



## RFB004: ELECTRONIC SIGNATURE SOLUTION

### Questions and answers

QUESTIONS	ANSWERS
<p>1. RFP Requirement: SLA with 8-hour response and next business day resolution for the entire contract period.</p> <p>Next day resolution, is this required on all priority types of calls?</p>	<p>- The priority of calls logged will be finalized on MSA/SLA</p>
<p>2. RFP Requirement: Anywhere on any device and allows to view and sign documents on the go.</p> <p>Will preview and/or download be acceptable?</p>	<p>- No</p>
<p>3. RFP Requirement: Ability to customizable electronic signature, Digital Signature, Private key, and hash encryption.</p> <p>Which signature type is required for the solution? Electronic OR Digital?</p> <p>What customisation is required based on the signature please explain in detail?</p>	<p>- Both</p> <p>- Flexibility/Capability of changing between digital &amp; electronic</p>
<p>4. RFP Requirement: The solution should offer different signature options such as typed, drawn or uploaded signatures as images.</p>	

<p>Are all types required each time a signatory elects to sign a document OR is this a once off setting?</p> <p>Are external parties expected to also select their signature preference?</p>	<ul style="list-style-type: none"> <li>- This is more of the available capability &amp; available options.</li> <li>- External - Yes</li> </ul>
<p>5. RFP Requirement: The Electronic Signature solution should be able to integrate with the systems/applications/tools already used at SAHPRA using Application Programming Interface (API).</p> <p>What systems should be integrated to, please list and identify the point at which the integration is expected?</p>	<ul style="list-style-type: none"> <li>- Offices 365 suite &amp; all regulatory specific applications</li> </ul>
<p>6. RFP Requirement: Central admin portal that allows management of users, access control, customization of the environment, company branding and settings and preferences. Allow shared mailboxes/groups to be created as user to send and receive documents.</p> <p>Will users and users' access be managed in Azure active directory, if so, why does the admin require this functionality in the tool as well?</p> <p>Please expand on the requirement to customisation the environment?</p> <p>Which branding/settings and preferences are expected to be managed by the admin?</p> <p>Please explain requirement for shared mailboxes and how the process would work?</p>	<ul style="list-style-type: none"> <li>- Central Admin portal will be used to manage users.</li> <li>- Company branding</li> <li>- Certificates, templates etc. branding.</li> <li>- Allow shared mailboxes/groups to be created as user to send and receive documents.</li> </ul>
<p>7. RFP Requirement: Ability to upload and attach supporting documents as part of the signing process or signer acknowledgment.</p> <p>What is a signer acknowledgment?</p>	<ul style="list-style-type: none"> <li>- Acknowledgement of execution that verifies and confirms before signing.</li> </ul>
<p>8. RFP Requirement: Ability to add data fields such as checkboxes, radio buttons, dropdown tags, text, date and etc. to the documents to be signed.</p> <p>Besides those listed what is expected as additional features “ and etc.....”</p>	<ul style="list-style-type: none"> <li>- Initials, &amp; ability to add features, basically not limiting solution.</li> </ul>

<p>9. RFP Requirement: Ability to create a standard template with defined recipient roles and signing and information fields.</p> <p>Have the templates been identified – who needs to sign and where the signature should be placed?</p> <p>How many templates are to be included?</p> <p>What is meant by information fields?</p>	<ul style="list-style-type: none"> <li>- Yes</li> <li>- +- 20 Templates</li> <li>- Signatory information fields</li> </ul>
<p>10. RFP Requirement: Ability to correct or make changes to a document in a signing process by the initiator instead of aborting the process.</p> <p>How is the integrity of the document enforced if a change can be inserted whilst in circulation/in progress, but a signatory has already signed?</p>	<ul style="list-style-type: none"> <li>- SAHPRA requirement is the ability to correct and make changes to a document while in a signing process by the initiator</li> </ul>
<p>11. RFP Requirement: Automatic signer fields placement.</p> <p>Please explain/ elaborate.</p>	<ul style="list-style-type: none"> <li>- Automatic signer fields placement.</li> </ul>
<p>12. RFP Requirement: Ability to route documents to multiple users in serial, parallel and mixed sequencing.</p> <p>Mixed sequencing – does this mean both serial and parallel in a single transaction? If so, what happens if a signatory rejects transaction. Can you explain the process.</p> <p>what is the Difference between 8.3 and 8.4 in how the system should behave are the processes different?</p>	<ul style="list-style-type: none"> <li>- Normal the process will stop</li> <li>- Ability to delegate document to a different user.</li> <li>- Ability to enable a user to be granted permissions to send or manage documents to be signed on another user’s behalf.</li> </ul>
<p>13. RFP Requirement: Ability to tamper proof all documents.</p> <p>Is a Class 3 certificate required on all document or will PDF security be sufficient?</p>	<ul style="list-style-type: none"> <li>- Class 2 and above</li> </ul>
<p>14. RFP Requirement: Ability to specify a custom watermark to differentiate draft documents from completed signed documents.</p>	<ul style="list-style-type: none"> <li>- Ability to custom watermark a document on final signature e.g. watermark with the word ‘confidential’</li> </ul>

<p>At which point should the watermark be removed from a completed signed document. Please explain the process</p>	
<p>15. Please could you clarify this statement under paragraph 4.2 of the detailed requirements: "The solution must provide for unlimited end-users, with a minimum of 50,000 transactions per annum".</p> <p>Is the number of transactions correctly stated as 50 000 (fifty thousand) per annum, as this means 150 000 over the 36-month period?</p>	<ul style="list-style-type: none"> <li>- 50 000 per annum, 150 000 over the 36-month period</li> </ul>
<p>16. As per section 1.1, Does SAHPRA wish to have the Cloud based installation to be done on SAHPRA's AWS or Google GCP instances? Or they want us to provide end to end managed service?</p>	<ul style="list-style-type: none"> <li>- Cloud hosting – End to End managed services</li> </ul>
<p>17. As per Section 2.1 Please can you share for SSO what is the needed supported protocol - SAML2 and OIDC? Or bespoke integration is also needed if SAHPRA apps do not have SSO client capability?</p>	<ul style="list-style-type: none"> <li>- AD linked SSO, all secure methods of authentication discussed and agreed upon.</li> </ul>
<p>18. As per Section 3.2, Do you want the user to also click a photo of their FACE while signing? This is a superior way where we can embed the face too of the person. It brings nonrepudiation using facial attributes? Please confirm.</p>	<ul style="list-style-type: none"> <li>- Section 3.2 The solution should offer different signature options such as typed, drawn or uploaded signatures as images.</li> <li>- A different signature option can be explored.</li> </ul>
<p>19. As per section 6.9, if there are 4 signers and two have signed; and initiator changes the document later then this itself will violate the integrity principle of CIA. Please can you explain with an example what exactly you wish to do with such a feature. Or you mean that recipients can be changed, or dates can be extended (as flow changes but not document changes as such).</p>	<ul style="list-style-type: none"> <li>- Ability to correct or make changes to a document in a signing process by the initiator instead of aborting the process. This means that the signing document is updated on the platform. Not having to work outside to make changes.</li> </ul>
<p>20. As per section 13.1, DPSA for issuing class 2 certificates there needs to be a basic identity check to be done. So, for 3rd party and your employees do you want our proposed system to also have provision for User Onboarding (liveness, ID document, Selfie) to ensure the person is real, alive and good to issue class 2 certificate. Pls confirm if you want this feature too? 400 employees and 100s 3rd</p>	<ul style="list-style-type: none"> <li>- Yes,</li> </ul>

<p>parties' users can be covered in self-registration and onboarding process with issuance of digital certificate.</p>																
<p>21. As part of the signature solution, will there be any documents requiring an advanced electronic signature in terms of section 37 of the ECT Act 2002? (AES/ class 4/ equivalent to a handwritten signature in a court of law)?</p>	<p>- The possibility of Class 4 will be appreciated and explored.</p>															
<p>22. Is the Mandatory 'Accreditation' requirement with reference to the ELECTRONIC COMMUNICATIONS AND TRANSACTIONS ACT, 2002?</p>	<p>- All Mandatory requirements specified on the Bid document.</p>															
<p>23. With regards to the following mentioned in the RFQ: OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF QUOTATION and the requirement surrounding Year 2 and Year 3 pricing to be fixed for the 3-year period, please advise:</p> <ul style="list-style-type: none"> <li>○ Whether SAHPRA have catered for a variance in the pricing based on fluctuations in exchange rates, ie. between the time of bid submission and award date there could be a potential increase in the licensing pricing due to the weakening of exchange rates which does not enable the Bidder to hold a fixed pricing</li> <li>○ In the same way, at year 2 and year 3 renewal, the licensing cost could vary due to changes in the exchange rates over the 12- and 24-month periods.</li> </ul> <p>The software is costed in USD which means that there will always be a variance in ZAR pricing based on the rate on which the licenses are ordered.</p> <p><small>Section B 7: Pricing Schedule</small></p> <table border="1" data-bbox="315 1075 1081 1294"> <thead> <tr> <th>SUMMARY</th> <th>SUB-TOTAL</th> <th>TOTAL INCLUDING VAT</th> </tr> </thead> <tbody> <tr> <td>Total cost for year 1</td> <td></td> <td></td> </tr> <tr> <td>Total cost for year 2</td> <td></td> <td></td> </tr> <tr> <td>Total cost for year 3</td> <td></td> <td></td> </tr> <tr> <td><b>TOTAL COST FOR 3 YEARS</b></td> <td></td> <td></td> </tr> </tbody> </table>	SUMMARY	SUB-TOTAL	TOTAL INCLUDING VAT	Total cost for year 1			Total cost for year 2			Total cost for year 3			<b>TOTAL COST FOR 3 YEARS</b>			<p>- Fixed pricing for the duration. See section 16.8.2 of the Special Conditions of bid and Contract "Price for thirty-six (36) months of the contract must be firm and must be indicated in the format prescribed".</p>
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24. Technology Consulting tender has a pre-built system that has an electronic signature built in. Is there anything we should think of or say to make this clear. We are able to implement the solution alone but makes sense having the document management and the eSignature on the same platform potentially. Please advise.

- Please comply with this Tenders requirement.