



SOUTH AFRICA

Electoral Commission

Bid Specifications

Auction 0010453696

**Distributed Denial of Service (DDoS) Mitigation and Caching
Solution**

IMPORTANT NOTICE

Failure to comply with the completion of the auction conditions and the required information or submission of the required stipulated documents indicated above (i.e. non submission of the required reseller authorisation details and maintenance stipulations) shall invalidate a bid.

1 Introduction

The Electoral Commission (IEC) is seeking an upstream Distributed Denial of Service (DDoS) protection and mitigation and caching solution for a period not exceeding 12 months from 01 July 2021. The contract should be flexible enough to cater for high usage month of elections and the other 11 months of normal business usage.

The IEC wants to protect at least twelve (12) elections related website domains. The service provider must provide on-boarding and technical support over and above telephonic support. However the IEC wants to be able to add / remove / replace domains in the list as the need arises. The IEC is therefore looking for an enterprise DDoS protection and mitigation solution that covers an unlimited number of domains and is not limited in terms of the number of mitigations against DDoS attacks.

The IEC also wants to have Caching services for at least ten (10) elections related websites. The service provider must provide on-boarding and technical support over and above telephonic support. However the IEC wants to be able to add / remove / replace domains in the list as the need arises. The IEC is therefore looking for an enterprise caching solution that covers an unlimited number of domains and is not limited in terms of the bandwidth utilization or cached data volumes

IEC 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.

2 Background

The IEC employed DDoS protection and mitigation service during National and Provincial Elections 2019 (NPE2019) and over 600,000 DDoS attempts were recorded and mitigated against the IEC websites.

The caching of the websites' static sections assisted the IEC greatly to deal with the increased load during NPE 2019. The IEC recorded over 5 million hits during the month of May 2019 (election month). Between the periods: 06 May – 11 May 2019 there was a total of 44.7 TB of internet traffic that hit the IEC websites, 42.82 TB was cached and 1.88 TB was un-cached and therefore hit the IEC Websites servers.

This represented an Internet Bandwidth saving of 96%. Peak Period was 09 May 2019 , a day after elections when results started trickling in, between 08:00 and 14:00 with the Peak hour being between 13:00 and 14:00 with over 2.32 TB of internet traffic hitting the IEC websites. This equates to 5.16 Gbps of Internet line that would have been required to cope with the traffic. During this peak period only 225 Mbps of traffic ended up hitting the IEC websites with the rest being served by the Caching technology.

3 Bid Requirements

The IEC seeks the following services:

- 3.1 The IEC is therefore looking for an enterprise DDoS Protection and Mitigation solution that covers an unlimited number of domains and is not limited in terms the number of mitigations against DDoS attacks. IEC has identified twelve (12) domains to be protected initially, however the IEC must be able to add / remove domains without incurring extra cost
- 3.2 A DDoS protection and mitigation service that is flexible enough to cater for high utilization month of elections and other months of normal business operations. This is on a subscription basis for a period not exceeding 12 months
- 3.3 The IEC is therefore looking for a website caching solution (CDN) that is an enterprise solution that covers an unlimited number of domains and is not limited in terms of the bandwidth utilization and cached data volumes. The IEC has identified ten (10) domains to be cached, however the IEC must be able to add / remove domains without incurring extra cost
- 3.4 A website Content Delivery Network (CDN) / caching solution that is flexible enough to cater for high utilization month of elections and other months of normal business operations. This is on a subscription basis for a period not exceeding 12 months.
- 3.5 An Enterprise support service which includes on-boarding and operational support services.
- 3.6 Access to 24/7/365 phone support especially during election week.
- 3.7 An unmetered / unlimited service is required especially during election month. A flexible solution that provides for high usage during the election month and normal use during other months is required.
- 3.8 The specification is for the protection of the following websites / web services and their contents for a period not exceeding 12 months. The following domains at a minimum must be DDoS protected and the list may change:

Item	Description of service	Domain/URL
1.	DDoS Protection	www.elections.org.za
2.	DDoS Protection	api.elections.org.za
3.	DDoS Protection	maps.elections.org.za
4.	DDoS Protection	Online.elections.org.za
5.	DDoS Protection	sms.elections.org.za
6.	DDoS Protection	registertovote.elections.org.za
7.	DDoS Protection	Results.elections.org.za
8.	DDoS Protection	atlas.elections.org.za

Item	Description of service	Domain/URL
9.	DDoS Protection	eLearning.elections.org.za
10	DDoS Protection	eRecruitment.elections.org.za
11	DDoS Protection	votaquotes.elections.org.za
12	DDoS Protection	Vmd.elections.org.za

- 3.9 The specification also for the Caching of the static portions of the IEC website for a period of 12 months for the following domains at a minimum and the list may change:

Item	Description of service	Domain/URL
1.	Upstream Caching	www.elections.org.za
2.	Upstream Caching	api.elections.org.za
3.	Upstream Caching	maps.elections.org.za
4.	Upstream Caching	online.elections.org.za
5.	Upstream Caching	registertovote.elections.org.za
6.	Upstream Caching	Results.elections.org.za
7.	Upstream Caching	eLearning.elections.org.za
8.	Upstream Caching	eRecruitment.elections.org.za
9.	Upstream Caching	votaquotes.elections.org.za
10	Upstream Caching	Vmd.elections.org.za

4 Technical Specifications

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 bidder's specification is better. Anything below specification will be disqualified.

- 4.1 The IEC is therefore looking for an enterprise solution that covers an unlimited number of domains and is not limited in terms mitigation against DDoS attacks. IEC has identified twelve (12) domains to be protected initially, however the IEC would like to able to add / remove domains without incurring extra charge.
- 4.2 The IEC is therefore looking for a website caching solution (CDN) that is an enterprise solution that covers an unlimited number of domains and is not limited in terms of the bandwidth utilization. The IEC has identified ten (10) domains to be cached, however the IEC would like to able to add / remove domains without incurring extra charge
- 4.3 The IEC requires an Enterprise support service which includes on-boarding and operational support services.
- 4.4 The bidder must provide access to phone support to 24/7/365 phone support during the month of elections, otherwise standard email support is required.
- 4.5 The service must include DDoS protection and caching services that are unmetered. The service must include Web Application Firewall (WAF) automatic protection from vulnerabilities and the flexibility to create custom WAF rules and also to deal with OWASP Top 10 Threats. The bidder will be responsible for setting this up as part of the service provided.
- 4.6 The service must include Caching facility / Content Delivery Network (CDN) to provide high availability and performance by distributing the service spatially to over 100 data centres including more than two (2) in South Africa and more than ten (10) across the African continent.
- 4.7 A minimum edge cache expire Time-To-Live (TTL) on the caching facility of not more than 30 seconds is required especially during the month of elections.
- 4.8 The CDN facility must allow for purge-by-tag and purge-by-host intervention.
- 4.9 The service must guarantee 100% uptime during the month of elections. Outside of this month a 99% uptime is acceptable.
- 4.10 DDoS protection and mitigation must be provided for the following domains at a minimum:

Item	Description of service	Domain/URL
1.	DDoS Protection	www.elections.org.za
2.	DDoS Protection	api.elections.org.za
3.	DDoS Protection	maps.elections.org.za
4.	DDoS Protection	Online.elections.org.za
5.	DDoS Protection	sms.elections.org.za
6.	DDoS Protection	registertovote.elections.org.za
7.	DDoS Protection	Results.elections.org.za

Item	Description of service	Domain/URL
8.	DDoS Protection	atlas.elections.org.za
9.	DDoS Protection	eLearning.elections.org.za
10.	DDoS Protection	eRecruitment.elections.org.za
11.	DDoS Protection	votaquotes.elections.org.za
12.	DDoS Protection	Vmd.elections.org.za

4.11 The IEC should be able to add / take out / replace the domains in the DDoS Protection and Mitigation list as the need arises at no extra cost.

4.12 Caching / CDN must be provided for the following domains at a minimum:

Item	Description of service	Domain/URL
1.	Upstream Caching	www.elections.org.za
2.	Upstream Caching	api.elections.org.za
3.	Upstream Caching	maps.elections.org.za
4.	Upstream Caching	online.elections.org.za
5.	Upstream Caching	registertovote.elections.org.za
6.	Upstream Caching	Results.elections.org.za
7.	Upstream Caching	eLearning.elections.org.za
8.	Upstream Caching	eRecruitment.elections.org.za
9.	Upstream Caching	votaquotes.elections.org.za
10.	Upstream Caching	Vmd.elections.org.za

4.13 The IEC should be able to add / take out / replace the domains in the CDN list as the need arises at no extra cost

4.14 The solution must be flexible to allow for one month of heightened activity and other months of normal usage.

4.15 During heightened activity month of elections there must be granular insight into the traffic and audit logs. A 1-minute analytical range is required during this time. However during the other months an analytical range of at least 15 minutes is required.

4.16 The solution must be Payment Card Industry Data Security Standard (PCI DSS) 3.2 or higher compliant.

5 General Auction Conditions

The following standard auction conditions must be adhered to and complied with, failing of which the bid will be disqualified.

Bidders must place bids online on the Electoral Commission's eProcurement website by not later than the stipulated closing date and time on the auction.

- 5.1 The bidder must provide detailed technical specifications in accordance with the technical requirements to demonstrate compliance by completing and submitting Annexure A
- 5.2 Pricing must be firm for a minimum of one hundred and eighty (180) days from close of auction.
- 5.3 The bidder must provide an enterprise support consisting of a standby engineer to assist the IEC with technical implementations during on-boarding and operations during the month of elections. This must be supplied as part of the enterprise support package
- 5.4 The Electoral Commission will issue a formal purchase order to the successful bidder before any services can be delivered.
- 5.5 Delivery of the required products and services shall only be accepted by the Electoral Commission on the basis of presentation of the service provider's own delivery note. Such notes shall not be substituted by another service provider's delivery notes.
- 5.6 Delivery of all the services to be made no later than one (1) month after the issuing of the purchase order. The bidder must submit written confirmation to this effect in the form of a letter.
- 5.7 Awarding of the auction to any successful bidder shall be subject to the Electoral Commission's due diligence audit requirements, where applicable.
- 5.8 No payment shall be made until full and final delivery has taken place and the product has been confirmed and delivered in accordance with the specifications.
- 5.9 The bidder must provide at least three (3) contactable references of past services of a similar nature that the bidder provided or was involved in. Reference details must include the following: customer name, contact person, contact details (telephone, email, physical address) and service description and value of services offered, per annum. The bidder must use Annexure C as guideline

Some guideline definitions:

- a) Service value defined in terms of budget, personnel resources and duration.
 - b) Similar service value are those services of comparative value and not less than 50% of this bid's bid price.
 - c) Similar services are those services, which include supply of similar services as per the technical requirements stated in 3 above and of comparative value.
- 5.10 Bidder must have at least three-year's experience in providing the services required.
 - 5.11 A letter of proof of the reseller agreement either from the OEM or an authorized distributor; (i.e. if the reseller is authorized by a distributor) must be included. If the reseller agreement is from a distributor, then

proof from the OEM authorizing the distributor needs to be included

- 5.12 The bidder must submit a statement of service, describing the service and support that is covered under the contract including the roles of the bidder and the Original Equipment Manufacturer (OEM).
- 5.13 The bidder must provide a technical description of the solution being proposed including the architecture and how the solution will work with the IEC's websites hosted either at the IEC's data center in Centurion or the Hosting Facility still to be finalized.
- 5.14 All bids must be placed online on eProcurement website <https://votaquotes.elections.org.za>

6 Quality Control

The following quality control conditions must be adhered to and complied with, failing of which the bid will be disqualified.

- 6.1 The successful bidder will have the primary responsibility of ensuring that the proposed product complies with the required specifications in terms of functionality and technical specification including quantity and quality.
- 6.2 The proposed product must be complete, fully functional and ready for deployment without dependencies on additional equipment, software or components that may be required to make it work.
- 6.3 It must be noted that the Electoral Commission seeks to gain the best product technically, functionally and financially, and will select the product that it deems to give the best investment.
- 6.4 Preference will be given to solutions that are based on a standard existing product in the market and not products specifically designed and/or cloned for this bid. The Electoral Commission may require market penetration indicators and references.
- 6.5 Upon a successful bid being accepted, the Electoral Commission reserves the right to request an inspection of the preferred service provider's facilities.
- 6.6 The successful service provider has the primary responsibility to ensure that quantity and quality are in accordance with the bid specifications.

In addition, the Electoral Commission may also call on bidders to make further submissions and/or 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 auction.

7 Pricing Requirements

When pricing bid proposals, service providers are advised to take into account that the following issues are factored into the price. The Electoral Commission will not entertain additional charges on these items.

- 7.1 Subscription costs, configuration and/or customization services costs
- 7.2 Bidder must complete and submit Annexure B
- 7.3 12 months costs for all the identified domains
- 7.4 Bid prices must be firm for a period of one hundred and eighty (180) days and must include VAT.
- 7.5 Bid price must be submitted online on the eProcurement (Votaquotes) portal.
- 7.6 In the event that the price has FOREX dependencies, the bidder must state the portion of the price that has FOREX dependency and state the exchange rate that the price is based on. Where applicable FOREX based up or down adjustments will be allowed in subsequent years to account for the movement of the value of the Rand. The exchange rate must be based on a specified Bank Selling Rate on a given date. Likewise, subsequent adjustments will be based on the Bank Selling Rate applicable at that time.

8 Award of Order

- 8.1 The selection process may include short-listing, presentation and demonstration of the products by short-listed potential service providers.
- 8.2 A contract/purchase order will be awarded to a bidder whose bid complies with these specifications and in accordance with the terms of the provisions of the Preferential Procurement Policy Framework Act, 2000 and more specifically the Preferential Procurement Regulations, 2017.
- 8.3 The Electoral Commission will issue a formal order before any services or products can be delivered.
- 8.4 It should be noted that the Electoral Commission seeks to gain the best product technically and financially and will select from the results of the auction a solution it deems to give the best investment.

9 Delivery and Implementation Timeframe

- 9.1 The successful bidder will be required to complete delivery within one (1) month from receipt of an order for these services.
- 9.2 If that is not possible, the bidder must state in the bid conditions and in its written submission the reasons and the earliest date that implementation may start and be completed.

10 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 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 **0010453696****

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.

11 Summary of Submission Requirements

- 11.1 A detailed proposal including the technical capabilities of the bidder or their OEM as per clause 5.13;
- 11.2 Detailed technical specifications in accordance with the technical requirements to demonstrate compliance by completing and submitting Annexure A as per clause 5.1;
- 11.3 A letter of proof of the reseller agreement either from the OEM or an authorized distributor; (i.e. if the reseller is authorized by a distributor). If the reseller agreement is from a distributor, then proof from the OEM authorizing the distributor needs to be included as per clause 5.11;
- 11.4 A statement of service, describing the service and support that is covered under the contract including the roles of the bidder and the Original Equipment Manufacturer (OEM) as per clause 5.12;
- 11.5 At least three (3) contactable references of past services of a similar nature that the bidder provided or was involved in, as per clause 5.9;
- 11.6 Confirmation in the form of a letter that the bidder will be able to deliver solution and the required services within a period of 1 month as per clause 5.6.

12 Closing Date

The closing date and time of this auction will be 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.

Annexure 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.

	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – more details
			Yes	No	
1.	The bidder is providing for an enterprise solution that covers an unlimited number of domains and is not limited in terms of the number of mitigations against DDoS attacks. IEC has identified twelve (12) domains to be protected initially, however the IEC must be able to add / remove domains without incurring extra charge	4.1			
2.	The bidder must provide for a website caching solution (CDN) that is an enterprise solution that covers an unlimited number of domains and is not limited in terms of the bandwidth utilization and cached data volumes. The IEC has identified ten (10) domains to be cached, however the IEC must be able to add / remove domains without incurring extra charge	4.2			
3.	The bidder must provide an Enterprise support service consisting of an engineer that will assist with the on-boarding and be on stand-by for technical assistance especially during election week, a project manager / administrator that will assist with the on-boarding process and a standby engineer to assist with the support during operations. This must be provided as part of the enterprise support package	4.3			
4.	The bidder must provide access to phone support to 24/7/365 phone support	4.4			

Annexure 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.

	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – more details
			Yes	No	
	during the month of elections, otherwise standard email support is required				
5.	The service must include DDoS protection and caching services that are unmetered	4.5			
6.	The service must include Web Application Firewall (WAF) automatic protection from vulnerabilities and the flexibility to create custom WAF rules and also to deal with OWASP Top 10 Threats. The bidder will be responsible for setting this up as part of the service provided	4.6			
7.	A minimum edge cache expire Time-To-Live (TTL) on the caching facility of not more than 30 seconds is required especially during the month of elections	4.8			
8.	The CDN facility must allow for purge-by-tag and purge-by-host intervention.	4.9			
9.	The service must guarantee 100% uptime during the month of elections. Outside of this month a 99% uptime is acceptable	4.10			
10.	DDoS protection and mitigation must be provided for the following domains at a minimum:	4.11			

Annexure 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.

	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – more details
			Yes	No	
	a) www.elections.org.za b) api.elections.org.za c) online.elections.org.za d) maps.elections.org.za e) atlas.elections.org.za f) results.elections.org.za g) registertovote.elections.org.za h) sms.elections.org.za i) votaquotes.elections.org.za j) eLearning.elections.org.za k) eRecruitment.elections.org.za l) vmd.elections.org.za				
11.	The IEC must be able to add / take out / replace the domains to the DDoS Protection list as the need arises without incurring extra cost	4.12			
12.	Caching / CDN must be provided for the following domains at a minimum: a) www.elections.org.za b) api.elections.org.za	4.13			

Annexure 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.

	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – more details
			Yes	No	
	<i>c)</i> online.elections.org.za <i>d)</i> maps.elections.org.za <i>e)</i> results.elections.org.za <i>f)</i> registertovote.elections.org.za <i>g)</i> votaquotes.elections.org.za <i>h)</i> eLearning.elections.org.za <i>i)</i> eRecruitment.elections.org.za vmd.elections.org.za				
13.	The IEC must be able to add / take out / replace the domains to the CDN facility as the need arises without incurring extra cost	4.14			
14.	The solution must be flexible to allow for one month of heightened activity and other months of normal usage	4.15			
15.	During heightened activity month there must be granular insight into the traffic and audit logs. A 1-minute analytical range is required during this time. However during the other months an analytical range of at least 15 minutes is required.	4.16			

Annexure 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.

	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – more details
			Yes	No	
16.	The solution must be Payment Card Industry Data Security Standard (PCI DSS) 3.2 or higher compliant.	4.17			

Annexure B – Price Breakdown Response Completion of this Price Breakdown 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.						
	Category	More Information	Once Off	Monthly Unit Costs	Number of Months	Total Monthly Costs
1.	DDoS Protection and Mitigation and Caching Service (CDN) on domains	Enterprise Package including <i>a)</i> Unlimited number of domains <i>b)</i> Unlimited mitigation against attacks <i>c)</i> Support and maintenance over contract period <i>d)</i> On-boarding services	R.....	R.....	12	R.....
SUB-TOTALS			R.....			R.....
**TOTAL BID PRICE (ONCE OFF COSTS + MONTHLY COSTS OVER 12 MONTHS)						R.....
*If applicable, please provide domain unit price.						R.....

* Alternatively should the bidder's pricing model be based on charging per domain, then the bidder must base their proposal on 12 domains to be protected and 10 domains to be cached as listed above and also provide unit price per domain.

****The total bid price is the bid price that must be placed on eProcurement (auction). No any other additional costs will be accepted for bid evaluation and adjudication purposes.**

Annexure C – Guideline Reference Table

Bidder must provide 3 References as per Section 5

EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST

Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Product	
	Services Provided	
Services Provided	Budget (indicative)	
	Was this service provided in the last 12 months? (Y/N)	

Annexure E – Bid Evaluation Criteria

Phase 1 – Key Qualifying Criteria

Company Name (Bidder):

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 Annexure A as per clause 5.1?			
2.	Bidder completed and submitted detailed pricing schedule as per Annexure B as per clause 7.2?			
3.	Bidder submitted three (3) contactable references as per clause 5.9 - Annexure C as guideline?			
4.	Bidder submitted confirmation in the form of a letter that the bidder will be able to deliver solution and the required services within a period of 1 month as per clause 5.6?			
5.	The bidder submitted a statement of service, describing the service and support that is covered under the contract including the roles of the bidder and the Original Equipment Manufacturer (OEM) as per clause 5.12?			
6.	The service includes Caching facility / Content Delivery Network (CDN) to provide high availability and performance by distributing the service spatially to over 100 data centres including more than two (2) in South Africa and more than ten (10) across the African continent as per clause 4.7			

	Overall Phase 1 Outcomes:	<u>Assessment Comments:</u>
		Bid qualifies for further consideration: (YES/NO):

<u>Annexure E – Technical Bid Evaluation</u>					
Phase 2 – Technical Qualifying Criteria					
	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – more details
			Yes	No	
1.	The bidder is providing for an enterprise solution that covers an unlimited number of domains and is not limited in terms of the number of mitigations against DDoS attacks. IEC has identified twelve (12) domains to be protected initially, however the IEC must be able to add / remove domains without incurring extra cost	4.1			
2.	The bidder must provide for a website caching solution (CDN) that is an enterprise solution that covers an unlimited number of domains and is not limited in terms of the bandwidth utilization and cached data volumes. The IEC has identified 10 domains to be cached, however the IEC must be able to add / remove domains without incurring extra charge	4.2			

Annexure E – Technical Bid Evaluation

Phase 2 – Technical Qualifying Criteria

	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – more details
			Yes	No	
3.	The bidder must provide an Enterprise support service consisting of an engineer that will assist with the on-boarding and be on stand-by for technical assistance especially during election week, a project manager / administrator that will assist with the on-boarding process and a standby engineer to assist with the support during operations. This must be provided as part of the enterprise support package	4.3			
4.	The bidder has provided access to phone support to 24/7/365 phone support during the month of elections, otherwise standard email support has been provided.	4.4			
5.	The service has included DDoS protection and caching services that are unmetered	4.5			
6.	The service includes Web Application Firewall (WAF) automatic protection from vulnerabilities and the flexibility to create custom WAF rules and also to deal with OWASP Top 10 Threats. The bidder is responsible for setting this up as part of the service provided.	4.6			
7.	A minimum edge cache expire Time-To-Live (TTL) on the caching facility of not more than 30 seconds has been provided especially during the month of elections.	4.8			

Annexure E – Technical Bid Evaluation

Phase 2 – Technical Qualifying Criteria

	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – more details
			Yes	No	
8.	The CDN facility allows for purge-by-tag and purge-by-host intervention.	4.9			
9.	The service guarantees 100% uptime during the month of elections. Outside of this month a 99% uptime.	4.10			
10.	DDoS protection and mitigation is provided for the following domains at a minimum: <i>a)</i> www.elections.org.za <i>b)</i> api.elections.org.za <i>c)</i> online.elections.org.za <i>d)</i> maps.elections.org.za <i>e)</i> atlas.elections.org.za <i>f)</i> results.elections.org.za <i>g)</i> registertovote.elections.org.za <i>h)</i> sms.elections.org.za <i>i)</i> votaquotes.elections.org.za <i>j)</i> eLearning.elections.org.za <i>k)</i> eRecruitment.elections.org.za <i>l)</i> vmd.elections.org.za	4.11			
11.	The IEC is able to add / take out / replace the domains to the DDoS Protection list as the need arises at no extra cost	4.12			

Annexure E – Technical Bid Evaluation

Phase 2 – Technical Qualifying Criteria

	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – more details
			Yes	No	
12.	Caching / CDN is provided for the following domains at a minimum: a) www.elections.org.za b) api.elections.org.za c) online.elections.org.za d) maps.elections.org.za e) results.elections.org.za f) registertovote.elections.org.za g) votaquotes.elections.org.za h) eLearning.elections.org.za i) eRecruitment.elections.org.za j) vmd.elections.org.za	4.13			
13.	The IEC is able to add / take out / replace the domains to the CDN facility as the need arises at no extra cost	4.14			
14.	The solution is flexible enough to allow for one month of heightened activity and other months of normal usage	4.15			
15.	During heightened activity month there is granular insight into the traffic and audit logs. A 1-minute analytical range has been provided during this time. However during the other months an analytical range of at least 15 minutes has been	4.16			

Annexure E – Technical Bid Evaluation

Phase 2 – Technical Qualifying Criteria

	Compliance Minimum Requirements	Reference	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – more details
			Yes	No	
	provided.				
16.	The solution is Payment Card Industry Data Security Standard (PCI DSS) 3.2 or higher compliant.	4.17			
	Overall Phase2 Outcomes:	<u>Assessment Comments:</u>			
		Bid qualifies for further consideration: (YES/NO):			

Phase 3 - Evaluation Based on the 80/20 Preference Point System (PPPFA Scoring)

Only bids that comply with the requirements and conditions of the tender and that meet the minimum criteria in the bid evaluation process as stipulated above will be considered for bid adjudication purposes.

Adjudication of qualifying bids will be done in accordance with the 80/20 preference point system provided for in the Preferential Procurement Regulations, 2017. Pre-scoring of bids on the eProcurement system is illustrative only in respect of the potential outcome of the tender and serves to enhance transparency in the bidding process as well as to encourage competitive bidding and B-BBEE compliance. Qualifying bids will be scored in the final PPPFA scoring to conclude the bid evaluation process and final price and total bid points may change accordingly. The ranking of the qualifying bids in terms of the scoring will be confirmed. The order of ranking of the qualifying bids will, however, remain the same since price, B-BBEE status levels and preference points claimed will not change once the tender has closed.

Bid Evaluation Committee

	Name	Signature
1		
2		
3		
4		
5		