RFP Number: T48/08/26
Description: APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, IMPLEMENTATION, SUPPORT AND MAINTENANCE OF AN ELECTRONIC SIGNATURE AND PDF SOLUTION

Question and Answers Version 1

No.	Question	Type	Answer
1	**Given the timeframe constraints, would IDC consider extending the closing date for a week?**	Admin	**The IDC confirms that the closing date is now extended to 11 September 2026**
2	Is the PDF editing solution required to be integrated to the digital signature solution or will be implemented separately?	Technical	No, the PDF editing solution is not required to integrate with the digital signature solution and may be implemented separately.
3	In your tender document for T48/08/26 you are requesting for two products, being an Electronic Signing Solution as well as a PDF solution.	Technical	The proposed solution may consist of either two standalone products or a single integrated solution that provides both eSignature and PDF editing capabilities. IDC has no preference as to whether the functionality is delivered through one solution or two separate solutions, provided that the proposed solution meets all specified functional requirements.
4	Can you please provide clarity on the PDF solution, I.e. would you want us to price you on a PDF solution where we only provide electronic signing solutions?	Technical	The price for the bid must include the pricing for the eSignature solution as well as the PDF Editing solution
5	Would the IDC consider that bidders present and quote on the signing solution only so that you engage with the pdf OEM individually?	Technical	The bidder may subcontract with a PDF Editing software solution provider if they only supply an eSignature solution.
6	As currently worded in the tender, the requirement may unintentionally exclude otherwise fully compliant, secure, and legally admissible solutions that demonstrate and meet the IDC's stated objectives while using a standard and widely accepted CA-integration model. We therefore ask whether the IDC would consider clarifying this requirement to allow solutions that: •utilise PKI-based digital signatures, and •are integrated with and where applicable, rely upon an SAAA-accredited CA for all trust-critical functions, provided that equivalent levels of security, compliance, auditability, and legal enforceability are demonstrated?	Technical	IDC would also consider solutions where equivalent levels of security, compliance, auditability and legal enforceability can be demonstrated equally to those listed in the tender.
7	Bidding Structure and OEM Accreditation We propose a combined solution each supplied under its respective OEM accreditation, within a single bidding structure (e.g. a Prime Contractor/Subcontractor or Joint Venture arrangement). Can IDC confirm that separate OEM accreditation letters for each solution component be accepted, provided each is issued in accordance with the stated requirements?	Technical	We can confirm that separate OEM accreditation letters for each solution component - one from each will be accepted
8	Integration Requirement Section 2, clause 3 states that "an integrated solution is assumed" where the Digital Signature and PDF Editing solutions are proposed together. Could IDC clarify the minimum expected level of integration - e.g. is single sign-on / shared authentication sufficient, or is a deeper technical/API-level integration (such as invoking digital signing directly from within the PDF editing tool) required for compliance?	Technical	Integration between the 2 systems is not a mandatory requirement, and single sign-on / shared authentication will be sufficient

9	Data Residency and Hosting Clause 3.1.2 requires the platform to be Cloud-based with "evidence of data residency options." Could IDC confirm whether data must be hosted within South Africa, or whether a solution with a demonstrable data residency option (including the ability to host in-region on request) would satisfy this requirement? While South African data residency is preferred, solutions with data hosted outside South Africa will not necessarily be adversely evaluated on this basis alone.	Technical	While South African data residency is preferred, solutions with data hosted outside South Africa will not necessarily be adversely evaluated on this basis alone.
10	Demonstration Logistics Could IDC advise whether the demonstration referred to in clauses 9.2 and 5.2.5 is expected to be conducted on IDC premises or remotely, and whether it may be presented jointly given the combined solution comprises two specialist technology partners within the same bid?	Technical	The demonstration would be conducted online only and must be presented jointly by representatives of both companies, one after the other.
11	Section 2 Sub-section 3 mentions of the bid document says: • E-signature Solution must carter for 250 users; and • PDF Editing Solutions must cater for 400 users. Other solutions do not differentiate between signing and PDF editing licenses. They offer a single license type: Under the same license, all users have access to both the E-Signature functionality and the PDF Editing tools. The RFP may contemplate: 1. 400 Users with access to PDF tools, of which 250 of those users also need access to e-signing for a total license size of 400 users. 2. 400 Users with access to PDF tools, and a competely separate group of users who need access to e-signing for a total license size of 400+250 = 650 users. 3. Then there is the possibility that not all, but only SOME of the PDF-tool users and some of the e-siging users need access to both services, in which case the total licenses will be between 400 and 650 users. The assumption is that a total of 400 user licenses where all users can use both the PDF tools and the e-signing service (Option 1 above) would be the logical interpretation of the RFP requirement. Please confirm that this is indeed the case.	Technical	Option 1 would be our preferable option – i.e. a total of 400 user licenses where all users can use both the PDF tools and the e-signing service
12	There are options for the PDF Editing Software in terms of: o Software as a Service (Annual subscription based) o Perpetual licenses	Technical	IDC would prefer the perpetual license option