



SOUTH AFRICA

Electoral Commission

Auction# 0010548536

API Gateway Platform Solution

IMPORTANT NOTICE

Failure to comply with the completion of the bid conditions and the required information or submission of the required stipulated documents shall invalidate a bid.

1 Introduction

The Electoral Commission is seeking proposals from qualified vendors for the procurement and implementation of an API Gateway Management Solution. As part of our digital transformation strategy, we aim to enhance security, streamline API management, and improve the performance of our internal and external-facing APIs. This tender outlines the requirements and expectations for an API Gateway Management Solution that will serve as a centralized platform On Premise for managing API traffic, enforcing security policies, monitoring usage, and ensuring seamless integration with existing systems

The objective of this procurement is to implement a robust API Gateway Management Solution that will provide a secure and scalable solution to manage, authenticate, and monitor API interactions. The selected vendor will be responsible for providing a comprehensive API Gateway Management Solution, including licensing, deployment, integration, configuration, and ongoing support.

2 Background Information

The Electoral Commission operates in a dynamic and technology-driven environment where APIs play a critical role in enabling digital services, integrations, and business processes. Currently, we have multiple APIs that serve both internal and external stakeholders, including partners, customers, and third-party applications. However, these APIs are managed in a decentralized manner without a unified API Gateway, resulting in challenges related to security, access control, monitoring, and scalability.

Key challenges faced by The Electoral Commission due to the lack of an API Gateway include:

- **Security Risks:** Without a centralized API management solution, enforcing authentication, authorization, and security policies is inconsistent across APIs.
- **Lack of Visibility & Monitoring:** There is no unified mechanism to monitor API usage, detect anomalies, and generate insights for optimization.
- **Scalability Concerns:** Managing traffic spikes and load balancing is challenging without a dedicated API Gateway.
- **Access Control & Governance:** Enforcing standardized policies for API access and governance is difficult, leading to potential compliance and operational risks.
- **Developer Experience & Lifecycle Management:** API lifecycle management, including versioning, documentation, and developer on boarding, lacks efficiency.

To address these challenges, The Electoral Commission seeks to procure a modern API Gateway solution that will provide centralized security, governance, and operational efficiency for API management. The implementation of this solution will enable the organization to enhance its digital capabilities while ensuring compliance with industry security standards and best practices.

The proposed API Gateway solution should align with The Electoral Commissions broader IT strategy and seamlessly integrate with our existing on-premises infrastructure. Vendors responding to this tender must

demonstrate their expertise in providing scalable, secure, and enterprise-grade API Gateway Management Solutions that align with the organization's objectives and technical requirements.

3 Bid Requirements

This bid is for the procurement of an On-Premise API Gateway Management Solution to cater for the Security and Management of internal and external facing API assets requirements of the Electoral Commission. The technical specifications below are the minimum requirements; submissions will only be accepted where it meets or surpasses the specification for the required solutions.

The Electoral Commission exposes its data points through API contracts for a number of internal facing applications and external facing for vendors, media houses and 3rd parties to consume.

The Electoral Commissions' control over the internal and external API's need to be streamlined with added security and management of its API's.

The Solution must address the following key aspects:

- a) Security
- b) Governance
- c) Policy Enforcement
- d) Performance
- e) Scalability
- f) Costing and Licensing structure

The selected solution will be a critical component of our API strategy, supporting multiple systems, enhancing developer productivity and enabling efficient API lifecycle management.

3.1 Business Drivers

The implementation of an On-Premise API Gateway is driven by the following business objectives:

3.1.1 Scalability and Growth:

- a) Support increasing API traffic and user demand across different systems and regions
- b) Enable seamless scalability to handle peak loads and future growth

3.1.2 Operational Efficiency:

- a) Stream line API development, deployment and lifecycle management
- b) Reduce time to market for new API-driven products and services

3.1.3 Improve Security and Compliance:

- a) Enforce enterprise grade security, including authentication, authorization and encryption.
- b) Meet industry regulatory standards (e.g. GDPR, POPIA) for data privacy and security

3.1.4 Enhanced Developer Experience:

- a) Simplify on boarding for internal and external partners.
- b) Provide tools for easy testing, monitoring and management of API's

3.1.5 Cost Optimization:

- a) Consolidate API management platforms to reduce operational and licensing costs.
- b) Implement traffic control mechanisms to optimize infrastructure usage.

3.1.6 Innovation and Integration:

- a) Support modern API standards (REST, GraphQL, gRPC) for faster integration
- b) Enable API driven digital transformation and partner ecosystem.

3.1.7 Visibility and Governance:

- a) Provider comprehensive monitoring, analytics and audit capabilities.
- b) Implement centralized governance for policy enforcement and compliance.

3.2 Bid Objectives

The key objectives of this bid are as follows:

- a) Evaluate API Gateway capabilities for management and security APIs.
- b) Ensure that the system meets our technical, functional and business requirements.
- c) Assess total cost of ownership (TCO) including support and scaling costs
- d) Understand governance, security policies and performance metrics

3.3 Project Scope

The scope of the Project includes, but not limited to:

- a) Implementation of a robust API Gateway for Internal and external API's.
- b) Integration with existing infrastructure, systems and DevOps pipelines.
- c) Enforcement of security, governance and operational policies
- d) Role-based access control (RBAC) for users and administrators.
- e) High availability, load balancing and disaster recovery features.
- f) Support for modern API protocols (REST, GraphQL, gRPC SOAP etc)
- g) Monitoring, analytics and reporting capabilities for API's
- h) Support for API monetization and usage metering (if applicable)
- i) Implementation, customization and configuration in the Dev, Test, Pilot, Production and DR sites
- j) Implementation, customization and configuration of Control and Data Planes for all environment
- k) Production and DR will configured behind a load balancer in a highly available fashion.
- l) Support and maintenance over the contract period (starting immediately after Go Live).

3.4 Technical and Functional Requirements

3.4.1 General Requirements

Requirement ID	Requirement	Description
GR1	Platform Support	The solution must support cloud, hybrid, and on-premises deployments.
GR2	High Availability & Scalability	The solution must handle high traffic loads with failover and redundancy.
GR3	DevOps Integration	The solution must be able to Seamless integrate with CI/CD pipelines, version control tools, etc.
GR4	Multi-Protocol Support	The solution must support REST, gRPC, GraphQL, and SOAP APIs Standards
GR5	Asynchronous API	The solution must support Asynchronous API's.
GR6	Load Balancing	The solution must provide load balancing to application backends with active and passive health check capabilities.
GR7	Platform Protect	The platform must protect against XML or JSON attacks.
GR8	Authentication	The solution must support mTLS (mutual TLS) authentication.
GR9	Protect Against client attacks	The solution must protect against sophisticated bot and malicious client attacks.
GR10	OWASP Top 10	The solution must meet the requirements of OWASP (Open Web Application Security Project) Top 10.
GR11	OpenID Connect	The solution must support OpenID Connect for delegating authentication and authorization to external identity providers like SSO and Active Directory AzureAD/EntraID.
GR12	API Security	The solution must support mechanisms to ensure API security (e.g., tokens, encryption, and policy systems).
GR13	Cross Origin Sharing	The solution must support Cross-Origin Resource Sharing (CORS).
GR14	Solution Extensibility	The solution must support extensible (e.g., development of custom policies).
GR15	Programing Languages	The solution must support different programming languages for development - C#, Java, Python, Node.js.
GR16	Policy Catalog	The solution must be able to list policies in a catalog.
GR17	REST Request and Response	The solution must support REST requests and responses against Swagger and OAS (Open API Specification) specifications.

Requirement ID	Requirement	Description
GR18	SOAP and XML Request and Response	The solution must validate SOAP/XML requests and responses against WSDL/XSD/XLT specifications.
GR19	gRPC Access	The solution must allow access to gRPC (open-source Remote Procedure Call) services through HTTP REST traffic.
GR20	Regular Expressions	The solution must be able to validate requests with Regular Expressions.
GR21	GraphQL Support	The solution must support for GraphQL proxying both caching and rate limiting.
GR22	Transformation of REST Request Response	The solution must allow transforming/modifying REST requests and responses (header, URI parameter, body by adding/modifying/removing).
GR23	Large Language Models Interface	The solution must interface with Large Language Models (LLMs) of generative AI Cloud, Self-hosted and On-Premise.
GR24	Prompt for Generative AI	The solution must control the prompt of generative AI: firewall (allow/deny keywords), decoration (prompt standardization), playbook of prompt templates (prompt industrialization).
GR25	Generative AI Tokens	The solution must control the usage of generative AI tokens and associated billing.

3.4.2 Architecture Requirements

Requirement ID	Requirement	Description
AR1	Hybrid Deployment	The solution must support hybrid deployments (separation of Management Plane and Data Plane).
AR2	Deployment Agnostic	The solution must be able to be deployed agnostically, not tied to a specific cloud provider (AWS, Azure, GCP ...), and can be deployed on all types of environments (Cloud, Self-hosted, on-premises).
AR3	Management Planes	The solution must offer Management Plane as a Service (SaaS) and self-managed Data Planes.
AR4	Management Plane Availability	The SaaS Management Plane must be available across multiple cloud providers.
AR5	Management Plane Consistence	The Gateway, policies, and configurations must be consistent across both SaaS and self-managed Data Plane deployments.
AR6	Management Plane Communication	The solution must be able to establish communication between the Management Plane and Data Plane and be initiated by the Data Planes.
AR7	API Traffic Metrics	The solution must allow management of an unlimited number of isolated environments and Data Planes.
AR8	Proxy Connection	The connection between Consumer and Data Plane and Backend must be made via a Proxy.
AR9	Data Encryption	The solution must support encryption of data in transit and at rest.
AR10	Communication Certificates	The solution must allow the use of custom Certificate Authorities and certificates for communication between SaaS Management Plane and Data Planes.
AR11	Data Planes Dependencies	The Data Planes must have dependencies (specific modules outside the Management Plane such as Bridge, Cache system, Database, etc.).
AR12	Management Plane Unavailability	The unavailability of the Management Plane must not impact Data Planes.
AR13	Data Plane Deployment	Data Planes must be able to be deployed on both Linux VMs and Kubernetes without distinction.
AR14	Data Planes Restart and Scale	Data Planes must be able to restart or scale without access to the Control Plane.

Requirement ID	Requirement	Description
AR15	Data Planes Environment Deployment	Data Planes must be able to be deployed on private Data Centers and public Clouds on VMs as well as Kubernetes.
AR16	High Availability	High availability must be ensured.
AR17	Scalability	Horizontal and vertical scalability must be ensured.
AR18	Service Continuity	The solution must ensure service continuity.
AR19	Update and Patches	The solution must support updates and patches without downtime (zero downtime).
AR20	Latency	The solution must guarantee low latency.
AR21	Automated Deployment	The deployment of the solution must support automation.

3.4.3 Developer Portal Requirements

Requirement ID	Requirement	Description
DPR1	API Exposure	The solution must provide a developer portal to expose APIs.
DPR2	API Products	The solution must allow grouping APIs into Products.
DPR3	API Versions	The solution must be able to manage API versions and publications.
DPR4	Portal Customization	The appearance of the developer portal must be able to be customizable.
DPR5	Portal Hosting	The developer portal must be SaaS or On-Premise hosted.
DPR6	Modern Technology	The developer portal must be built on modern technologies/languages and easily modifiable by a front-end developer.
DPR7	Content Exposure	The solution must allow managing content exposure based on developer groups.
DPR8	SSO Authentication	The developer portal must support SSO to delegate developer authentication.
DPR9	Access Validation	The solution must offer an access validation workflow for the developer portal.
DPR10	API Keys	The developer portal must manage API keys for consuming APIs.
DPR11	Dashboard and Reports	The solution must provide developers with reports or dashboards to visualize their consumption and usage of APIs by application.
DPR12	Swagger and OAS	The solution must support Swagger and OAS v3.x specifications.

3.4.4 Observability Requirements

Requirement ID	Requirement	Description
OR1	Standard Reports	The solution must provide standard reports for monitoring Data Planes, API traffic, Performance, and Errors.
OR2	Visualization of Request	The solution must allow visualization of all requests, with filtering capabilities to facilitate traffic and error analysis.
OR3	Out of the Box Integration	The solution must offer out-of-the-box integrations with APM solutions like ManageEngine.
OR4	Dashboard Creation	The solution must be able to create reports or dashboards with metric selection, filtering, and multiple condition capabilities.
OR5	Log Analytics	The solution must offer out-of-the-box integrations with log analysis solutions like FortiSIEM.
OR6	Traceability	The solution offer out-of-the-box integrations with traceability solutions and standards like Zipkin, Jaeger, or OpenTelemetry.
OR7	Log Data	The solution must provide standard capabilities for anonymizing or tokenizing sensitive data in logs.

Requirement ID	Requirement	Description
OR8	API Traffic Metrics	The solution must standardly expose API traffic metrics in Prometheus format.
OR9	AI with Prompt Logging	The solution must provide observability of generative AI with prompt logging (request and response) for traceability and compliance (company policy, GDPR).
OR10	Token Consumption	The solution must allow monitoring of token consumption by LLM providers, by models.

3.4.5 Security Requirements

Requirement ID	Requirement	Description
SR1	Authentication & Authorization	The Solution must support OAuth 2.0, OIDC, JWT, API keys, and integration with IAM.
SR2	Rate Limiting & Throttling	The Solution must support Granular rate limiting policies for users, IPs, and clients.
SR3	DDoS Protection	The solution must support Built-in mechanisms to prevent and mitigate DDoS attacks.
SR4	Encryption	The solution must support TLS 1.2+ for secure communication, encryption at rest for sensitive data.

3.4.6 Governance and Policy Management Requirements

Requirement ID	Requirement	Description
GPR1	API Lifecycle Management	The solution Manage API design, versioning, publishing, and retirement.
GPR2	Policy Enforcement	The solution must be able to create and enforce policies for rate limits, quotas, IP whitelisting, etc.
GPR3	Monitoring and Logging	The solution must be able to do real-time logging, API usage monitoring, and detailed audit trails.
GPR4	Analytics and Insights	The solution must provide API performance metrics and usage analytic
GPR5	Access Management	The solution must support SSO (with e.g SSO or AzureAD/EntraID) for accessing management interfaces.
GPR6	Role Based Access	The solution must allow creation of customizable roles/groups with access rights to objects.
GPR7	Two Factor Authentication	The solution must support two-factor authentication for the exposed web interface (e.g., administration interface).
GPR8	Multiple Connectivity Patterns	The solution must be able to manage multiple connectivity patterns (micro Gateway, Ingress, Mesh).
GPR9	Service Exchange	The solution must be able to address the need to manage exchanges between services.
GPR10	API Discovery	The solution must be able to automatically discover APIs.
GPR11	Multiple Environments Management	The solution must be able to manage multiple environments within the same management plane with strong isolation of configurations and Data Planes.
GPR12	Isolation Configurations	The solution must be able to allow isolating configurations by brands and deploying them on shared Data Planes
GPR13	SOCS Certified	The solution must be SOC2 Type 2 certified for On-Premise
GPR14	GDPR Certified	The solution must ensure GDPR (General Data Protection Regulation) compliance.
GPR15	CyberVadis Assessment	The solution must be able to undergone a CyberVadis assessment.

Requirement ID	Requirement	Description
GPR16	Security Certifications	The solution must have security certifications available for the product.
GPR17	Secure Audit Trail	The product must include a secure audit trail to record modifications made, by whom, and when, for production systems.
GPR18	SIEM Tools Integration	The solution must be able to integrate with SIEM-type tools.
GPR19	Role Base Access for Different teams	The solution must be able to manage role-based access controls to ensure different API team members can efficiently perform their tasks without affecting other teams.
GPR20	API Documentation	The solution must provide clear, versioned, publicly accessible online documentation.
GPR21	API Compliance	The solution must provide a way to validate and ensure all exposed APIs comply with rules and policies.
GPR22	API LifeCycle	The solution must be able to manage the complete lifecycle of APIs.

3.5 Use Cases

The API Gateway must support the following use cases

3.5.1 Internal API management

- a) Manage API's used by Internal services. Applications and Microservice.
- b) Centralized policy enforcement and monitoring

3.5.2 External API exposure

- a) Securely expose APIs to external clients, partners, and third parties.
- b) Implement rate limiting, quotas, and access policies.

3.5.3 API Monetization

- a) Support for subscription plans and metering for API usage.

3.5.4 Legacy API Modernization

- a) Act as a facade for legacy SOAP or XML APIs, enabling smooth transitions to RESTful APIs.

3.5.5 DevOps Integration

- a) Automation for API deployment, testing, and versioning.

3.5.6 Traffic Manager

- a) Intelligent routing, load balancing, and failover support.

3.6 Support and Maintenance

Support and Maintenance agreement must include the following:

- a) 24 x 7 support
- b) 1 hour SLA for Severity 1 calls

- c) Access to support team for assistance

4 Planning Assumptions

The Electoral Commission has made the following assumptions:

- 4.1** The Electoral Commission will provide technical resources for all Electoral Commission'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 hardware, 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 facilitate speedy deployment and resolution of problems without compromising management controls and security;
- 4.5** Bidder to provide applicable change management processes;
- 4.6** The recommended service provider shall provide all relevant details needed to ensure successful operations capability within the organization.

5 General Bid Conditions

The following standard bid 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** To demonstrate compliance with the technical requirements of the auction, the bidder must complete and submit Appendix-A – Technical Response Sheet. Failure to complete and submit Appendix A shall invalidate a bid.
- 5.3** The bidder must be authorized to sell the product supplied
- 5.4** An OEM letter of proof of the reseller agreement/authorization must accompany the written documentation for this bid.
- 5.5** 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.

- 5.6** The bidder is required to provide proof of available local (South African) support for the proposed software; in the form of a letter, to be included in proposal.
- 5.7** The Electoral Commission will issue a formal purchase order to the successful bidder before any services can be delivered.
- 5.8** 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.
- 5.9** Awarding of the auction to any successful bidder shall be subject to the Electoral Commission's due diligence audit requirements, where applicable.
- 5.10** 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.
- 5.11** The bidder must provide at least three (3) relevant contactable references of past services of a similar nature that the bidder provided or was involved in. Reference details must include the following: customer name, contact person, contact details (telephone, email, physical address) and service description and value of services offered, per contract (Appendix C is given as guideline).

Some guideline definitions:

- a) Similar services in the past; to include bid price, personnel resources utilized and the duration of the contract.
 - b) Similar services are those services, which include supply of similar services as per the technical requirements stated in section 3 above.
- 5.12** Bidder must have at least three-year's experience in providing the services required. The bidder must include a company profile indicating the level of experience.
 - 5.13** Bidder must include a statement of service, describing the service and support that is covered under the 3 years' support and maintenance contract including the roles of the bidder and the Original Equipment Manufacturer (OEM).
 - 5.14** Bidder must include an example SLA that shows the different categories of support including the required support level as in 3.6.

6 Quality Control

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

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

In addition, the Electoral Commission may also call on bidders to make further submissions and/or presentations in order for the Electoral Commission to ensure full compliance with all its requirements and as part of the bid evaluation process prior to the conclusion of the adjudication of the auction.

7 Pricing Requirements

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

- 7.1** Total bid price must be submitted online on the eProcurement (Votaquotes) portal;
- 7.2** Total Bid price (Section 15: [Appendix B and B1: Pricing Schedules](#)) must be submitted as part of the bid;
- 7.3** *Bidders should work on the following assumptions, as this will be a transaction base contract:*
 - 7.3.1** 100 Web Service Points
 - 7.3.2** 20 Million Transactions during Year 1
 - 7.3.3** 120 Million Transactions during Year 2
 - 7.3.4** 20 Million Transactions during Year 3
- 7.4** The total bid price must be inclusive of all costs including:
 - a) Software costs.
 - b) Configuration and/or customization services costs including the setting up of Control and Data Planes.
 - c) Configuration and/or customization of the solution in the Dev, Test, Pilot, Production and Disaster Recovery (DR) environments.
 - d) Production and DR will configured behind a load balancer in a highly available fashion.
 - e) Transaction costs over the contract period (3 years);
 - f) Any other support and maintenance costs over the 3 years for 24x7 support with 1 hour SLA for severity 1 calls and access to support team
 - g) Delivery costs to the Electoral Commission's National Office in Centurion, Gauteng, South Africa.
- 7.5** Bid prices must be VAT inclusive and must be firm for a period of 180 days. The firm price shall apply for the duration of the contract, whereby the price for year 1 will be without

fluctuations whilst the price payable in years 2 and 3 will be based on the firm price, subject to exchange rate fluctuation as set out in paragraph 7.5 above;

- 7.6** In the event that the price has FOREX dependencies, the bidder must state the portion of the price that has FOREX dependency and state the exchange rate that the price is based on at the time of bidding. Where applicable, FOREX based up or down adjustments will be allowed in Years 2 and 3 to account for exchange rate impact on the Rand. The original bid price will apply as stated in paragraph b) above, subject to the exchange rate which shall be based on the specified Bank Selling Rate at the time of making payment on the purchase orders issued for years 2 and 3.

8 Award of Contract

- 8.1** The adjudication process may include short-listing, presentation and demonstration of the products by short-listed potential service providers;
- 8.2** The official purchase order will be issued to a bidder whose bid complies with this bid specifications;
- 8.3** It should be noted that the Electoral Commission seeks to gain the best product technically and financially.

9 Delivery and Implementation Timeframe

- 9.1** The successful service provider will be required to complete delivery within 3 months from receipt of an official purchase order for these services.

10 Technical Enquiries

- 10.1** Enquiries pertaining to the specifications can be directed to Libisi Maphanga at email maphangal@elections.org.za or Bridget Ndlovu at Ndlovub@elections.org.za

11 Briefing Session

- 11.1** There will be no briefing for this requirement

12 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 0010548536

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.

12.1 Summary of Submission Requirements

12.1.1 All bids must be submitted online on eProcurement (Votaquotes) portal;

12.1.2 All written supporting documentation must be submitted as stipulated on the bid requirement;

12.1.3 Submissions received after the closing date and time will lead to bids being disqualified and not considered;

12.1.4 The following supporting documents must be submitted as part of the written submissions. Failure to submit these will lead to the bid being disqualified:

- a) Completed technical specifications in accordance with the requirements in **Section 14: Appendix A: Technical Bid Response Sheet** to demonstrate compliance with the bid specification as per 5.2;
- b) Three (3) relevant contactable references as per 5.11;
- c) Completed pricing schedules in **Section 15: Appendix B1 and Appendix B2 as per 7.2**
- d) Proof of experience in the form of a comprehensive profile as per 5.12;
- e) A letter of proof of the reseller agreement either from the OEM or from an authorized distributor; (i.e. if the reseller is authorized by a distributor). If the reseller agreement is from a distributor, then proof from the OEM authorizing the distributor needs to be included as per 5.3, 5.4 and 5.5;

13 Closing Date

The closing date and time of this tender 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 that supporting documentation must be delivered **before the closing date and time**.

14 Appendix A – Technical Bid Response Sheet

Appendix A – Technical Bid Response Sheet Completion of this technical response sheet by the bidder is compulsory. Bidder must comply each and every item of the requirements. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
1.	3.4.1 General Requirements					
		GR1	Does the solution support cloud, hybrid, and on-premises deployments?			
		GR2	Does the solution handle high traffic loads with failover and redundancy?			
		GR3	Does the solution seamlessly integrate with CI/CD pipelines, version control tools, etc.?			
		GR4	Does the solution support REST, gRPC, GraphQL, and SOAP APIs Standards?			
		GR5	Does the solution support Asynchronous API's?			
		GR6	Does the solution provide load balancing to application backend with active and passive health check capabilities?			
		GR7	Does the platform protect against XML or JSON attack?			
		GR8	Does the solution support mTLS (mutual TLS) authentication?			
		GR9	Does the solution protect against sophisticated bot and malicious client attacks?			
		GR10	Does the solution meet the requirements of OWASP (Open Web Application Security Project) Top 10?			

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		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
		GR11	Does the solution support OpenID Connect for delegating authentication and authorization to external identity providers like SSO and Active Directory AzureAD/EntraID?			
		GR12	Does the solution support mechanisms to ensure API security (e.g., tokens, encryption, and policy systems)?			
		GR13	Does the solution support Cross-Origin Resource Sharing (CORS)?			
		GR14	Does the solution support extensible (e.g., development of custom policies)?			
		GR15	Does the solution support different programming languages for development?			
		GR16	Does the solution list policies in a catalogue?			
		GR17	Does the solution support REST requests and responses against Swagger and OAS (Open API Specification) specifications?			
		GR18	Does the solution validate SOAP/XML requests and responses against WSDL/XSD/XLT specifications?			
		GR19	Does the solution allow access to gRPC (open-source Remote Procedure Call) services through HTTP REST traffic?			
		GR20	Does the solution validate requests with Regular Expressions?			
		GR21	Does the solution support GraphQL proxying both caching and rate limiting?			
		GR22	Does the solution allow transforming/modifying REST requests and responses (header, URI parameter, and body by adding/modifying/removing)?			

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		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
		GR23	Does the solution interface with Large Language Models (LLMs) of generative AI Cloud, Self-hosted and On-Premise?			
		GR24	Does the solution control the prompt of generative AI: firewall (allow/deny keywords), decoration (prompt standardization), playbook of prompt templates (prompt industrialization)?			
		GR25	Does the solution control the usage of generative AI tokens and associated billing?			
2.	3.4.2 Architecture Requirements					
		AR1	Does the solution support hybrid deployments (separation of Management Plane and Data Plane)?			
		AR2	Does the solution allow agnostic deployment, not tied to a specific cloud provider (AWS, Azure, GCP ...), and can be deployed on all types of environments (Cloud, Self-hosted, on-premises)?			
		AR3	Does the solution offer Management Plane as a Service (SaaS) and self-managed Data Planes?			
		AR4	Does the SaaS Management Plane work across multiple cloud providers?			
		AR5	Does the Gateway, policies, and configurations consistent across both SaaS and self-managed Data Plane deployments?			

Appendix A – Technical Bid Response Sheet

**Completion of this technical response sheet by the bidder is compulsory. Bidder must comply each and every item of the requirements.
Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
		AR6	Does the solution establish communication between the Management Plane and Data Plane and be initiated by the Data Planes?			
		AR7	Does the solution allow management of an unlimited number of isolated environments and Data Planes?			
		AR8	Does the connection between Consumer and Data Plane and Backend exist via a Proxy?			
		AR9	Does the solution support encryption of data in transit and at rest?			
		AR10	Does the solution allow the use of custom Certificate Authorities and certificates for communication between SaaS Management Plane and Data Planes?			
		AR11	Does the Data Planes have dependencies (specific modules outside the Management Plane such as Bridge, Cache system, Database, etc.)?			
		AR12	Does the unavailability of the Management Plane impact Data Planes?			
		AR13	Does the Data Plane deployment happen on both Linux VMs and Kubernetes without distinction?			
		AR14	Does the Data Plane restart or scale without access to the Control Plane?			

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		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
		AR15	Does the Data Plane deployment happen on private Data Centers and Public Clouds on VMs as well as Kubernetes?			
		AR16	Does the solution ensure high availability?			
		AR17	Does the solution ensure horizontal and vertical scalability?			
		AR18	Does the solution ensure service continuity?			
		AR19	Does the solution support updates and patches without downtime (zero downtime)?			
		AR20	Does the solution guarantee low latency?			
		AR21	Does the deployment of the solution support automation?			
3.	3.4.3 Developer Portal					
		DPR1	Does the solution provide a developer portal to expose APIs?			
		DPR2	Does the solution allow grouping APIs into Products?			
		DPR3	Does the solution manage API versions and publications?			

Appendix A – Technical Bid Response Sheet

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

		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
		DPR4	Can the appearance of the developer portal be customized?			
		DPR5	Can the developer portal be hosted on SaaS or On-Premise?			
		DPR6	Can the developer portal be built on modern technologies/languages and easily modifiable by a front-end developer?			
		DPR7	Does the solution allow managing content exposure based on developer groups?			
		DPR8	Does the developer portal support SSO to delegate developer authentication?			
		DPR9	Does the solution offer an access validation workflow for the developer portal?			
		DPR10	Does the developer portal manage API keys for consuming APIs?			
		DPR11	Does the solution provide developers with reports or dashboards to visualize their consumption and usage of APIs by application?			
		DPR12	Does the solution support Swagger and OAS v3.x specifications?			
4.						

Appendix A – Technical Bid Response Sheet

**Completion of this technical response sheet by the bidder is compulsory. Bidder must comply each and every item of the requirements.
Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
	3.4.4 Observability Requirements	OR1	Does the solution provide standard reports for monitoring Data Planes, API traffic, Performance, and Errors?			
		OR2	Does the solution allow visualization of all requests, with filtering capabilities to facilitate traffic and error analysis?			
		OR3	Does the solution offers out-of-the-box integrations with APM solutions like ManageEngine?			
		OR4	Does the solution create reports or dashboards with metric selection, filtering, and multiple condition capabilities?			
		OR5	Does the solution offer out-of-the-box integrations with log analysis solutions like FortiSIEM?			
		OR6	Does the solution offer out-of-the-box integrations with traceability solutions and standards like Zipkin, Jaeger, or OpenTelemetry?			
		OR7	Does the solution provide standard capabilities for anonymizing or tokenizing sensitive data in logs?			
		OR8	Does the solution standardly expose API traffic metrics like in Prometheus format?			

Appendix A – Technical Bid Response Sheet

**Completion of this technical response sheet by the bidder is compulsory. Bidder must comply each and every item of the requirements.
Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
		OR9	Does the solution provide observability of generative AI with prompt logging (request and response) for traceability and compliance (company policy, GDPR)?			
		OR10	Does the solution allow monitoring of token consumption by LLM providers, by models?			
5.	3.4.5 Security Requirements					
		SR1	Does the solution support OAuth 2.0, OIDC, JWT, API keys, and integration with IAM?			
		SR2	Does the solution support Granular rate limiting policies for users, IPs, and clients?			
		SR3	Does the solution support Built-in mechanisms to prevent and mitigate DDoS attacks?			
		SR4	Does the solution support TLS 1.2+ for secure communication, encryption at rest for sensitive data?			
6.						

Appendix A – Technical Bid Response Sheet

**Completion of this technical response sheet by the bidder is compulsory. Bidder must comply each and every item of the requirements.
Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
	3.4.6 Governance and Policy Management Requirements	GPR1	Does the solution Manage API design, versioning, publishing, and retirement?			
		GPR2	Does the solution create and enforce policies for rate limits, quotas, IP whitelisting, etc.?			
		GPR3	Does the solution do real-time logging, API usage monitoring, and detailed audit trails?			
		GPR4	Does the solution provide API performance metrics and usage analytic?			
		GPR5	Does the solution support SSO (with e.g SSO or AzureAD/EntraID) for accessing management interfaces?			
		GPR6	Does the solution allow creation of customizable roles/groups with access rights to objects?			
		GPR7	Does the solution support two-factor authentication for the exposed web interface (e.g., administration interface)?			
		GPR8	Does the solution manage multiple connectivity patterns (micro Gateway, Ingress, Mesh)?			
		GPR9	Does the solution address the need to manage exchanges between services?			

Appendix A – Technical Bid Response Sheet

**Completion of this technical response sheet by the bidder is compulsory. Bidder must comply each and every item of the requirements.
Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
		GPR10	Does the solution automatically discover APIs?			
		GPR11	Does the solution manage multiple environments within the same management plane with strong isolation of configurations and Data Planes?			
		GPR12	Does the solution allow isolating configurations by brands and deploying them on shared Data Planes?			
		GPR13	Is the solution SOC2 Type 2 certified for On-Premise?			
		GPR14	Does the solution ensure GDPR (General Data Protection Regulation) compliance?			
		GPR15	Can the solution undergone a CyberVadis assessment?			
		GPR16	Does the solution have security certifications available for the product?			
		GPR17	Does the product include a secure audit trail to record modifications made, by whom, and when, for production systems?			
		GPR18	Does the solution integrate with SIEM-type tools?			

Appendix A – Technical Bid Response Sheet

**Completion of this technical response sheet by the bidder is compulsory. Bidder must comply each and every item of the requirements.
Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
		GPR19	Does the solution manage role-based access controls to ensure different API team members can efficiently perform their tasks without affecting other teams?			
		GPR20	Does the solution provide clear, versioned, publicly accessible online documentation?			
		GPR21	Does the solution provide a way to validate and ensure all exposed APIs comply with rules and policies?			
		GPR22	Does the solution manage the complete lifecycle of APIs?			

15 Appendix B: Pricing Schedule

Appendix B1 – Pricing Schedule Completion of the Appendix B1 – Pricing Schedule by the bidder is compulsory. Failure to complete and submit this pricing sheet as part of the bid submission shall lead to disqualification.						
No.	[A] Description of Primary Services	[B] Period	[C] QTY	[D] Unit Cost	[E] Once off Installation and Customization Costs including VAT	[F] Total Costs including VAT
1.	100 Web Service Points including Control and Data Planes in the Dev, Test, Pilot, Production and DR Environments. Production and DR will configured behind a load balancer in a highly available fashion.	12 Months	100 Web Service Points	R	R	R
	20 Million Transactions in Year 1		20 Million Transactions	R		
2.	100 Web Service Points including Control and Data Planes in the Dev, Test, Pilot, Production and DR Environments. Production and DR will configured behind		100 Web Service Points	R		

	a load balancer in a highly available fashion	12 months				R
	120 Million Transactions in Year 2		120 Million Transactions	R		
3.	100 Web Service Points including Control and Data Planes in the Dev, Test, Pilot, Production and DR Environments. Production and DR will configured behind a load balancer in a highly available fashion.	12 months	100 Web Service Points	R		R
	20 Million Transactions in Year 3		20 Million Transactions	R		
4.		36 months				R
					Total: R.....	Total: R.....
*TOTAL BID PRICE: [C * D + E]. For 3 years VAT Inclusive					R.....	

*The total bid price is the bid price that must be included as part of the bid submission. No any other additional costs will be accepted for bid evaluation and adjudication purposes.

Appendix B2 – Annual Breakdown Pricing Schedule

**Completion of the Annexure B2 – Annual Breakdown Pricing Schedule by the bidder is compulsory.
The Annual Breakdown will go into the Service Level Agreement (SLA) and will determine the payment schedule
Failure to complete and submit this pricing sheet as part of the bid submission shall lead to disqualification.**

No.		Description of Primary Services	Total Cost including VAT
1.	Year 1	<p>a) 100 Web Service Points including Control and Data Planes in the Dev, Test, Pilot, Production and DR Environments. Production and DR will be configured behind a load balancer in a highly available fashion.</p> <p>20 Million Transactions in Year 1</p> <p>b) Implementation Costs</p>	R.....
2.	Year 2	<p>a) 100 Web Service Points including Control and Data Planes in the Dev, Test, Pilot, Production and DR Environments. Production and DR will be configured behind a load balancer in a highly available fashion.</p> <p>120 Million Transactions in Year 2</p> <p>b) Annual Support and Maintenance</p>	R.....
3.	Year 3	<p>a) 100 Web Service Points including Control and Data Planes in the Dev, Test, Pilot, Production and DR Environments. Production and DR will be configured behind a load balancer in a highly available fashion.</p> <p>20 Million Transactions in Year 3</p> <p>b) Annual Support and Maintenance</p>	R.....
Total VAT Inclusive:			R.....

16 Appendix C: Guideline Reference Table

16.1 Reference #1

<u>Annexure C – Guideline Reference Table</u>		
<u>Bidder must provide 3 Reference as per Section 5</u>		
EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST		
Customer name		
Contact Person		
Contact Details	eMail	
	Telephone	
	Physical address	
Service Description	Product Delivered	
	Estimated Number of API calls per year	
Services Provided	Was this service provided in the last 36 months? (Y/N)	

16.2 Reference #2

<u>Annexure C – Guideline Reference Table</u> <u>Bidder must provide 3 Reference as per Section 5</u>		
EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST		
Customer name		
Contact Person		
Contact Details	eMail	
	Telephone	
	Physical address	
Service Description	Product Delivered	
	Estimated Number of API calls per year	
Services Provided	Was this service provided in the last 36 months? (Y/N)	

16.3 Reference #3

<u>Annexure C – Guideline Reference Table</u> <u>Bidder must provide 3 Reference as per Section 5</u>		
EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS AT THE LEAST		
Customer name		
Contact Person		
Contact Details	eMail	
	Telephone	
	Physical address	
Service Description	Product Delivered	
	Estimated Number of API calls per year	
Services Provided	Was this service provided in the last 36 months? (Y/N)	

17 Appendix D – Bid Evaluation Criteria

Bidders are advised to refer to Appendix E to ensure that they have addressed all critical bid requirements which will be used for assess the bids. Bidders are NOT expected to complete and submit this section.

17.1 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.

17.1.1 As such, the Bidders Disclosure form, issued as Standard Bidding Document (SBD) 4, is attached herewith for all entities who participate in the bid process.

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

17.1.3 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 CEO 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.

- 17.1.4** 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.
- 17.1.5** The Electoral Commission's CEO must inform National Treasury of any action taken against a person within 30 days of implementing the action.
- 17.1.6** 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.
- 17.1.7** A bid related to a restricted bidder or tender defaulter shall be rejected.
- 17.1.8** 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
1.	Bidder is registered on the National Treasury Central Supplier Database (CSD). *		
2.	Bidder is tax compliant. **		
3.	The bidder is not an employee of the state.		
4.	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.		
5.	Having certified to the SBD4, it is accepted that the bidder's conduct does not constitute a transgression of the Competition Act.		
6.	The bidder is not a tender defaulter as per the register published on the National Treasury website.		
7.	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.

17.2 Stage 2 – Key Qualifying 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 submitted bid online as per 5.1?			
2.	Bidder completed and submitted detailed Technical Bid Response Sheet as per Appendix A as per 5.2?			
3.	Bidder completed and submitted pricing schedules as per Section 15: Appendix B1 and B2 as per 7.2?			
4.	Bidder submitted 3 relevant contactable reference letters as per 5.11			
5.	Bidder submitted 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 to be included. As per 5.3, 5.4 and 5.5			
Overall Stage 2 Outcomes:		<u>Assessment Comments:</u>		
		Bid qualifies for further consideration: (YES/NO):		

17.3 Stage 3 – Technical Evaluation Criteria

Technical Evaluation						
Bidder must comply with all the items. Failure to comply with any of the requirements shall lead to disqualification						
		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Comments
				Yes	No	
1.	3.4.1 General Requirements					
		GR1	Does the solution support cloud, hybrid, and on-premises deployments?			
		GR2	Does the solution handle high traffic loads with failover and redundancy?			
		GR3	Does the solution seamlessly integrate with CI/CD pipelines, version control tools, etc.?			
		GR4	Does the solution support REST, gRPC, GraphQL, and SOAP APIs Standards?			
		GR5	Does the solution support Asynchronous API's?			
		GR6	Does the solution provide load balancing to application backend with active and passive health check capabilities?			
		GR7	Does the platform protect against XML or JSON attack?			
		GR8	Does the solution support mTLS (mutual TLS) authentication?			
		GR9	Does the solution protect against sophisticated bot and malicious client attacks?			
		GR10	Does the solution meet the requirements of OWASP (Open Web Application Security Project) Top 10?			
		GR11	Does the solution support OpenID Connect for delegating authentication and authorization to external identity providers like SSO and Active Directory AzureAD/EntraID?			

Technical Evaluation						
Bidder must comply with all the items. Failure to comply with any of the requirements shall lead to disqualification						
		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Comments
				Yes	No	
		GR12	Does the solution support mechanisms to ensure API security (e.g., tokens, encryption, and policy systems)?			
		GR13	Does the solution support Cross-Origin Resource Sharing (CORS)?			
		GR14	Does the solution support extensible (e.g., development of custom policies)?			
		GR15	Does the solution support different programming languages for development?			
		GR16	Does the solution list policies in a catalogue?			
		GR17	Does the solution support REST requests and responses against Swagger and OAS (Open API Specification) specifications?			
		GR18	Does the solution validate SOAP/XML requests and responses against WSDL/XSD/XLT specifications?			
		GR19	Does the solution allow access to gRPC (open-source Remote Procedure Call) services through HTTP REST traffic?			
		GR20	Does the solution validate requests with Regular Expressions?			
		GR21	Does the solution support GraphQL proxying both caching and rate limiting?			
		GR22	Does the solution allow transforming/modifying REST requests and responses (header, URI parameter, and body by adding/modifying/removing)?			
		GR23	Does the solution interface with Large Language Models (LLMs) of generative AI Cloud, Self-hosted and On-Premise?			

Technical Evaluation						
Bidder must comply with all the items. Failure to comply with any of the requirements shall lead to disqualification						
		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Comments
				Yes	No	
		GR24	Does the solution control the prompt of generative AI: firewall (allow/deny keywords), decoration (prompt standardization), playbook of prompt templates (prompt industrialization)?			
		GR25	Does the solution control the usage of generative AI tokens and associated billing?			
2.	3.4.2 Architecture Requirements					
		AR1	Does the solution support hybrid deployments (separation of Management Plane and Data Plane)?			
		AR2	Does the solution allow agnostic deployment, not tied to a specific cloud provider (AWS, Azure, GCP ...), and can be deployed on all types of environments (Cloud, Self-hosted, on-premises)?			
		AR3	Does the solution offer Management Plane as a Service (SaaS) and self-managed Data Planes?			
		AR4	Does the SaaS Management Plane work across multiple cloud providers?			
		AR5	Does the Gateway, policies, and configurations consistent across both SaaS and self-managed Data Plane deployments?			

Technical Evaluation						
Bidder must comply with all the items. Failure to comply with any of the requirements shall lead to disqualification						
		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Comments
				Yes	No	
		AR6	Does the solution establish communication between the Management Plane and Data Plane and be initiated by the Data Planes?			
		AR7	Does the solution allow management of an unlimited number of isolated environments and Data Planes?			
		AR8	Does the connection between Consumer and Data Plane and Backend exist via a Proxy?			
		AR9	Does the solution support encryption of data in transit and at rest?			
		AR10	Does the solution allow the use of custom Certificate Authorities and certificates for communication between SaaS Management Plane and Data Planes?			
		AR11	Does the Data Planes have dependencies (specific modules outside the Management Plane such as Bridge, Cache system, Database, etc.)?			

Technical Evaluation						
Bidder must comply with all the items. Failure to comply with any of the requirements shall lead to disqualification						
		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Comments
				Yes	No	
		AR12	Does the unavailability of the Management Plane impact Data Planes?			
		AR13	Does the Data Plane deployment happen on both Linux VMs and Kubernetes without distinction?			
		AR14	Does the Data Plane restart or scale without access to the Control Plane.			
		AR15	Does the Data Plane deployment happen on private Data Centers and Public Clouds on VMs as well as Kubernetes?			
		AR16	Does the solution ensure high availability?			
		AR17	Does the solution ensure horizontal and vertical scalability?			
		AR18	Does the solution ensure service continuity?			
		AR19	Does the solution support updates and patches without downtime (zero downtime)?			
		AR20	Does the solution guarantee low latency?			
		AR21	Does the deployment of the solution support automation?			

Technical Evaluation						
Bidder must comply with all the items. Failure to comply with any of the requirements shall lead to disqualification						
		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Comments
				Yes	No	
3.	3.4.3 Developer Portal					
		DPR1	Does the solution provide a developer portal to expose APIs?			
		DPR2	Does the solution allow grouping APIs into Products?			
		DPR3	Does the solution manage API versions and publications?			
		DPR4	Can the appearance of the developer portal be customized?			
		DPR5	Can the developer portal be hosted on SaaS or On-Premise?			
		DPR6	Can the developer portal be built on modern technologies/languages and easily modifiable by a front-end developer?			
		DPR7	Does the solution allow managing content exposure based on developer groups?			
		DPR8	Does the developer portal support SSO to delegate developer authentication?			
		DPR9	Does the solution offer an access validation workflow for the developer portal?			
		DPR10	Does the developer portal manage API keys for consuming APIs?			

Technical Evaluation						
Bidder must comply with all the items. Failure to comply with any of the requirements shall lead to disqualification						
		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Comments
				Yes	No	
		DPR11	Does the solution provide developers with reports or dashboards to visualize their consumption and usage of APIs by application?			
		DPR12	Does the solution support Swagger and OAS v3.x specifications?			
4.	3.4.4 Observability Requirements					
		OR1	Does the solution provide standard reports for monitoring Data Planes, API traffic, Performance, and Errors?			
		OR2	Does the solution allow visualization of all requests, with filtering capabilities to facilitate traffic and error analysis?			
		OR3	Does the solution offers out-of-the-box integrations with APM solutions like ManageEngine?			
		OR4	Does the solution create reports or dashboards with metric selection, filtering, and multiple condition capabilities?			
		OR5	Does the solution offer out-of-the-box integrations with log analysis solutions like FortiSIEM?			
		OR6	Does the solution offer out-of-the-box integrations with traceability solutions and standards like Zipkin, Jaeger, or OpenTelemetry?			
		OR7	Does the solution provide standard capabilities for anonymizing or tokenizing sensitive data in logs?			
		OR8	Does the solution standardly expose API traffic metrics like in Prometheus format?			
		OR9	Does the solution provide observability of generative AI with prompt logging (request and			

Technical Evaluation						
Bidder must comply with all the items. Failure to comply with any of the requirements shall lead to disqualification						
		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Comments
				Yes	No	
			response) for traceability and compliance (company policy, GDPR)?			
		OR10	Does the solution allow monitoring of token consumption by LLM providers, by models?			
5.	3.4.5 Security Requirements					
		SR1	Does the solution support OAuth 2.0, OIDC, JWT, API keys, and integration with IAM?			
		SR2	Does the solution support Granular rate limiting policies for users, IPs, and clients?			
		SR3	Does the solution support Built-in mechanisms to prevent and mitigate DDoS attacks?			
		SR4	Does the solution support TLS 1.2+ for secure communication, encryption at rest for sensitive data?			
6.	3.4.6 Governance and Policy Management Requirements					
		GPR1	Does the solution Manage API design, versioning, publishing, and retirement?			
		GPR2	Does the solution create and enforce policies for rate limits, quotas, IP whitelisting, etc.?			
		GPR3	Does the solution do real-time logging, API usage monitoring, and detailed audit trails?			
		GPR4	Does the solution provide API performance metrics and usage analytic?			
		GPR5	Does the solution support SSO (with e.g SSO or AzureAD/EntraID) for accessing management interfaces?			
		GPR6	Does the solution allow creation of customizable roles/groups with access rights to objects?			
		GPR7	Does the solution support two-factor authentication for the exposed web interface (e.g., administration interface)?			
		GPR8	Does the solution manage multiple connectivity patterns (micro Gateway, Ingress, Mesh)?			

Technical Evaluation						
Bidder must comply with all the items. Failure to comply with any of the requirements shall lead to disqualification						
		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Comments
				Yes	No	
		GPR9	Does the solution address the need to manage exchanges between services?			
		GPR10	Does the solution automatically discover APIs?			
		GPR11	Does the solution manage multiple environments within the same management plane with strong isolation of configurations and Data Planes?			
		GPR12	Does the solution allow isolating configurations by brands and deploying them on shared Data Planes?			
		GPR13	Is the solution SOC2 Type 2 certified for On-Premise?			
		GPR14	Does the solution ensure GDPR (General Data Protection Regulation) compliance?			
		GPR15	Can the solution undergone a CyberVadis assessment?			
		GPR16	Does the solution have security certifications available for the product?			
		GPR17	Does the product include a secure audit trail to record modifications made, by whom, and when, for production systems?			
		GPR18	Does the solution integrate with SIEM-type tools?			
		GPR19	Does the solution manage role-based access controls to ensure different API team members can efficiently perform their tasks without affecting other teams?			
		GPR20	Does the solution provide clear, versioned, publicly accessible online documentation?			
		GPR21	Does the solution provide a way to validate and ensure all exposed APIs comply with rules and policies?			
		GPR22	Does the solution manage the complete lifecycle of APIs?			

Technical Evaluation						
Bidder must comply with all the items. Failure to comply with any of the requirements shall lead to disqualification						
		Reference	Compliance Minimum Requirements	Bidder must indicate whichever is applicable		Comments
				Yes	No	
			<u>Assessment Comments:</u>			

17.4 Stage 4 – Technical Scoring

Stage 4 – Technical Scoring					
To qualify to the next phase of adjudication a bidder must score a minimum of 75% (30/40)					
	Product Description	Available Score	Points Allocation	Actual Score	Comments
1	Relevant References	24	<p>References:</p> <ul style="list-style-type: none"> a) Customer name = 1 point b) Contact Person = 1 point c) Email = 0.5 point d) Telephone = 0.5 point e) Physical Address – 0.5 point f) Product – 2 point g) Estimated Number of API calls per year = 2 point h) Service in last 36 months = 0.5 point <p>Total for references = maximum 8 points per reference (minimum 3 references required).</p>		
2	Relevant Experience	2	<p>Relevant Experience in similar nature:</p> <ul style="list-style-type: none"> a) => 3 years = 2 points b) < 3years = 0 points 		
3	Use Cases	8	<p>The solution supports the following use cases at a minimum:</p> <ul style="list-style-type: none"> a) Internal API Management (2 points) b) External API exposure including rate limiting (2 points) c) Legacy API Modernization (2 points) d) Traffic Management – intelligent routing, load balancing and failover support (2 points) 		
4	SLA	6	<p>The bidder included an SLA example / service offering package / Statement of service that supports the following:</p> <ul style="list-style-type: none"> a) 27 x 7 support (2 points) b) 1 hour SLA for Severity 1 calls (2 points) 		

Stage 4 – Technical Scoring					
To qualify to the next phase of adjudication a bidder must score a minimum of 75% (30/40)					
	Product Description	Available Score	Points Allocation	Actual Score	Comments
			c) Access to the support team for assistance (2 points)		
TOTAL POINTS:		40			
Overall Stage 4 Outcomes:		<u>Assessment Comments:</u>			

17.5 Stage 5: Adjudication of Bids

Bids will be adjudicated as set out below.

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

Failure to submit the required supporting documents for preference claims will lead to zero (0) points for the claim.

Bid Evaluation Committee Member	Sign Off	
	Signature	Date