



stats sa

Department:
Statistics South Africa
REPUBLIC OF SOUTH AFRICA

REQUEST FOR QUOTATION

Attention: SCM
Tel. No.: 012 310 8140
Date: 16 July 2026
Re: Request for the services to design, develop and support User Interface (UI) and User Experience (UX) for the Computer Assisted Web Interviewing (CAWI) platform

1. Objective

Request for the services to design, develop and support User Interface (UI) and User Experience (UX) for the Computer Assisted Web Interviewing (CAWI) platform for the CAWIS project for a period of 5 months.

2. Background

Stats SA is implementing a Computer Assisted Web Interviewing (CAWI) platform to support the collection of economic and business survey information from enterprises.

The CAWI platform will enable enterprise respondents to securely access and complete questionnaires online, upload supporting financial statements, and submit survey responses electronically.

The CAWI platform will also provide administrative capabilities for internal users responsible for managing survey operations, enterprise assignments, communications, monitoring, and reporting.

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The CAWIS Project is a strategic initiative for Stats SA and will modernise data collection for enterprise based surveys and support Stats SA's transition towards an agile operating model. This initiative is expected to improve data quality, enhance operational efficiency, strengthen data security, and reduce manual processing requirements.

3. System Overview

The platform consists of two primary subsystems:

3.1 External Respondent Portal

The respondent-facing component shall enable enterprises to:

- Receive survey invitations.
- Access questionnaires through secure links.
- Register and authenticate users.
- Complete electronic questionnaires.
- Save and resume questionnaires.
- Upload financial statements and supporting documents.
- Review responses.
- Submit completed questionnaires.
- Receive reminders and notifications.
- View submission status.

3.2 Internal Administration Portal

The administration component shall enable authorised users to:

- Authenticate users.
- Load survey samples.
- Manage enterprise records.
- Complete questionnaire on behalf of respondents
- Assign enterprises to Data Collectors.
- Manage user accounts and permissions.

- Schedule notifications.
- Send questionnaire invitations.
- Resend questionnaire links.
- Monitor collection progress.
- Generate operational reports.
- Manage communication templates.
- Audit user activities.

4. Scope of work

The Service Provider shall provide end-to-end UI/UX services covering research, design and development of UI/UX artefacts, testing, validation, and handover.

The scope of this RFQ is limited to UI/UX services and does not include software development, system implementation and hosting.

The table below shows the requirements and scope of work anticipated from the UI/UX services:

Requirement	Scope of work
User Experience: Provide a modern, intuitive, accessible, and user-centred design that will maximise respondent participation, improve usability, and support efficient administration of survey operations	• User Research & User Journey Mapping ✓ Conduct comprehensive user research to understand the needs, behaviours, challenges, and expectations of different user groups, both external and internal. ✓ Document / Map end-to-end user journeys (user flows), ensuring user experience is intuitive and seamless for different user personas. • Design wireframes ✓ Low-Fidelity Wireframes for both external and internal sub-systems ✓ High-Fidelity Wireframes for both external and internal sub-systems ✓ At least a minimum of three wireframes for each screen to choose from ✓ Leverage from best practices and other self-enumeration survey platforms

	• Functional Prototypes ✓ produce interactive prototypes demonstrating key user journeys ✓ Provide a comprehensive view of the final product without having the underlying functionality. ✓ Should allow the users to execute multiple scenarios to test the usability, look and feel for various UX elements. ✓ At least a minimum of two prototypes to select from. • Information Architecture ✓ Develop a comprehensive Information Architecture that supports efficient navigation and task completion ✓ Identify and design clear navigation mechanisms for different user groups ✓ Produce separate sitemaps for external and internal users ✓ Design good content hierarchy, ensuring information is organised and prioritised properly on screens. ✓ Recommend appropriate menu structures for different user roles. Also ensure that menus use business-friendly language ✓ Implement search and filtering mechanisms to allow users to quickly find information. This is particularly important for internal users managing significant number of enterprises. ✓ Inclusion of multiple content types such as audio, videos, text, static and dynamic images, animation etc.
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	• Survey Questionnaires UX requirements: ✓ Design the questionnaire completion experience to minimise respondent burden and maximise completion rates ✓ Questionnaire UX Design shall include: ○ Progress indicators ○ Save and resume workflow ○ Dynamic skip logic ○ Validation message placement ○ Navigation between sections ○ Review before submission ○ Error handling flow • File Upload UX requirements: ✓ Design the file upload experience to minimise respondent burden and maximise completion rates ✓ File Upload UX Design shall include: ○ Drag-and-drop upload ○ Multiple document uploads ○ Upload progress indicators ○ File validation messages ○ Document deletion • Call to action (CTA) and Feedback ✓ Design Call to Action (CTA) elements to drive user engagement and guide them toward completing a task or workflow ✓ CTA elements must be have clear, concise wording and visually distinct. ✓ Design Feedback elements to reinforce user confidence, reduce uncertainty, and improve usability.
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	✓ Feedback elements must be immediate, contextual and uses visual cues (i.e. color coding: green for success, red for error) • Survey Completion Feedback and Help Page ✓ Design Completion Feedback flow ✓ Design Help Page ○ Organize help topics by category ○ Allow users to quickly find relevant help items or FAQs ○ Provide multiple channels of contact — email, chat, or hotline, social media, etc. • Integration to other technologies ✓ Integration to other platforms such as social media, call centre platform etc. NB: These are not an exhaustive list of user experience requirements. The list can grow during further engagements with service providers.
User Interface (UI): Provide a clean, responsive, and accessible interface with consistent visual elements to ensure clarity and ease of use	• User Interface UI Design: ✓ Leverage from best practices and other survey platforms ✓ Responsive and consistent design ✓ Support for PC, Laptops and Tablets ✓ Multiple browsers compatibility ✓ Use Stats SA / CAWIS branding • Reusable design system ✓ Develop Component Library and style guide ○ Buttons ○ Forms ○ Tables ○ Cards ○ Alerts ○ Navigation Components

	○ Icons ○ Modals ○ Tooltips ○ Grids
Envisaged deliverables	✓ The Service Provider shall provide the following: ✓ User Research Report ✓ User Personas ✓ Journey Maps ✓ Information Architecture ✓ Questionnaire UX Design ✓ File Upload Workflow Design ✓ Low-Fidelity Wireframes ✓ High-Fidelity Wireframes ✓ Interactive Prototypes ✓ Demonstration Sessions ✓ Prototype Documentation ✓ Site Maps ✓ Navigation Models ✓ Approved UI Screens ✓ Reusable Component Library and Style Guide ✓ Usability Testing Plan ✓ Usability Testing Report ✓ Developer Handover Documentation ✓ Source Files (Figma or approved equivalent)
Intellectual Property	All UI/UX artefacts, designs, wireframes, prototypes, source files, style guides, design systems, and all other associated documentation developed under this assignment shall become the property of Stats SA upon completion of the contract.
Implementation	The service provider will be expected to implement the UI/UX assets working together with the Stats SA CAWIS Development team.

Testing	The service provider will be expected to conduct usability testing with representative users.
Skills transfer	The service provider will be expected to work with the Stats SA CAWIS Development team to transfer the skills.
Project Management	Stats SA CAWIS BM-ICT management will delegate a Stats SA representative to manage all the work that will be executed by the service provider on behalf of Stats SA.

5. Service Provider requirements

- Have a minimum of five (5) years' experience in User interface (UI) design for web applications.
- Have a minimum of five (5) years' experience in User Experience (UX) design for web applications.
- Demonstrate experience in user experience (UX) research by providing evidence of at least three completed projects in the last 5 (five) years, where UX research informed the design of a digital product or service. Evidence shall include a brief description of the project, research methodologies employed, key findings, resulting design recommendations, and the bidder's role in the project.
- Extensive experience in responsive UI/UX design for web applications
- Have successfully completed at least three (3) similar projects.
- Demonstrate experience in UI/UX design for enterprise survey systems, business self-service portals, or comparable digital platforms by providing:
 - A portfolio of at least three relevant projects completed within the last 5 (five) years.
 - Design artefacts (wireframes, prototypes, mock-ups, user flows, or design systems) for at least 1 project.
 - A brief case study describing the user-centred design approach, usability considerations, and outcomes achieved.
 - Confirmation of the bidder's role in delivering the UI/UX design.
- Have three (3) contactable references of recent projects.
- Ability to meet tight deadlines under pressure. Bidders must provide how turnaround times and performance standards will be achieved and monitored.
- Demonstrate the ability to provide continuous and uninterrupted UI/UX design services for the duration of the project.

6. Evaluation criteria

This RQF will be evaluated in two stages as follows:

1. Technical specification
2. Price and preferential points.

Stage 1: Technical Specification

The service provider must:

- Have a minimum of five (5) years' experience in User interface (UI) design for web applications.
Submit at least three signed references in a client letter head indicating the scope of work delivered.
- Have a minimum of five (5) years' experience in User Experience (UX) design for web applications.
Submit at least three signed references in a client letter head indicating the scope of work delivered.
- Demonstrate experience in user experience (UX) research by **providing evidence of at least three completed projects in the last five (5) years**, where UX research informed the design of a digital product or service. Evidence shall include a brief description of the project, research methodologies employed, key findings, resulting design recommendations, and the bidder's role in the project.
- Demonstrate experience in UI/UX design for enterprise survey systems, business self-service portals, or comparable digital platforms by providing:
 - **A portfolio of at least three relevant projects completed within the last five (5) years.**
 - **Design artefacts (wireframes, prototypes, mock-ups, user flows, or design systems) for at least 1 project.**
 - **Confirmation of the bidder's role in delivering the UI/UX design.**
 - **Provide company profile with the listing of clientele with contact details**
- Demonstrate the capacity to provide continuous and uninterrupted UI/UX design services for the duration of the project, by providing:
 - **A resource plan identifying the proposed UI/UX team, their roles and relevant experience.**

- **A commitment to maintain the availability of key personnel throughout the project or provide suitably qualified replacements.**

N.B Failure to comply with the requirements of technical specification will result in disqualification and bidder will not be evaluated further.

Stage 2: Price and preferential points

Price = 80

Preferential points = 20 as follows:

The specific goals allocated points in terms of this bid	Number of points allocated (80/20 system)
1. Race (Black)	10
2. Women	5
3. Disabled	2
4. Youth (below 35 years)	3


31 July 2026