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P.O. BOX 1593
SENWABARWANA. 0790
TEL: 015 505 7100

P.O. Box 1593
SENWABARWANA 0790
Tel: No.: 015 505 7100

E-mail: info@blouberg.gov.za

02 June 2026

REQUEST FOR QUOTATION
ALL PROSPECTIVE BIDDERS ARE HEREBY INVITED TO SUBMIT QUOTATIONS FOR THE
PROCUREMENT OF ELECTRONIC SIGNATURE SOFTWARE

SPECIFICATIONS FOR ELECTRONIC SIGNATURE SOFTWARE

1. SPECIFICATION(S)

1.1 SCOPE OF WORK

- The service provider must supply, implement, and support an electronic signature solution that includes:
- Digital signing of documents
- Document workflow management
- 500 transaction envelopes (minimum)
- Integration with existing municipal ICT systems

1.2 FUNCTIONAL REQUIREMENTS

1.2.1 Core Features

The solution must:

- Allow users to upload and send documents for signature electronically
- Support multiple signatories in a defined workflow (sequential and parallel signing)
- Provide reusable templates for common municipal documents
- Allow signing via web and mobile devices
- Enable electronic initials, signatures, and stamps

1.2.2 Authentication & Security (Including MFA)

The solution must provide robust security, including:

- **Multi-Factor Authentication (MFA) – Mandatory Requirement**

- Support MFA for all users signing or approving documents
- MFA must include at least two of the following:
 - One-Time PIN (OTP) via SMS or email
 - Authenticator app (e.g., push notification or code)
 - Phone-based verification
- Ability to enforce MFA based on document sensitivity or user roles
- Ability to configure MFA policies for internal and external users
- Secure user authentication and access control
- Full **audit trail** for each transaction (time, user, action)
- Document integrity protection (tamper-evident sealing)
- Encryption of data in transit and at rest
- Compliance with **POPIA** and information security standards

1.2.3 Envelope/Transaction Management

The solution must:

- Provide a minimum of **500 transaction envelopes**
- Allow tracking of document status (sent, signed, pending, declined)
- Send automated reminders to signatories
- Provide real-time notifications and alerts

1.2.4 Integration

The solution must:

- Integrate with:
 - Microsoft 365 (Outlook, SharePoint, Teams)
 - Existing document management systems
- Provide API or connectors for future integrations

1.2.5 Compliance

The solution must:

- Be legally compliant with:
 - Electronic Communications and Transactions Act (ECTA)

- Protection of Personal Information Act (POPIA)
- Ensure electronic signatures are legally admissible for official municipal use

1.3 TECHNICAL REQUIREMENTS

- Cloud-based solution (preferred)
- Accessible via modern web browsers (Edge, Chrome, Firefox)
- Role-Based Access Control (RBAC)
- Minimum system uptime of **99%**
- Secure hosting environment aligned with international standards (ISO 27001 preferred)

1.4 USER REQUIREMENTS

- Support multiple user roles (administrators, senders, signatories)
- User-friendly interface with minimal training required
- Dashboard for tracking document workflows

1.5 IMPLEMENTATION REQUIREMENTS

The service provider must:

- Configure and deploy the solution
- Provide onboarding and system setup

1.6 REPORTING

The solution must provide:

- Usage reports (envelopes sent, completed, pending)
- Audit and compliance reports

Export functionality for reporting

The following documents are compulsory for all Bidders:

- CSD report not older than three (3) months
- Attach **MBD4, MBD8** and **MBD9** downloadable from Municipal website, www.blouberg.gov.za
- The Master Registration Number or Tax compliance status pin or a valid copy of tax clearance certificate
- CK

[N.B. Failure to attach the above documents will disqualify the bidder from further evaluation]

- Preference point system, (80/20) where 80 points will be for price and 20 for preference as per PPPFA of 2000, Historically Disadvantaged Individuals (target goals) or any other specific goals Contributor Number of points (20).

Preferential Elements	20 Points
Historical Disadvantage Individual Specific Points - Contributor	Number of Points : 20
1. Locality = [(Capricorn Region = 6 Limpopo Province = 2 / Outside = 1)]	6 (attach company proof of address and affidavit supporting proof of address)
2. Gender [(Women = 4, Men = 3)]	4 (attach certified copies of Identity Documents)
3. Youth = [18 – 35]	1 (attach certified copies of Identity Documents)
4. Race [Blacks (Africans, Coloureds and Indians) = 8, White = 2]	8 (attach certified copies of Identity Documents)
5. Disability [Any]	1 (Form of proof / letter / medical report signed and certified by a Qualified Medical Doctor)
6. Non-Compliant Contributor	0

The following condition will apply:

- Channels to be followed in the instance wherein the bidder is aggrieved by the decision taken by the BLM in the implementation of its SCM system, any matter arising from a contract awarded in the course of its SCM system or any matter arising from the contract. (Regulation 49 & 50 of MFMA 56 of 2003)
- The written dispute must be lodged within 14 days of decision to the BLM and attention to Makwela M(015 505 7100)
- The dispute, objection, complaint or query may be referred to the relevant provincial treasury if, it is not resolved within 60 days or no response is received from the municipality within 60 days.
- If the provincial treasury does not or cannot resolve the matter, the dispute, objection, complaint or query may be referred to the National Treasury for resolution.

[NB This regulation must not be read as affecting a person's rights to approach a court at any time]

All quotations must be submitted in a sealed envelope marked "DESIGN SOFTWARE" at procurement office before/on the 10TH JUNE 2026 at 12H00 pm. The municipality is not liable to accept the lowest or any other tender. For technical enquiry contact, MR Semenya MA and MR Mpashi MN for SCM related matters on 015 505 7100.


 Ramothwala RJ
 Municipal Manager


 Date

