

RTMC BID 10/2019/20

Appointment of Service Provider

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To provide Online Banking Gateway Platform to RTMC for period of five (5) years



**Road Traffic**  
Management Corporation

**Appointment of a service provider to provide  
Online banking Gateway Platform to the Corporation for period  
of five years**

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**RTMC BID 10/2019/20**

**Briefing session: Not Applicable**

**Closing date and time:**

**18 October 2019 at 11:00**

**Bid Validity Period: 120 days**

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SUBMISSION OF BIDS ON CLOSING DATE -TENDER BOX ADDRESS:

Eco Origin Office Park, Block F,  
349 Witch-Hazel Street, Highveld Ext 79

Centurion

Date: 18 October 2019 Time: 11h00 am

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## **1. INTRODUCTION**

The Corporation is a state-owned entity listed under Schedule 3A of the Public Finance Management Act (No. 1 of 1999) (PFMA), established in terms of Section 3 of the Road Traffic Management Corporation Act, No. 20 of 1999, for co-operative and coordinated strategic planning, regulation, facilitation and law enforcement in respect of road traffic matters by the national, provincial and local spheres of government.

The Road Traffic Management Corporation has the mandate to provide Safe Roads in South Africa through the reduction of road crashes and deaths by creating a safe road environment. The Corporation derives its mandate from the Constitution of South Africa, the Road Traffic Management Corporation Act and the National Road Traffic Act.

The purpose of the Request for Proposal (RFP) is to solicit proposals from potential bidders(s) for the provision of an Online payment Gateway that is linked to a Merchant Account.

This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by RTMC for the provision of the Merchant Account and the online payment services to the Corporation

This RFP does not constitute an offer to do business with RTMC, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process

## **2. LEGISLATIVE FRAMEWORK OF THE BID**

### **2.1. Tax Legislation**

Bidder(s) must be compliant when submitting a proposal to RTMC and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).

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## **2.2. Procurement Legislation**

RTMC has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

## **2.3. The Employment Equity Act, 55 of 1998**

The bidder must be able to present their Employment Equity Plans detailing plans to achieve employment equity targets. The reports must demonstrate the progress made and show compliance with the requirements of the Act such as the yearly submissions of the Employment Equity reports to the Director-General of the Department of Labour.

## **2.4. Financial Services Charter (Industry Charter)**

The bidder must demonstrate their commitment to the implementation of the objectives of the Financial Sector Charter and must provide documentary proof of its compliance.

## **2.5. Financial Intelligence Centre Act 38 OF 2001 (FICA)**

Given the significance of this Act, the bidder must demonstrate their compliance with the requirements of the FIC Act and provide details of their strategies and preventative measures taken to mitigate the risks outlined in the FIC Act.

## **2.6. Bank Supervision (Department of the South African Reserve Bank)**

The bidder must indicate their compliance with the requirements of banking regulations as stipulated in the Banks Act and enforced by the Registrar of Banks, progress made in implementing the New Basel Capital Accord (Basel III) prescripts, and how they will transfer this technology to the risk management plans of the Corporation.

## **3. TIMELINE OF THE BID PROCESS**

The period of validity of tender and the withdrawal of offers, after the closing date and time is 120 days. The project timeframes of this bid are set out below:

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Activity	Due Date
Briefing session	Not Applicable
Bid closing date	18 October 2019 at 11:00

All dates and times in this bid are South African standard time.

Any time or date in this bid is subject to change at RTMCs discretion. The establishment of a time or date in this bid does not create an obligation on the part of RTMC to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if RTMC extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

#### 4. CONTACT AND COMMUNICATION

- 4.1 All communication and attempts to solicit information of any kind relative to this bid should be channelled to the email below, however such enquiries will be entertained until within ten (10) days of publication on tender bulletin and National Treasury tender portal

Name:	RTMC
Email Address:	<a href="mailto:Bidadmin@rtmc.co.za">Bidadmin@rtmc.co.za</a>

- 4.2 The delegated office of RTMC may communicate with Bidder(s) where clarity is sought in the bid proposal.
- 4.3 Any communication to an official or a person acting in an advisory capacity for RTMC in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged. All communication between the Bidder(s) and RTMC must be done in writing.

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- 4.4 Whilst all due care has been taken in connection with the preparation of this bid, RTMC makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current or complete. RTMC, and its employees and advisors will not be liable with respect to any information communicated which may not accurate, current or complete.
- 4.5 If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by RTMC (other than minor clerical matters), the Bidder(s) must promptly notify RTMC in writing of such discrepancy, ambiguity, error or inconsistency in order to afford RTMC an opportunity to consider what corrective action is necessary (if any).
- 4.6 Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by RTMC will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 4.7 All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the Bid or the Tendering process must keep the contents of the Bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.

## **5. LATE BIDS**

Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the Bidder(s).

## **6. COUNTER CONDITIONS**

Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions may result in the invalidation of such bids.

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## **7. FRONTING**

- 7.1 Government supports the spirit of broad based black economic empowerment and recognises that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemn any form of fronting.
- 7.2 The Government, in ensuring that Bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies RTMC may have against the Bidder / contractor concerned.

## **8. SUPPLIER DUE DILIGENCE**

RTMC reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits.

## **9. SUBMISSION OF PROPOSALS**

- 9.1 Bid documents may either be placed in the tender box on the aforesaid address on or before the closing date and time.
- 9.2 Bid documents will only be considered if received by RTMC before the closing date and time, regardless of the method used to send or deliver such documents to RTMC.

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- 9.3 The bidder(s) are required to submit four (4) copies of each file (one (1) original and four (4) duplicate) and one (1) CD-ROM with content of each file by the **Closing date 18 October 2019 at 11:00**. Each file and CD-ROM must be marked correctly and sealed separately for ease of reference during the evaluation process. Furthermore, the file and information in the CD-ROM must be labelled and submitted in the following format:



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FILE 1 (TECHNICAL FILE)	FILE 2 (PRICE & BBBEE)
Exhibit 1: Pre-qualification documents	Exhibit 1: BBBEE Certificate
Exhibit 2: <ul style="list-style-type: none"> <li>• Technical Responses and Bidder Compliance Checklist for Technical Evaluation</li> <li>• Supporting documents for technical responses.</li> <li>• Table of References/testimonials</li> </ul>	
Exhibit 3: <ul style="list-style-type: none"> <li>• Company Profile</li> <li>• Supplementary information</li> </ul>	

9.4 Bidders are requested to initial each page of the tender document on the top right hand corner.

## 10. PRESENTATION / DEMONSTRATION

RTMC reserves the right to request presentations/demonstrations from the short-listed Bidders as part of the bid process.

## 11. DURATION OF THE CONTRACT

The successful bidder will be appointed for a period of five (5) years unless the parties agree otherwise.

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## **12. CAPABILITIES AND EXPERIENCE OF BIDDERS**

Bidders are required to provide all information necessary to demonstrate their conformance to the criteria set out in the PFMA, 1999 as amended by Act 1 of October 2012, the terms of reference and any other information to demonstrate their capabilities and experience.

The members of the team will have both the skill and experience necessary to undertake the range of tasks set out in the terms of reference. Each individual on the team must be personally available to do the work as and when required. The lead person will be held accountable in terms of the contract for ensuring deliverables in terms of this assignment and for the professional conduct and integrity of the team.

## **13. BID PRICING**

Price will be one of the major factors in determining the suitability of the bidder regarding the various aspects of the Online banking services provider through the Gateway Platform.

Bidders must ensure that their pricing covers all relevant banking services required by RTMC,

- 13.1 Bidders should quote for all items and must express prices for their services in South African Currency (ZAR)
- 13.2 All prices must be inclusive of Value Added Tax and any other costs necessary for the execution and completion of the contract in accordance with the bid
- 13.3 Prices will remain firm for the first twelve months of the contract period, thereafter price adjustment applications shall be considered on twelve month interval.

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#### **14. COMPLIANCE**

- 14.1 Dedicated relationship management team
- 14.2 All-inclusive seamless installation of all solutions
- 14.3 Transactional Banking Solutions
- 14.4 Electronic Banking Solutions

#### **15. SCOPE OF WORK/ SPECIFICATION**

##### **15.1. Background**

The Corporation together with the National and Provincial Stakeholders, in terms of its national strategic objectives and aligned to the e-Government Strategy, intends to broaden the service delivery landscape of Registering Authorities (RAs) and Driving Licence Testing Centres (DLTCs) in South Africa by allowing for payment transactions effected on the National Traffic Information System (NaTIS) by way of a real-time Web Solution. Once the payment is concluded and reconciled, the NaTIS will effect further processing for the different transactions completed.

The process will in essence be as follows:

- (a) The user will launch a transaction on the NaTIS online website.
- (b) All information displayed and submitted will be received and processed on the NaTIS backend system.
- (c) Where applicable, the transaction will end with a page where the user can see the amount due and be given the different payment options.
- (d) The user will indicate the preferred payment option.
- (e) The NaTIS backend will take the submitted information and request the Payment Gateway to complete the payment.
- (f) The Payment Gateway will authorise the payment and transfer the funds from the submitted account to a central suspense account.
- (g) Upon successful payment, the Payment Gateway will respond to NaTIS which will respond to the web site that the transaction was successful.

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- (h) The NaTIS will manage all further processes required after the reconciliation has been completed.

The Corporation has already launched pre-booking and booking functionality on the online website. The next phase is launch services to accept payment for

- Renewal of driving licence card
- Application for a Professional driving permit
- Application for renewal of a Motor Vehicle Licence
- Application for certification of roadworthiness of a vehicle
- Online vehicle registration and subsequent licensing and
- Services that will include the ability to accept online payment for infringements

An integral part of accepting payment online and the subsequent disbursement thereof is that the Corporation requires a Merchant Account from which to provide for all online payments. The successful bidder must provide the merchant Account facility, as the payment gateway will manage all financial transactions with embedded business rules to assist with online verification and reconciliation of transactions processed.

## **15.2. Expected Volumes**

The following statistics should provide an insight into the potential growth that can be expected across the Corporation's online service portals. As mentioned, also, numerous other services will be developed in the following year to ensure that citizens, clients and business' are able to access services more efficiently.

- Live vehicle population: Just over 12 Million
- Live driver population: Just over 11.6 million
  - Over 2 million driving licence card renewals per annum
  - Over 400 000 bookings for tests per annum
- New vehicle registration including trailers: 46 000 on average per month
- Used vehicle registration including trailers: +/- 144 000 on average per month

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The Corporation, given the current challenges at service delivery points, expects that there will be significant growth in transaction volumes and will benefit the preferred financial bidder significantly.

**15.3. Service Requirements**

**15.3.1. Merchant Account**

1. The successful bidder will be required to provide the Corporation with a Merchant Account. The Merchant account will serve as *the* central account to store and record all payments of online transactions processed.
2. The following payment types will typically be required and accepted:
  - Credit card payments
  - Cheque card payment
  - EFT payments

**15.3.2. Online Payment Gateway**

1. The online payment gateway will also be provided by the successful bidder and will be used to process all credit and cheque card transactions for the Corporation.
2. Applicants will access the Corporation's website and will enter their credit card details as part of the online vehicle licence renewals process and the Corporation website will send the credit card information to the online payment gateway to authorise the transaction and process the payment.
3. If the credit card information submitted to the payment gateway matches the information on file with the credit card company and the charge is approved the payment gateway will then transfer the money from the customer's credit card into the Corporation's merchant account

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**15.3.3. Suspense Account**

1. In addition to the Merchant Account the Corporation requires a suspense account
2. The suspense account should also store and provide detailed transactional data (reports) on a daily basis.
3. Further expansion of the Corporation's online platform will include the ability to also reconcile deposits or payments via banks, ATMs and payments via retailers.
4. The suspense account will be used by the Corporation as the primary account from which to disburse payments to all stakeholders and agents.

**15.3.4. Payment Reconciliation**

1. The successful bidder to provide for Daily Online Reconciliation facility via a dedicated Application Programming Interface (API).
2. The Corporation, given expected transaction volumes and internal process, requires a daily reconciliation report of detailed transactional data, in order to facilitate the management of the reconciliation process of all stakeholders effectively.
3. This requirement has to be fulfilled via a dedicated API whereby payments accepted on the gateway and have been fulfilled are updated to reconciled on the NaTIS and further processing can be completed.

**15.3.5. Payment Disbursement**

1. The successful bidder must create and maintain a Disbursement process, which will have multiple beneficiaries via a dedicated API.
2. The Corporation's online payments solution requires that fees be disbursed to various beneficiaries; this may be daily, weekly or monthly.
3. For online vehicle licensing the disbursement will be from the Corporation's suspense account to all nine (9) Provincial Departments of Transport.
4. Further expansion of online services may require additional beneficiaries to be created.

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**15.3.6. Statements (Daily, Weekly or and Monthly)**

1. The successful bidder must also provide for the preparation and disbursement of Statements via an API
2. The Corporation, given expected transaction volumes and internal process requires daily statements in order to facilitate the financial management of the online payment service.
3. The format and frequency of the statements as well as related requirements will be provided to the successful bidder.

**15.3.7. Exception Reporting**

1. All un-concluded transactions will be handled by rolling-back the function and sending a cancellation instruction to the payment gateway.

**15.3.8. Chargeback (Disputed Payments)**

1. The successful bidder must also provide a Chargeback account.
2. The payment solution must make provision for the minimising the Corporation's exposure to disputed transactions.
3. The solution must provide for an automated process to notify NaTIS of disputed payments in order to roll-back the licensing transaction and prevent further processing for that identified owner

**15.3.9. Periodic Management Information and Reporting**

The successful bidder must have the capability to consolidate all management information related to all online transaction into a single source document/report with automated reporting tools.

Payment summary information by card type

- Reporting of transaction level details for payments process, refunds and chargebacks

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- Fee summaries with certain variable fees included at the transaction-level
- Chargeback detail reports to support chargeback management and financial reconciliation
- Provide reconciliation at any level, from submission to funds transfer
- Bank account/funding report reconciliation tool
- Analysis reporting to support interchange, authorisation and chargeback management
- Programmatic access to reports in XML, CSV, PDF and Excel formats
- Flexible on-demand access to 16 months of historical summary information and 180 days of transaction level detail
- Simple access to the critical data needed to support bank account reconciliation and cash flow management

#### **15.3.10. Information Security**

The extract below is from a document published by the South African Reserve Bank document titled: **National Payment System Department - Position Paper on Electronic Money**

***‘Information security requirements for electronic money***

Information security is critical to the success of e-money services and their operational services. No information or funds transfer in the payment system should be vulnerable to interception by unauthorised users. Therefore, the technology used in e-money must be secure and ensure confidentiality, integrity, authenticity and non-repudiation. Furthermore, the e-money security and operational services should meet the requirements of international standard bodies.

In light of the above, the successful bidder must comply with PCI Security Standards which include:

**PCI Data Security Standard (DSS)**

The PCI DSS applies to all entities that store, process, and/or transmit cardholder data.



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It covers technical and operational system components included in or connected to cardholder data. If you are a merchant who accepts or processes payment cards, you must comply with the PCI DSS.

**Payment Application Data Security Standard (PA-DSS)**

The PA-DSS is for software developers and integrators of payment applications that store, process or transmit cardholder data as part of authorisation or settlement when these applications are sold, distributed or licensed to third parties.

- Bidder must supply all requirements for the platform
- Including additional costing that must be incurred in providing the required service
- Cost of installation
- Licensing

**15.3.11. Account Management**

1. An Account Management structure should be put in place to respond to the needs and requirements of the Corporation and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
2. The successful bidder must appoint a dedicated Account or Business Manager who is ultimately responsible for the management of the Corporation account.
3. The necessary processes should be implemented to ensure good quality management.
4. Additional or Value Added Services from Bidders

**15.3.12. Support services**

The bidder must provide support desk services which is inclusive of the following;

- Technical (network, systems)
- Operational (queries, performance)
- Fault reporting

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- Response Times/Business Continuity/Disaster Recovery
- Marketing & promotion of the solution

#### 15.3.13. Innovation

Future enhancements are envisaged in the technological space as a result, the bidder must provide a roadmap of the intended approach to enhance the service offering.

#### 15.3.14. Corporate Social Responsibility/ Investment

Bidders are expected to demonstrate their commitment by making provision / expanding their corporate social responsibility/ investment to amongst other things support the Corporation community flagship programmes, Road safety programmes and RTMC SMME development programmes.

Furthermore the bidder must provide details of their commitment on CSI spend over a five year period commencing from the date of award, by indicating the project and the committed costs to each project.

Project description	Resources	
(a) Learner license educational programmes		Year 1
(b) Scholar Patrol project		
(c) Road Safety youth programme		
(d) Participatory Education Techniques (PET) debates		

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(e) October Transport months/Easter Campaigns		
(f) SMME development programmes		
2		Year 2
(a)		
(b)		
(c)		
(d)		
(e)		
(f)		
3		Year 3
		Year 4
		Year 5

**NB: BIDDERS MAY DEVELOP A SEPARATE SHEET WHEN RESPONDING TO THE ABOVE AND MAY INDICATE WHICH PROJECTS THEY ARE WILLING TO FUND, HOWEVER THE PREROGATIVE / DISCRETION TO CHOOSE CRITICAL PROJECTS WILL REMAIN WITH THE CORPORATION.**

**FAILURE TO COMPLETE THE TABLE ABOVE MAY LEAD TO DISQUALIFICATION.**

#### 16. Evaluation and Selection Criteria

The bid will be evaluated on three (3) Stage process.

Stage 1: (a) Mandatory requirements.

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Stage 2: Functionality with two steps i.e. -

Step 2.1 Evaluation criteria comprises of 55 points and bidders will be required to score a minimum of **35 points** in order to qualify for step 2

Step 2.2 Evaluation criteria, this step also comprises of 45 points and bidders will be required to score a minimum of **30 points**. (**NB** Bidders who made it to this step will be invited to make presentation and demonstrations before the panel on responses submitted as per step 2 evaluation criteria)

**NB:** In order to qualify for Stage 3 bidders will be required to score a total of **65** points.

Stage 3: This stage will be evaluated on either 80/20 or 90/10 Preference Point System. The lowest acceptable tender will be used to determine the applicable preference point system.

#### 16.1. STAGE 1: MANDATORY REQUIREMENTS

Bidders are required to comply with the following Mandatory standards/requirements and failure to comply will invalidate the bid:

ITEM	DESCRIPTION	YES	NO	COMMENTS
1	Certified proof of registration on the Department of National Treasury Central Suppliers Database (CSD).			Submit CSD registration report or CSD supplier number
2	Bidder must have signed and submitted all SBD forms.			Fully completed and signed SBD forms

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ITEM	DESCRIPTION	YES	NO	COMMENTS
3	The Employment Equity Act, 55 of 1998			Recent report or supporting documentation of compliance from Department of Labour
4	Financial Services Charter (Industry Charter);			Certificate or letter of compliance
5	Financial Intelligence Centre Act 38 OF 2001 (FICA)			Certificate or letter of compliance
6	Compliance to Banking regulations as stipulated in the Banks Act and accreditation from the Reserve Bank of South Africa			Certificate or letter of compliance or any acceptable documentation by the industry/sector
7	PCI Data Security Standard (DSS)			Certificate or letter of compliance or any acceptable documentation by the industry/sector

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ITEM	DESCRIPTION	YES	NO	COMMENTS
8	Payment Application Data Security Standard (PA-DSS)			Certificate or letter of compliance or any acceptable documentation by the industry/sector

NB: Bidders must attach proof in the form of documentation/certificates.

## 16.2. STAGE 2: FUNCTIONALITY CRITERIA REQUIREMENTS

### STEP 1: EVALUATION CRITERIA

No	Item Description	Maximum Weight 50
A1	<p><b>Experience or Similar work done &amp; Work plan</b></p> <p>1. Bidders to demonstrate / illustrate experience of having successfully developed and/or implemented a similar solution. The bidder must provide cases, examples or scenarios where they have successfully implemented the solution or similar as defined above:-</p> <ul style="list-style-type: none"> <li>3 and above similar work done = <b>10 Points</b></li> <li>1 to 2 similar work done = <b>5 Points</b></li> </ul> <p><b>NB:</b> For Bidder/s to qualify for the above points bidders must complete the table attached confirming execution of the above and only for projects from R 1 million and above. See the attached table <b>Annexure A</b> Table of contents References.</p> <p>NB: RTMC reserves the right to verify the information provided</p>	10

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No	Item Description	Maximum Weight 50
	<p>2. The bidder must provide the work plan which details the development as well as the implementation as outlined in point 1 of section A1 above. (The stated plan must give an indication of activities, timelines, deliverables and resources that were deployed in providing the abovementioned solution)</p> <ul style="list-style-type: none"> <li>• Work plan submitted = <b>5 Points</b></li> <li>• No Work plan submitted = <b>0 Points</b></li> </ul>	<b>5</b>
<b>A2</b>	<p><b>Technology Platforms and Standards</b></p> <p>(a) RTMC recognises and accepts all technologies and standards however, the following are highly preferable and recommended within this context and scope.</p> <p>(b) In order for the bidder to qualify for the points they must provide an overview of all technology platforms and standards in relation to the key components of the solution</p> <p>(c) <b>Mandatory Technical:</b> Complete Interface Requirements Specifications must be provided. This aspect is required for all APIs, as a result the bidder is expected to refer to each when responding.</p> <p><b>A2.1 The bidder must have an Application Programme Interface for:</b></p> <p><b>(a) Card Payment Acquisition (API)</b></p> <ul style="list-style-type: none"> <li>• Representational State Transfer Web Service= <b>5 points</b></li> <li>• Simple Object Access Protocol = <b>4 points</b></li> <li>• Other = <b>2 points</b></li> </ul>	<b>5</b>

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No	Item Description	Maximum Weight 50
	For the bidder to qualify for points, a print out of API documentation must be attached	
	<b>(b) Factor Authentication of Payment</b> <ul style="list-style-type: none"> <li>Representational State Transfer Web Service= <b>5 points</b></li> <li>Simple Object Access Protocol = <b>4 points</b></li> <li>Other = <b>2 points</b></li> </ul>	<b>5</b>
	For the bidder to qualify for points, a printout of API documentation must be attached	
	<b>(c) Other types of payment</b> Further acceptable payment types Vouchers/Debit/ (bonus) <ul style="list-style-type: none"> <li>Representational State Transfer Web Service= <b>5 points</b></li> <li>Simple Object Access Protocol = <b>4 points</b></li> <li>Other = <b>2 points</b></li> </ul>	<b>5</b>
	For the bidder to qualify for points, a printout of API documentation must be attached	
	<b>A2.2 Daily reconciliation of all funds into the merchant account (API)</b> <ul style="list-style-type: none"> <li>Representational State Transfer Web Service= <b>5 points</b></li> <li>Simple Object Access Protocol = <b>4 points</b></li> <li>Other = <b>2 points</b></li> </ul>	<b>5</b>
	For the bidder to qualify for points, a printout of API documentation must be attached	
	<b>A2.3 Electronic Bank statements available to the Corporation (API/System to system)</b> <ul style="list-style-type: none"> <li>Yes = <b>5 Points</b></li> <li>No = <b>0 Points</b></li> </ul>	<b>5</b>



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No	Item Description	Maximum Weight 50
	<p><b>A2.4 Ability to add beneficiaries for disbursement</b></p> <ul style="list-style-type: none"> <li>• Yes = <b>5 Points</b></li> <li>• No = <b>0 Points</b></li> </ul> <p><b>A2.5 Disbursement of amounts from suspense account to beneficiaries</b></p> <ul style="list-style-type: none"> <li>• Representational State Transfer Web Service= <b>5 points</b></li> <li>• Simple Object Access Protocol = <b>4 points</b></li> <li>• Other = <b>2 points</b></li> </ul> <p><b>A2.6 API for chargebacks for notifications of successful/unsuccessful payments</b></p> <ul style="list-style-type: none"> <li>• Representational State Transfer Web Service= <b>5 points</b></li> <li>• Simple Object Access Protocol = <b>4 points</b></li> <li>• Other = <b>2 points</b></li> </ul>	<p><b>5</b></p> <p><b>5</b></p> <p><b>5</b></p>

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**STEP 2: EVALUATION CRITERIA**

(Bidders who made it to this step will be invited to make presentation and demonstrations before the panel on responses submitted as per step 2 evaluation criteria as outlined below)

<b>B. Knowledge Of The Subject Matter</b>	<b>Maximum Score 45</b>
<p><b>B1.1 Bidder to illustrate the clear understanding of the Corporation online payment solution in its entirety which must include an architectural overview of the proposed solution with regards to the:</b></p> <ul style="list-style-type: none"> <li>• merchant account = <b>4 points</b></li> <li>• suspense account = <b>4 points</b></li> <li>• payment reconciliation = <b>4 points</b></li> <li>• payment disbursement = <b>4 points</b></li> </ul> <p><b>B1.2 The bidder is expected to provide a schematic representation and detailed narrative of the end-to-end solution which includes the four components as stated above.</b></p> <p>The successful bidder will be expected to deliver/implement the solution within nine weeks after date of award.</p>	<p><b>16</b></p> <p><b>4</b></p>
<p><b>B2. Security requirements for the proposed solution</b></p> <p>The bidder is expected to outline security standards, technologies and all other related security aspects for the proposed end to end solution</p>	<p><b>5</b></p>

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<b>B3. Management information and Reporting</b> The successful bidder must have the capability to consolidate all management information related to all online transaction into a single source document/report with automated reporting tools. In order to qualify for points the bidder is expected to develop a prototype/specimen of a report and outline all the variables as stated in paragraph 14.3.9 on page 16.	<b>10</b>
<b>B4. Bidder to illustrate how they will support the Online solution</b> The bidder is expected to outline in detail how will they render support services in relation to the following; <ul style="list-style-type: none"><li>• Technical (network, systems) = <b>2 points</b></li><li>• Operational (queries, performance) = <b>2 points</b></li><li>• Fault reporting = <b>2 points</b></li><li>• Response Times/Business Continuity/Disaster Recovery= <b>1 point</b></li><li>• Marketing and promotion of the solution to the clientele/public = <b>1 point</b></li><li>• Technological Roadmap = <b>1 point</b></li><li>• Account manager = <b>1 point</b></li></ul> <input type="checkbox"/>	<b>10</b>

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**16.3. STAGE 3: PRICE AND B-BBEE (PREFERENCE POINTS EVALUATION)**

**NB:** Stage 3: This stage will be evaluated on a 80/20 or 90/10 Preference Point System

CRITERIA	MAXIMUM POINTS
Price	80/90
B-BBEE Rating	20/10
<b>Grand Total</b>	<b>100</b>

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## SBD DOCUMENTS ATTACHED AS ANNEXURE B

Table 1: Documents that must be submitted for Pre-qualification

Document that must be submitted	Non-submission may result in disqualification?	
Invitation to Bid – SBD 1	YES	Complete and sign the supplied pro forma document
Declaration of Interest – SBD 4	YES	Complete and sign the supplied pro forma document
Preference Point Claim Form – SBD 6.1	NO	Non-submission will lead to a zero (0) score on BBBEE
Declaration of Bidder's Past Supply Chain Management Practices – SBD 8	YES	Complete and sign the supplied pro forma document
Certificate of Independent Bid Determination – SBD 9	YES	Complete and sign the supplied pro forma document
Registration on Central Supplier Database (CSD)	YES	The service provider must be registered as a bidder on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number.  Submit proof of registration

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The checklist below indicates the B-BBEE documents that must be submitted for this Bid.  
Failure to submit the required documents will result in TMCs scoring zero for B-BBEE.

Classification	Turnover	Submission Requirement
Exempted Micro Enterprise (EME)	Below R5 million p.a.	Certified copy of B-BBEE Rating Certificate from a  SANAS Accredited rating agency or a Registered Auditor approved by IRBA or a letter from an Accounting Officer as contemplated in the CCA.
Qualifying Small Enterprise (QSE)	Between R5 million and R35 million p.a.	Certified copy of B-BBEE Rating Certificate from a  SANAS Accredited rating agency or a Registered Auditor approved by IRBA
Large Enterprise (LE)	Above R35 million p.a.	Certified copy of B-BBEE Rating Certificate from a  SANAS Accredited rating agency or a Registered Auditor approved by IRBA

## 17. CONTRACT PRICE ADJUSTMENT

Normal CPI adjustment annually to be applied after review of performance and agreed upon service delivery requirements being met.

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## **18. SERVICE LEVEL AGREEMENT**

- 18.1 Upon award RTMC and the successful bidder will conclude a supplementary agreement regulating the specific terms and conditions applicable to the services being procured by RTMC, more or less in the format of the draft Service Level Agreement included in this tender pack.
- 18.2 RTMC reserves the right to vary the proposed terms and conditions of the draft Service Level Agreement during the course of negotiations with a bidder by amending or adding thereto.
- 18.3 Bidder(s) are requested to:
- a. Comment on the terms and conditions set out in the Service Agreement and where necessary, make proposals to the terms and conditions;
  - b. Each comment and/or amendment must be explained; and
  - c. All changes and/or amendments to the Service Level Agreement must be in an easily identifiable colour font and tracked for ease of reference.
- 18.4 RTMC reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to RTMC or pose a risk to the organisation.

## **19. SPECIAL CONDITIONS OF THIS BID**

RTMC reserves the right:

- 19.1 Not to award or cancel this tender at any time and shall not be bound to accept the lowest or any Bid.
- 19.2 To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).
- 19.3 To accept part of a tender rather than the whole tender.



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- 19.4 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid.
- 19.5 To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.
- 19.6 To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.
- 19.7 Conduct Financial Statement Analysis only on the recommended bidders after completion of the pricing and BEE evaluation stage.
- 19.8 To award a tender based on which bidder is offering the best value for money, even if such Tender is not the lowest priced tender.
- 19.9 Not to award the tender to the bidder whose financial statements are not in order.
- 19.10 Award to multiple bidders to spread the risk.

## **20. RTMC REQUIRES BIDDER(S) TO DECLARE**

In the Bidder's Technical response, bidder(s) are required to declare the following:

- 20.1 Confirm that the bidder(s) is to: –
- 20.2 Act honestly, fairly, and with due skill, care and diligence, in the interests of RTMC;
- 20.3 Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- 20.4 Act with circumspection and treat RTMC fairly in a situation of conflicting interests;
- 20.5 Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- 20.6 Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with RTMC;
- 20.7 Avoidance of fraudulent and misleading advertising, canvassing and marketing;
- 20.8 To conduct their business activities with transparency and consistently uphold the interests and needs of RTMC as a client before any other consideration; and

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- 20.9 To ensure that any information acquired by the bidder(s) from RTMC will not be used or disclosed unless the written consent of the client has been obtained to do so.

**21. CONFLICT OF INTEREST, CORRUPTION AND FRAUD**

RTMC reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of the Corporation or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity"):

- 21.1 engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
- 21.2 seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- 21.3 makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of RTMC officers, directors, employees, advisors or other representatives;
- 21.4 makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- 21.5 accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity;
- 21.6 pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the

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award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;

21.7 has in the past engaged in any matter referred to above; or

21.8 Has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

## **22. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT**

22.1 The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that RTMC relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.

22.2 It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by RTMC against the bidder notwithstanding the conclusion of the Service Level Agreement between RTMC and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

## **23. PREPARATION COSTS**

The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing RTMC, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

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**24. INDEMNITY**

If a bidder breaches the conditions of this bid and, as a result of that breach, RTMC incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds RTMC harmless from any and all such costs which RTMC may incur and for any damages or losses RTMC may suffer.

**25. PRECEDENCE**

This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

**26. LIMITATION OF LIABILITY**

A bidder participates in this bid process entirely at its own risk and cost. RTMC shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Bidder's participation in this Bid process.

**27. TAX COMPLIANCE**

No tender shall be awarded to a bidder who is not tax compliant. RTMC reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to RTMC, or whose verification against the Central Supplier Database (CSD) proves noncompliant. RTMC further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

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## **28. NATIONAL TREASURY**

No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. RTMC reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another government institution.

## **29. GOVERNING LAW**

South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

## **30. RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL**

A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid. In the event that RTMC allows a bidder to make use of sub-contractors, such subcontractors will at all times remain the responsibility of the bidder and RTMC will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

## **31. CONFIDENTIALITY**

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a

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bidder's tender(s) will be disclosed by any bidder or other person not officially involved with RTMC examination and evaluation of a Tender.

No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by RTMC remain proprietary to RTMC and must be promptly returned to RTMC upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

Throughout this bid process and thereafter, bidder(s) must secure RTMC written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

No confidential information relating to the process of evaluating or adjudicating tenders or appointing a bidder will be disclosed to a bidder or any other person not officially involved with such process.

### **32. RTMC PROPRIETARY INFORMATION**

Bidder will on their bid cover letter make declaration that they did not have access to any RTMC proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidder(s).