

**SPECIFICATION OF THE
PRODUCT/SERVICE
REQUIRED OR
ATTACH SCOPE OF
WORK**

1. Background

The South African National Petroleum Company (SANPC) requires the procurement of a secure digital signing platform to facilitate the electronic execution of documents and approval workflows. The solution must support legally compliant electronic signatures in accordance with the provisions of the Electronic Communications and Transactions Act (ECTA), Act No. 25 of 2002.

The platform will be utilised to streamline document approval processes, enhance governance and compliance, improve operational efficiency, and provide secure management of electronically signed documents.

2. Objective

The objective of this procurement is to appoint a suitably qualified and accredited service provider to supply, implement, and support a digital signing solution that enables SANPC employees and external stakeholders to securely sign, manage, and store electronic documents.

3. Scope of Services

The appointed service provider shall provide a cloud-based digital signing platform, including licensing, implementation, onboarding, user training, and support services for a period of twelve (12) months.

3.1 Licensing Requirements

The solution shall include the following licences for a subscription period of twelve (12) months:

- Twelve (12) Advanced Electronic Signature (AES) licences.
- One hundred and ten (110) Standard Electronic Signature licences.

3.2 Platform Functional Requirements

The digital signing platform must provide, at a minimum, the following functionality:

3.2.1 Workflow Creation and Management

- Enable authorised users to create, configure, manage, and monitor electronic signature workflows.
- Support signature workflows involving both internal SANPC employees and external signatories.
- Allow workflow initiators to participate as signatories within the same workflow.

- Provide visibility of workflow status, including pending, completed, and rejected signatures.

3.2.2 Document Management and Storage

- Facilitate the secure upload, distribution, and execution of electronic documents.
- Generate and maintain audit trails for all signing activities.
- Allow completed and signed documents to be downloaded by authorised users.
- Securely store signed documents and associated audit records within the platform for the duration of the subscription period.

3.2.3 Security and Compliance

- Ensure the confidentiality, integrity, and authenticity of all electronically signed documents.
- Apply appropriate security controls, including user authentication, access management, and encryption of data in transit and at rest.
- Maintain comprehensive audit logs for all transactions and signing activities.

3.3 Training and Onboarding

The supplier shall provide onboarding and user training services to SANPC personnel, including:

- Platform navigation and administration.
- Creation and management of signature workflows.
- Document upload, distribution, signing, and retrieval processes.
- Management and storage of signed documents.
- Guidance on the application and use of Standard Electronic Signatures and Advanced Electronic Signatures.
- User manuals and supporting training materials.

4. Compliance Requirements

The appointed supplier must:

- Be accredited by the South African Accreditation Authority (SAAA) to issue Advanced Electronic Signatures (AES).
- Ensure that the digital signing solution complies with the Electronic Communications and Transactions Act (ECTA), Act No. 25 of 2002.
- Provide evidence of accreditation and compliance as part of the bid submission.
- Adhere to all applicable South African data protection, information security, and regulatory requirements.

5. Deliverables

The supplier shall deliver the following:

- A fully operational digital signing platform.
- Ten (10) Advanced Electronic Signature licences.
- Ninety (90) Standard Electronic Signature licences.
- User onboarding and training services.
- User guides and training documentation.
- Ongoing technical support and maintenance for the duration of the twelve (12) month subscription period.
- Compliance and accreditation documentation demonstrating adherence to applicable legislation and standards.

6. Contract Period

The contract shall be valid for a period of twelve (12) months from the date of implementation and activation of the licences.