9   Segregation of roles.

3.1.1.10   Lock and Unlock functionality.

3.1.1.11   It is required that the solution should be able to adopt from existing segregation of duties.

3.1.1.12   Changes to the Risk Management Solution should be configuration based as opposed to code base. As an example, a workflow change must be configuration-based change instead of having to change code and deploy the solution.

3.1.2 Integration Requirements

3.1.2.1   The proposed solution must fully integrate with the existing active directory in the Organization.

3.1.2.2   As an absolute minimum specification, it is required that the proposed solution offers integration to the following using industry standard protocols:

      3.1.2.2.1   Microsoft Active Directory

      3.1.2.2.2   Microsoft SQL Server

      3.1.2.2.3   Microsoft Exchange

      3.1.2.2.4   PowerBI Reporting Engine

3.1.3 Operating Environment

3.1.3.1   The bidder must propose an instance of the solution at Production site (National Office) and an instance of the solution at Disaster Recovery (DR) site where the environments are synchronized.

3.1.3.2   The solution must be able to run on a VMWare VSphere v8 or later virtualized environment.

3.1.3.3   The solution must be able to accommodate 50 licensed users for various defined roles.

3.1.3.4   The bidder must include the architecture of the proposed solution with their submission Inclusive of the Production and Disaster Recovery setup.

3.1.3.5   All aspects required to run the solution are part of this proposal as per requirements above. The Commission will provide infrastructure requirements including Server Hardware, Networks, Firewalls, etc.

3.1.3.6   The solution must be accessible through the latest browser versions e.g. Microsoft Edge, Google Chrome, Safari etc.

3.1.3.7   The proposed solution must run on Desktops and Laptops running Windows 10 and later within the network.

3.1.4 Auditability

3.1.4.1   The proposed system's auditing engine must allow for customized reporting and configurable dashboards, audit history reporting and audit exportable reports.

3.1.5 Functional Requirements

3.1.5.1   The proposed solution must allow for recording of risks and tasks: Designated staff will record risk(s) / task(s) identified for business unit on the risk register. Staff members with "Capture rights" will be able to perform this function.

3.1.5.2   The proposed solution must allow for submission of risks and tasks: Once the department lead has reviewed the risks recorded for their business unit, they will submit the recorded risk(s) / task(s) for assessment. Staff member with "Submit rights" will be able to perform this function.

3.1.5.3   The proposed solution must allow for approval of risks and tasks by Staff members with "Approve rights" to perform this function.

3.1.5.4   The proposed solution must allow for the configuration and sending out of notifications e.g. email notifications to staff two (2) weeks prior to the configured quarterly deadlines to complete outstanding risks or tasks.

3.1.5.5   An automatic bi-weekly progress report via email will notify staff on the progress of the risk register items per department. The notifications must be customizable according to the Electoral Commissions specifications.

3.1.5.6   The proposed solution must cater for lock functionality that will allow the administrator user to lock/ unlock risks or tasks captured on the risk register and compliance module. Staff members may not apply updates to risks or tasks unless unlocked by the administrator user.

3.1.5.7   The proposed solution must allow for customizable workflow e.g. re-opening of risks and tasks: Staff members will have the option to request an approved risk or task opened for editing. A request sent to administrator and once approved the risk or task returned to the staff member for editing. Staff members with "Capture and Submit rights" will be able to perform this function.

3.1.5.8   The proposed solution must incorporate the organizational risk management framework. The risk controls, governance, likelihood, impact, impact-rating table, control effectiveness and risk treatment requirements as defined in the organizational risk management framework. The organizational risk register will make use of percentage-based calculations and follow the colour indicators to determine ratings and priority of each risk recorded. To enable the correct identification, assessment and actions for each risk recorded on the organizational risk register, risk profiles / types will include **strategic (1)** and **operational (2)** profiles with their own configured workflows.

3.1.5.9   The proposed solution must adopt the existing systems configurations and configure profiles for the different user roles including the department and region.

3.1.5.10 It is required that the solution should be able to adopt from existing segregation of duties, for example:

   3.1.5.10.1   Data capturer's: Capture Risk and Compliance tasks per region and department;

3.1.5.10.2   Data approver's: Approve risks, return or reject submitted risks per region and department; and

3.1.5.10.3   Data viewer's: View Risks, view only.

The roles above should be configurable per region and department.

3.1.5.11   The proposed solution must support bowtie analysis.

3.1.5.12   The proposed solution must support workflow escalation based on configurable response time window per workflow basis function. The workflow must be fully configurable based on the groups that are created and configured.

3.1.5.13   The proposed solution must cater for a standardized methodology for evaluating risk impact across organizational objectives.

3.1.5.14   The proposed solution must provide a standardized scoring system for assessing risk likelihood based on historical occurrence and future probability for example:

3.1.5.14.1   Comprehensive Scoring scale from 1(Rare) to 5 (Certain)

3.1.5.14.2   Covers probability ranges from 1% to 100%

3.1.5.14.3   Considers both past events and future projections

3.1.5.14.4   Documented rationale for assigned scores

3.1.5.15   The proposed solution must support the recording of two (2) types of risks namely strategic and operational risks.

3.1.5.16   The proposed solution must support inherent risks and residual risks sub types.

3.1.5.17   The proposed solution must cater for graphical assessment options, allowing for easy interpretation of data.

3.1.5.18   The proposed solution must cater for easy and logical aggregation functionality.

3.1.5.19   The proposed solution must cater for voting survey functionality.

3.1.5.20   The proposed solution must support data model to cater for self-service dashboards.

3.1.5.21   The proposed solution must cater for tasks, actions, notifications and escalations.

3.1.5.22   The proposed solution must cater for policy management e.g. maintaining of acts and policies.

3.1.5.23   The proposed solution must cater for risk appetite and tolerance functionality.

3.1.6 Access Management

3.1.6.1   The proposed system must give managers and system owners the ability to approve, reassign, delegate and deny access. The configurations of user's rights to the system for the group assignment. **(Access via AD credentials – Internal Helpdesk)**

3.1.6.2   The proposed solution must have tools to manage the access and group rights: Staff members identified and assigned the appropriate rights based on business rules.

3.1.6.3   The proposed system caters for Segregation of Duties (e.g. conflicting access rights) validation to be performed for each request initiated by the request access process including delegation of authority requests.

3.1.6.4   The proposed solution must support segregation of roles: The predefined groups and user assignment will determine the segregation of roles for the operational risk register system. This will allow for designated members across the organisation to be granted the appropriate rights should the need arise.

3.1.7 Reports

3.1.7.1   The proposed solution must cater for at least 5 -10 reports as defined by the Electoral Commission as part of the initial implementation.

3.1.7.1.1   Risk Progress Tracking Report.

The process report will track the progress of the risk register per department across the organization. National and departmental options will be available and there will be options to view the report at a risk profile level e.g. strategic / operational. The report displays aggregated stats per department.

3.1.7.1.2   Risk Register Report.

The risk register report will display all the risks recorded across the various departments (national and provincial) and will be available in Excel or PDF format, the layout of the reports will be similar to the current offline excel version of the risk register. The report will also provide a summary version of the recorded risks per office and department.

3.1.7.1.3   Heat Map Report / Risk Matrix (IR & RR) movement.

The heat map report will display all the risks recorded across the various department and will be display the highest Residual Risk Average percentage. Risks recorded at National office (per department) and Provincial offices will form part of the Heat report.

3.1.7.1.4   Compliance Progress Tracking Report.

The compliance process report will track the progress of the compliance tasks per department across all organization. National and departmental options will be available and there will be

options to view the report at a task profile level e.g. strategic / operational. The report displays aggregated stats per department.

3.1.7.1.5 Compliance Report.

The compliance report will display all the tasks recorded across the various departments (national and provincial) and will be available in Excel or PDF format, the layout of the reports will be similar to the current offline excel version of the risk register. The report will also provide a summary version of the recorded tasks per office and department.

3.1.7.1.6 Dashboard Report.

The summary report will display all the tasks recorded across the various departments (national and provincial) and will be available in Excel or PDF format, the layout of the reports will be similar to the current offline excel version of the risk register. The report will also provide a summary version of the recorded tasks per office and department.

3.1.7.2 The proposed solution must support scheduled report generation.

3.1.7.3 The proposed solution must provide a built-in query tool for ad-hoc reporting.

3.1.7.4 The proposed solution must cater for heat map reports.

3.1.8 Implementation Services

3.1.8.1 The bidder must include a detailed Implementation Plan that will take the Electoral Commission from where we are currently to the implemented solution with a list of deliverables. This includes the following:

3.1.8.1.1 Detailed Project Plan that includes the Project Overview; Implementation Team; Project Objectives; Project Scope; Project Phases and Timelines; Risk Management; Resource Allocation and Communication Plan.

3.1.8.1.2 Detailed Implementation Plan that includes Planning and Requirements Gathering; Installation and Configuration; Integration and Data Migration; Testing and Quality Assurance; Training and Documentation; Go-Live and Support; and Post-Implementation Review.

3.1.8.1.3 Change Management Plan that includes a smooth transition and adoption of the new software (solution). Key Components – Stakeholder Analysis and Engagement; Communication Planning and Governance Structure.

3.1.8.1.4 Training / maintenance / knowledge transfer (ICT Operations staff).

3.1.8.2   The bidder must include a training plan that will assist the Electoral Commission to transition from the current manual environment to the new online environment.

3.1.8.3   The bidder must include methods used to formulate, execute and evaluate a comprehensive test plan to ensure that all development is complete and functional.

4   Planning Assumptions

The Electoral Commission has made the following assumptions:

4.1   The Electoral Commission will provide technical resources for all designated work including setup and configuration of own systems and databases;

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

4.3   The delivery of the software licenses and implementation services required must be completed within the days as stipulated in the delivery and implementation schedule below;

4.4   The bidder's change control management process must be flexible enough to facilitate speedy deployment and resolution of problems without compromising management controls and security;

4.5   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 bidder will be disqualified.

5.1   All bids must be placed online on eProcurement website https://votaquotes.elections.org.za

5.2   Bidders must complete and submit Appendix A - Technical Bid Response Sheet to demonstrate compliance with the required technical specification.

5.3   The bidder must be authorized to sell the product supplied.

5.4   An OEM letter of proof of the reseller agreement/authorization must accompany the written documentation for this bid.

5.5   Should the reseller authorization be from a distributor, then a proof of authorization authorizing the distributor to resell and/or to authorize others by the OEM must be submitted together with the reseller authorization from the distributor.

5.6   The bidder must provide at least three (3) contactable reference letters of past services of a similar nature (supply and implementation of a Risk Management Solution) that the bidder provided or was involved in. Reference details must include the following: customer name, contact person, contact details (telephone, email, physical address) and service description. The bidder must use Appendix C: Reference Table as a guideline for the reference letters and should include the following:

    5.6.1   Similar product as risk and compliance solution.

    5.6.2   Service size in terms of the number of users.

    5.6.3   Service size in terms of the implementation duration.

The bidder must also complete Appendix C over and above submitting references.

5.7   Bidder must indicate the level of experience in providing and implementing risk and compliance solutions. The Electoral Commission will allocate adjudication points to bidders that have at least three-year's experience in providing, implementing and supporting risk and compliance solutions. Bidders must include a profile detailing their work with risk and compliance solutions.

5.8   Bidders must have the necessary technical resources to provide implementation and support the solution. This includes a well-structured project team (onsite) with the required skills and roles. Additionally, bidders must submit at least one CV of a senior resource with the bid submission. The CV should highlight the individual's experience, expertise in risk management solution, and relevant qualifications. The bidder must use Appendix D: CV Guideline as guideline.

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

5.10   The project implementation will commence on receipt of a formal purchase order.

5.11   No payment shall be made until full and final delivery has taken place; the end-to-end solution and implementation has been confirmed and delivered in accordance with the specifications.

5.12   Delivery of the required product shall only be accepted by the Electoral Commission on the basis of presentation of the service provider's own delivery note. Such notes shall not be substituted by another service provider's delivery notes.

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

5.14   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.

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 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.

6.3   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.

6.4   The bidder and/or OEM must provide the associated support and maintenance for the duration of the warranty period. The support and maintenance must include all services as per product code.

6.5   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.

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

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

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

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

6.10   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.

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

6.12   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 bidder must complete and submit Appendix B: Pricing Schedule. 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 software licensing, implementation services and associated support 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)   Software licensing costs.
   b)   Delivery costs to the Electoral Commission's national office in Centurion, Gauteng, South Africa.
   c)   Support, Maintenance and Licenses Costs for 12 months.
   d)   Installation and Configuration Services.

8.4   Bid prices must be VAT inclusive and must be firm for a period of 180 days.

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 end-to-end product 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 complete the project within 3 months of receiving the formal purchase order.

10.2 The services will be delivered at the Electoral Commission's National office in Centurion.

11 Briefing Session

11.1 A non-compulsory briefing session will be held on a date and time to be published on https://votaquotes.elections.org.za

11.2 Bidders may, list their enquiries on eProcurement. Responses to enquiries will also be uploaded on the same platform.

12 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 0010551782

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 Summary of Submission Requirements

13.1   All bids must be submitted online on eProcurement (Votaquotes) portal; eTenders (National Treasury) portal.

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

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

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

13.4.1   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.

13.4.2   Three relevant contactable References, as per Appendix C: Reference Table as per 5.6

13.4.3   Completed Appendix B: Pricing Schedule as per 8.2.

13.4.4   A minimum of one (1) CV of a senior resource, detailing Risk and Compliance experience, Risk and Compliance expertise in general and qualifications as per 5.8 Appendix D: CV Guideline

13.4.5   A letter of proof of the reseller agreement either from the OEM or an authorized distributor; (i.e. if the reseller is authorized by a distributor). If the reseller agreement is from a distributor, then proof from the OEM authorizing the distributor needs to be included as per 5.3, 5.4 and 5.5.

14 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.

15 Appendix A: Technical Bid Response Sheet

	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	References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
Integration Requirements						
1	The proposed solution must fully integrate with the existing active directory in the Organization.	3.1.2.1				
2	As an absolute minimum specification, it is required that the proposed solution offers integration to the following using industry standard protocols: Microsoft Active Directory Microsoft SQL Server Microsoft Exchange PowerBI Reporting Engine	3.1.2.2 3.1.2.2.1 3.1.2.2.2 3.1.2.2.3 3.1.2.2.4				
Operating Environment						
3	The bidder must propose an instance of the solution at Production site (National Office) and an instance of the solution at Disaster Recovery (DR) site where the environments are synchronized.	3.1.3.1				
4	The solution must be able to run on a VMWare VSphere v8 or later virtualized environment	3.1.3.2				
5	The solution must be able to accommodate 50 users for various defined roles	3.1.3.3				

| | | | Indicate whichever is applicable | | | Supporting |
	Requirements	References	Yes	No	Bidder's Comments	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.					
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7	All aspects required to run the solution are part of this proposal as per requirements above. The Commission will provide infrastructure requirements including Server Hardware, Networks, Firewalls, etc.	3.1.3.5				
8	The solution must be accessible through the latest browser versions e.g. Microsoft Edge, Google Chrome, Safari etc.	3.1.3.6				
9	The proposed solution must run on Desktops and Laptops running Windows 10 and later within the network	3.1.3.7				
	Auditability					
10	The proposed system's auditing engine must allow for customised reporting and configurable dashboards, audit history reporting and audit exportable reports.	3.1.4.1				
	Functional Requirements					
11	The proposed solution must allow for recording of risks and tasks: Designated staff will record risk(s) / task(s) identified for business unit on the risk register. Staff members with "Capture rights" will be able to perform this function.	3.1.5.1				
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	Requirements	References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
	rights" will be able to perform this function.					
13	The proposed solution must allow for approval of risks and tasks by Staff members with "Approve rights" to perform this function.	3.1.5.3				
14	The proposed solution must allow for the configuration and sending out of notifications e.g. email notifications to staff two (2) weeks prior to the configured quarterly deadlines to complete outstanding risks or tasks.	3.1.5.4				
15	An automatic bi-weekly progress report via email will notify staff on the progress of the risk register items per department. The notifications must be customizable according to the Electoral Commissions specifications.	3.1.5.5				
16	The proposed solution must cater for lock functionality that will allow the administrator user to lock/ unlock risks or tasks captured on the risk register and compliance module. Staff members may not apply updates to risks or tasks unless unlocked by the administrator user.	3.1.5.6				
17	The proposed solution must allow for customizable workflow e.g. re-opening of risks and tasks: Staff members will have the option to request an approved risk or task opened for editing. A request sent to administrator and once approved the risk or task returned to the staff member for editing. Staff members with "Capture and Submit rights" will be able to perform this function.	3.1.5.7				

	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	References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
18	The proposed solution must incorporate the organizational risk management framework. The risk controls, governance, likelihood, impact, impact-rating table, control effectiveness and risk treatment requirements as defined in the organizational risk management framework. The organizational risk register will make use of percentage-based calculations and follow the colour indicators to determine ratings and priority of each risk recorded. To enable the correct identification, assessment and actions for each risk recorded on the organizational risk register, risk profiles / types will include strategic (1) and operational (2) profiles with their own configured workflows.	3.1.5.8				
	The solution must cater for risk appetite and tolerance functionality.	3.1.5.23				
19	The proposed solution must adopt the existing systems configurations and configure profiles for the different user roles including the department and region.	3.1.5.9				
20	It is required that the solution should be able to adopt from existing segregation of duties, for example: Data capturer's: Capture Risk and Compliance tasks per region and department; Data approver's: Approve risks, return or reject submitted risks per region and department; and Data viewer's: View Risks, view only. The roles above should be configurable per region and department.	3.1.5.10 3.1.5.10.1 3.1.5.10.2 3.1.5.10.3				

	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	References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
21	The proposed solution must support bowtie analysis.	3.1.5.11				
22	The proposed solution must support workflow escalation based on configurable response time window per workflow basis function. The workflow must be fully configurable based on the groups that are created and configured.	3.1.5.12				
23	The proposed solution must cater for a standardized methodology for evaluating risk impact across organizational objectives.	3.1.5.13				
24	The proposed solution must provide a standardized scoring system for assessing risk likelihood based on historical occurrence and future probability for example. Comprehensive scoring scale from 1 (Rare) to 5 (Certain) Covers probability ranges from 1% to 100% Considers both past events and future projections Documented rationale for assigned scores	3.1.5.14 3.1.5.14.1 3.1.5.14.2 3.1.5.14.3 3.1.5.14.4				
25	The proposed solution must support the recording of two (2) types of risks namely strategic and operational risks.	3.1.5.15				
26	The proposed solution must support inherent risks and residual risks sub types.	3.1.5.16				
27	The proposed solution must cater for graphical assessment options, allowing for easy interpretation of data.	3.1.5.17				

	Requirements	References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		

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	References	Yes	No	Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
28	The proposed solution must cater for easy and logical aggregation functionality.	3.1.5.18				
29	The proposed solution must cater for voting survey functionality.	3.1.5.19				
30	The proposed solution must support data model to cater for self-service dashboards.	3.1.5.20				
31	The proposed solution must cater for tasks, actions, notifications and escalations.	3.1.5.21				
32	The proposed solution must cater for policy management e.g. maintaining of acts and policies.	3.1.5.22				
	Access Management					
33	The proposed system must give managers and system owners the ability to approve, reassign, delegate and deny access. The configurations of user's rights to the system for the group assignment. (Access via AD credentials – Internal Helpdesk)	3.1.6.1				
34	The proposed solution must have tools to manage the access and group rights: Staff members identified and assigned the appropriate rights based on business rules.	3.1.6.2				
35	The proposed system cater for Segregation of Duties (e.g. conflicting access rights) validation to be performed for each request initiated by the request access process including delegation of authority requests.	3.1.6.3				

	Technical Bid Response Sheet					
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	Requirements	References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
36	The proposed solution must support segregation of roles: The predefined groups and user assignment will determine the segregation of roles for the operational risk register system. This will allow for designated members across the organisation to be granted the appropriate rights should the need arise.	3.1.6.4				
	Reports					
37	The proposed solution must cater for at least 5 -10 reports as defined by the Electoral Commission as part of the initial implementation.	3.1.7.1				
	Risk Progress Tracking Report. The process report will track the progress of the risk register per department across all organization. National and departmental options will be available and there will be options to view the report at a risk profile level e.g. strategic / operational. The report displays aggregated stats per department.	3.1.7.1.1				
	Risk Register Report. The risk register report will display all the risks recorded across the various departments (national and provincial) and will be available in Excel or PDF format, the layout of the reports will be similar to the current offline excel version of the risk register. The report will also provide a summary version of the recorded risks per office and department.	3.1.7.1.2				

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		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
Heat Map Report / Risk Matrix (IR & RR) movement. The heat map report will display all the risks recorded across the various department and will be display the highest Residual Risk Average percentage. Risks recorded at National office (per department) and Provincial offices will form part of the Heat report.		3.1.7.1.3				
Compliance Progress Tracking Report. The compliance process report will track the progress of the compliance tasks per department across all organization. National and departmental options will be available and there will be options to view the report at a task profile level e.g. strategic / operational. The report displays aggregated stats per department.		3.1.7.1.4				
Compliance Report. The compliance report will display all the tasks recorded across the various departments (national and provincial) and will be available in Excel or PDF format, the layout of the reports will be similar to the current offline excel version of the risk register. The report will also provide a summary version of the recorded tasks per office and department.		3.1.7.1.5				
Dashboard Report. The summary report will display all the tasks recorded across the various departments (national and provincial) and will be available in Excel or PDF format, the layout of the reports will be similar to the current offline excel version of the risk		3.1.7.1.6				

	Requirements	References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	**No**		

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	References	Yes	No	Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
	register. The report will also provide a summary version of the recorded tasks per office and department.					
38	The proposed solution must support scheduled report generation.	3.1.7.2				
39	The proposed solution must provide a built-in query tool for ad-hoc reporting.	3.1.7.3				
40	The proposed solution must cater for heat map reports.	3.1.7.4				
Implementation Services						
41	The bidder must include a detailed Implementation Plan that will take the Commission from where we are currently to the implemented solution with a list of deliverables. This includes the following:	3.1.8.1				
	Detailed Project Plan that includes the Project Overview; Implementation Team; Project Objectives; Project Scope; Project Phases and Timelines; Risk Management; Resource Allocation and Communication Plan.	3.1.8.1.1				
	Detailed Implementation Plan that includes Planning and Requirements Gathering; Installation and Configuration; Integration and Data Migration; Testing and Quality Assurance; Training and Documentation; Go-Live and Support; and Post-Implementation Review.	3.1.8.1.2				

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	References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
	Change Management Plan that includes a smooth transition and adoption of the new software (solution). Key Components – Stakeholder Analysis and Engagement; Communication Planning and Governance Structure.	3.1.8.1.3				
	Training / maintenance / knowledge transfer (ICT Operations staff).	3.1.8.1.4				
42	The bidder must include a training plan that will assist the Electoral Commission to transition from the current environment to the new environment.	3.1.8.2				
43	The bidder must include methods used to formulate, execute and evaluate a comprehensive test plan to ensure that all development is complete and functional.	3.1.8.3				

16 Appendix B: Pricing Schedule

<table>
<tr><td colspan="5">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.</td></tr>
<tr><td></td><td>Requirements</td><td>Quantity</td><td>Unit Cost</td><td>Total Cost</td></tr>
<tr><td>1.</td><td>Risk Management Solution License to cater for 50 users with one year support and maintenance (support for software malfunctions, integrations, patches and software updates).</td><td>50</td><td>R</td><td>R</td></tr>
<tr><td>2.</td><td>Disaster Recovery (Non-Production) License.</td><td>1</td><td>R</td><td>R</td></tr>
<tr><td>3.</td><td>Annual Support and Maintenance (including access to patches and software updates) for 1 year.</td><td>1</td><td>R</td><td>R</td></tr>
<tr><td>4.</td><td>Risk Management Solution Software Implementation and Customization.</td><td>1</td><td>R</td><td>R</td></tr>
<tr><td colspan="5">*Total Bid Price:

R</td></tr>
<tr><td colspan="5">*Total Bid Price must be completed in full for the proposed solution, which will be used for adjudication purposes. The Grand Total Bid Price must be placed on eProcurement</td></tr>
</table>

Base Rate of Exchange: R_____ = US $1

17 Appendix C: Reference Table

Reference #1 – Bidder must fill the tables below for references.

Reference Table		
EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Product	
	Services Provided	
	Project Implementation Duration / Timeframe	
	Number of users	
	Was this service provided in the last 36 months? (Y/N)	

Reference #2

Reference Table		
EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Product	
	Services Provided	
	Project Implementation Duration / Timeframe	
	Number of users	
	Was this service provided in the last 36 months? (Y/N)	

Reference #3

Reference Table		
EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Product	
	Services Provided	
	Project Implementation Duration / Timeframe	
	Number of users	
	Was this service provided in the last 36 months? (Y/N)	

18 Appendix D: CV Guideline

<table>
<tr><td colspan="3" align="center"><u>**CV Guideline**</u>

<u>**Please use the guideline below to provide the details of the resource(s) to be utilized to do the installation and configuration:**</u>

<u>**Provision of the resource(s) details is compulsory. Failure to complete and submit shall lead to disqualification**</u>

<u>**More than one resource can be provided to cater for the experience required below**</u></td></tr>
<tr><td>**Resource Name**</td><td></td><td></td></tr>
<tr><td>Number of Years' Experience on the products</td><td>Product Specific:</td><td></td></tr>
<tr><td></td><td>Any other Risk Management Solution:
Name:</td><td></td></tr>
<tr><td>Qualifications</td><td>Post Matric:</td><td></td></tr>
<tr><td></td><td>Product Specific Qualifications:</td><td></td></tr>
<tr><td>Number of Installations Configurations, Customizations done</td><td>Product Specific:</td><td></td></tr>
<tr><td>Number of years of Experience</td><td>Risk Management Solution,</td><td></td></tr>
<tr><td></td><td>Change management,</td><td></td></tr>
<tr><td></td><td>Updating policies and standards,</td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
</table>

19 Appendix E: 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.	Bidder submitted a detailed proposal including the product details, product number, product name, data sheets, technical capabilities of the bidder or their OEM as per 5.3			
3.	Bidder submitted Planning, Implementation and Change Management approaches as per 3.1.8.1			
4.	The bidder has completed and submitted detailed pricing as per Pricing Schedule as per 8.2			
5.	Bidder submitted three (3) contactable references as per 5.6			
6.	The bidder has indicated the level of experience in providing similar products/solutions as per 5.7			
7.	The bidder has included a letter of proof of the reseller agreement either from the OEM or an authorized distributor (i.e. if the reseller is authorised by a distributor). If the reseller agreement is from a distributor then proof from the OEM authorizing the distributor must to be included as per 5.4, 5.5 and 5.6			
8.	The bidder has supplied a CV of a senior resource who is part of the implementation team as per 5.8			
Overall Stage 2 Outcomes:	**Assessment Comments:**			
	Bid qualifies for further consideration: (YES/NO):			

19.3 Stage 3: Technical Evaluation

	Technical Evaluation **Failure to comply with any requirement shall lead to disqualification.**					
	Requirements	**References**	**Indicate whichever is applicable**		**Bidder's Comments**	**Supporting Documentation or Reference to Supporting Documentation**
			Yes	**No**		
	Integration Requirements					
1	The proposed solution must fully integrate with the existing active directory in the Organization.	3.1.2.1				
2	As an absolute minimum specification, it is required that the proposed solution offers integration to the following using industry standard protocols: Microsoft Active Directory Microsoft SQL Server Microsoft Exchange PowerBI Reporting Engine	3.1.2.2 3.1.2.2.1 3.1.2.2.2 3.1.2.2.3 3.1.2.2.4				
	Operating Environment					
3	The bidder must propose an instance of the solution at Production site (National Office) and an instance of the solution at Disaster Recovery (DR) site where the environments are synchronized.	3.1.3.1				
4	The solution must be able to run on a VMWare VSphere v8 or later virtualized environment.	3.1.3.2				
5	The solution must be able to accommodate 50 users for various defined roles.	3.1.3.3				
6	The bidder must include the architecture of the proposed solution with their submission Inclusive of the Production and Disaster Recovery setup.	3.1.3.4				

	Technical Evaluation Failure to comply with any requirement shall lead to disqualification.					
	Requirements	**References**	**Indicate whichever is applicable**		**Bidder's Comments**	**Supporting Documentation or Reference to Supporting Documentation**
			Yes	**No**		
7	All aspects required to run the solution are part of this proposal as per requirements above. The Commission will provide infrastructure requirements including Server Hardware, Networks, Firewalls, etc.	3.1.3.5				
8	The solution must be accessible through the latest browser versions e.g. Microsoft Edge, Google Chrome, Safari etc.	3.1.3.6				
9	The proposed solution must run on Desktops and Laptops running Windows 10 and later within the network.	3.1.3.7				
	Auditability					
10	The proposed system's auditing engine must allow for customised reporting and configurable dashboards, audit history reporting and audit exportable reports.	3.1.4.1				
	Functional Requirements					
11	The proposed solution must allow for recording of risks and tasks: Designated staff will record risk(s) / task(s) identified for business unit on the risk register. Staff members with "Capture rights" will be able to perform this function	3.1.5.1				
12	The proposed solution must allow for submission of risks and tasks: Once the department lead has reviewed the risks recorded for their business unit, they will submit the recorded risk(s) / task(s) for assessment. Staff member with "Submit rights" will be able to perform this function.	3.1.5.2				
13	The proposed solution must allow for approval of risks and tasks by Staff members with "Approve rights" to perform this function.	3.1.5.3				

Technical Evaluation Failure to comply with any requirement shall lead to disqualification.					
			Indicate whichever is applicable		
Requirements	References		Yes	No	Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
14	The proposed solution must allow for the configuration and sending out of notifications e.g. email notifications to staff two (2) weeks prior to the configured quarterly deadlines to complete outstanding risks or tasks.	3.1.5.4				
15	An automatic bi-weekly progress report via email will notify staff on the progress of the risk register items per department. The notifications must be customizable according to the Electoral Commissions specifications.	3.1.5.5				
16	The proposed solution must cater for lock functionality that will allow the administrator user to lock/ unlock risks or tasks captured on the risk register and compliance module. Staff members may not apply updates to risks or tasks unless unlocked by the administrator user.	3.1.5.6				
17	The proposed solution must allow for customizable workflow e.g. re-opening of risks and tasks: Staff members will have the option to request an approved risk or task opened for editing. A request sent to administrator and once approved the risk or task returned to the staff member for editing. Staff members with "Capture and Submit rights" will be able to perform this function.	3.1.5.7				
18	The proposed solution must incorporate the organizational risk management framework. The risk controls, governance, likelihood, impact, impact-rating table, control effectiveness and risk treatment requirements as defined in the organizational risk management framework. The organizational risk register will make use of percentage-based calculations and follow the colour indicators to determine ratings	3.1.5.8				

	Technical Evaluation Failure to comply with any requirement shall lead to disqualification.		Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
	Requirements	References	Yes	No		
	and priority of each risk recorded. To enable the correct identification, assessment and actions for each risk recorded on the organizational risk register, risk profiles / types will include strategic (1) and operational (2) profiles with their own configured workflows. The solution must cater for risk appetite and tolerance functionality.	3.1.5.23				
19	The proposed solution must adopt the existing systems configurations and configure profiles for the different user roles including the department and region.	3.1.5.9				
20	It is required that the solution should be able to adopt from existing segregation of duties, for example: Data capturer's: Capture Risk and Compliance tasks per region and department; Data approver's: Approve risks, return or reject submitted risks per region and department; and Data viewer's: View Risks, view only. The roles above should be configurable per region and department.	3.1.5.10 3.1.5.10.1 3.1.5.10.2 3.1.5.10.3				
21	The proposed solution must support bowtie analysis.	3.1.5.11				
22	The proposed solution must support workflow escalation based on configurable response time window per workflow basis function. The workflow must be fully configurable based on the groups that are created and configured.	3.1.5.12				

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	Requirements	**References**	**Indicate whichever is applicable**		**Bidder's Comments**	**Supporting Documentation or Reference to Supporting Documentation**
			Yes	**No**		
23	The proposed solution must cater for a standardized methodology for evaluating risk impact across organizational objectives.	3.1.5.13				

24	The proposed solution must provide a standardized scoring system for assessing risk likelihood based on historical occurrence and future probability for example.
	      Comprehensive scoring scale from 1 (Rare) to 5 (Certain)
	      Covers probability ranges from 1% to 100%
	      Considers both past events and future projections
	      Documented rationale for assigned scores
		3.1.5.14
		
		3.1.5.14.1
		3.1.5.14.2
		
		3.1.5.14.3
		3.1.5.14.4				

25	The proposed solution must support the recording of two (2) types of risks namely strategic and operational risks.	3.1.5.15				
26	The proposed solution must support inherent risks and residual risks sub types.	3.1.5.16				
27	The proposed solution must cater for graphical assessment options, allowing for easy interpretation of data.	3.1.5.17				
28	The proposed solution must cater for easy and logical aggregation functionality.	3.1.5.18				
29	The proposed solution must cater for voting survey functionality.	3.1.5.19				
30	The proposed solution must support data model to cater for self-service dashboards.	3.1.5.20				
31	The proposed solution must cater for tasks, actions, notifications and escalations.	3.1.5.21				

Technical Evaluation Failure to comply with any requirement shall lead to disqualification.					
Requirements	References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
		Yes	No		
32 The proposed solution must cater for policy management e.g. maintaining of acts and policies.	3.1.5.22				
Access Management					
33 The proposed system must give managers and system owners the ability to approve, reassign, delegate and deny access. The configurations of user's rights to the system for the group assignment. (Access via AD credentials – Internal Helpdesk)	3.1.6.1				
34 The proposed solution must have tools to manage the access and group rights: Staff members identified and assigned the appropriate rights based on business rules.	3.1.6.2				
35 The proposed system cater for Segregation of Duties (e.g. conflicting access rights) validation to be performed for each request initiated by the request access process including delegation of authority requests.	3.1.6.3				
36 The proposed solution must support segregation of roles: The predefined groups and user assignment will determine the segregation of roles for the operational risk register system. This will allow for designated members across the organisation to be granted the appropriate rights should the need arise.	3.1.6.4				
Reports					
37 The proposed solution must cater for at least 5 -10 reports as defined by the Electoral Commission as part of the initial implementation.	3.1.7.1 3.1.7.1.1				

Technical Evaluation Failure to comply with any requirement shall lead to disqualification.					
Requirements	**References**	**Indicate whichever is applicable**		**Bidder's Comments**	**Supporting Documentation or Reference to Supporting Documentation**
		Yes	**No**		
Risk Progress Tracking Report. The process report will track the progress of the risk register per department across all organization. National and departmental options will be available and there will be options to view the report at a risk profile level e.g. strategic / operational. The report displays aggregated stats per department.	3.1.7.1.2				
Risk Register Report. The risk register report will display all the risks recorded across the various departments (national and provincial) and will be available in Excel or PDF format, the layout of the reports will be similar to the current offline excel version of the risk register. The report will also provide a summary version of the recorded risks per office and department.	3.1.7.1.3				
Heat Map Report / Risk Matrix (IR & RR) movement. The heat map report will display all the risks recorded across the various department and will be display the highest Residual Risk Average percentage. Risks recorded at National office (per department) and Provincial offices will form part of the Heat report.					
Compliance Progress Tracking Report. The compliance process report will track the progress of the compliance tasks per department across all organization. National and departmental options will be available and there will be options to view the report at a task profile level e.g.	3.1.7.1.4				

Technical Evaluation Failure to comply with any requirement shall lead to disqualification.					
Requirements	References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
		Yes	No		
strategic / operational. The report displays aggregated stats per department. **Compliance Report.** The compliance report will display all the tasks recorded across the various departments (national and provincial) and will be available in Excel or PDF format, the layout of the reports will be similar to the current offline excel version of the risk register. The report will also provide a summary version of the recorded tasks per office and department. **Dashboard Report.** The summary report will display all the tasks recorded across the various departments (national and provincial) and will be available in Excel or PDF format, the layout of the reports will be similar to the current offline excel version of the risk register. The report will also provide a summary version of the recorded tasks per office and department.	3.1.7.1.5 3.1.7.1.6				
38	The proposed solution must support scheduled report generation.	3.1.7.2				
39	The proposed solution must provide a built-in query tool for ad-hoc reporting.	3.1.7.3				
40	The proposed solution must cater for heat map reports.	3.1.7.4				
Implementation Services					
41	The bidder must include a detailed Implementation Approach that will take the Commission from where we are currently to the implemented solution with a list of	3.1.8.1				

Requirements	References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
Technical Evaluation — Failure to comply with any requirement shall lead to disqualification.					
		Yes	No		
deliverables. This includes the following: Detailed Project Plan that includes the Project Overview; Implementation Team; Project Objectives; Project Scope; Project Phases and Timelines; Risk Management; Resource Allocation and Communication Plan.	3.1.8.1.1				
Detailed Implementation Plan that includes Planning and Requirements Gathering; Installation and Configuration; Integration and Data Migration; Testing and Quality Assurance; Training and Documentation; Go-Live and Support; and Post-Implementation Review.	3.1.8.1.2				
Change Management Plan that includes a smooth transition and adoption of the new software (solution). Key Components – Stakeholder Analysis and Engagement; Communication Planning and Governance Structure.	3.1.8.1.3				
Training / maintenance / knowledge transfer (ICT Operations staff).	3.1.8.1.4				
42 The bidder must include a training plan that will assist the Electoral Commission to transition from the current environment to the new environment	3.1.8.2				
43 The bidder must include methods used to formulate, execute and evaluate a comprehensive test plan to ensure that all development is complete and functional.	3.1.8.3				

Technical Evaluation Failure to comply with any requirement shall lead to disqualification.						
	Requirements	References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
Overall Stage 3 Outcomes:	**Assessment Comments:**					
	Bid qualifies for further consideration: (YES/NO):					

19.4 Stage 4: Technical Scoring

	Product Description	Reference	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% (75/100)					
1.	The Electoral Commission is considering utilizing a Risk Management Solution that will be based at Electoral Commission Head Office for the recording of risks and tasks. Did the bidder provide an explanation how the proposed solution can manage the configuration of workflows?	3.1.5.1 3.1.5.7	3	An explanation provided (3 points): a) An explanation for both Risk and Compliance Register (3 points) b) An Explanation for one of them (1 point) c) No explanation (0 point)		
2.	Did the bidder provide all of the reports that come standard with the solution?	3.1.7.1	7	List of reports provided (7 points): a) 5 or more (7 points) b) 3-4 (4 point) c) 2 (2 point) d) 1 (0 points)		
3.	Did the bidder include the following as part of the submission? 1. Description how the solution will configure customizable workflows 2. Risk Management Framework 3. Project Implementation Plan	 3.1.5.7 3.1.5.8 3.1.8.1.2	45	1. Customizable Workflow Approach (5 points) 2. Risk Management Framework (5 points) 3. Project Implementation Plan (10 points) 4. Staffing Plan (5 points) 5. Change Management Plan (5 points) 6. Training Approach (5 points)		

		Bid Evaluation Criteria					
		Stage 4 – Technical Scoring					
		To qualify to the next phase of adjudication a bidder must score a minimum of 75% (75/100)					
		Product Description	**Reference**	**Available Score**	**Points Allocation**	**Actual Score**	**Comments**
	4. Staffing Plan		5.8		7. Customizable Reports (5 points)		
	5. Change Management Plan		3.1.8.1.3		8. Segregation of Duties (5 points)		
	6. Training Approach		3.1.8.1.4				
	7. Description how the solution will allow for customizable reports		3.1.7				
	8. Description of how the solution will implement Segregation of Duties (SoD).		3.1.6.3				
4.	Relevant Reference		5.6	30	**References:**		
					a) Customer name = 2 point		
					b) Contact Person = 1 point		
					c) Email = 0.5 point		
					d) Telephone = 0.5 point		
					e) Physical address = 0.5 point		
					f) Description of Services provided = 3 point.		
					g) Project Size Based on number of licenses = 1 point		
					h) Project Implementation timeframe = 1 point		
					i) Services Provided in the Last 36 Months = 0.5 point		

		Bid Evaluation Criteria					
		Stage 4 – Technical Scoring					
		To qualify to the next phase of adjudication a bidder must score a minimum of 75% (75/100)					
		Product Description	Reference	Available Score	Points Allocation	Actual Score	Comments
					Total for references = maximum 10 points per reference (minimum 3 references required).		
5.		Senior Resource's Experience	5.8	5	**Product Specific Experience (2 points)**		
					a) 4 years and above = 2 points		
					b) 3 years = 1 point		
					Product Specific Qualifications (1 point)		
					a) Product specific qualification included = 1 point		
					b) No product specific qualification included = 0 point		
					Number of installations, customizations and configurations done (2 points)		
					a) > = 4 installations = 2 points		
					b) 1 - 3 installations = 1 point		
					c) < 1 installations = 0 point		

	Bid Evaluation Criteria
	Stage 4 – Technical Scoring
	To qualify to the next phase of adjudication a bidder must score a minimum of 75% (75/100)

	Product Description	Reference	Available Score	Points Allocation	Actual Score	Comments
6.	Company Relevant Experience	5.7	10	**Relevant Experience:** a) > = 7 years = 10 points b) 6 years = 6 points c) 3 years = 3 points d) < 3 years = 0 points		
TOTAL:			**100**			

Overall Stage 4 Outcomes:		<u>**Assessment Comments:**</u>
		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 Committee

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

Overall Adjudication Outcomes:

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