CLARIFICATION NUMBER ONE

SADC SECRETARIAT RESPONSES TO REQUESTS FOR CLARIFICATIONS

REFERENCE NUMBER: SADC 3/5/1/29

REQUEST FOR SERVICES TITLE: SUPPLY AND IMPLEMENTATION OF AN INTEGRATED ELECTRONIC SIGNATURE SOLUTION FOR SADC SECRETARIAT

DATE OF ISSUE OF RESPONSES: 20 July 2022.

Question Nr	Question from the bidders	SADC Secretariat Response
1	Please provide clarity on Page 68 which refers to a Manufactures' Authorization since we will be supplying software.	If you are the owners of the software there is no need but is you are a dealer or distributor, some form of authorization or dealership is required.
2	Pages 69 and 70 are referring to a different tender.	The correct title of the tender is: "*SUPPLY AND IMPLEMENTATION OF AN INTEGRATED ELECTRONIC SIGNATURE SOLUTION FOR SADC SECRETARIAT*" The Correct Tender Reference Number is: *SADC/3/5/1/29*
3	Is a Cloud solution only offering acceptable? You mention on premise or Hybrid but with signing solutions the service is SaaS– Data need not sit in the cloud and can be removed onto your document management solution. On-premises proved to be very costly, and DocuSign are discontinuing the on-premises module going forward.	Refer to requirement number 11 The eSignature solution being proposed must be able to be hosted on premise at the SADC Secretariat **or provided as a cloud-based** or hybrid solution

Question Nr	Question from the bidders	SADC Secretariat Response
	Document Retention policies are a feature we offer our solution.	
4	You have a close alignment with BOCRA where I see the monopoly is the CA LAWtrust – are digital certificates issued by LAWtrust acceptable to work with DocuSign as I believe this is possible to integrate. Do you recognise any other CA besides LAWtrust in country?	Yes, any other signing certificate is acceptable and should be accredited to BOCRA visit www.bocra.org.bw for the accreditation process
5	Can you specify more about the Use cases you require this solution for. (Internal and external signing)	The Solution should allow for internal SADC Staff to sign document, and external stakeholders to be granted invited to sign electronically.
6	Do you require second factor authentication such as Single Sign on and SMS authentication for signatures? This helps with the authenticity and integrity of signers.	Yes
7	HPE Content Server, Microsoft products (outlook, word, teams, Zoom, 365, Power Automate), share point – any other integrations as we integrate with over 450+ platforms. Please specify if any left out of the tender document.	NONE

End of Responses

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