



QUESTIONS AND ANSWERS

APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP AND IMPLEMENT AI-POWERED MULTILINGUAL TRANSLATION AND INTERPRETATION PLATFORM FOR A PERIOD OF 02 YEARS

ID	Question	Answer
1.	Case Management Integration What Case Management System is currently in use? Will PPSA provide API documentation, a test environment, and the necessary access required for integration?	The current Case Management System is an ASP.NET-based application operating within the PPSA environment. The successful bidder will be provided with the necessary API documentation, technical integration specifications, appropriate system access, and a test environment during the implementation phase to support the required integration
2	Offline Requirement What does PPSA mean by “limited offline functionality”? Is the translation feature expected to work offline, or should users only be able to capture and access information offline, with synchronisation occurring once connectivity is restored? If the latter, please clarify the scope of functionality available while offline.	It means the app should be working with limited functionality which means it must use stored information when it is offline. With the understand that Translation services may rely on an active internet connection. The minimum offline functionality includes: • Capturing and saving information while offline. • Accessing previously synchronised information, where applicable. • Queuing offline transactions for automatic synchronisation when connectivity is restored. Any functionality requiring real-time online services, such as translation, is expected to be available only when connectivity is restored.
3	BR-01 – Eight Languages Is AI-generated translation acceptable for all required language pairs, or is human-in-the-loop review mandatory for the six South African official languages, particularly where translations are intended for legal or publication purposes?	Yes. AI-generated translation is acceptable for all required language pairs, including the six South African official languages covered by this requirement. As the solution is intended to operate as a mobile application, human-in-the-loop review is not a mandatory requirement. Bidders should therefore propose an AI-based translation solution capable of translating investigation reports intended for publication,

		while ensuring that the translated output is suitable for its intended use.
4	BR-07 – Offline Capability Could PPSA please clarify which specific languages are required to function offline and the minimum device specifications assumed for field use?	The offline capability must support the same languages specified in the tender document. Bidders should refer to the language requirements outlined in the specification and propose a solution that meets those requirements for offline functionality.
5	Case Management System Integration – BR-03 Does the existing Case Management System expose a documented REST/SOAP API? If so, could PPSA provide the relevant API documentation before submission so that bidders can accurately scope the required integration?	The required integration will be implemented as a REST-based integration between the PPSA Case Management System and the web application that will perform the translation of the final report. Detailed API documentation and technical integration specifications will be provided to the successful bidder during the implementation phase. For pricing and scoping purposes, bidders should base their proposals on the assumption that the integration will enable the transfer of relevant data from the PPSA Case Management System to the translation web application for the translation of the final report. Example <pre>{ "caseNumber": "PPSA-2026-001245", "reportId": "FR-98765", "language": "English", "finalReport": "The investigation found that the complaint was substantiated" }</pre>
6	Translation Memory and Glossary Does PPSA have an existing translation memory, terminology database, or glossary containing legal/investigative terminology that should be incorporated into the solution, or would the successful bidder be expected to develop this from scratch?	We do have the public protector rules document which we will take into consideration but the others we will develop from scratch.

7	BR-04 – Voice Translation Could PPSA clarify whether the voice translation requirement refers to real-time, two-way conversational interpretation, or one-directional voice dictation/transcription and translation?	The solution should allow for one direction and two ways. The translation is from one language to the selected language within the parameters of what we have requested on the scope of work.
8	– Live Demonstration Will PPSA provide sample documents and/or audio files for use during the live demonstration, or will bidders be expected to provide their own test materials?	We are going to provide the material we did mention this during the briefing
9	Demonstration Environment May the Phase 2B demonstration be conducted using a secure cloud-hosted sandbox environment, or must the solution be deployed on PPSA-approved infrastructure at the demonstration stage?	Yes. Bidders may conduct the Phase 2B demonstration using a secure cloud-hosted sandbox environment. At the demonstration stage, the purpose is to assess the solution's capabilities; therefore, deployment on PPSA-approved infrastructure is not required for the demonstration.
10	Translation Engine Licensing Is PPSA open to subscription/SaaS-based AI translation engines, such as Azure Translator or Google Cloud Translation, or is the translation engine required to be locally hosted/on-premises due to POPIA or other data-residency requirements?	Yes. PPSA permits the use of subscription/SaaS-based AI translation services, including platforms such as Microsoft Azure Translator and Google Cloud Translation , provided that the proposed solution complies with the applicable POPIA requirements and aligns with relevant COBIT governance and security principles. Bidders are responsible for demonstrating how their proposed solution will ensure compliance with these requirements, including the appropriate handling, protection, and processing of PPSA data.
11	CARA Funding – Foreign Currency Costs Does the CARA funding condition referenced under Constraint 2.8 impose any restrictions on foreign-currency licensing or subscription costs, for example USD-denominated AI translation API charges?	No, it doesn't but there must be a conversion to ZAR.

12	CSD Report Can the required CSD report be submitted as a downloaded/printed CSD report, or must it be a live e-Filing/CSD portal extract? If an extract is required, is there a specific validity period or date range within which it must have been generated?	A latest printed hardcopy CSD report and an electronic copy will be accepted.
13	Case Management System: Which system is currently in use? Please provide the vendor and product name, API documentation, and data model, and confirm whether a non-production test environment will be available to the successful bidder.	PPSA uses an internally developed, self-hosted ASP.NET Case Management System. The successful bidder will be provided with the necessary technical guidance for integration through the system's REST API, including the available integration points and relevant interface specifications required for implementation.
14	Existing report backlog. Does the scope include translating reports already published or already on file, or does it apply only to reports produced after go-live? If a backlog is in scope, how many reports and what is the average length?	The scope does not include the translation of existing or previously published reports. The translation functionality applies only to reports produced after the solution goes live. There is no backlog of reports included in the scope of this tender.
15	Tshivenda. No mainstream hosted translation service supports Tshivenda. Will PPSA accept a hybrid method, being a self-hosted translation model deployed in South Africa North with qualified human review before publication, and should the human review effort be priced by the bidder or supplied by PPSA?	The proposed solution must be delivered in accordance with the requirements set out in the tender specification. Where a bidder's proposed solution has limitations, including support for specific languages such as Tshivenda, those limitations must be clearly disclosed in the bid submission. PPSA is not introducing additional solution elements or alternative delivery approaches through this clarification process, and bidders should price their proposed solution based on their ability to meet the specified requirements.
16	Volumes. Translation and speech services are billed by character and by audio minute, so the following are needed to price the contract: reports per year, average report length, number of PPSA users, number of expected public mobile users, peak concurrent users, documents translated per month, and audio minutes per month.	Bidders should price their proposed solution based on the delivery model they intend to provide. As a planning assumption, PPSA publishes over 40 reports per year. Bidders are expected to size and price their proposed translation and speech service capacity accordingly as part of their overall solution, rather than relying on PPSA to provide detailed consumption estimates.
17	Consumption pricing mechanism. SBD3.3 item 3 asks whether rates are firm for the full period, and GCC 17.1 does not permit price variation. Consumption-based AI services cannot be quoted as a firm price without a volume basis. How does PPSA want consumption priced: against a stated volume	Bidders are provided with a pricing schedule relevant to this bid, under paragraphs 3.1 to 3.3, requiring them to confirm their bid prices. SBD 3.3 allows bidders to specify whether the

	ceiling with a rate for usage above it, as a pass-through at cost, or on some other basis?	prices quoted are firm or not. Where prices are not firm, paragraph 4 requires bidders to provide full details of the basis and method by which any price adjustments will be calculated. GCC 17.1 further stipulates that neither the quoted prices nor the basis for their adjustment may be amended unless expressly provided for in the Special Conditions of Contract or in case of bid validity extension request.
18	Translation service licences. Should AI and translation service licences be held in PPSA's name and tenancy, or the service provider's? Consumption-based cloud services are not assignable property. Related: does PPSA accept the use of open-weight translation models under their published terms of use, where no commercial service supports a required language?	PPSA expects a secure, service-provider-hosted solution that meets the functional, security, and operational requirements set out in the tender. Where AI and translation service licences are required, they may be managed by the service provider as part of the hosted service, with the service provider remaining responsible for the security, availability, and compliance of the solution. The solution must include a side-by-side comparison of the original and translated content to support PPSA's quality assurance process before publication. All translated content will be subject to PPSA's review and approval workflow, and the Service Level Agreement (SLA) will define the responsibilities, risk management measures, and service obligations relating to the translation service and the hosted solution.
19	Accuracy. Once PPSA has reviewed, approved and signed off a translated report under the BR-00 workflow, who carries responsibility for translation accuracy on publication?	Once a translated report has been reviewed, approved, and formally signed off by PPSA in accordance with the BR-00 workflow, responsibility for the accuracy of the published translation rests with PPSA as the approving authority. The service provider remains responsible for providing the translation functionality, maintaining the approval workflow, and ensuring that the system accurately records the review, approval, and audit trail.
20	Support scope. What does PPSA expect in the second year: supported hours, incident severity definitions, response and resolution targets, and the volume of enhancement work included?	The support scope for the second year will be governed by the Service Level Agreement (SLA) to be agreed between PPSA and the successful bidder. The SLA will define the support hours, incident severity classifications, response and resolution targets, enhancement arrangements, and the applicable terms and conditions that clarify the scope of support and

		the expected service levels.
22	Public users. The mobile application serves members of the public. Does PPSA or the service provider carry first-line support for public users, and what channel and hours are expected?	The solution is intended for internal use and is expected to support approximately 100-200 users. The service provider will be responsible for providing first-line support. The support channels, service hours, response times, and other support obligations will be agreed and documented in the Service Level Agreement (SLA), with office-hours support as the baseline requirement.
23	Demonstration. When are the Functionality B demonstrations expected to take place, and how much notice will bidders receive of a demonstration date?	The Functionality B demonstrations will be scheduled and communicated to bidders who successfully pass Phase 1 of the evaluation process. PPSA will provide the demonstration details as part of the Phase 2 communication. Bidders are advised to prepare in advance in accordance with the demonstration specifications outlined in the tender.
24	Are app-store accounts already maintained by PPSA, or must the supplier manage publication to Apple App Store and Google Play?	The supplier will be responsible for managing the mobile application publication process, including submission, updates, and ongoing management of the application on the Apple App Store and Google Play Store as part of the service provided to PPSA.
25	Who will provide final acceptance for translations, security, integration and functional readiness?	The User Acceptance Testing (UAT) period will be agreed with the successful bidder during the project planning phase. As part of project initiation, PPSA and the appointed bidder will develop a detailed project plan that includes the UAT activities, assigned responsibilities, and timeframes, while remaining within the overall project duration specified in the tender.
26	What UAT period is anticipated?	Once a bidder is appointed we will develop a project plan and accordingly the tasks will be assigned time frames just note the duration of the project.
27	Does PPSA expect production go-live only after the entire implementation or staged releases?	PPSA is open to a staged release approach. Functionality may be released progressively as components reach the required level of readiness, provided that each release meets the agreed quality, security, and governance requirements. The solution should achieve a stable production state before full operational

		implementation.
28	The tender assumes one year for development and implementation. Is PPSA open to an accelerated phased implementation where priority functionality is delivered earlier?	Yes. PPSA is open to an accelerated phased implementation approach, provided that priority functionality can be delivered earlier without compromising the overall project scope, quality, security, and governance requirements. The proposed implementation plan and phased delivery milestones should be clearly outlined by the bidder.
29	Is any performance security required under GCC clause 7 and, if so, what percentage/ value?	No
30	Does PPSA expect unlimited usage within the tender price or usage-based licensing?	PPSA's preference is for a licence-based pricing model rather than usage-based pricing. Bidders should propose a licensing structure that supports the anticipated user base and includes the costs required to deliver and supports the solution for the duration of the contract.
31	Please provide expected mobile user numbers and internal web-platform user numbers.	Bidders should size the proposed solution to support an estimated 100–200 users across the mobile application and the internal web platform. The solution should be designed to accommodate this anticipated user base while providing adequate performance, scalability, and capacity for operational use.
32	Is PPSA able to provide estimated translation volumes for text, documents, audio minutes and monthly active users to enable accurate AI-service pricing?	The Public Protector does have various outreach programs and not all of them would require the tool however this application should support her and the team the prepare for 100 users to 200. On reports we do release over 40 reports but not all of them will be translated we will pick the one's with impact and they do get to be over 100 pages. You can download the reports on our websites
33	Will software/cloud licences be reimbursed at cost or are they expected to form part of the fixed contract price	Software, cloud, AI model, and any other third-party licence costs are expected to form part of the fixed contract price. Bidders should include all licensing and recurring subscription costs required to deliver, operate, and support the solution for the full duration of the contract in

		their pricing.
34	Please confirm the anticipated payment milestones for development and implementation	The anticipated payment milestones will be agreed during the project initiation phase as part of the project governance arrangements. PPSA is open to a milestone- or deliverable-based payment structure, and the agreed payment milestones and associated deliverables will be defined and documented at the start of the project.
35	Please confirm whether the maintenance and hosting amount on pages 18–19 represents one year only or all recurring costs over the full 24-month contract period	The bidder should price the solution on the basis of the full 24-month contract period. The pricing should cover the complete lifecycle of the solution, from development and deployment through to ongoing support and maintenance, including hosting, service availability and downtime support, anticipated annual cost increases, storage growth, AI model-related costs, and any other recurring operational costs required for the duration of the contract.
36	May translation requests be processed by third-party cloud AI platforms where enterprise zero-retention/no-training controls are enabled	Yes, provided that the solution is secure, and the bidder maintains appropriate control over the product and any third-party services used to deliver it. Where third-party cloud AI platforms are utilised, the bidder remains fully responsible for ensuring compliance with the Minimum Information Security Standards (MISS) and the Protection of Personal Information Act (POPIA). Any failure to meet these security and compliance obligations will constitute a breach of contractual requirements and may result in the application of contractual remedies and penalties
37	What are PPSA's expected retention and deletion rules for source documents, audio recordings and translated content	Source documents, audio recordings, translated content, and related records must be retained in accordance with the PPSA Records Management Policy and applicable legislative requirements. The detailed retention and deletion schedules will be shared with the successful bidder during the implementation phase to ensure the solution is configured accordingly

38	Does PPSA require security clearance for project personnel?	Yes. Project personnel assigned to the implementation will be subject to PPSA vetting and security clearance requirements. Service providers must cooperate with the vetting process and ensure that personnel deployed to the project meet the required security and compliance requirements before engaging on the project.
39	Which government ICT/security frameworks or policies must the proposed solution specifically comply with	The proposed solution must comply with the applicable South African government ICT and security frameworks and legislation, including the Minimum Information Security Standards (MISS), COBIT (where applicable for ICT governance and controls), and the Protection of Personal Information Act (POPIA).
40	Does PPSA require multilingual report formatting to preserve the original document layout	Yes. The system should preserve the original document layout and formatting when generating multilingual reports. The translated version should maintain, as far as practicable, the original structure, headings, tables, images, pagination, and overall presentation to ensure consistency and publication readiness across all supported languages.
41	Is human translation/reviewer functionality required within the system in addition to investigator, Legal Services and Communications approvals	Yes. The system must include a human reviewer functionality in addition to the Investigator, Legal Services, and Communications approval stages. The reviewer must be able to compare the original and translated versions side by side, make revisions where necessary, and approve the final version for publication. The functionality must include a complete audit trail and version control to record all changes, reviewer actions, and approval history before publication.
42	Does PPSA require terminology/glossary management for legal and investigation terminology	Yes.
43	Is human translation/reviewer functionality required within the system in addition to investigator, Legal Services and Communications approvals	Yes. The system must include human reviewer functionality in addition to the Investigator, Legal Services, and Communications approval stages. The reviewer must be able to compare the original and translated versions side by side, make revisions where necessary, and approve the final version for publication. The functionality must include a complete audit trail and version control to record all changes, reviewer actions, and approval history before publication.

44	Does PPSA require terminology/glossary management for legal and investigation terminology?	Yes
45	What accessibility standard should be adopted, for example WCAG 2.1 AA	The solution should comply with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA as the minimum accessibility standard. This includes ensuring that the user interface is perceivable, operable, understandable, and robust for users with disabilities, including support for keyboard navigation, sufficient colour contrast, screen reader compatibility, accessible forms, and appropriate alternative text for non-text content.
46	Will the successful bidder be required to integrate with existing PPSA identity services such as Active Directory / Microsoft Entra ID	Yes. The successful bidder will be required to integrate the solution with PPSA's existing Active Directory (AD) for user authentication and access management, where applicable.
47	Does PPSA have a preferred cloud platform, including Microsoft Azure, AWS or existing government infrastructure	You can use any cloud platform between Azure or AWS
48	Please clarify what constitutes an “accredited provider” for AI-based translation services	An “accredited provider” refers to a translation service provider that is legally registered to operate and can demonstrate recognised credentials, quality assurance processes, and the capability to provide professional AI-assisted translation service
49	Are cloud-based AI translation services permitted to process PPSA information outside South Africa where POPIA-compliant contractual safeguards exist	Yes, Cloud-based AI translation services may process PPSA publications outside South Africa, provided the content being translated is intended for public consumption and is already in the public domain. As such, the translated content does not contain confidential or restricted PPSA information
50	Does PPSA require all application and AI-processing data to remain within South African geographic boundaries	No. PPSA does not require all application and AI-processing data to remain within South African geographic boundaries. The bidder remains responsible for ensuring that the proposed hosted solution complies with the Minimum Information Security Standards (MISS), the Protection of Personal Information Act (POPIA), and all applicable security requirements. Where AI-processing services

		are used, the bidder must ensure that appropriate security and compliance controls are in place and remain fully accountable for the security and integrity of the solution.
51	Please define the required offline functionality, including which languages and whether offline support is required for text, voice and/or document translation	The required offline functionality must support all the languages specified in the tender document. Bidders should propose an offline solution that meets the tender's language requirements for the applicable translation functionality in accordance with the published specification.
52	Please confirm whether the required six South African languages are strictly English, Afrikaans, isiZulu, isiXhosa, Sesotho and Tshivenda	Yes. PPSA confirms that the required six South African languages for the solution are English, Afrikaans, isiZulu, isiXhosa, Sesotho, and Tshivenda.
53	Please confirm the two African languages expected for the Functionality B voice-translation demonstration, or whether bidders may select any two supported South African languages	Bidders must conduct the Functionality B voice-translation demonstration in accordance with the requirements specified in the bid document. PPSA expects the demonstration to align with the published demonstration requirements, and bidders will be evaluated against those requirements as set out in the tender.
54	Please confirm the maximum expected report/document size and typical investigation-report page count	PPSA publishes over 40 reports per year. However, not all reports will require translation, as PPSA will determine which reports are selected for translation based on their impact. Bidders should size and price their proposed solution accordingly.
55	Where scanned documents are in scope, is OCR capability expected	Yes
56	Please confirm the document formats that must be supported, including whether DOCX, PDF, scanned PDF, HTML and image-based documents are required.	All our reports are in PDF once they are signed.

57	Please confirm whether translated documents are expected to be stored within the Case Management System itself or whether references/links to documents stored in the translation platform are acceptable.	Referenced by links and others will be uploaded on the website.
58	Is a sandbox/UAT Case Management API environment available to the successful bidder during implementation	We do have our development space for UAT and API testing.
59	Please provide the technical architecture, API specifications and authentication mechanism of the PPSA Case Management System with which the proposed solution must integrate	This will be shared with the winning bidder but we going to develop a REST API and integrate the solution.
	Closing date and time	11 September 2026 @ 11h00 am As per advert.