

**Questions and Answers template for bid(GPAA 18/2014)**

No.	Question	Answer
1	Is this tender exclusively for the two organisations named on the SAAA website?	The tender is open to directly accredited service providers.
2.	<p>Please confirm we are understanding the submission format correctly (section 4.8), we are reading this as:</p> <p>a 2 Softcopies on 2 CD/DVD's in the folder structure described on 4.7</p> <p>b. One Hard copy in one File Separate Sections per the folders described in 4.7 (Compliance, Technical, Pricing). Or do you want 3 separate files for each section?</p>	<p>a. Yes, one for Technical and financial proposals.</p> <p>b. One file with separate folders</p>
3.	For external party signing activities does the solution require “2 factor” authentication e.g. Business to Business one time signature processes.	GPAA is open to different solution options.
4.	Please elaborate on the GPAA’s definition of multi factor authentication, and example would be preferable of how you see this in your business process.	GPAA sees a multi-factor authentication as using more than one form of authentication. GPAA is open to different multi-factor solution options.
5.	<p>Technical Solution Architecture. There are essentially 3 common options for this kind of solution: On premise, hybrid or entirely hosted (cloud). The department has not provided direction on this in the requirements.</p> <p>a. The Requirement provides no clear indication if the Department wants the solution to be “on premise” within the Department</p> <p>b. If the department requires a completely hosted solution or cloud offering</p> <p>c. If the department would like a hybrid solution where internal employees use an on premise deployment and external signers leverage a hosted infrastructure.</p>	The solution required is an on-premise solution.
6.	Please can some direction be provided as to the limitations on the	Bidders are required to provide different options with regard to on-

	requirement in this regard. If none exists can bidders provide alternative options and architectures with relevant costs.	premise solutions.
7.	<p>Company A is an authorised and accredited partner and distributor of an SAAA accredited Class4 digital certificates organisation, which is applied as an Advanced Electronic Signature, utilising CoSign (X509) digital signature solution. It is our understanding that both SAAA accredited providers utilise some form of signature application (i.e. Ascertia, CoSign etc.) to apply the advanced electronic signature to documents.</p> <p>a. Please clarify: Will we, and signature providers like us that use accredited digital certificates to sign via our application process, be disqualified or penalised in any way as a result of the requirement on page 6, paragraph 2.6, as mentioned above?</p>	The tender is open to directly accredited service providers.
8.	<p>In the document Digital Signatures Requirement Definitions, on page 5, the following requirement is stated:  “GPAA does require have back-scanning processes”.  Does this mean GPAA requires a back-scanning process OR does this mean GPAA already has a back-scanning process?</p>	The back scanning process already exists.
9.	<p>In terms of users:</p> <ul style="list-style-type: none"> <li>• How many users are located in the regional offices?</li> <li>• How many users are located in the satellite offices</li> </ul>	<p>There are +/- 265 users at regional offices.</p> <p>There are +/- 15 users at satellite offices.</p>