



NKANGALA DISTRICT MUNICIPALITY



PROJECT NO: 53036

APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION, MAINTENANCE AND SUPPORT OF AN ELECTRONIC SIGNATURE SYSTEM FOR A PERIOD OF THIRTY-SIX (36) MONTHS

SCOPE OF WORK

1. BACKGROUND

- 1.1. The Municipality has been advocating for the need to go green and lessen, if not totally eradicate the printing of hard copies which has proved to be expensive to the municipality. The need to go green has among others brought about the need to have an electronic signature platform/system which will enable both Councillors and Officials to exchange and append secured electronic signatures on various documents exchange and/or produced by the municipality for consumption by both internal and/or external municipal personnel and/or Councillors.
- 1.2. Flowing from the above Nkangala District Municipality has identified a need to procure an electronic signature platform/system to be used by eligible municipal officials and Councillors to sign documents in line with the municipal corporate objectives.
- 1.3. The adoption of this solution will help the municipality to mitigate risks associated with long turn-around times in the approval of business documents, etc. Below are some of the benefits likely to be achieved by having a centralized electronic, digital, and advanced electronic signature solution:
 - 1.3.1. signatories do not need to be office-bound to be able to sign documents.
 - 1.3.2. better alignment to legal and regulatory requirements governing the use of electronic signatures.
 - 1.3.3. non-repudiation and audit trail of signed documents.
 - 1.3.4. a centralized system that has ensured consistency and quality management of document approval procedures.

2. PROJECT SCOPE

- 2.1. The business requirement of Nkangala District Municipality is for the Service Provider to implement, configure, maintain, and provide support of an electronic signature digital and advanced electronic signature solution to enable Nkangala District Municipality to continue realizing its corporate objectives.
- 2.2. The service provider is to provide the following at Nkangala District Municipality: -
 - 2.2.1. an end-to-end solution support to enable digital and advanced electronic signatures for document approval.
 - 2.2.2. integrate the solution to identified business applications outlined in the interface map as per our ICT applications architecture.



- 2.2.3. all Nkangala District Municipality document types requiring signature-based sign-off should be able to be supported.
- 2.2.4. maintain the security matrix for electronic signature application/solution.
- 2.2.5. continuous training of both technical users and end-users of the system.
- 2.2.6. maintain & update user manuals.
- 2.2.7. the service provider is also expected to provide support and maintenance of the solution post-implementation.
- 2.3. The following is excluded from the scope of this solution:
 - 2.3.1. all documents' artefacts with a security classification level as defined by Nkangala District Municipality.
- 2.4. The electronic signature system/platform shall be able to accommodate the following numbers of users: -
 - 2.4.1. Nkangala District Municipality: 85
 - 2.4.2. Victor Khanye Local Municipality: 40
 - Total users: 125**

3. MAINTENANCE AND SUPPORT

The following must be provided as standard package of the system maintenance and support: -

- 3.1. Quality telephonic support services provided via telephonic consultations.
- 3.2. Provision of Trouble Shooting solutions to system errors.
- 3.3. Reasonable Turnaround times.
- 3.4. System Updates and enhancement.
- 3.5. Release notes on any systems changes and new system features.
- 3.6. Provide Analysis Reports including but not limited to:
 - a) Generation of Quarterly Performance Reports, Mid-Year Performance Report and Annual Reports.
 - b) Generate Quarterly, Mid-Year, and Annual Dashboard Reports.

4. TRAINING

The scope and cost of the training for the users of the Nkangala District Municipality and Victor Khanye Local Municipality shall form part of the bid. A full training schedule indicating what type and level of training shall be provided must be submitted. The Nkangala District Municipality and Victor Khanye LM users must be fully trained and proficient before the system is finally handed over. The training shall include, but not limited to: -

- i. Full system administration.
- ii. Full system user training.
- iii. Annual refresher training for the duration of the contract.
- iv. Electronic user manuals.
- v. Embedded training videos.

5. CONTRACT PERIOD

The duration of this project is thirty-six (36) months after the signing of a contract by the successful service provider.

6. CONFIDENTIALITY OF INFORMATION



The service provider is expected to safeguard the confidential information disclosed pursuant to content shared with the service provider.

7. CONCLUSION

- 7.1. Any false information given by the service providers, late submission of tender document and not meeting the minimum qualifying requirements will lead to automatic disqualifications of the service providers.
- 7.2. All conditions and requirements included in the terms of reference shall serve as a contract between the municipality and the successful service provider. Moreover, the appointment letter will also include conditions and requirements in addition to all included herein the terms of reference. Conditions and requirements in both the terms of reference and appointment letter shall remain fixed and binding for the period of the assignment unless were stated otherwise.