



SOUTH AFRICA

Electoral Commission

Auction # 0010575205

**IDENTITY GOVERNANCE AND ADMINISTRATION (IGA)
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 in the document shall invalidate a bid.

1 Introduction

The Electoral Commission seeks to acquire an Identity Governance and Administration (IGA) solution to integrate with SAP Authentication, Active Directory, custom built security layer called Global via REST Application Programme Interfaces (APIs), Microsoft Exchange, Microsoft M365 and Azure AD (Entra ID) and its ICT business systems. The solution must be accompanied by professional services that include defining and/or refining policies, implementation, migration from current to new environments and change management. The solution must also include a 3-years' support and maintenance plan that allows the IEC to access patches and software updates. The Electoral Commission also has a cold-failover Disaster Recovery (DR) site, and an instance of the solution is also required at DR.

The Electoral Commission has invested extensively in ICT technologies, which provide a platform to effectively support and enable its business processes and to meet its goal of providing a free and fair election process in an open and transparent environment. The Electoral Commission's ICT Department intends to continue running a highly efficient and stable ICT environment making full use of industry standards, best practices and disciplines based upon stable and reliable technologies.

NB!! Bidders must place a bid on the Votaquotes (e-Procurement) system and then provide all the required documentation before the due dates as specified in this document and on the Votaquotes web site.

2 Background Information

With POPIA prioritizing and mandating data privacy, limiting and monitoring access to only those that need it is not only a crucial security measure, but one that is becoming critical to staying in compliance. It is expected that Identity Governance and Administration (IGA) solution should not only help ensure that access to sensitive information like voters' roll data is strictly controlled, it should also enable the IEC to prove through reports that access to sensitive information including employee records, voters' details etc. is strictly controlled.

Identity and Access Management is currently handled across multiple software products. New permanent employees joining the Electoral Commission are initiated into the environment through SAP. Once new employees have been created successfully, the electronic identities are then added to both the Electoral Commission's Active Directory (AD) and a custom

Electoral Applications security layer called Global, through Microsoft Identity Manager (MIM), access to systems is provided based on the user's organizational profile. Management of the Identity as well as Access Control from this point forward are handled separately in SAP, Active Directory and Global.

Consultants and contractors are initiated through a separate application called Turnaround. A similar process as with permanent employees above is then followed thereafter.

The Electoral Commission's business is cyclical in the sense that during a major event like the imminent Local Government Elections (LGE) 2026, the Electoral Commission hires a great number of temporary employees in different capacities. It is important to manage the identities being created for these people to ensure that they only access what they are hired for. When they leave at the end of the elections, it is important that all their rights in terms of authorizations and authentication are terminated as well. The same employee may be employed in the future under a different role.

This bid seeks to acquire an Identity Governance and Administration (IGA) solution and services to automate the activities to manage user access from cradle to grave and to ensure that the IEC is compliant to its policies and other legislative requirements including the Protection of Personal Information Act (POPIA).

3 Technical Specifications

The technical specification for the required solution is as specified below. It must be noted that the technical specifications below are the minimum requirements; submissions will be accepted only where it meets or surpasses the specification for the required solutions.

3.1 Functional Requirements

In order to assess where security risks are and how to counter them, full visibility of all users and systems that make up the corporation is required. This includes employees, consultants, contractors, systems and applications.

3.1.1 General Functional Requirements

The Electoral Commission seeks a solution that offers holistic management of all users and systems involved across the organization including SAP, Active Directory, Microsoft 365 and Azure AD (Entra ID) and custom-built Electoral Applications.

Access Governance should be automated and provide a proactive solution to the following:

- 3.1.1.1 Employees leaving the enterprise should have all access rights including authorizations removed promptly.
- 3.1.1.2 Enterprise-wide transparency of access rights.
- 3.1.1.3 Implementation of the 'Least privilege' principle.
- 3.1.1.4 Monitoring anomalous combinations of accumulated access rights.
- 3.1.1.5 Control access to systems by the relevant authority through an approval mechanism.
- 3.1.1.6 Segregation of Duties (SoD) – role management to ensure that the player and referee situation is avoided. The principle of SoD is based on shared responsibilities of a key process that disperses the critical functions of that process to more than one person or department.

The proposed solution should be automated and provide proactive solutions to the following:

- 3.1.1.7 **Identity Life cycle management** – maintain user's identities, their relationships with the organization and their attributes during the entire process from creation to eventual archiving.
- 3.1.1.8 **Access management** – enabling users, or others acting on behalf of a user, to request access rights through a business-friendly user interface. Also maintain the link between identities and access rights to be able to tell who can access what and who is responsible to maintain access right. This includes maintaining and curating the entitlements catalogue to describe the types of accounts, roles, group memberships and other entitlements.-.
- 3.1.1.9 **Business Management** – maintain rules that govern assignment and removal of rights, providing visibility of access rights for selection in access requests, approval processes, dependencies and incompatibilities between access rights.
- 3.1.1.10 **Governance** – requiring people like managers and auditors to review and certify the access rights that users have on a periodic basis

- 3.1.1.11 **Auditing** – evaluate business rules and controls against the current state of identities and access rights, providing means of generating alerts in case of exceptions and allowing orderly remediation. This intelligence, detection and response need to be in real-time.
- 3.1.1.12 **Reporting and Analytics** – provide a mechanism to report on and deliver deeper insights into the data stored in the tool.
- 3.1.1.13 **Implementation of the ‘Least privilege’ principle.** This requires an understanding of the organizational roles, their requirements and their designing mechanism to ensure that they can accomplish their job by using least privilege
- 3.1.1.14 **Segregation of duties (SoD) principle** - is an internal control designed to prevent error and fraud by ensuring that at least two individuals are responsible for the separate parts of any task
- 3.1.1.15 **Monitoring anomalous combinations of accumulated access rights.**
- 3.1.1.16 **User ID Creation/Modification/Deletion:** Creation and Modification of Users data automatically based on event and/or workflow or script
- 3.1.1.17 **User ID Lock/Unlock based on event:** Locking and Unlocking of Users manually or automatically based on event or workflow
- 3.1.1.18 **Mass Locking / Unlocking users and bulk changes** – ability to lock users as a batch, say the end of a major election event.
- 3.1.1.19 Availability of a large collection of recommended practices, use case blueprints and “Quick Start” standardized deployments to assist in streamlining deployments
- 3.1.1.20 It is required that the solution should be able to learn from existing systems and configurations to build access control profiles for different user groups, for example:

	ROLE
1.	Chairperson
2.	Commissioner
3.	Chief Electoral Officer
4.	Deputy Chief Electoral Officer
5.	Senior Manager
6.	Provincial Electoral Officer

	ROLE
7.	Manager
8.	Deputy Manager
9.	Assistant Manager
10.	Senior Administrative Officer
11.	Administrative Officer
12.	Assistant Administrative Officer
13.	Senior Administrative Clerk
14.	Administrative Clerk
15.	Messenger
16.	Housekeeper
17.	Driver
18.	Assistant Project Coordinator
19.	Provincial Expansion Staff
20.	Provincial Office Expansion Staff
21.	Municipal Electoral Officer
22.	Municipal Field Coordinator
23.	Election Provincial Coordinator (EPC)
24.	Intern
25.	Regional Supervisor Assistant Manager
26.	Regional Supervisor Senior Administrative Officer
27.	Outreach Project Coordinators
28.	Parttime EPC
29.	Assistant Administrative Clerk
30.	Receptionist National Office
31.	Deputy Municipal Electoral Officer
32.	Cleaner
33.	Provincial Conflict Resolution Coordinator
34.	Municipal Area Coordinator
35.	Data Capturer Special Votes Applications
36.	Trainer
37.	Municipal Outreach Coordinator

3.1.1.21 At the moment applications within the Electoral Commission support to an extent centralised Identity Management through Global. The successful bidder will integrate Global which supports REST APIs to the new solution to ensure centralized management of access rights via the IGA solution. The Electoral Commission will also accept a solution that replaces Global.

3.1.1.22 The specific questions that this project wants to find answers for are the following:

3.1.1.22.1 Who has access?

3.1.1.22.2 What do they have access to?

3.1.1.22.3 What does that access secure?

3.1.1.22.4 Who approved that access?

3.1.1.22.5 When was the access granted?

3.1.1.22.6 Is the access necessary?

3.1.1.22.7 What is the business impact / Risk?

3.1.1.22.8 How is the access being used?

3.1.1.22.9 Was the access reviewed, and when was it reviewed?

3.1.1.22.10 For how long is the access required?

3.1.1.23 Changes to the system should be configuration based as opposed to code base. As an example, a workflow change must be configuration based instead of having to change the code on the solution.

3.1.2 Integration Requirements

The proposed solution must be able to fully and seamlessly integrate with existing Electoral Commission systems and environments.

As an absolute minimum specification, it is required that the proposed system or solution offers integration to the following using industry standard protocols:

3.1.2.1 Global – custom built security layer using REST APIs. The solution must also provide REST APIs for Global to integrate with it. The Electoral Commission will accept a solution that replaces Global.

3.1.2.2 Microsoft Identity Manager (MIM). The Electoral Commission will accept a solution that replaces MIM in terms of integrating SAP and Active Directory.

3.1.2.3 Privileged Access Management (PAM) solution including M365

3.1.2.4 Microsoft .Net (ASP.Net Web Applications and Windows Services)

3.1.2.5 Microsoft Active Directory

3.1.2.6 Microsoft SQL Server

3.1.2.7 Microsoft Exchange

3.1.2.8 PowerBI Reporting Engine

3.1.2.9 SAP Portal and SAP ECC

3.1.2.10 SAP GRC

3.1.2.11 Microsoft 365

3.1.2.12 Azure AD (Entra ID)

3.1.2.13 ManageEngine Service Desk Plus

3.1.2.14 About 30 – 50 bespoke applications. For the purposes of adjudication, bidders should work on 30 applications which are .Net based.

3.1.2.15 Oracle database

3.1.3 Operating Environment

3.1.3.1 The bidder must propose an instance of the solution at Production site (National Office) and an instance of the solution at Disaster Recovery (DR) site. The DR site is a Cold-Failover facility of the Production site. Only one environment runs at any one time.

3.1.3.2 The solution must be able to run on a VMWare VSphere v8 or later virtualized environment and work within a Windows environment.

3.1.3.3 The solution must be able to accommodate in the region of 1500 to 2000 users.

3.1.3.4 The bidder must include the architecture of the proposed solution with their submission. The architecture must also show a DR instance.

3.1.3.5 The proposed solution must accommodate internal Employees, Consultants, Contractors, Systems, Applications, Service /System Accounts, and external users such as Voters, Political Party Members and other 3rd party users.

3.1.3.6 The solution proposed must be complete. All aspects required to run the solution are part of this proposal as per requirements above. The Commission will provide infrastructure requirements including Server Hardware, Networks, Firewalls, etc.

3.1.3.7 The solution can be deployed on a Windows 2022 Server Environment or later.

3.1.3.8 The proposed solution must work on Endpoints (Desktops and Laptops) running Windows 11 and later.

3.1.3.9 The Electoral Commission is also utilizing some Cloud applications including M365 and Azure Active Directory (AD). The bidder must describe how the solution caters for this, focusing on M365 and Azure AD (Entra ID).

3.1.4 Regulatory Environment

3.1.4.1 The proposed solution must assist the Commission to meet the requirements of the Protection of Personal Information (POPI) Act and European Global Data Protection Regulation (GDPR). The bidder is to describe how the solution will assist the IEC to achieve this.

3.1.5 Auditability

3.1.5.1 The proposed solution must ensure that the organization has the ability to effectively govern authorization, certification and authentication. There must be an audit trail for all additions, modifications and deletions. Non-reputable audit logs for all objects, events and actions such as the following are kept:

3.1.5.1.1 Identities

3.1.5.1.2 Contexts

3.1.5.1.3 Accounts

3.1.5.1.4 Resources

3.1.5.1.5 Surveys

3.1.5.1.6 Resource Assignments

3.1.5.1.7 Orphan Objects

3.1.5.1.8 Account usage

3.1.5.1.9 Data Quality

3.1.5.1.10 Systems

- 3.1.5.2 The proposed system's auditing engine must allow for customized reporting and configurable dashboards, audit history reporting and audit exportable reports
- 3.1.5.3 The proposed system must provide an auditor a role on the system for independent audit reporting

3.1.6 Governance

- 3.1.6.1 The proposed system must be configured to provide access governance to itself as a connected system
- 3.1.6.2 The proposed system must be able to perform periodic attestation for identities or accounts to review membership or assignments.
- 3.1.6.3 A manager or resource owner must be able to perform attestation surveys.
- 3.1.6.4 The proposed solution allows for the monitoring and reporting of anomalous combinations of accumulated access rights.
- 3.1.6.5 The proposed system must be able to manage password policies and enforcement for connected systems including:
 - 3.1.6.5.1 Policy management
 - 3.1.6.5.2 Policy enforcement
 - 3.1.6.5.3 Enrolment
 - 3.1.6.5.4 Authenticated and unauthenticated password resets

3.1.7 User Life-Cycle Management

- 3.1.7.1 The proposed solution must have tools to manage the end-to-end process of requesting access through a business-friendly user interface by end-users with approval workflows.

- 3.1.7.2 The proposed solution must allow for Self-Registration of Users based on workflow verifying user identity from Backend systems.
- 3.1.7.3 The proposed solution must allow for the creation and modification of Users data manually or automatically based on event and/or workflow or script. The IGA platform must be able to read employee records from HR authoritative system (SAP HR).
- 3.1.7.4 The proposed solution must be able to on-board consultants and contractors as well. Consultants and Contractors can be on-boarded with a term period. Consultants and Contractors are captured on a web-based system that runs on SQL Server database. The proposed solution has the flexibility to extend / reduce consultant / contractor's identity's validity period with workflow approval processes
- 3.1.7.5 The proposed solution must be able to integrate to ManageEngine ServiceDesk Plus (ITSM) to unify identity processes (like onboarding/offboarding, access requests) into IT service workflows, streamlining service delivery, improving user experience with single portals, automating provisioning, and strengthening security/compliance by linking access decisions to formal service requests and audits, creating a holistic view from initial request to fulfilled access
- 3.1.7.6 The proposed solution must provide user birth right access in relevant downstream systems.
- 3.1.7.7 The proposed solution must be able to apply master data changes from authoritative sources (SAP Authorizations) to all connected downstream systems. This allows for automatic provisioning / de-provisioning to downstream systems based on some workflow outcomes.
- 3.1.7.8 The proposed solution must be able to cater for the on-boarding of technical identities (privileged identities used for system access or services access). These technical identities are assigned to primary identities.
- 3.1.7.9 The proposed solution must be able to automatically transfer ownership for technical identities whose primary owner has been terminated or disabled.

- 3.1.7.10 The proposed solution must be able to cater for the following identity changes and correctly applies the relevant identity assignment properties and access, such as, but not limited to:
- 3.1.7.10.1 Employee Job Role changes
 - 3.1.7.10.2 Employee Leave of Absence
 - 3.1.7.10.3 Employee Return from Leave
 - 3.1.7.10.4 Maternity / Paternity Leave
 - 3.1.7.10.5 Employee's promotion
 - 3.1.7.10.6 Employee's lateral move from one province or department to another
- 3.1.7.11 The proposed solution must be able to revoke all system access on appropriate date when:
- 3.1.7.11.1 An employee employment is terminated in, or no longer in SAP HR
 - 3.1.7.11.2 Consultant / Contractor record reached end of contract date.
- 3.1.7.12 The proposed solution must be able to allow for the Locking and Unlocking of Users manually or automatically based on event or workflow
- 3.1.7.13 The proposed solution must be able to support the implementation of the Least Privilege Principle. The bidder is to describe how the solution implements this principle
- 3.1.7.14 The proposed solution must learn from the existing systems and configurations and build profiles for the different user roles including MEOs, PEOs, EPCs etc.
- 3.1.7.15 The IEC hires a lot of temporary staff during major elections events. Some of these people need to be provisioned on the network. The bidder is to describe how the solution deals with bulk provisioning and de-provisioning of accounts.
- 3.1.7.16 The proposed solution must deal with orphaned accounts who by some reason or the other have been terminated in SAP or Turnaround but not in AD and or Exchange (for example). The integration to Turnaround will be via SOAP / REST web services or SQL Server Database integration. The bidder is to describe how the solution will deal with such accounts.

3.1.7.17 The proposed solution must support workflow escalation based on configurable response time windows on a per workflow basis function

3.1.8 Access Management

3.1.8.1 The proposed system must provide a catalogue of user requestable services

3.1.8.2 The proposed solution must allow users to request additional access to approved business systems from a service catalogue via a self-service portal

3.1.8.3 The proposed system must give managers and system owners the ability to approve, reassign, delegate and deny access.

3.1.8.4 The proposed system must log all requests for auditing purposes including Segregation of Duty violations. Audit logs are maintained and are available for evaluation for all IGA processes.

3.1.8.5 The proposed system must allow managers and system owners additional access on behalf of another identity to business applications on the service catalogue

3.1.8.6 The proposed solution must cater for delegation of authority (temporary assignment of elevated access rights to subordinates / managers) based on business rules. The delegation of authority is configured for a pre-defined period.

3.1.8.7 The proposed system must allow for Segregation of Duty (e.g. conflicting access rights) validation to be performed for each request initiated by the request access process including delegation of authority requests.

3.1.8.8 The proposed system must ensure that existing access can be transferred to another user if necessary

3.1.8.9 The proposed solution must be able to disable, delete or archive all relevant accounts based on some business rules.

3.1.8.10 The proposed solution must cater for the temporary access disablement for users on extended leave. In such situations, the solution shall support the removal of some access but not all, e.g. access to email shall remain.

3.1.8.11 The proposed system must be able to perform automated and manual provisioning and de-provisioning tasks.

3.1.9 Business Management

3.1.9.1 The proposed system must allow for the definition and enforcement of context assignments (policies used for identities in the same business situation) and Segregation of Duty policies.

3.1.9.2 The proposed system must allow for the adjustment of roles and maintenance of policies as the need arises.

3.1.9.3 The proposed system must allow for application of policies to identities and the provisioning of identity based on the assigned role.

3.1.9.4 The proposed solution must allow for the monitoring and reporting of anomalous combinations of accumulated access rights.

3.1.9.5 The proposed system must allow for the evaluation of policy conformance upon identity changes and reports on violations.

3.1.10 Identity Security Breach

3.1.10.1 The proposed system must allow for an authorised user to instantly suspend all accounts associated with an identity and also allows for the authorised user to reactivate the suspended identity (and all relevant accounts) with workflow approvals.

3.1.10.2 The proposed system must provide audited trail for emergency lockout capability

3.1.10.3 The proposed solution must provide an Application Programme Interface (API) for integration into a FortiSIEM including a SIEM event-based lockout capability.

3.1.11 Reports

3.1.11.1 The proposed solution must support out of the box audit reports. The bidder is to list such supported reports.

3.1.11.2 The proposed solution must support scheduled report generation.

- 3.1.11.3 The proposed solution must provide a built-in query tool for ad-hoc reporting.
- 3.1.11.4 The proposed solution must produce a report detailing the following for any resource
 - 3.1.11.4.1 Who has access?
 - 3.1.11.4.2 what does that access secure?
 - 3.1.11.4.3 Who approved that access?
 - 3.1.11.4.4 When was the access granted?
 - 3.1.11.4.5 How is the access being used?
- 3.1.11.5 The proposed solution must produce reports of active users that are not accessing systems (potential users that could have left the organization)
- 3.1.11.6 The proposed solution must produce reports of accounts without owners
- 3.1.11.7 The proposed solution must produce reports as to who is assigned what roles and vice versa at any point of time
- 3.1.11.8 The bidder must indicate the reporting engines supported by the IGA solution being proposed.

3.1.12 Implementation Services

- 3.1.12.1 The bidder must include services of documenting/updating policies and standards, assigning ownership, and mapping policies to key business areas, objectives and controls.
- 3.1.12.2 The IEC currently does not have an integrated solution. However, there are bits and pieces of information everywhere. The services to be provided must include an in-depth analysis of the current environment and migration from current to the new proposed environment. The bidder must state the name of the tool if a tool will be used for migration.

- 3.1.12.3 The bidder must include a detailed Implementation Approach that will take the Commission from where we are currently (new beginning) to the new environment with a list of deliverables. This includes the following:
- 3.1.12.3.1 an ideal project team's (bidder) composition, skills and organization including the time estimates of the required time for each member such as full time / part time (staffing plan).
- 3.1.12.3.2 Detailed Project Plan.
- 3.1.12.4 The bidder must include a Quality Assurance plan that will be followed in the project implementation.
- 3.1.12.5 The bidder must include a change management plan that will assist the IEC to transition from the current environment to the new IGA environment.
- 3.1.12.6 It is envisaged that the project will run over a period of 8-9 months starting in February 2027. The first 3 – 6 months are for implementation, and the rest will be on-site and on demand Support and Maintenance one member of the team. There should also be OEM/Systems Integration (SI) Support, whichever is applicable during the support period for 1st, 2nd and 3rd years
- 3.1.12.7 The bidder must include a Risk Management plan including a list of typical risks for a project of this nature and typical mitigation interventions.
- 3.1.12.8 The bidder must include methods to be used to formulate, execute and evaluate a comprehensive test plan to ensure that all development is complete and functional.

4 Planning Assumptions

The Electoral Commission has made the following assumptions:

- 4.1 The Electoral Commission will provide technical resources for all IEC's designated work including setup and configuration of own systems and databases.
- 4.2 Wherever the need arises the successful bidder shall do initial equipment configuration of operating systems and environmental specific requirements.
- 4.3 The delivery of the software licenses and implementation services required must be completed within the days as stipulated in the delivery and implementation schedule

below

- 4.4 The bidder's change control management process must be flexible enough to align with the Electoral Commission's change management processes.
- 4.5 The recommended service provider shall provide all relevant details needed to ensure successful operations capability within the organization.

5 General Auction Conditions

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

- 5.1 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.
- 5.2 Bidders must complete and submit [Appendix A: Technical Bid Response Sheet](#) to demonstrate compliance with the technical bid requirements.
- 5.3 The bidder must provide a technical description of the solution being proposed including the architecture and how the solution will work, including the product codes, description, licensing framework, server and client components details, data sheets etc. The description should include elaborations as to how the solution meets the requirements in Section 3 (Technical Requirements) above including how the solution addresses POPIA, Least Privilege Principle, Segregation of Duty, bulk provisioning and de-provisioning, orphaned accounts, Customer Identity and Access Management (report), migration approach including tools, implementation approach including a project plan, Staffing Plan, Risk Management approach, Test and Quality Assurance approach, and Change management approach.

- 5.4 The bidder must be authorized to sell the product supplied.
- 5.5 An OEM letter of proof of the reseller agreement/authorization must accompany the written documentation for this bid
- 5.6 Should the reseller authorization be from a distributor, then a proof of authorization authorizing the distributor to resell and/or to authorize others by the OEM must be submitted together with the reseller authorization from the distributor.
- 5.7 The bidder must provide at least three (3) references of past services of a similar nature (supply and implementation of an IGA solution) 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. The bidder must use [Appendix C: Reference Table](#) as a guideline for references and should include the following:
- 5.7.1 Similar product as IGA product.
 - 5.7.2 Similar service as the supply of IGA services as per technical specification (section 3)
 - 5.7.3 Service size in terms of the number of users.
 - 5.7.4 Service size in terms of the implementation duration.
 - 5.7.5 Similar services are those services, which include supply of IGA services as per the technical requirement
- 5.8 Bidder must indicate the level of experience in providing and implementing IGA solutions. The Electoral Commission prefers to work with bidders that have at least five (5) years' experience in providing, implementing and supporting IGA solutions. Bidders must include a profile or a letter on a letterhead detailing their work with IGA solutions.
- 5.9 Bidders must have the technical resources required to deliver and support these services. This includes an ideal project team's (Contractor) composition, skills and organization. The submission must also include the time estimates for each member such as full time / part time (a staffing plan). A minimum of one (1) CV of a senior resource, detailing product and consulting experience, IGA expertise in general and

qualifications, must be submitted together with the bid before closing date and time. The bidder must use [Appendix D: CV Guideline](#) as guideline.

- 5.10 Awarding of the auction to any successful bidder shall be subject to the Electoral Commission's due diligence audit requirements, where applicable.
- 5.11 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.
- 5.12 Delivery of the required product 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.
- 5.13 The Electoral Commission reserves the right and discretion to cancel and not award this bid based on any reason including operational or financial.
- 5.14 Awarding the bid to a successful bidder is subject to the bidder entering into a service level agreement (SLA) with the Electoral Commission that will formalize and regulate the final deliverables and associated processes and procedures.

6 Quality Control

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

- 6.1 The bidder takes responsibility for the completeness and quality of their bid submission.
- 6.2 The bidder must undertake and warrant that the switches hardware is new, in good condition and in line with the tender specifications.
- 6.3 The bidder will have the primary responsibility of ensuring that the proposed equipment complies with the required specification in terms of functionality and technical specification including quantity and quality.
- 6.4 The Electoral Commission may also call on bidders to make presentations in order for the Electoral Commission to ensure full compliance with all its requirements and as part of the bid evaluation process prior to the conclusion of the adjudication of the bid. Any such request for presentations shall only be for clarification purposes in support of mandatory requirements that must be adhered to as part of the written submission

requirements of this bid. Failure to submit mandatory requirements shall not be rectified by the call for presentations. Any restrictions or conditions associated with any elements of the service offering/s must be detailed. The Electoral Commission reserves the right to reject conditions which are considered unfavourable to its business or unacceptable.

- 6.5 The bidder and/or OEM must provide the associated support and maintenance for the duration of the warranty period. The support and maintenance must include all services as per product code.
- 6.6 The submission of a bid implies acceptance of the terms specified in the provisions laid down in the bid specifications, the procurement and, where applicable, additional documents.
- 6.7 Bidders are expected to examine carefully and respect all instructions and standard formats contained in these specifications.
- 6.8 A bid that does not contain all the required information and documentation will be disqualified.
- 6.9 The Electoral Commission will issue an official purchase order to the successful bidder before any services can be delivered.
- 6.10 Awarding of the bid to the successful bidder will be subject to the Electoral Commission's due diligence audit requirements, where applicable.
- 6.11 Although the Electoral Commission will only deal with the principal service provider, if a bidder plans to sub-contract any of the services in this bid, they are required to attach copies of sub-contracting agreements in their bid response documentation. The bidder must also familiarize themselves with Supply Chain Management (SCM) regulations with respect to subcontracting.
- 6.12 Notwithstanding any shortcomings in these specifications, service providers must ensure that the proposed solution will form a workable and complete solution.
- 6.13 The Electoral Commission reserves the right and discretion to amend the quantities or cancel or not award this bid based on any reason including operational or financial requirements.

7 Supplier Performance

- 7.1 Contracting of any service provider to render goods and/or services to the Electoral Commission are subject to the fulfilment of the Electoral Commission's due diligence audit requirements.
- 7.2 An essential component of the Electoral Commission's due diligence audit requirements may involve site visits to potential suppliers/contractors as well as inspection of various key documents underpinning the establishment of the companies involved in bids of the Electoral Commission. This also includes confirmation of capability and capacity requirements to execute the services specified in such bids.
- 7.3 Upon notification of the Electoral Commission's intention to award a contract, the successful bidder may be required to enter into a service level agreement (SLA/contract) with the Electoral Commission.
- 7.4 The purpose of the SLA (if applicable other than what the Electoral Commission's standard purchase orders provide for) is to set performance criteria within the key requirements of this request for quotation, namely quantity, quality, and delivery.
- 7.5 The SLA may contain elements such as supplier progress milestones, delivery schedules, quality checkpoints and invoicing procedures.
- 7.6 The Electoral Commission reserves the right to reject any services delivered not conforming to the bid specification.
- 7.7 Where previously agreed delivery schedules are not met by a supplier, the Electoral Commission shall have the right to appoint an alternative supplier to make good the shortfall in supply. Any additional costs incurred by the Electoral Commission in obtaining such corrective services or products from another source will be for the account of the defaulting supplier.

8 Pricing Requirements

Completion of the detailed pricing schedule by responding to each item is compulsory. Failure to complete and submit this detailed pricing schedule as part of the bid submission shall lead to disqualification.

- 8.1 The total bid price must be submitted online on the eProcurement (Votaquotes) portal.
- 8.2 The total bid price must be submitted online on the eProcurement (Votaquotes) portal. The bidder must complete and submit Appendix B: Pricing Schedule. The bid price on the [Appendix B: Pricing Schedule](#) must be the same as the bid price submitted online. If there is a discrepancy between the Pricing Schedule bid price and the online submitted bid price, the online submitted bid price will be used for adjudication.
- 8.3 The bidder must also complete and submit Appendix B1: Implementation and Customization Pricing Schedule.
- 8.4 All costs associated with the hardware, software licensing, implementation services and associated support must be included in the total bid price. The total bid price must be inclusive of all factors which may contribute the cost of fulfilling the bid, factors such as:
- a) Software licensing costs.
 - b) Delivery costs to the Electoral Commission's national office in Centurion, Gauteng, South Africa.
 - c) Support, Maintenance and Licenses Costs for 36 months
 - d) Installation and Configuration Services.
- 8.5 Bid prices must be VAT inclusive and must be firm for a period of 180 days.
- 8.6 The Electoral Commission reserves the right to adjust costs by excluding some cost factors.
- 8.7 All costs associated with the solution must be captured on the pricing schedule - no additional costs will be entertained.
- 8.8 The solution must be a complete solution.

9 Adjudication and Award of Contract

- 9.1 Bidders are advised to refer to the [Appendix E: Bid Evaluation Criteria](#) to ensure that they have addressed all critical bid requirements.
- 9.2 The bid will be awarded to a bidder whose solution successfully conforms to specifications and is able to deliver the services, and in terms of the provisions of the Preferential Procurement Policy Framework Act, 2000 and specifically the Preferential

Procurement Regulations, 2022.

- 9.3 The Electoral Commission will issue a formal purchase order before any services can be delivered. It should be noted that the Electoral Commission seeks to gain the best solution technically and financially and will select from the results of the bid a solution it deems to give the best investment.
- 9.4 Awarding the bid to a successful bidder is subject to the bidder entering into a service level agreement (SLA) with the Electoral Commission that will formalize and regulate the final deliverables and associated processes and procedures.

10 Delivery and Implementation Timeframe

- 10.1 The successful bidder will be required to implement the solution over a period of 8 months from beginning of the project.
- 10.2 The services will be delivered at the Electoral Commission's National office in Centurion.

11 Enquiries

- 11.1 All enquiries regarding this bid must be submitted exclusively through the VotaQuotes platform. This requirement supports the principles of fairness, openness, and transparency in the procurement process.
- 11.2 All questions and the official responses will be published on the public VotaQuotes website (www.votaquotes.elections.org.za) where the bid is advertised.
- 11.3 Bidders are responsible for regularly monitoring the platform for any updates, clarifications, or additional information published during the bidding period.
- 11.4 No telephonic, email, or other forms of communication regarding bid enquiries will be accepted or responded to.
- 11.5 An enquiry cut-off date applies to all bids. The final date and time for submitting enquiries is published on the VotaQuotes platform under the specific bid listing.

12 Briefing Session

12.1 A non-compulsory briefing session will be held on a date and time to be published on <https://votaquotes.elections.org.za>

13 Written Submissions

All submissions must be received before the closing date and time for submissions as stipulated on the eProcurement website <https://votaquotes.elections.org.za>

Submissions received after the final date and time will lead to bids being disqualified and not considered.

All bids must be placed online on eProcurement website <https://votaquotes.elections.org.za>. Supporting documentation can be submitted in any or both of the following options:

- Upload to the auction site.
- Place in the Electoral Commission tender box situated in the foyer of the Electoral Commission National Office in Centurion at the following address before the closing date and time of this auction

Election House
Riverside Office Park,
1303 Heuwel Avenue,
Centurion,
0157

Note: Clearly mark your submission: For the attention of Procurement and Asset Management Department – Auction 0010575205

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.

14 Summary of Submission Requirements

- 14.1 All bids must be submitted online on eProcurement (Votaquotes) portal.
- 14.2 All written supporting documentation must be submitted as stipulated on the bid requirement.
- 14.3 Submissions received after the closing date and time will lead to bids being disqualified and not considered.
- 14.4 The following supporting documents must be submitted as part of the written submissions. Failure to submit these will lead to the bid being disqualified:
- 14.4.1 Completed technical specifications in accordance with the requirements in [Appendix A: Technical Bid Response Sheet](#) to demonstrate compliance with the bid specification.
- 14.4.2 Two relevant contactable References, as per [Appendix C: Reference Table](#)
- 14.4.3 Completed [Appendix B: Pricing Schedule](#).
- 14.4.4 Completed Appendix B1: Implementation and Customization Pricing Schedule.
- 14.4.5 A minimum of one (1) CV of a senior resource, detailing product and consulting experience, IGA expertise in general and qualifications as per [Appendix D: CV Guideline](#)
- 14.4.6 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.

15 Closing Date

The closing date and time of this auction is specified on the eProcurement (Votaquotes) website in accordance the bidding requirements. The closing date and time is determined by the clock on the Electoral Commission's servers and is not negotiable.

Bidders must also take note supporting documentation must be delivered before closing date and time.

16 Appendix A: Technical Bid Response Sheet

Technical Bid Response Sheet Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to every item in the response sheet. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
Operating Environment						
1.	The bidder has proposed a Production instance and a DR site instance.	3.1.3.1				
2.	The solution must be able to run on a VMWare VSphere virtualized environment and works within a Windows environment	3.1.3.2				
3.	The solution must accommodate at least 1500 users	3.1.3.3				
4.	The solution accommodates internal Employees, Consultants, Contractors, Systems, Applications, Services Accounts (Bots), Voters, Political Party Members and other 3rd party users	3.1.3.5				
5.	The solution proposed is complete. All aspects required to run the solution are part of this proposal as per requirements above. The Commission will provide Server Hardware, Networks, Firewalls etc.	3.1.3.6				
6.	The proposed solution integrates with Microsoft Identity Manager (MIM)	3.1.2.2				

Technical Bid Response Sheet Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to every item in the response sheet. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
7.	The proposed solution can be deployed on a Windows 2022 Server Environment or later	3.1.3.7				
8.	The proposed solution works on Desktops and laptops running Windows 11	3.1.3.8				
9.	The proposed solution integrates to Microsoft SQL Server as an external Database	3.1.2.6				
10.	The proposed solution integrates with SAP Portal, SAP ECC and SAP GRC	3.1.2.9 3.1.2.10				
11.	The proposed solution works with Microsoft AD as a repository of Identities	3.1.2.5				
12.	The proposed solution works with Microsoft PowerBI Reporting Engine	3.1.2.8				
13.	The proposed solution integrates with Microsoft Exchange to send email messages	3.1.2.7				
14.	The proposed solution can integrate with Global custom-built application using REST APIs and provides REST APIs for Global to integrate with it. The Electoral Commission will also accept a	3.1.2.1				

Technical Bid Response Sheet Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to every item in the response sheet. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
	solution that replaces Global.					
Auditability						
15.	The proposed solution must ensure that the organization has the ability to effectively govern authorization and authentication. There must be an audit trail for all additions, modifications and deletions. Non-repudiable audit logs for all objects, events and actions such as the following are kept:	3.1.5.1				
16.	Identities	3.1.5.1.1				
17.	Contexts	3.1.5.1.2				
18.	Accounts	3.1.5.1.3				
19.	Resources	3.1.5.1.4				
20.	Surveys	3.1.5.1.5				

Technical Bid Response Sheet Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to every item in the response sheet. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
21.	Resource Assignments	3.1.5.1.6				
22.	Orphan Objects	3.1.5.1.7				
23.	Account usage	3.1.5.1.8				
24.	Systems	3.1.5.1.10				
25.	The proposed system's auditing engine allows for customized reporting and configurable dashboards, audit history reporting and audit exportable reports	3.1.5.2				
26.	The proposed system provides an auditor a role on the system for independent audit reporting	3.1.5.3				
Governance						
27.	The proposed system must be configured to provide access governance to itself as a connected system	3.1.6.1				
28.	The proposed system must be able to perform periodic attestation for identities or accounts to review membership or assignments	3.1.6.2				

Technical Bid Response Sheet Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to every item in the response sheet. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
29.	The proposed system must be able to monitor and report anomalous combinations of accumulated access rights	3.1.6.4				
30.	The proposed system can manage password policies and enforcement for connected systems including:	3.1.6.5				
31.	Policy management	3.1.6.5.1				
32.	Policy enforcement	3.1.6.5.2				
33.	Enrolment	3.1.6.5.3				
34.	Authenticated and unauthenticated password resets	3.1.6.5.4				
User Life-Cycle Management						
35.	The proposed solution has tools to manage the end-to-end process of requesting access through a business-friendly user interface by end-users with approval workflows	3.1.7.1				
36.	The proposed solution allows for the Self-Registration of Users based on workflow verifying user identity from Backend systems	3.1.7.2				

Technical Bid Response Sheet Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to every item in the response sheet. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
37.	The proposed solution allows for the creation and modification of Users data manually or automatically based on event and/or workflow or script	3.1.7.3				
38.	The proposed solution allows for on-boarding of consultants and contractors with term period. The validity period can be extended or reduced via the proposed solution	3.1.7.4				
39.	The proposed solution caters for the on-boarding of technical identities (privileged identities used for system access or service areas). These technical identities are assigned to primary identities	3.1.7.7				
40.	The proposed solution allows for the Locking and Unlocking of Users manually or automatically based on event or workflow	3.1.7.11				
41.	The proposed solution caters for the following identity changes and correctly applies the relevant identity assignment properties and access, such as, but not limited to:	3.1.7.9				
42.	Employee Job Role changes	3.1.7.9.1				

Technical Bid Response Sheet Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to every item in the response sheet. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
43.	Employee Leave of Absence	3.1.7.9.2				
44.	Employee Return from Leave	3.1.7.9.3				
45.	Maternity / Paternity Leave	3.1.7.9.4				
46.	Employee's promotion	3.1.7.9.5				
47.	Employee's lateral move from one province or department to another	3.1.7.9.6				
48.	The proposed solution revokes all system access on appropriate date when:	3.1.7.10				
49.	An employee record is terminated in, or no longer supplied by SAP HR	3.1.7.10.1				
50.	Contractor / Consultant record reached contract date	3.1.7.10.2				
51.	The proposed solution supports the implementation of the Least Privilege Principle	3.1.7.12				
52.	The proposed solution supports bulk provisioning and de-provisioning of accounts	3.1.7.14				

Technical Bid Response Sheet Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to every item in the response sheet. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
Access Management						
53.	The proposed solution allows users to request additional access to approved business systems from a service catalogue via a self-service portal	3.1.8.2				
54.	The proposed system gives managers and system owners the ability to approve, reassign, delegate and deny access.	3.1.8.3				
55.	The proposed system logs all requests for auditing purposes including Segregation of Duty violations. Audit logs are maintained and are available for evaluation for all IGA processes.	3.1.8.4				
56.	The proposed solution caters for delegation of authority (temporary assignment of elevated access rights to subordinates / managers) based on business rules. The delegation of authority is configured for a pre-defined period.	3.1.8.6				

Technical Bid Response Sheet Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to every item in the response sheet. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
57.	The proposed system allows for Segregation of Duty (e.g. conflicting access rights) validation to be performed for each request initiated by the request access process?	3.1.8.7				
Business Management						
58.	The proposed system allows for the definition and enforcement of context assignments (policies used for identities in the same business situation) and Segregation of Duty policies	3.1.9.1				
59.	The proposed system allows for the adjustment of roles and maintenance of policies as the need arises	3.1.9.2				
60.	The proposed system allows for application of policies to identities and the provisioning of identity based on the assigned role	3.1.9.3				
61.	The proposed system allows for the evaluation of policy conformance upon identity changes and reports on violations	3.1.9.5				
Identity Security Breach						

Technical Bid Response Sheet Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to every item in the response sheet. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
62.	The proposed system allows for an authorised user to instantly suspend all accounts associated with an identity and also allows for the authorised user to reactivate the suspended identity (and all relevant accounts) with workflow approvals.	3.1.10.1				
63.	The proposed system provides audited reports for emergency lockout capability	3.1.10.2				
64.	The proposed solution provides an Application Programme Interface (API) for integration into a FortiSIEM including a SIEM event-based lockout capability.	3.1.10.3				
Reports						
65.	The proposed solution supports scheduled report generation.	3.1.11.2				
66.	The proposed solution provides a facility for ad-hoc reporting.	3.1.11.3				

Technical Bid Response Sheet Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to every item in the response sheet. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
Implementation Services						
67.	The proposal includes services of documenting/updating policies and standards, assigning ownership, and mapping policies to key business areas, objectives and controls.	3.1.12.1				
68.	The proposal includes a detailed Implementation Approach that will take the Commission from where we are currently to the promised land with a list of deliverables.	3.1.12.3				
69.	The proposal includes an ideal project team's (Contractor) composition, skills and organization including the time estimates of the required time for each member such as full time / part time. The proposal must include a staffing plan as well.	3.1.12.3.1				
70.	The proposal also includes a detailed Project Plan including defined milestones with dates. The dates can be a function of start date (e.g. 3 months after start date etc.).	3.1.12.3.2				

17 Appendix B: Pricing Schedule

<u>Pricing Schedule</u> Completion of this pricing response sheet by the bidder is compulsory. Failure to complete and submit this pricing schedule as part of the bid submission shall lead to disqualification.				
	Requirements	Quantity	Unit Cost	Total Cost
1.	IGA Software License to cater for at least 1500 users with one year support and maintenance (support for software malfunctions, integrations, patches and software updates)	1500	R	R
2.	Disaster Recovery (Non-Production) License	1	R	R
3.	Annual Support and Maintenance (including access to patches and software updates) for a further 2 years. Payment for Year 2 will be made at the beginning of year 2. Payment for Year 3 will be made at the beginning of year 3	2	R	R
4.	IGA Software Implementation and Customization	1	R	R
5.	IGA Software on-site on request / demand**	36	R	R
*Total Bid Price: R				
*Total Bid Price must be in full and complete for the proposed solution, it also the price which will be used for adjudication. The Grand Total Bid Price must be placed on eProcurement ** Bidders must cater for up to 36 on site requests / demand over the three-year period				

17.1 Appendix B1: Implementation and Customization Pricing Schedule

Implementation and Customization Pricing Schedule

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

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

	Resource Name	Role	Rate (Including VAT)	Duration on Project	Total Cost
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
Total Implementation and Customization Costs***					
***Total Implementation and Customization costs must be the same as 4 in Appendix B					

18 Appendix C: Reference Table

Reference #1

<u>Reference Table</u>		
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	
	Project Implementation Duration / Timeframe	
	Number of users	
	Was this service provided in the last 36 months? (Y/N)	

Reference #2

Reference Table		
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	
	Project Implementation Duration / Timeframe	
	Number of users	
	Was this service provided in the last 36 months? (Y/N)	

Reference #3

<u>Reference Table</u>		
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	
	Project Implementation Duration / Timeframe	
	Number of users	
	Was this service provided in the last 36 months? (Y/N)	

19 Appendix D: CV Guideline

CV Guideline

**Please use the guideline below to provide the details of the resource(s) to be utilized to do the installation and configuration:
Provision of the resource(s) details is compulsory. Failure to complete and submit shall lead to disqualification**

More than one resource can be provided to cater for the experience required below

Resource Name		
Number of Years' Experience on the products	Product Specific:	
	Any other IGA: Name:	
Qualifications	Post Matric:	
	Product Specific Qualifications:	
Number of Installations Configurations, Customizations done	Product Specific:	
Number of years of Experience	IGA implementation consulting,	
	Change management,	
	Documenting and/or updating policies and standards,	
	Assigning ownership, and	
	Mapping policies to key business areas, objectives and controls	

20 Appendix E: Bid Evaluation Criteria

Bid Evaluation Process

20.1 Stage 1: Assessment of Bidder's Disclosure

All bids received will be evaluated and assessed in respect of the mandatory information provided in the Bidder's Disclosure (SBD4) as well as the register for restricted suppliers and tender defaulters.

Any potential issues that may arise or transgressions that may identified will be pursued in accordance with statutory obligations and requirements.

In this regard, the following must be noted:

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

As such, the Bidders Disclosure form, issued as Standard Bidding Document (SBD) 4, attached as Bidder's Disclosure (SBD4), was extended to all entities which were invited to participate in the SCM process.

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

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

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

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

The Electoral Commission's Accounting Officer/accounting authority must inform National Treasury of any action taken against a person within 30 days of implementing the action.

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

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

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

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

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

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

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

20.2 Stage 2: Key Qualifying Criteria

Bid Evaluation Criteria

Stage 2 – Key Qualifying Criteria

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

No.	Description	Yes	No	Comments
1.	Bidder completed and submitted technical specification as per 5.2 (Technical Bid Response Sheet)			
2.	Bidder submitted a detailed proposal including the product details, product number, product name, data sheets, technical capabilities of the bidder or their OEM, Planning, Implementation and Change Management approaches as per 5.3			
3.	The bidder has completed and submitted detailed pricing as per Pricing Schedule as per 8.2			
4.	Bidder submitted three (3) contactable references as per 5.7			
5.	The bidder has indicated the level of experience in providing similar solutions as per 5.8			
6.	The bidder has included a letter of proof of the reseller agreement either from the OEM or an authorized distributor (i.e. if the reseller is authorised by a distributor). If the reseller agreement is from a distributor, then proof from the OEM authorizing the distributor must be included as per 5.4, 5.5 and 5.6			
7.	The bidder has supplied a CV of a senior resource who is part of the implementation team as per 5.9			

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

20.3 Stage 3: Technical Evaluation

Technical Evaluation						
Failure to comply with any requirement shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
Operating Environment						
1.	The bidder has proposed a Production and a DR site instance.	3.1.3.1				
2.	The solution must be able to run on a VMWare VSphere virtualized environment and works within a Windows environment	3.1.3.2				
3.	The solution must accommodate at least 1500 users	3.1.3.3				
4.	The solution accommodates internal Employees, Consultants, Contractors, Systems, Applications, Services Accounts (Bots), Voters, Political Party Members and other 3rd party users	3.1.3.5				
5.	The solution proposed is complete. All aspects required to run the solution are part of this proposal as per requirements above. The Commission will provide Server Hardware, Networks, Firewalls etc.	3.1.3.6				
6.	The proposed solution integrates with Microsoft Identity Manager (MIM)	3.1.2.2				

Technical Evaluation
Failure to comply with any requirement shall lead to disqualification.

Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
7.	The proposed solution can be deployed on a Windows 2022 Server Environment or later	3.1.3.7				
8.	The proposed solution works on Desktops and laptops running Windows 11	3.1.3.8				
9.	The proposed solution integrates to Microsoft SQL Server as an external Database	3.1.2.6				
10.	The proposed solution integrates with SAP Portal, SAP ECC and SAP GRC	3.1.2.9 3.1.2.10				
11.	The proposed solution works with Microsoft AD as a repository of Identities	3.1.2.5				
12.	The proposed solution works with Microsoft PowerBI Reporting Engine	3.1.2.8				
13.	The proposed solution integrates with Microsoft Exchange to send email messages	3.1.2.7				
14.	The proposed solution can integrate with Global custom-built application using REST APIs and provides REST APIs for Global to integrate with it. The Electoral Commission will also accept a solution that replaces Global.	3.1.2.1				
Auditability						

Technical Evaluation
Failure to comply with any requirement shall lead to disqualification.

Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
15.	The proposed solution must ensure that the organization has the ability to effectively govern authorization and authentication. There must be an audit trail for all additions, modifications and deletions. Non-repudiable audit logs for all objects, events and actions such as the following are kept:	3.1.5.1				
16.	Identities	3.1.5.1.1				
17.	Contexts	3.1.5.1.2				
18.	Accounts	3.1.5.1.3				
19.	Resources	3.1.5.1.4				
20.	Surveys	3.1.5.1.5				
21.	Resource Assignments	3.1.5.1.6				
22.	Orphan Objects	3.1.5.1.7				
23.	Account usage	3.1.5.1.8				
24.	Systems	3.1.5.1.10				
25.	Data Quality	3.1.5.1.9				

Technical Evaluation Failure to comply with any requirement shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
26.	The proposed system's auditing engine allows for customized reporting and configurable dashboards, audit history reporting and audit exportable reports	3.1.5.2				
27.	The proposed system provides an auditor a role on the system for independent audit reporting	3.1.5.3				
Governance						
28.	The proposed system must be configured to provide access governance to itself as a connected system	3.1.6.1				
29.	The proposed system must be able to perform periodic attestation for identities or accounts to review membership or assignments	3.1.6.2				
30.	The proposed system must be able to monitor and report anomalous combinations of accumulated access rights	3.1.6.4				
31.	The proposed system can manage password policies and enforcement for connected systems including:	3.1.6.5				
32.	Policy management	3.1.6.5.1				
33.	Policy enforcement	3.1.6.5.2				

Technical Evaluation Failure to comply with any requirement shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
34.	Enrolment	3.1.6.5.3				
35.	Authenticated and unauthenticated password resets	3.1.6.5.4				
User Life-Cycle Management						
36.	The proposed solution has tools to manage the end-to-end process of requesting access through a business-friendly user interface by end-users with approval workflows	3.1.7.1				
37.	The proposed solution allows for the Self-Registration of Users based on workflow verifying user identity from Backend systems	3.1.7.2				
38.	The proposed solution allows for the creation and modification of Users data manually or automatically based on event and/or workflow or script	3.1.7.3				
39.	The proposed solution allows for on-boarding of consultants and contractors with term period. The validity period can be extended or reduced via the proposed solution	3.1.7.4				
40.	The proposed solution caters for the on-boarding of technical identities (privileged identities used for system access or service	3.1.7.7				

Technical Evaluation
Failure to comply with any requirement shall lead to disqualification.

Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
	areas). These technical identities are assigned to primary identities					
41.	The proposed solution allows for the Locking and Unlocking of Users manually or automatically based on event or workflow	3.1.7.11				
42.	The proposed solution caters for the following identity changes and correctly applies the relevant identity assignment properties and access, such as, but not limited to:	3.1.7.9				
43.	Employee Job Role changes	3.1.7.9.1				
44.	Employee Leave of Absence	3.1.7.9.2				
45.	Employee Return from Leave	3.1.7.9.3				
46.	Maternity / Paternity Leave	3.1.7.9.4				
47.	Employee's promotion	3.1.7.9.5				
48.	Employee's lateral move from one province or department to another	3.1.7.9.6				
49.	The proposed solution revokes all system access on appropriate date when:	3.1.7.10				

Technical Evaluation Failure to comply with any requirement shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
50.	An employee record is terminated in, or no longer supplied by SAP HR	3.1.7.10.1				
51.	Contractor / Consultant record reached contract date	3.1.7.10.2				
52.	The proposed solution supports the implementation of the Least Privilege Principle	3.1.7.12				
53.	The proposed solution supports bulk provisioning and de-provisioning of accounts	3.1.7.14				
Access Management						
54.	The proposed solution allows users to request additional access to approved business systems from a service catalogue via a self-service portal	3.1.8.2				
55.	The proposed system gives managers and system owners the ability to approve, reassign, delegate and deny access.	3.1.8.3				
56.	The proposed system logs all requests for auditing purposes including Segregation of Duty violations. Audit logs are maintained and are available for evaluation for all IGA processes.	3.1.8.4				

Technical Evaluation
Failure to comply with any requirement shall lead to disqualification.

Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
57.	The proposed solution caters for delegation of authority (temporary assignment of elevated access rights to subordinates / managers) based on business rules. The delegation of authority is configured for a pre-defined period.	3.1.8.6				
58.	The proposed system allows for Segregation of Duty (e.g. conflicting access rights) validation to be performed for each request initiated by the request access process?	3.1.8.7				
Business Management						
59.	The proposed system allows for the definition and enforcement of context assignments (policies used for identities in the same business situation) and Segregation of Duty policies	3.1.9.1				
60.	The proposed system allows for the adjustment of roles and maintenance of policies as the need arises	3.1.9.2				
61.	The proposed system allows for application of policies to identities and the provisioning of identity based on the assigned role	3.1.9.3				

Technical Evaluation Failure to comply with any requirement shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
62.	The proposed system allows for the evaluation of policy conformance upon identity changes and reports on violations	3.1.9.5				
Identity Security Breach						
63.	The proposed system allows for an authorised user to instantly suspend all accounts associated with an identity and also allows for the authorised user to reactivate the suspended identity (and all relevant accounts) with workflow approvals.	3.1.10.1				
64.	The proposed system provides audited reports for emergency lockout capability	3.1.10.2				
65.	The proposed solution provides an Application Programme Interface (API) for integration into a FortiSIEM including a SIEM event-based lockout capability.	3.1.10.3				
Reports						
66.	The proposed solution supports scheduled report generation.	3.1.11.2				

Technical Evaluation Failure to comply with any requirement shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
67.	The proposed solution provides a facility for ad-hoc reporting.	3.1.11.3				
Implementation Services						
68.	The proposal includes services of documenting/updating policies and standards, assigning ownership, and mapping policies to key business areas, objectives and controls.	3.1.12.1				
69.	The proposal includes a detailed Implementation Approach that will take the Commission from where we are currently to the promised land with a list of deliverables.	3.1.12.3				
70.	The proposal includes an ideal project team's (Contractor) composition, skills and organization including the time estimates of the required time for each member such as full time / part time. The proposal must include a staffing plan as well.	3.1.12.3.1				
71.	The proposal also includes a detailed Project Plan including defined milestones with dates. The dates can be a function of start date (e.g. 3 months after start date etc.).	3.1.12.3.2				

Technical Evaluation						
Failure to comply with any requirement shall lead to disqualification.						
Requirements		References	Indicate whichever is applicable		Bidder's Comments	Supporting Documentation or Reference to Supporting Documentation
			Yes	No		
Overall Stage 3 Outcomes:	<u>Assessment Comments:</u>					
	Bid qualifies for further consideration: (YES/NO):					

20.4 Stage 4: Technical Scoring

Bid Evaluation Criteria Stage 4 – Technical Scoring						
To qualify to the next phase of adjudication a bidder must score a minimum of 75% (84/112)						
	Product Description	Reference	Available Score	Points Allocation	Actual Score	Comments
1.	The Electoral Commission is considering utilizing some Cloud applications including M365, Azure AD (Entra ID), AWS and Google G-suite. Did the bidder provide an explanation how the proposed solution can manage cloud access focusing on M365 and Azure AD (Entra ID)?	3.1.3.9	3	An explanation provided (3 points): a) An explanation for both M365 and Azure AD (3 points) b) An Explanation for one of them (1 point) c) No explanation (0 point)		
2.	Did the bidder provide a list of supported reporting engines?	3.1.11.8	5	List of reporting engines supported (5 points): a) Power BI is in the list (3 points) b) > 3 (2 points) c) ≥ 2 and ≤ 3 (1 point)		
3.	Did the bidder provided a list of out-of-the-box reports standard with the solution?	3.1.11.1	4	List of out of the box reports (4 points): a) ≥ 10 (4 points) b) > 5 and < 10 (3 point) c) ≥ 3 and ≤ 5 (1 point)		

Bid Evaluation Criteria Stage 4 – Technical Scoring To qualify to the next phase of adjudication a bidder must score a minimum of 75% (84/112)						
	Product Description	Reference	Available Score	Points Allocation	Actual Score	Comments
4.	Did the bidder include the following as part of the submission? 1. Risk Management Plan 2. Project Implementation Plan 3. Staffing Plan 4. Change Management Plan 5. Quality Assurance Plan 6. Description how IGA will assist with POPIA 7. Description of how the solution implements the principle of Least Privilege 8. Description of how the solution implements Segregation of Duties (SoD). 9. Description of how the solution deals with orphaned accounts.	5.3	50	1. Risk Management Approach (5 points) 2. Project Implementation Plan (10 points) 3. Staffing plan (5 points) 4. Change Management Approach (5 points) 5. Quality Assurance Approach (5 points) 6. POPIA Address (5 points) 7. Least Privilege Principle (5 points) 8. Segregation of Duties (5 points) 9. Orphaned Accounts (5 points)		

Bid Evaluation Criteria Stage 4 – Technical Scoring To qualify to the next phase of adjudication a bidder must score a minimum of 75% (84/112)						
	Product Description	Reference	Available Score	Points Allocation	Actual Score	Comments
5.	Relevant Reference	5.7	30	References: a) Customer Details (name, Contact Person, Email, Telephone) = 2 points b) Product/Solution = 2 point c) Description of Services provided = 3 point. d) Project Size Based on number of licenses = 1 point e) Project Implementation timeframe = 1 point f) Services Provided in the Last 36 Months = 1 point Total for references = maximum 10 points per reference (minimum 3 references required).		

Bid Evaluation Criteria Stage 4 – Technical Scoring To qualify to the next phase of adjudication a bidder must score a minimum of 75% (84/112)						
	Product Description	Reference	Available Score	Points Allocation	Actual Score	Comments
6.	Senior Resource's Experience	5.9	10	Product Specific Experience (2 points) a) ≥ 3 years = 2 points b) ≥2 and < 3 years = 1 points c) < 2 years = 0 points Product Specific Qualifications (1 point) a) Product specific qualification included = 1 point b) No product specific qualification included = 0 point Number of installations, customizations and configurations done (2 points) a) ≥ 4 = 2 points b) ≥1 and < 4 = 1 point Soft Skills (5 points) a) IGA Consulting (1 point) b) Change Management (1 point)		

Bid Evaluation Criteria Stage 4 – Technical Scoring						
To qualify to the next phase of adjudication a bidder must score a minimum of 75% (84/112)						
	Product Description	Reference	Available Score	Points Allocation	Actual Score	Comments
				c) Documenting / Updating policies and standards (1 point) d) Assigning ownership (1 point) e) Mapping policies to key business areas, objectives and controls (1 point)		
7.	Company Relevant Experience	5.8	10	Relevant Experience: a) > 10 years = 10 points b) > 7 and ≤ 10 years = 7 points c) > 5 and ≤ 7 year = 5 points		
TOTAL:			112			
Overall Stage 4 Outcomes:			<u>Assessment Comments:</u>			
			Bid qualifies for further consideration (YES/NO):			

20.5 Stage 5: Adjudication of Bids

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

Acceptable bids must be market related.

This bid is deemed not to exceed R50 million including VAT.

Therefore, the 80/20 preference point system (PPPFA scoring) in terms of the Preferential Procurement Policy Framework Act, 2005 (PPPFA) and the Preferential Procurement Regulations, 2022 shall apply in the adjudication process of this auction where all acceptable bids received are equal to or below R50 million including VAT. Preference points will be allocated as follows:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Bid Evaluation Team

	Evaluation Team Member's Name	Signature
1		
2		
3		
4		
5		

Overall Adjudication Outcomes:
