



TENDER BRIEFING NOTES

TENDER IEC/ICT-02/2022

MOBILE DEVICE MANAGEMENT (MDM)

24 NOVEMBER 2022

Tender Briefing Panel / IEC Representatives:

- **Mr Libisi Maphanga – ICT Department**
- **Ms Mbalenhle Goqo – SCM Department**
- **Mr Sipho Ngubonde – ICT Department**
- **Mr Nathaniel Sebolai – ICT Department**
- **Mr Shaun Langa – ICT Department**

Ms Mbalenhle Goqo welcomed prospective bidders and thanked them for attending the briefing session for the above mentioned tender.

Ms Mbalenhle Goqo presented and addressed the tender needs and requirements. In her brief she advised that the tender briefing session was held to promote a better understanding of the tender requirements and to enhance successful participation in this tender requirement.

The briefing session was held at:

Electoral Commission

Election House

Riverside Office Park

1303 Heuwel Road

Centurion

It was also held virtually on Zoom using the link below.

<https://us02web.zoom.us/meeting/register/tZUud-6qpj0uEtSczZPUXxS01SSsD1FwlarL>

During the tender briefing, the administrative requirements pertaining to the completion of the tender document as well as the technical aspects in respect of the Mobile Device Management requirements were addressed. Prospective bidders were advised to note the administrative bidding requirements as follows;

- Attendance to the briefing is **not** compulsory.
- The closing date and time for the tender is on **11:00 on 9 December 2022**.
- Tender documents must only be submitted at the Electoral Commission's address as specified in the tender document before the closing date and time. Submission of bids elsewhere will result in such bids being set aside.
- The Electoral Commission preferably determines the time of closure by using Telkom's 1026 number – if available at the time of the closure of the tender.
- Once the tender closes, the list of bids received will be recorded.
- The list of bids received will be published on the Electoral Commission's website within 10 days of the tender closing.
- Interested parties are welcome to observe the closure of the tender, should they so wish.
- Primary bid compliance verification is performed prior to the bid evaluation process to determine which bids qualify for consideration and which not. This is done by the Electoral Commission's Supply Chain Management Department and Legal Services. The findings are then reviewed by the Electoral Commission's panel of independent auditors.
- The Electoral Commission's Supply Chain Management Department, user department and Legal Services will attend to the evaluation of bids thereafter.
- Once the bid evaluation committee has considered the bids, proposals are made to the Bid Adjudication Committee (BAC) who, in turn, shall make recommendations to the Chief Electoral Officer (CEO) for consideration and approval on the adjudication of the in consultation with the Executive Committee (EXCO).
- Bids with a value exceeding R5 million including all applicable taxes are approved by the CEO in consultation with the Commission.
- Bids in respect of bidders and their directors/trustees/shareholders that are listed on the national treasury register for tender defaulters or the list of restricted suppliers will be rejected.
- **NO LATE TENDERS**, as whole or in part, will be accepted.

Certain aspects of the tender that should not be overlooked are as follows:

- Bid documentation is available free of charge on the Electoral Commission's website at www.elections.org.za or https://votaquotes.elections.org.za/eproc_inter/Default.aspx or the National Treasury eTender portal at <http://www.etenders.gov.za/>
- Prospective bidders must ensure that the tender document is downloaded and printed and that it has all the applicable pages. Incomplete bid submissions, i.e. a tender document that lacks pages or failure to submit any returnables (as may be applicable) will be disqualified. Although courtesy copies may be made available to service providers it remains their responsibility to ensure that their bid submissions contain all the applicable pages and returnables (if applicable) of the tender document.
- Preferably, print the tender document single sided rather than double sided as it eases the bid assessment and evaluation processes.
- When preparing bid submissions (e.g. files containing the completed tender document and all supporting documentation) it is advisable NOT to split the tender document into different sections as this often leads to incomplete bid submissions in that certain pages of the tender document are omitted or that bidders fail to sign certain pages of the tender document. It is best to include the complete tender document at the top of the file followed by supporting documents.
- Prospective service providers are requested to write their company name on the cover page of the tender document – refer space provided for that purpose.
- The General Questionnaire provided on page twenty-five (25) of the tender is important and suppliers should focus on the requirements stipulated in the questionnaire once they have completed the entire tender document and prepared their detailed bid submission since it would assist them to ensure that they adhere to tender rules and comply with requirements.
- *General Tender Conditions* commencing on page five (5) of the tender document must be read carefully before the completion of the tender document.
- **ALL APPLICABLE PAGES OF THE TENDER DOCUMENT MUST BE SIGNED/INITIALLED IN ORIGINAL INK AND RETURNED AS PART OF YOUR BID SUBMISSION.** Failure to return a page (which constitutes an incomplete bid submission) or unsigned/un-initialled page/s of the tender document shall lead to bids being disqualified. It is suggested that more than one person signs/initials the tender document pages to ensure that it is done properly and that no page is skipped.
- **N.B There is a provision at the bottom of each and every page for a signature/initial.**
- **ALL CORRECTIONS AND/OR ALTERATIONS SHOULD BE SIGNED**, failure of which may lead to the disqualification of bid submissions.
- **EACH ALTERATION should have its own signature/initial.**

- **Any changes/alterations to pricing that is not signed/initialled are material and, therefore, not allowed.**
- **THE USE OF CORRECTION FLUID/TAPE TO AMEND/CHANGE PRICING MUST BE AVOIDED.** The tender rules specifically provide that if correction fluid, tapes or any other such method is used to alter pricing it shall lead to the disqualification of a bid submission. Note the caution expressed at the bottom of each page in the tender document in this regard.
- All potential service providers that wish to do business with the Electoral Commission must register on the Central Supplier Database (CSD). In particular, prospective bidders **MUST** register on the CSD prior to submitting their bids. Further detail and guidelines in this regard are available on the Electoral Commission's website as indicated above.
- Please include a printout of your Central Supplier Database (CSD) registration form in your bid submission and state your unique CSD registration number on page fourteen (14) of the tender document as required.
- A bid shall be disqualified if the bidder is not registered on the Central Supplier Database (CSD).
- National Treasury has placed an obligation on the Electoral Commission to ensure that persons conducting business with it are tax compliant.
 - Your entity's tax compliance status is indicated in the Central Supplier Database (CSD). The Electoral Commission will only contract service providers whose tax status is compliant. This means that if you were tax compliant during the bidding phase but become non-compliant before the bid adjudication is completed, your bid will be disqualified if your tax affairs remains non-compliant as per the provisions of *National Treasury Instruction No 9 of 2017/2018 Tax Compliance Status Verification*. It remains your responsibility to ensure that your taxes are in order, remain in order and that this is reflected on the CSD. You must also ensure that all sub-contractors (if applicable) are tax compliant.
- If preference points are claimed, an original or certified copy (not a copy of a certified copy) of the valid B-BBEE status level certificate from an accredited verification agency or affidavit, if applicable, must be submitted together with the bid.
- The 80/20 preference point system will be applied in accordance with the formula and applicable points as provided for in the respective status level contributor tables in the Preferential Procurement Regulations, 2017. Failure to submit the required B-BBEE status level certificates or affidavit will lead to a zero (0) status level for non-compliant service providers/contributors and no preference points will be given. Furthermore, it is important that correct information and documentation with regards to B-BBEE is submitted by bidders i.e., the B-BBEE certificate or affidavit must match/correspond with the annual turnover information submitted in the tender

document and the annual financial statements. The tick box information in the tender document to be completed and should correspond with the B-BBEE documentation submitted.

○ The thresholds applicable to B-BBEE are as follows:

- All EMEs are required to submit a B-BBEE EME sworn affidavit or CIPC B-BBEE certificate. This applies to entities with an annual turnover below R10 million.
- QSEs follow two paths dependent on the percentage black ownership. This applies to entities with an annual turnover above R10 million and below R50 million.
 - A QSE with black ownership of 51% or more must submit a B-BBEE QSE sworn affidavit.
 - A QSE with black ownership of 50% or less must submit a certified copy of a SANAS accredited B-BBEE status level certificate.
- All entities with an annual turnover above R50 million must submit a certified copy of a SANAS accredited B-BBEE status level certificate.

- Please note that all joint ventures must submit a combined B-BBEE document assessed for the applicable bid.
- The *B-BBEE status level information* on page sixteen (16) of the tender document needs to be completed carefully and accurately. The information is used for purposes prescribed in the Preferential Procurement Policy Framework Act and its Regulations and for the final adjudication of the tender. It is advisable to take note of the latest developments concerning the Preferential Procurement Regulations, 2017 from National Treasury, especially in respect of consortia, joint ventures, *et cetera* and eligibility for preference points.
- The Employment Equity Act (EEA) requirements are also important. Bidders must ensure that correct information is submitted together with the bid. As an example, bidders must not claim to be an EEA designated employer if they are not. It is important for bidders to ascertain the latest developments around the EEA from the Department of Labour and to ensure that they are fully compliant. Enactment of the Employment Equity Amendment Bill is of particular importance as Section 53 of the Act will provide that State contracts may only be issued to employers that have been certified as being in compliance with their obligations under the Act. For that, bidders will be required to obtain a certificate from the Minister of Employment and Labour to certify that they are compliant.
- **Do not RETYPE tender documents or any part thereof.** If there is insufficient space, the pages of the tender document in question may be photocopied and attached to the original document.
- Copies may be made of relevant pages of the tender document. It is suggested that copies of applicable pages of the tender document, for example the pricing schedules, be used as rough

drafts and then to submit the original completed document for tendering purposes. Although photocopies of the tender pages could be submitted if necessary, all pages must be completed and signed/initialled in original ink. Photocopied detail and/or signatures/initials will invalidate the bid submission.

- The *Tender Questionnaire* (including all declarations) on pages fifteen to twenty-four (15–24) must be completed by the service provider. In the case of a consortium, joint venture, partnership or a subcontractor, the forms should be completed for each and every member in order for the Electoral Commission to be able to determine the necessary information and declarations. Separate forms must be used for each entity – do not combine information for multiple parties on a single form. Failure to do so may invalidate a bid submission.
- The unique National Treasury Central Supplier Database (CSD) registration number on page fifteen (15) must be stipulated as the Electoral Commission will use this information to draw supplier reports on the CSD to verify information such tax compliance status, banking details, *et cetera*.
- As such, the unique CSD registration number will be used to capture your company details as a vendor to the Electoral Commission in the event that your bid succeeds. The Electoral Commission will draw your registration detail from the CSD and any changes (including banking details) you effect to your registration on the CSD will automatically update your registration as a vendor to the Electoral Commission. Detail provided on invoices issued to the Electoral Commission must correspond to the detail of your company as registered on the CSD. It remains your responsibility to ensure that details are correct to enable the Electoral Commission to effect any payments due to you.
- The *Financial Information* on page nineteen (19) should be completed.
- The *Delivery and Guarantees* section on page twenty (20) should be completed.
- The *Bidder's Disclosure and Declaration* from page twenty-one (21) to page twenty-four (24) of the tender document is important and must be completed by the service provider and in the case of a consortium, joint venture or a subcontractor, by each and every member. Failure to do so may invalidate a bid submission. The information provided will *inter alia* be used in order to address possible conflict of interest that may arise.
- In the case of a consortium, joint venture or partnership being formed, relevant documents should be submitted for all parties concerned. This is also applicable to the use of subcontractors where 25% or more of the work is being done by another party. Separate forms must be used for each entity.

- It is important to complete all pricing schedules included in the tender document. Failure to complete any pricing schedule that is required to be completed shall invalidate a bid submission. Where additional information is required, for example detailed costing schedules, such information must be submitted as part of the required written submission (where applicable). The mandatory pricing schedule/s in the tender document must not, however, be substituted by the service provider's own pricing schedule/s as it will lead to disqualification.
- Bidders should note the provisions and evaluation criteria provided on page fifty-six (56) as well as the bid evaluation schedule included at the end of the tender document, with specific reference to matters that will lead to the disqualification of bids received due to non-compliance. Bidders are advised to use the evaluation criteria as a guide and checklist to ensure full compliance with all requirements and that all the necessary information and detail are provided in their written submission.
- A due diligence audit will be performed on a shortlisted bidder in order to confirm details and information, capacity, capability and ability to execute the contract. The due diligence audit process is not aimed at creating any expectations or commitments as it is merely part of the overall bid assessment process. In order to mitigate risks, the Electoral Commission may not consider bidders that do not have the necessary capacity, capability and ability which includes financial liquidity to execute the requirements set out in the tender.
- A contract/service level agreement (SLA) may be entered into.
- The Electoral Commission's payment terms are within thirty (30) days after the receipt of a valid tax invoice, provided that such invoice is not disputed.
- To avoid unnecessary delays in payment, it remains the service provider's responsibility to ensure that their banking details are correct and validated on the Central Supplier Database (CSD). The Electoral Commission will not be liable for interest accrued on overdue accounts where the service provider has not resolved their incorrect banking detail on the CSD.
- The award of the tender will be published in the Tender Bulletin (when available again) and the National Treasury eTender Portal as well as the Electoral Commission's website as may be applicable. Bidders should note the award of the tender as published and that no general notices to unsuccessful bidders will be issued.
- A successful bidder may be required to sign a service level agreement (SLA). In the event that the Electoral Commission fails to negotiate a contract/service level agreement with a bidder their bid may be set aside.

General – Bidders must at all times scrutinise the tender document and bid specifications carefully in order to ensure that they provide all the necessary information in their written responses as well as take care that copies of all relevant documentation that is required is submitted as part of their bid.

Written submissions are critical and must contain all the required and relevant information in order to enable proper evaluation of bids. Failure to ensure that the written proposal is complete may result in the bid not meeting all the requirements stipulated in the bid evaluation criteria. Bids not meeting the requirements will not be acceptable and shall be disqualified.

Only qualifying bids that are acceptable will be subjected to scoring in terms of the provisions of the Preferential Procurement Regulations, 2017 for bid adjudication purposes.

TECHNICAL REQUIREMENTS

Mr Maphanga presented the technical aspects of the tender, giving background on the need for the requirement and also highlighting the important aspects of the tender. In his briefing, he highlighted the technical specifications of the mobile devices amongst other things.

An opportunity for questions and answers will be provided for.

QUESTIONS AND ANSWERS

Question: Are there any other bid requirements that we are not aware of?

Answer: No, all the bid requirements are stated on the bid specification. Pages 56 to 64 sets out the bid evaluation criteria. Please make an effort to go through the evaluation criteria as it lists all the bid requirements.

Question: Will it be a problem that the service providers attending the briefing virtually do not complete the attendance register?

Answer: The electoral Commission has the electronic version of the attendance register of all the service providers that attended the briefing virtually, they are not required to sign a manual attendance register.

Question: Will the briefing meeting recordings be made available to service providers?

Answer: No, but the post briefing notes will be published on the votaquotes website.

Question: What is the security framework of the devices that are running Android 9 Operating System? Will the MDM be allowed to be deployed on the device? Are the devices secured via Knox Security System?

Answer: The devices are in the process of being upgraded to Android 11. The MDM will be allowed to be deployed on the devices. The devices are not Samsung devices, but are purposely built for the Electoral Commission.

Question: Is the backup / recovery of the solution part of the tender requirement?

Answer: To the extent that the solution is required in our Disaster Recovery (DR) environment – yes. However, because it is an on-premises solution, the Electoral Commission will provide the backup tools. We are currently using Veritas for backups. If the solution required specialised backup facility, the bidder can state as such and cost it accordingly.

Question: Would the Electoral Commission consider a Cloud based solution?

Answer: The requirement is for an on-premises solution.

Question: Is the price firm for 180 days as per tender specification?

Answer: Yes, the price will be subject to Rate of Exchange adjustment from Year 2 of the contract.

Question: Should bidders also provide for hardware required to run the solution? Or any other environmental requirements including cooling, power etc.

Answer: No, The Electoral Commission will provide the hardware and the necessary environmental requirements in the data centre, unless the solution requires specialised hardware and other requirements.

Question: Does Electoral Commission follow the ISO 27001 standards.

Answer: Yes, the Electoral Commission complies ISO 27001 the standards.

Question: How do the devices connect to the IEC?

Answer: Through an Access Point Name (APN) provided by one of the Telecommunications companies. The devices can also come through the internet (Wi-Fi).

Question: What is the current MDM that the IEC is using?

Answer: A cloud based solution called Scale-fusion.

Question: Are the devices centralised or decentralised in different places?

Answer: The business of the IEC is cyclical. During major events like National and Provincial elections, the devices will be deployed throughout the country. At the moment the majority of the devices are stored in warehouses. We are currently preparing for a major by-election of a dissolved municipality where a number of devices will be used.

Question: Is the IEC responsible for enrolling the devices?

Answer: Yes, the IEC will be responsible for enrolling the devices.

Question: Will the IEC consider a hybrid solution where some aspects of the solution is in the Cloud while some aspects are on –premises? What is the IEC’s strategy around hybrid vs on premise is it on premise first?

Answer: Bidders are welcome to submit their bid proposals, however bidders must take note of the evaluation criteria in the specification document that will be used to evaluate their bids.

Question: Is the sufficient bandwidth to the Disaster Recovery (DR) site?

Answer: Yes.

Meeting adjourned at 12:01.

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