



REQUEST FOR QUOTATION (RFQ)

RFQ DESCRIPTION	SPECIFICATION FOR ELECTRONIC SIGNATURE FOR A PERIOD OF 12 MONTHS
RFQ ISSUE DATE	21 August 2026
CLOSING DATE & TIME	04 September 2026 15H00 PM

Submission: Quotations must be submitted electronically to RendaniMu@legal-aid.co.za before the closing date.

Enquiries: Lydia Chelhango LydiaC@legal-aid.co.za or Azwihangwisi Mabuda AzwihangwisiM@legal-aid.co.za.

SUPPLIER NAME	:	_____
POSTAL ADDRESS	:	_____
TELEPHONE NO	:	_____
FAX. NO.	:	_____
E MAIL ADDRESS	:	_____
CONTACT PERSON	:	_____
CELL NO	:	_____

Background

Legal Aid South Africa is an independent statutory body established by the Legal Aid Act, 1969 (Act 22 of 1969), replaced by the Legal Aid South Africa Act 39 of 2014. Its aim is to render legal aid to indigent persons as widely as possible within its financial means, including providing legal representation and advice at state expense as contemplated in the constitution. Legal Aid South Africa is a high-performance organization delivering its constitutional mandate to provide legal assistance to the poor.

1. Required Services

1. The bidder shall provide a reasonable quotation on the provision of a cloud-based electronic signature for a period of twelve (12) months.
2. The quotation should make a provision for 100 electronic signature licenses, hosting as well as support and maintenance for a period of twelve (12) months.
3. Hosting, support, and maintenance for the contract period.
4. The service provider will have to ensure security of information in compliance to the POPIA (Protection of Personal Information Act) and the Electronic Communications and Transactions (ECT) Act
5. Training for 20 users.

2. Scope of Work

The appointed contractor shall undertake to provide Legal Aid with services, which is of a high and acceptable standard applicable, which shall include:

1. The prospective bidder shall provide a detailed cloud-based electronic signature proposal
2. The proposal must clearly outline how the proposed solution meets the required system functionalities and features:
 - Provision for one hundred (100) e-signature standard licenses
 - Provide functionality to sign documents digitally and easily route documents to the required signatories. This includes the ability to provide real-time visibility on the status of a document.
 - Provide digital signature capability for the documents within SharePoint Online and as a stand-alone.

- Provide sufficient security and advanced authentication methods (multi-factor authentication) to validate the signatory's identity and encryption of the data in transit and at rest.
- Audit trail capability with retained proof of compliance, from initiation to completion.
- The resulting digital signatures should be legally enforceable (electronic signature evidence should be admissible in a court of law).
- Enable users to review and sign documents using mobile devices.
- The solution should be scalable to accommodate changing business process requirements.
- The proposed eSignature solution must provide seamless, secure, and scalable integration capabilities with both Microsoft and non-Microsoft platforms. At a minimum, the solution must support integration with SharePoint Online, Microsoft 365, Active Directory/Azure Active Directory (Microsoft Entra ID), and other third-party business applications and enterprise systems.
- The service provider will have to ensure security of information in compliance to the POPIA (Protection of Personal Information Act) and the Electronic Communications and Transactions (ECT) Act
- The proposed hosting platform must reside within South Africa and maintain all hosted data within the country's borders.
- The data centre hosting the solution must be ISO/IEC 27001 compliant and maintain a valid certification.
- Provide training for 20 users.

3. Pre-Qualification Criteria:

All bid respondents must submit mandatory documents that comply with all mandatory requirements. Bids that do not fully comply with the mandatory requirements will be disqualified and will not be considered for further evaluation.

Bidders must indicate their compliance/ non-compliance to the following requirements and to substantiate as required.

MANDATORY REQUIREMENTS	COMPLY	
	Yes	No
Proof of Data Centre Location: Bidders must submit verifiable proof (Proof of address or signed letter confirming data centre address) that the data centre hosting the proposed solution is physically located within the borders of South Africa.		

Bids that do not fully comply with the mandatory requirement will be disqualified and will not be considered for further evaluation.		
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4. Functional Evaluation

Max Point	Criteria	Weight
	Proof of Partnership	
5	Proof of Partnership (Accreditation or Reseller Authorization): The bidder shall submit a valid and current reseller, partner, or accreditation letter from the proposed solution owner, developer, or manufacturer, confirming the bidder's authorization to resell, deploy, support, and maintain the proposed solution	5
	Valid proof of partnership attached	5
	Proof of or accreditation letter not attached	0
	Proof of ISO/IEC 27001 compliance	
10	Proof of data centre compliance with ISO 27001	10
	ISO 27001 Certification attached	10
	ISO 27001 Certification not attached	0
	Functionality	
40	The technical proposal must clearly outline how the proposed solution meets the following electronic signature functionalities: 1. Provide functionality to sign documents digitally and easily route documents to the required signatories. This includes the ability to provide real-time visibility on the status of a document. 2. Provide digital signature capability for the documents within SharePoint Online and as a stand-alone. 3. Provide sufficient security and advanced authentication methods (multi-factor authentication) to validate the	40

	signatory's identity and encryption of the data in transit and at rest. - Audit trail capability with retained proof of compliance, from initiation to completion. - The resulting digital signatures should be legally enforceable (electronic signature evidence should be admissible in a court of law). - Enable users to review and sign documents using mobile devices. - The service provider shall ensure the security and protection of information in compliance with the Protection of Personal Information Act (POPIA) and the Electronic Communications and Transactions (ECT) Act.	
	Proposed solution meets all functional requirements	40
	Proposed solution meets five (5) or more functional requirements	30
	Proposed solution meets four (4) functional requirements	20
	Proposed solution meets three (3) functional requirements	10
	Proposed solution meets two (2) functional requirements	5
	Proposed solution meets less than two (2) functional requirements	0
	Integration Capabilities	
10	Technical proposal must outline integration capabilities with other third-party applications such as SharePoint Online, Microsoft 365, Active Directory/Azure Active Directory (Microsoft Entra ID), and other third-party business applications and enterprise systems. Provide details of available APIs, web services, and pre-built connectors that facilitate integration with enterprise applications.	10
	Technical proposal outlined integration capabilities with other third-party applications and provided details of available APIs, web services or pre-built connectors	10
	Technical proposal only outlines integration capabilities with other third-party applications. Available APIs, web services, and pre-built connectors not provided	5

	integration capabilities with other third-party applications and available APIs, web services or pre-built connectors not provided or outlined	0
	Project Methodology	
20	Bidders must provide a comprehensive project management implementation methodology that encompasses the following aspects of project management: • High level project plan indicating deliverables with timelines; • Composition of the team showing roles, responsibilities and years of experience; • Detailed steps for how the project will be implemented and executed, including methodologies and tools to be used	20
	Project methodology meets all requirements	20
	Project methodology meets two (2) requirements	15
	Project methodology meets one (1) requirements	5
	Project methodology not submitted	0
	Written References	
10	The service provider must provide reference letters from contactable references for the implementation and support of an electronic signature solution which are not more than five (5) years old. Reference letters must include: • company name; • contact name; • contact details; • duration of contract; and • a brief description of the services provided.	10
	5 dated and signed reference letters attached and not older than 5 years	10
	4 dated and signed reference letters attached and not older than 5 years	8
	3 dated and signed reference letters attached and not older than 5 years	6

	2 dated and signed reference letters attached and not older than 5 years	4
	1 dated and signed reference letters attached and not older than 5 years	2
	No reference letters attached	0
	Service Level Agreement	
5	All service providers must provide a draft copy of the Service Level Agreement (SLA) in their response. The draft Service Level Agreement (SLA) must include the following requirements: Proposed SLA must include response and turnaround times for Severity level 1 to 4	5
	Draft SLA submitted covering response and turnaround times for Severity level 1 to 4	5
	Draft SLA not submitted	0
TOTAL		100

Bidder shall score 75 or more points on functionality to be evaluated in terms of price preferential points system. For this procurement the 80/20 preference point system will be applicable.

5. COSTING

1. A detailed costing that breaks down by line item on the services outlined on section 3 and 4.
2. Costing must be indicated clearly and unambiguously. All costs submitted should be VAT inclusive, if you are a VAT vendor.
3. Costing must be in South African Rands.

6. PAYMENT SCHEDULE

No	Output/Deliveries	Payment Schedule
1	Annual subscription bill	Annual

Please note that this is not an instruction to proceed with the supply of any goods or service unless the quotation is approved and a purchase order is supplied to you.

7. Pricing

Item	Description	Qty	Unit Price(R)	Total Price (R)	Total Price months(R)
1.	Basic signature licenses	100			
3.	Training	20			
4.	Support and maintenance	1			
			Sub Total		
			Vat 15%		
			Total		

8. PPR2022 SPECIFIC GOALS

Historical Disadvantage Individuals (HDI) applied

- The following table will be used to calculate the score out of 20, for HDI.

<u>Specific goals</u>	<u>Points</u>	<u>Points Claimed</u> (to be completed by supplier)
Historically Disadvantaged individuals (HDI)		
Enterprises with ownership of 51% or more by person/s who are black.	<u>10</u>	
Enterprises with ownership of 51% or more by person/s who are women.	<u>5</u>	
Enterprises with ownership of 51% or more by person/s who are youth.	<u>3</u>	
Enterprise with ownership of 51% or more by person/s with disability.	<u>2</u>	

Enterprises with ownership of less than 51% by person/s who are black; or less than 51% by person/s who are women; or less than 51% by person/s who are youth or less than 51% by person/s with disability.	<u>0</u>	
Total	<u>20</u>	

Please note that this is not an instruction to proceed with the supply of any goods or service unless the quotation is approved and a purchase order is supplied to

9. Terms and Conditions:

- Quotation must be VAT inclusive where applicable.
- Quotations must be valid for a minimum period of 90 days from the closing date.
- The full costs must be disclosed and no variances will be entertained.
- The following documents must be completed and returned together with the quotation:
 - SBD 1 form must be completed and returned together with the quotation.
 - SBD 3.1 form must be completed and returned together with the quotation.
 - SBD 4 form must be completed and returned together with the quotation.
 - SBD 6.1 form must be completed and returned together with the quotation.
- Bidders are required to provide a valid B-BBEE status level verification certificate or a sworn affidavit where applicable.
- Quotation on a company letterhead must be provided.
- The service provider will not be entitled to a retainer fee.
- Prices to be fixed for a year upon appointment.
- Bidders will be evaluated on the Preference Point System of 80/20 whereby the maximum points are as follows: Price = 80 points and Specific Goals: HDI = 20 points as tabulated above.
- The bidder must provide proof of registration on National Treasury's Central Supplier Database (CSD) which should reflect that the bidder is an active supplier, is tax compliant, not a government employee, and is not a restricted supplier.
- This Request for Quotation is subject to the conditions of the General Conditions of Contract (GCC) and any other legislation or Special Conditions of Contract (SCC).
- Quotations must be submitted by email to RendaniMu@legal-aid.co.za
- Technical inquiries should be directed by email to LydiaC@legal-aid.co.za or Azwihangwisim@legal-aid.co.za
- Hand-delivered quotations will not be considered.
- Payments will be made within 30 days of the invoice date.
- Closing date of submission is on **04 September 2026** 15H00 PM. (Failure to respond within the given timelines will lead to automatic disqualification)

10. Checklist:

Documents	Submitted <i>Please tick applicable</i>	
	Yes	No
Quotation		
Latest CSD Report		
Valid BBBEE Certificate or Sworn Affidavit Certificate		
Valid SARS TAX compliance PIN		
SBD 1		
SBD 3.1		
SBD 4		
SBD 6.1		
All required copies of certificates/CVs/registration documents		

LEGAL AID SOUTH AFRICA RESERVES THE RIGHT NOT TO MAKE ANY APPOINTMENT AND SHALL NOT ENTERTAIN ANY CLAIM FOR COSTS THAT MAY HAVE BEEN INCURRED IN THE PREPARATION AND SUBMISSION OF THE PROPOSAL.