

Q&A's for RFQ Number: RFQ/IT/2021/164

1. Please define the no of Internal user (Named Users) **150 internal users will need access to licence but for signing purposes only it must be unlimited including external users**. Named User are those who work with SABC and need access to the portal with their login credential either for initiation of the document and/or for signing. Please note- external users are not considered as user of the application. You would receive an email to access and sign the document. Kindly confirm.
2. Proposed solution to be on-premises or cloud(SAAS Model)? **Cloud solution will be recommended, be integrated with Microsoft Azure, 0365 and SAP**
3. If on-premises, whether High Availability(HA) of the solution is required? **Refer to point 2**
4. If on-premises, whether DR setup is required? **Refer to point 2**
5. Please provide a volumetric figure of no of documents signed per month/year. **It will be difficult to tell**
6. What certificate types are they looking at? Do SABC want an Advance electronic signature as per the ECT Act or Standard Electronic Signature? **Please check our specification of the tender, as long as it is secured, can sign one page and the capability can sign multiple pages at once, all document signed be stored on the central point and be retrievable as and when required**
7. Is the SABC looking for a Model based on Users or transactions? If users, please advise on the number of Users per annum, **150 internal users** if transactions, please advise on the number of transactions per annum. **It will be difficult to tell**
8. Does the SABC require Class 4 certificates for key staff? If so how many will be required? **Please kindly explain or provide details of Class 4 certificates for key staff**
9. Please advise if the SABC wants the system to be Hosted by the Service provided as SaaS or will the SABC provide the hosting environment? **Cloud solution will be recommended, be integrated with Microsoft Azure, 0365 and SAP**
10. Integration into the SAP/ERP System, please advise if all the integration is to be done by the service provider or will the SABC Support staff do the Integration? **By service provider to perform integration with SABC staff guidance**
11. Please could you advise if the SABC is looking for a Model based on Users or transactions?
Model based on user licence
 1. If users, please advise on the number of Users per annum? **150 to 300**
 2. If transactions, please advise on the number of transactions per annum? **It will be difficult to tell**
12. Does the SABC require Class 4 certificates for key staff? **Please refer to point 8**
 1. If yes, how many will be required?
13. At what level of assurance do you want these signatures
<https://ec.europa.eu/cefdigital/wiki/display/ESIGKB/What+are+the+levels%2C+simple%2C+advanced+and+qualified+of+electronic+signatures>). I understand South Africa has a class based level of assurance system (class 1-4). However, this does not compare very well with the global industry standards. An Advanced electronic signature would be class 3.5, a Qualified electronic signature would be class 4.
14. From the Technical Scope document:
 1. "Flexibility of converting end user initials/ signatures onto every page of the contract (remotely and securely attached to access control and personnel numbers) **Yes this one of the SABC critical requirements to speed up the process**

2. Facility for multiple workflows for the different levels of approvers aligned to the DAF requirements. Please provide documentation on DAF requirements. **This information cannot be shared at this stage, DAF stand for Delegation of Authority Framework**
3. Capture the description or objective of the submission. Please elaborate. **This defines the description/ the purpose of the submission**
15. Is the SABC looking to renew their OpenText Signature solution subscription for a 3-year term, or is the SABC looking for a new/alternative signature solution? **New alternative solution, Open Text has limitations, cannot sign templates and multiple pages at once**
16. Could you please assist me in clarifying the quantity of transactions required by SABC for the 3 years period? **It will be difficult to tell**
17. For information purposes, a transaction is similar to an envelope whereby several documents are included in an envelope and routed for signing into an approval process. **Yes**