



SOUTH AFRICA

Electoral Commission

Auction 0010503635

Digital Risk Protection Service

IMPORTANT NOTICE

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

1 Introduction

The Electoral Commission (IEC) seeks to procure a service to safeguard its digital infrastructure from ever-increasing digital threats.

2 Background Information

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.

The Electoral Commission is increasingly using digital assets such as websites, social media, mobile applications to interact with its stakeholders to among others, register voters, enable the nomination of political party candidates, enable the application for jobs and tendering for business opportunities.

This growing use of digital assets brings many operational benefits including that interactions with our stakeholders is not limited to office hours or location, but our stakeholders can interact with the Electoral Commission anytime from anywhere. These technology solutions; however also come with numerous risks and an expanded overall threat surface that needs to be safeguarded against cybersecurity crimes.

“The Internet, despite all the societal benefit and economic value it has helped create, has also created an arena of strategic competition and criminal activity. Elections have begun to attract the attention of a wider spectrum of threat actors. Threat actors may have a range of motives, from mischief to malice to manipulation. Actors seeking to manipulate the results of an election may have purely political or financial objectives, while others may not have an interest in seeing a particular candidate or party prevail, but rather seek to undermine the credibility of the electoral process or erode trust in democracy. There are well-known examples of cyber-attacks that have focused on elections launched by well-

resourced foreign state actors with the aim of undermining trust in democratic processes and the legitimacy of their outcomes”¹

Recently the Electoral Commission has seen a number of fake sites coming up with its look and feel and logos masquerading as the Electoral Commission’s sites trying to collect information from unsuspecting citizens. This has the potential of not only exposing voters’ information to cyber criminals, but also damage the reputation of the Electoral Commission and further reduce faith and trust in democratic institutions in South Africa.

These sites and apps are coming up on normal internet, social media platforms normal, the dark web and forums, and need to be picked up and dealt with as soon as possible before personal information is stolen from our stakeholders or misinformation is spread in the name of the Electoral Commission.

The Electoral Commission has entered into cooperative agreements with social media platforms such as Google, Meta and TikTok, and non-profit organisations such as Media Monitoring Africa (MMA), in an effort to combat disinformation and other digital harms. On its side, the Electoral Commission is looking for a service that will detect, confirm, block, disrupt and take down malicious websites as well as fraudulent or fake domains, social media profiles and email campaigns masquerading as legitimate the Electoral Commission’s assets.

3 Bid Requirements

The Electoral Commission is looking for an automated digital risk protection service (platform and service) that focuses on its external threat landscape that will help identify and remediate vulnerable internet-facing exposed assets, detect and reset compromised credentials, and discover and takedown domain-infringing websites, rogue apps, and fake social media accounts.

¹ Primer: Cybersecurity and Elections – July 2022

4 Technical Specifications

The technical specification for the required products and services is as per the bid specifications provided below. It must be noted that the technical specifications below are the minimum requirements. The only deviation that may be accepted will be in case where the service provider's specification exceeds the minimum requirements. Any offers below the minimum specification requirement will be disqualified.

4.1 External Attack Surface Monitoring

The service is aimed at protecting the Electoral Commission from cyber-attacks and a wide-range of other online threats including malware and ransomware. The service must be able to identify exposed, vulnerable known and unknown assets of the Electoral Commission (*elections.org.za*). Included in this are fraudulent sites that are paid for and sponsored that show above the real sites on Search Engines. The bidder can work assume 50 elections.org.za for adjudication purposes.

4.2 Phishing Attacks or Account Takeovers

The service must monitor the attack surface of the Electoral Commission and identify suspicious patterns and typical phishing schemes to alert and prevent such attacks. The service must be able to also monitor cyberspace for compromised credentials or accounts with keywords within known cybercriminal networks or domains to quickly mitigate these vulnerabilities.

The service must also be able to search social media sites to locate fake profiles for fraudsters impersonating key employees of the Electoral Commission including Commissioners, Executive Committee Members and Management Committee Members. For the purposes of the auction, bidder must cater for at least 50 specified key employees or stakeholders of the Electoral Commission.

4.3 Dark Web Surveillance

Many cyberattacks arise from sites that are difficult to access, such as the dark web. The service must monitor suspicious activities directed against the Electoral Commission and then assist the Electoral Commission to prepare adequately against these threats.

4.4 Brand Protection

The service must search for the Electoral Commission's name, brands, slogans and trademarks over the web, website front pages, search engine advertisements, social media sites and app stores to identify deceptive domains, brand infringements, rogue mobile apps and fake social media profiles impersonating the Electoral Commission.

The service must also search real-time spam feeds looking for messages containing references to the Electoral Commission to detect phishing emails, advance fee fraud and malware attachments. Any attacks should be reported back to the Electoral Commission alongside the IP address sending fraudulent messages

The service must also process our Domain-based Message Authentication, Reporting and Conformance (DMARC) reports to identify phishing and malware disseminated through spoofing of the Electoral Commission's email domain.

The service must include Hostname searches for hostnames that are deceptively similar to the Electoral Commission's websites. The service must also perform front page matching of HTML Content to see if a copy or a clone of the Electoral Commission's website has been done.

The service must also search official and unofficial app stores for apps that mention the Electoral Commission's brand. Identified apps must be taken down accordingly.

4.5 Data Leak Prevention

The service must also search data marketplaces to find listings mentioning the Electoral Commission and ransomware leak sites for information pertaining to the Electoral Commission. The Electoral Commission is to be notified of such findings for it to take action.

4.6 Takedowns

Fraudulent content must be taken down as quickly as possible by contacting parties hosting the sites as well as law enforcement agencies. After the content has been taken the sites need to be monitored. The Electoral Commission should have access to

information pertaining to the takedown process.

The Electoral Commission is looking for at least 50 credits which can be used to takedown confirmed attacks including but not limited to:

4.6.1 Phishing URLs impersonating the Electoral Commission

4.6.2 Malware infrastructure URLs found via attachments in email impersonating the Electoral Commission

4.6.3 Criminal reply-to email addresses in advance fee fraud attacks pertaining to the Electoral Commission

4.6.4 Mail servers detected sending phishing attacks, advance fee fraud or malware to the Electoral Commission

4.6.5 Social media profiles impersonating the Electoral Commission

4.6.6 Mobile App listings impersonating the Electoral Commission

4.6.7 Fraudulent search adverts redirecting to phishing sites impersonating the Electoral Commission

4.6.8 Various types of affiliate and survey scams linked to the Electoral Commission's brand, including subscription services in the name of you have won a prize and need to pay some handling/shipping fees.

4.6.9 The service must be able to block access to sites that hot-link the Electoral Commission's site resources from when the first visitor loads the site.

5 Planning Assumptions

The Electoral Commission has made the following assumptions:

- 5.1** The Electoral Commission will provide technical resources for all Electoral Commission's designated work including setup and configuration of own applications and databases. Included are the provision of servers, desktops and switching at its premises.

- 5.2** Whenever the need arises the successful bidder shall do initial equipment configuration of operating systems and environmental specific requirements.
- 5.3** The recommended service provider shall provide all relevant details needed to ensure successful operations capability within the organization.
- 5.4** 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.

6 General Bid Conditions

The following standard bid conditions must be adhered to and complied with; failing which the bid proposal will be disqualified.

- 6.1** All bids must be placed online on eProcurement website <https://votaquotes.elections.org.za>.
- 6.2** Bidders must complete and submit [Appendix A - Technical Bid Response Sheet](#) to demonstrate compliance with the required technical specification.
- 6.3** The bidder must provide at least two (2) contactable references of past and current products and installation and configuration services of a similar nature that the bidder provided or is currently providing (Digital Risk Service). Reference details must include the following: customer name, contact person, contact details (telephone, email, physical address) and service description and value of services defined in terms of estimated contract value and length of time of the service. The Electoral Commission prefers to work with a service provider that shows that they are currently providing such services to clients. The table in [Appendix C – Reference Guideline Table](#) is attached as a guideline for the compilation of the required reference information to be submitted for each reference.
- 6.4** Preference will be given to services that are based on a standard existing product/service in the market and not products specifically designed and/or cloned for this bid. The bidder is required to provide proof of available local (South African) support

for the proposed solution. The bidder is also required to provide a data sheet for the product/service.

- 6.5** The bidder must be authorized to sell the service supplied; an OEM proof of reseller authorization is required. Likewise, an OEM proof of accreditation for maintenance of the product is required.
- 6.6** An OEM letter(s) of proof of the reseller agreement, authorization and/or maintenance accreditation must accompany the written documentation for this bid.
- 6.7** Should the reseller authorization and/or maintenance accreditation 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.
- 6.8** The bidder must include a formal proof of OEM statement of licensing stating associated services terms and conditions.
- 6.9** Bidder must have at least two (2) years' experience in providing the services required. Bidder must provide a profile or letter to confirm.\
- 6.10** Bidders must adhere to the delivery schedule in section 12.
- 6.11** The successful bidder will be required to enter into a Service Level Agreement (SLA) with the Electoral Commission. The bidder is to include as part of the bid submission an example SLA.
- 6.12** The bidder must submit an example Incident Response Plan (Malware) or a step-wise process to deal with detected malware as part of the submission. The Electoral Commission is interested to see the steps employed by the bidder in terms of Incident Response.
- 6.13** The bidder must populate and submit [Appendix D: Other Technical Information](#) to provide more information on the technical aspects of the solution.

7 Quality Control

- 7.1** The bidder takes responsibility for the completeness and quality of their bid submission.
- 7.2** 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.
- 7.3** 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.
- 7.4** The submission of a bid implies acceptance of the terms specified in the provisions laid down in the specifications, the procurement and, where applicable, additional documents.
- 7.5** Bidders are expected to examine carefully and respect all instructions and standard formats contained in these specifications.
- 7.6** A bid that does not contain all the required information and documentation will be disqualified.
- 7.7** 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.
- 7.8** Notwithstanding any shortcomings in these specifications, service providers must ensure that the proposed solution will form a workable and complete solution.
- 7.9** The Electoral Commission will issue a formal purchase order to the successful bidder before any services can be delivered.

7.10 The bidder's personnel working may be subjected to security clearance.

7.11 The bidder will be required to enter into a Non-Disclosure Agreement (NDA) with the Electoral Commission.

7.12 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.

7.13 The supplier must undertake and warrant that all goods and services shall at the time of delivery comply with the bid specifications.

8 Supplier Performance

8.1 Contracting of any service provider to render goods and/or services to the Electoral Commission are subject to the fulfilment of the Electoral Commission's due diligence audit requirements.

8.2 An essential component of the Electoral Commission's due diligence audit requirements may involve site visits to potential suppliers/contractors as well as inspection of various key documents underpinning the establishment of the companies involved in bids of the Electoral Commission. This also includes confirmation of capability and capacity requirements to execute the services specified in such bids.

8.3 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.

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

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

8.6 The Electoral Commission reserves the right to reject any services delivered not

conforming to the bid specification.

- 8.7** Where previously-agreed delivery schedules are not met by a supplier, the Electoral Commission shall have the right to appoint an alternative supplier to make good the shortfall in supply. Any additional costs incurred by the Electoral Commission in obtaining such corrective services or products from another source will be for the account of the defaulting supplier.

9 Data Protection and Confidentiality of Information

Due to the sensitive nature of the information and data which will become available to the successful bidder, it will be required that the successful bidder sign a Service Level Agreement which will, *inter alia*, incorporate a clause addressing the protection of same in line with paragraphs 9.1 and 9.2 below (read together with paragraph 22 of the Technical Bid Response Sheet).

9.1 Data Protection

9.1.1 During the course of executing on this contract, the successful bidder will have access to the data collected or provided and stored by the Electoral Commission on the service provider's disk storage units and data backup facilities. The successful bidder shall have the responsibility for protecting information resources against accidental or intentional damage or loss of data, interruption, or the compromise of this information into the hands of third parties. The successful bidder or its members of staff, whether employed or contracted shall also not process the data without a prior written agreement with the Electoral Commission or without written instructions from the Electoral Commission beyond what is necessary to fulfil its obligations towards the Electoral Commission.

9.1.2 The successful bidder shall keep confidential all the Electoral Commission's information that they have in their possession. The successful bidder shall ensure that each member of their staff, whether employed or contracted, having access to or being involved with the processing of the Electoral Commission's data undertakes a duty of

confidentiality and is informed of and complies with the data privacy obligations of this bid.

9.1.3 The successful bidder shall also ensure that the Electoral Commission's data in its possession is returned to the Electoral Commission and/or deleted from its computer systems as per instruction by the Electoral Commission at the end of the contract period.

9.2 Confidentiality of Information

9.2.1 "Confidential Information" means irrespective of its format, confidential trade, commercial, financial and management information and data, or other proprietary information which is either designated as confidential or by its nature is confidential howsoever such confidential information may be disclosed or made available to the Recipient including, without limiting the afore-going, whether direct or indirect, orally, visually or in electronic format or by reason of inspection of documentation or other matter on or at the Discloser's premises or elsewhere including, but not limited to:

9.2.2 The successful bidder shall irrevocably undertake and agree:

9.2.2.1 to protect all confidential information that they may get access to in course of executing the resulting contract. Without limiting the generality of confidential information, Confidential Information shall include any information that falls within the definition of 'Personal Information' as defined in the Protection of Personal Information Act 4 of 2013, as amended or substituted and/or

9.2.2.2 not to divulge or disclose to any third party in any form or manner whatsoever, either directly or indirectly, any confidential information of the Discloser without the Consent of the Discloser;

9.2.2.3 not to, directly or indirectly, detract from, expand on, amend, decompile, reverse engineer, use, exploit, permit the use of, or in any other manner whatsoever apply the confidential information for its own benefit or the benefit of any other person or for any purpose whatsoever other than for the Engagement and otherwise than in accordance with the provisions of this Agreement;

- 9.2.2.4 to take reasonable security (including IT security) measures in line with its own security measures to keep the confidential information confidential;
- 9.2.2.5 to treat all Information as confidential information where it is uncertain of the nature of the Information until written notice to the contrary is received from the Electoral Commission;
- 9.2.2.6 to immediately notify the Electoral Commission upon discovery of any unauthorised use or disclosure of the confidential information or any other breach of this clause;
- 9.2.2.7 to take all necessary steps or assist the Electoral Commission to regain possession of the confidential information or to prevent its further unauthorised use;
- 9.2.2.8 to immediately at the Electoral Commission's reasonable request or in any event at the completion of an Engagement to forthwith return all originals, copies, reproductions, summaries or extracts of the confidential information, or at the Electoral Commission's option destroy these and certify that it has done so; and
- 9.2.2.9 that all confidential information is and shall remain the property of the Electoral Commission and that disclosure thereof does not grant the Receiver any express or implied license to use such Confidential Information or right other than as provided for in this Agreement.

9.2.3 Notwithstanding the above, the successful bidder shall be entitled:

- 9.2.3.1 in compliance with the applicable laws and its professional obligations, to retain copies of all Information of the Electoral Commission which is relevant to or forms part of the Services;
- 9.2.3.2 to share the confidential information with its Personnel and any of the Service Provider's parties to the extent required to render the Services; and

9.2.3.3 to share the confidential information with its Professional Advisors or insurers in the event of a claim arising from or in connection with this Agreement, provided that the provisions of this clause shall still apply to such copies.

9.3 This clause shall not apply to:

- 9.3.1 information in the public domain otherwise than by breach of this Agreement;
- 9.3.2 information that was not obtained under any obligation of confidentiality; and
- 9.3.3 information obtained from a third party who the receiving Party believes, after reasonable inquiry, is free to divulge the information so long as such information was not obtained by the receiving Party under any obligation of confidentiality to the third party.

10 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.

10.1 Total bid price must be submitted online on the eProcurement (Votaquotes) portal. The bid price in [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.

10.2 All costs associated with the services 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) Costs associated with the protection of 50 elections.org.za sites
- b) At least 50 key employees and stakeholder profiles' protection.

- c) Configuration and/or customization services costs.
- d) Services for a period of 12 months

10.3 Bid prices must be firm for a period of one hundred and eighty (180) days and must be inclusive of VAT. Once awarded the price will be firm for the duration of the contract.

10.4 Payment for the service will be upfront for 12 months.

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

10.6 All costs associated with the solution must be captured in the [Appendix B: Pricing Schedule](#) - no additional costs will be entertained.

10.7 The solution must be a complete solution.

11 Adjudication and Award of Contract

Bidders are advised to refer to the Bid Evaluation Criteria to ensure that they have addressed all critical bid requirements.

11.1 The bid will be awarded to a bidder whose solution successfully conforms to the bid specifications.

11.2 The Electoral Commission will issue an official purchase order before any services can be delivered

11.3 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.

11.4 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.

12 Delivery and Implementation Timeframe

12.1 The successful bidder will be required to complete delivery within two (2) weeks from receipt of an official purchase order.

13 Duration

13.1 The SLA/contract is for a period not exceeding 12 months and may be extended at the sole discretion of the Electoral Commission as may be deemed necessary.

14 Technical Enquiries

14.1 Enquiries pertaining to the specifications can be directed to Siviwe Gwadiso at telephone number 012 622 5700 or email gwadisos@elections.org.za or to Libisi Maphanga at email maphangal@elections.org.za.

15 Briefing Session

15.1 There will be no briefing for this requirement.

16 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 0010503635

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.

17 Summary of Submission Requirements

- 17.1** All bids must be submitted online on eProcurement (Votaquotes) portal.
- 17.2** All written supporting documentation must be submitted as stipulated on the bid requirement.
- 17.3** Submissions received after the closing date and time will lead to the bidder's proposal being disqualified and not considered.
- 17.4** The following supporting documents must be submitted as part of the written submissions. Failure to submit these will lead to the bid being disqualified:

17.4.1 Completed technical specifications in accordance with the requirements in **Appendix A - Technical Bid Response Sheet** to demonstrate compliance with the bid specification as per **6.2**.

17.4.2 Two (2) relevant contactable References, **Appendix C - Guideline Reference Table** as per **6.3**

17.4.3 Completed pricing schedules Appendix B: Pricing Schedule as per **10.1**

17.4.4 A profile or letter showing two (2) years' experience as per **6.9**

17.4.5 An example SLA document as per **6.11**.

17.4.6 An example Incident Response Plan document as per **6.12**

17.4.7 Completed [Appendix D: Other Technical Information](#) as per **6.13**

18 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.

19 Appendix A: Technical Bid Response Sheet

Appendix A – Technical Bid Response

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

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

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

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
1.	General	The service must be able to detect, confirm, block, disrupt and take down malicious websites, rogue mobile apps as well as fraudulent or fake domains, social media profiles and email campaigns masquerading as legitimate Electoral Commission's assets.			
2.		The solution should cater for all the assets under the *elections.org.za domain.			
3.		The bidder must include a data sheet for the product /			

Appendix A – Technical Bid Response

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

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

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

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
		service with their bid submission			
4.	Phishing Attacks or Account Takeovers	The solution can monitor the attack surface of the Electoral Commission and identify suspicious patterns and typical phishing schemes to alert and prevent such attacks.			
5.		The solution can also monitor cyberspace for compromised credentials or accounts with keywords within known cybercriminal networks or domains worldwide to quickly mitigate these vulnerabilities			

Appendix A – Technical Bid Response

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

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

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

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
6.		The service must also be able to search social media sites to locate fake profiles for fraudsters impersonating key employees of the Electoral Commission. For the purposes of the auction, bidder must cater for at least 50 specified key employees or stakeholders of the Electoral Commission.			
7.	Dark Web Surveillance	The service monitors the dark web for suspicious activities directed against the Electoral Commission and then assist the Electoral Commission to prepare adequately against these threats			
8.	Brand	The service must search for the Electoral Commission's			

Appendix A – Technical Bid Response

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

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

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

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
	Protection	name, brands, slogans and trademarks over the web, website front pages, search engine advertisements, social media sites and app stores to identify deceptive domains, brand infringements, rogue mobile apps and fake social media profiles impersonating the Electoral Commission			
9.		The service must also search real-time spam feeds looking for messages containing references to the Electoral Commission to detect phishing emails, advance fee fraud and malware attachments. Any attacks should be reported back to the Electoral Commission alongside the IP address sending fraudulent messages			

Appendix A – Technical Bid Response

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

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

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

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
10.		The service must also search official and unofficial app stores for apps that mention the Electoral Commission's brand. Identified apps must be taken down accordingly			
11.		The service must also process our Domain-based Message Authentication, Reporting and Conformance (DMARC) reports to identify phishing and malware disseminated through spoofing of the Electoral Commission's email domain.			
12.		The service must include Hostname searches for			

Appendix A – Technical Bid Response

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

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

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

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
		hostnames that are deceptively similar to the Electoral Commission's websites.			
13.	Data Leak Detection	The service must search data marketplaces to find listings mentioning the Electoral Commission and ransomware leak sites for information pertaining to the Electoral Commission.			
14.	Takedowns	The Electoral Commission is looking for at least 50 credits which can be used to takedown confirmed attacks including but not limited to:			

Appendix A – Technical Bid Response

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

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

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

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
15.		a) Phishing URLs impersonating the Electoral Commission			
16.		b) Malware infrastructure URLs found via attachments in email impersonating the Electoral Commission			
17.		c) Criminal reply-to email addresses in advance fee fraud attacks pertaining to the Electoral Commission			
18.		d) Mail servers detected sending phishing attacks, advance fee fraud or malware to the Electoral			

Appendix A – Technical Bid Response

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

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

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

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
		Commission			
19.		e) Social media profiles impersonating the Electoral Commission			
20.		f) Mobile App listings impersonating the Electoral Commission			
21.		g) Fraudulent search adverts redirecting to phishing sites impersonating the Electoral Commission			
22.		h) Various types of affiliate and survey scams linked to			

Appendix A – Technical Bid Response

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

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

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

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
		the Electoral Commission's brand, including subscription services in the name of you have won a prize and need to pay some handling/shipping fees			
23.	Data Confidentiality and Privacy Requirements	The bidder undertakes to agree and comply with the Electoral Commission's requirements on data protection and confidentiality of information, as stated in paragraph 9 of this bid specification			

20 Appendix B: PRICING SCHEDULE

Appendix B – Price Breakdown Response

Completion of this Price Breakdown response sheet by the bidder is compulsory.

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

Prices must be inclusive of VAT

	Product Code	Description	Q TY	Unit Cost (VAT Inclusive)	Total Cost (VAT Inclusive)
1		Digital Risk Protection Service to cater for 50 *elections.org.za assets, 50 specified key employees and stakeholders and at least 50 take down service credits over a period of 12 months	12		
*TOTAL BID PRICE					

The Total Bid Price will be used for adjudication purposes. No any other additional costs will be accepted for bid evaluation and adjudication purposes.

21 Appendix C: Guideline Reference Table

Reference #1

EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Products utilised	
	Services Provided	
Service Value	Contract Value (estimate)	
	Was the service provided in the last 36 months?	

Reference #2

EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:

Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Products utilised	
	Services Provided	
Service Value	Contract Value (estimate)	
	Was the service provided in the last 36 months?	

22 Appendix D: Other Technical Information

	The bidder must provide the information below:	
1.	Name the social media platforms that the solution searches. Bidder must provide a minimum of six (6)	a)
		b)
		c)
		d)
		e)
		f)
		g)
		h)

The bidder must provide the information below:		
		i)
		j)
2.	Name the app stores that the solution searches. Bidder must provide a minimum of (10)	a)
		b)
		c)
		d)
		e)
		f)
		g)
		h)

	The bidder must provide the information below:	
		i)
		j)
		k)
		l)
		m)
		n)
		o)
3.	How long on average does it take to perform a takedown of an identified site? How long does it take to monitor the “taken down” site?	a) Takedown:
		b) Monitor After Takedown:
4.	What is the market penetration of the product / service worldwide?	a) Less than 10 clients

	The bidder must provide the information below:	
	Bidder to select the correct option.	b) 10 to 50 clients
		c) 51 to 100 clients
		d) More than 100 clients
5	What is the market penetration of the product / service in South Africa? Bidder to select the correct option:	a) Less than 10 clients
		b) 10 to 50 clients
		c) 51 to 100 clients
		d) More than 100 clients
		e) Less than 10 clients

23 Appendix E: Evaluation Criteria

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

23.1 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:

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

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

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

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

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

- (i) Is prohibited from conducting business with the State in terms of Section 8 of the Public Administration Management Act, 2014; or
 - (ii) has permission to perform other remunerative work outside of their employment, where the PAMA does not apply to such employee;
- (b) the conduct of a person constitutes a transgression of the Prevention and Combating of Corrupt Activities Act, 2004;
- (c) the conduct of a person constitutes a transgression of the Competition Act, 1998, the conduct must be reported to the Competition Commission; and
- (d) the conduct of a person must be dealt with in terms of the prescripts applicable to the Electoral Commission.

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

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

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

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

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

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

	Assessment Criteria	Bidder Requirement (YES/NO)	Comments
1.	Bidder is registered on the National Treasury Central Supplier Database (CSD). *		
2.	Bidder is tax compliant. **		
3.	The bidder is not an employee of the state.		
4.	Having certified the SBD4, it is accepted that the bidder's conduct does not constitute a transgression of the Prevention and Combating of Corrupt Activities Act.		
5.	Having certified to the SBD4, it is accepted that the bidder's conduct does not constitute a transgression of the Competition Act.		
6.	The bidder is not a tender defaulter as per the register published on the National Treasury website.		
7.	The bidder is not a restricted supplier as per the register published on the National Treasury website.		

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

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

23.2 Stage 2: Key Qualifying Criteria

Stage 2 – Key Qualifying Criteria				
Failure to comply with any of the requirements below will result in the bid being disqualified				
No.	Description	Yes	No	Comments
1.	Bidder completed and submitted technical specification as per 6.2			
2.	The bidder has completed and submitted detailed pricing as per Pricing Schedule (10.1)			
3.	The Bidder submitted two relevant contactable references as per 6.3			
4.	The bidder submitted Letter of Authorization to resell from OEM / Distributor as per 6.5, 6.6 and 6.7			
5.	Did bidder submit example SLA document as per 6.11?			
6.	Bidder has included an example Incident Response Plan as per 6.12			

Overall Stage 2 Outcomes:	<u>Assessment Comments:</u>
	Bid qualifies for further consideration: (YES/NO):

23.3 Stage 3: Technical Evaluation

Stage 3 – Technical Evaluation – Technical Disqualifying Factors.

Failure to comply with any of the requirements below will result in the bid being disqualified

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
1.	General	The service must be able to detect, confirm, block, disrupt and take down malicious websites, rogue mobile apps as well as fraudulent or fake domains, social media profiles and email campaigns masquerading as legitimate Electoral Commission's assets.			
2.		The solution should cater for all the assets under the *elections.org.za domain.			
3.		The bidder must include a data sheet for the product / service with their bid submission			

Stage 3 – Technical Evaluation – Technical Disqualifying Factors.

Failure to comply with any of the requirements below will result in the bid being disqualified

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
4.	Phishing Attacks or Account Takeovers	The solution can monitor the attack surface of the Electoral Commission and identify suspicious patterns and typical phishing schemes to alert and prevent such attacks.			
5.		The solution can also monitor cyberspace for compromised credentials or accounts with keywords within known cybercriminal networks or domains worldwide to quickly mitigate these vulnerabilities			
6.		The service must also be able to search social media sites to locate fake profiles for fraudsters impersonating key			

Stage 3 – Technical Evaluation – Technical Disqualifying Factors.

Failure to comply with any of the requirements below will result in the bid being disqualified

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
		employees of the Electoral Commission. For the purposes of the auction, bidder must cater for at least 50 specified key employees or stakeholders of the Electoral Commission.			
7.	Dark Web Surveillance	The service monitors the dark web for suspicious activities directed against the Electoral Commission and then assist the Electoral Commission to prepare adequately against these threats			
8.	Brand Protection	The service must search for the Electoral Commission's name, brands, slogans and trademarks over the web, website front pages, search engine advertisements, social media sites and app stores to identify deceptive domains, brand			

Stage 3 – Technical Evaluation – Technical Disqualifying Factors.

Failure to comply with any of the requirements below will result in the bid being disqualified

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
		infringements, rogue mobile apps and fake social media profiles impersonating the Electoral Commission			
9.		The service must also search real-time spam feeds looking for messages containing references to the Electoral Commission to detect phishing emails, advance fee fraud and malware attachments. Any attacks should be reported back to the Electoral Commission alongside the IP address sending fraudulent messages			
10.		The service must also search official and unofficial app stores for apps that mention the Electoral Commission's brand. Identified apps must be taken down accordingly			

Stage 3 – Technical Evaluation – Technical Disqualifying Factors.

Failure to comply with any of the requirements below will result in the bid being disqualified

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
11.		The service must also process our Domain-based Message Authentication, Reporting and Conformance (DMARC) reports to identify phishing and malware disseminated through spoofing of the Electoral Commission's email domain.			
12.		The service must include Hostname searches for hostnames that are deceptively similar to the Electoral Commission's websites.			
13.	Data Leak Detection	The service must search data marketplaces to find listings mentioning the Electoral Commission and ransomware leak sites for information pertaining to the Electoral Commission.			

Stage 3 – Technical Evaluation – Technical Disqualifying Factors.

Failure to comply with any of the requirements below will result in the bid being disqualified

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
14.	Takedowns	The Electoral Commission is looking for at least 50 credits which can be used to takedown confirmed attacks including but not limited to:			
15.		a) Phishing URLs impersonating the Electoral Commission			
16.		b) Malware infrastructure URLs found via attachments in email impersonating the Electoral Commission			
17.		c) Criminal reply-to email addresses in advance fee fraud attacks pertaining to the Electoral Commission			

Stage 3 – Technical Evaluation – Technical Disqualifying Factors.

Failure to comply with any of the requirements below will result in the bid being disqualified

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
18.		d) Mail servers detected sending phishing attacks, advance fee fraud or malware to the Electoral Commission			
19.		e) Social media profiles impersonating the Electoral Commission			
20.		f) Mobile App listings impersonating the Electoral Commission			
21.		g) Fraudulent search adverts redirecting to phishing sites impersonating the Electoral Commission			

Stage 3 – Technical Evaluation – Technical Disqualifying Factors.

Failure to comply with any of the requirements below will result in the bid being disqualified

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
22.		h) Various types of affiliate and survey scams linked to the Electoral Commission's brand, including subscription services in the name of you have won a prize and need to pay some handling/shipping fees			
23.	Data Confidentiality and Privacy Requirements	The bidder undertakes to agree and comply will the Electoral Commission's requirements on data protection and confidentiality of information, as stated in paragraph 9 of this bid specification			

Stage 3 – Technical Evaluation – Technical Disqualifying Factors.

Failure to comply with any of the requirements below will result in the bid being disqualified

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
Overall Stage 3 Outcomes	<u>Assessment Comments:</u>				
	Bid qualifies for further consideration: (YES/NO):				

23.4 Stage 4: Technical Scoring

<p style="text-align: center;">Bid Evaluation Criteria</p> <p style="text-align: center;">Stage 4 – Technical Scoring</p>					
To qualify to the next phase of adjudication a bidder must score a minimum of 75% (45/60)					
	Product Description	Available Score	Points Allocation	Actual Score	Comments
1.	Relevant		<p>References:</p> <p>a) Customer name = 1 point</p> <p>b) Contact Person = 1 point</p> <p>c) Email = 1 point</p> <p>d) Telephone = 1 point</p> <p>e) Physical address = 0.5 point</p> <p>f) Product(s) used = 2 points</p>		

<p style="text-align: center;">Bid Evaluation Criteria</p> <p style="text-align: center;">Stage 4 – Technical Scoring</p>					
<p style="text-align: center;">To qualify to the next phase of adjudication a bidder must score a minimum of 75% (45/60)</p>					
	Product Description	Available Score	Points Allocation	Actual Score	Comments
	Reference	20	g) Description of Services provided = 2 points. h) Value (Contract Value Estimate) = 1 point i) Was the service provided in the last 36 months = (YES = 0.5 point) <p style="text-align: center;">Total for references = maximum 10 points per reference (2 references)</p>		
2.	Relevant Experience	3	Experience with Digital Risk Services. (Max 3 points) a) The bidder has two to four (2-4) years' experience (2 points). b) Bidder has more than four (4) years' experience (3 points)		

<p style="text-align: center;">Bid Evaluation Criteria</p> <p style="text-align: center;">Stage 4 – Technical Scoring</p>					
<p style="text-align: center;">To qualify to the next phase of adjudication a bidder must score a minimum of 75% (45/60)</p>					
	Product Description	Available Score	Points Allocation	Actual Score	Comments
3.	Incident Response Plan	5	<p>The bidder's Incident Response Plan includes the following steps at a minimum:</p> <ul style="list-style-type: none"> a) Detect and Analyse (1 point) b) Contain (1 point) c) Eradicate (1 point) d) Recover (1 point) e) Report and Remediate (1 point) 		
4.	Social Media Searches	8	<p>The bidder has indicated the social media platforms searched by the service:</p> <ul style="list-style-type: none"> a) The bidder searches 6 social media sites (6 points) 		

<p style="text-align: center;">Bid Evaluation Criteria</p> <p style="text-align: center;">Stage 4 – Technical Scoring</p>					
To qualify to the next phase of adjudication a bidder must score a minimum of 75% (45/60)					
	Product Description	Available Score	Points Allocation	Actual Score	Comments
			b) The bidder searches more than 6 social media sites (8 points).		
5.	App Stores	12	<p>The bidder has indicated the apps stores searched by the service:</p> <p>a) The bidder searches 10 app stores (10 points)</p> <p>b) The bidder searches more than 10 app stores (12 points).</p>		
6.	Takedowns	2	<p>Average time for takedown. (Max 2 points)</p> <p>c) Less than 8 hours (2 points).</p> <p>d) More than 8 hours but within 24 hours (1 point)</p>		

<p>Bid Evaluation Criteria</p> <p>Stage 4 – Technical Scoring</p>					
<p>To qualify to the next phase of adjudication a bidder must score a minimum of 75% (45/60)</p>					
	Product Description	Available Score	Points Allocation	Actual Score	Comments
7.	Monitor After Take downs	2	<p>Bidder monitors the “taken down” site for at least:</p> <p>a) 5 days after the take down (1 point)</p> <p>b) More than 5 days after the take down (2 points)</p>		
8.	Worldwide market penetration (outside of South Africa)	4	<p>What is the worldwide market penetration for the product/service?</p> <p>a) More than 5 clients but less than 50 clients (2 points)</p> <p>b) 50 to 100 clients (3 points)</p> <p>c) More than 100 clients (4 points)</p>		

<p>Bid Evaluation Criteria</p> <p>Stage 4 – Technical Scoring</p>					
<p>To qualify to the next phase of adjudication a bidder must score a minimum of 75% (45/60)</p>					
	Product Description	Available Score	Points Allocation	Actual Score	Comments
9.	South African Market penetration	4	<p>What is the South African market penetration for the product/service?</p> <p>a) More than 5 clients but less than 10 clients (2 points)</p> <p>b) 10 to 20 clients (3 points)</p> <p>c) More than 20 clients (4 points)</p>		
Overall Stage 4 Outcomes:		<u>Assessment Comments:</u>			
		Bid qualifies for further consideration: (YES/NO):			

23.5 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 Committee Member's Name	Signature
1		
2		
3		
4		
5		

Overall Adjudication Outcomes:
