



Road Traffic Management Corporation

**APPOINTMENT OF A SERVICE PROVIDER TO
PROVIDE AN INTEGRATED ONLINE PAYMENT
GATEWAY AND POINT OF SALE (POS)
SOLUTION FOR THE RTMC FOR A PERIOD OF
FIVE (05) YEARS**

RTMC BID NO: 02/2026/27

Acronym	Meaning
RTMC	Road Traffic Management Corporation
NaTIS	National Traffic Information System
DLTC	Driving Licence Testing Centre
RA	Registering Authority
SEU	Smart Enrolment Unit
PrDP	Professional Driving Permit
POS	Portable Point of Sale device
EFT	Electronic Funds Transfer
CNP	Card Not Present
EMV	Europay, Mastercard and Visa
3DS	Three-Domain Secure (EMV 3DS)
PCI DSS	Payment Card Industry Data Security Standard
PCI PTS	Payment Card Industry PIN Transaction Security
PASA	Payments Association of South Africa
SARB	South African Reserve Bank
NPS	National Payment System
PFMA	Public Finance Management Act
POPIA	Protection of Personal Information Act
FICA	Financial Intelligence Centre Act
ECTA	Electronic Communications and Transactions Act
ISO	International Organization for Standardization
SABS	South African Bureau of Standards
SANS	South African National Standards
SD-WAN	Software-Defined Wide Area Network
MFA	Multi-Factor Authentication
API	Application Programming Interface
MIS	Management Information System
SLA	Service Level Agreement
BCP	Business Continuity Plan
DR	Disaster Recovery
CPI	Consumer Price Index
SCM	Supply Chain Management
AGSA	Auditor-General of South Africa
PA-DSS	Payment Application Data Security Standard
SSF	PCI Software Security Framework
AML	Anti-Money Laundering
KYC	Know Your Customer
PII	Personally Identifiable Information
DR Site	Disaster Recovery Site
Linux OS	Linux Operating System (Ubuntu-based NaTIS environment)

Acronym	Meaning
Abbreviation	Description
Banks Act	Banks Act, 1990 (Act No. 94 of 1990)
NPS Act	National Payment System Act
Treasury e-Payments	National Treasury Electronic Payment Regulations
ISO/IEC 27001	Information Security Management Standard
ISO/IEC 27002	Code of Practice for Information Security Controls

Term	Definition
Online Payment Gateway	A secure, real-time electronic platform that authorises, processes, and routes online payment transactions between customers, banks, and NaTIS.
Merchant Account	A bank account in the name of RTMC used to receive and settle electronic and card-based payments.
Suspense Account	A temporary holding account used to stage funds pending reconciliation and automated multi-creditor disbursement.
Multi-Creditor Disbursement	Automated allocation and settlement of collected funds to multiple beneficiaries such as RTMC, RTIA, DLCA and Provincial Departments.
Settlement	The final clearing and transfer of funds into the Merchant or Suspense Account.
Disbursement	The automated transfer of reconciled funds from the Suspense Account to designated beneficiaries.
Reconciliation	Automated matching of transactions between NaTIS, the Payment Gateway, the Merchant Account and bank statements.
Chargeback	A transaction reversed by a cardholder's bank following a dispute.
Refund	A reversal of a completed transaction back to the original payment instrument.
Exception Management	Automated detection, handling and resolution of failed, incomplete or mismatched transactions.
Fraud Management	Systems and controls used to detect, prevent, investigate and manage fraudulent activities.
Card-Present Transaction	A transaction where the payment card is physically presented at a Point of sale (POS) device.
Card-Not-Present Transaction	A transaction where the card is not physically present, typically processed online.
Tokenisation	The replacement of sensitive card data with a secure, non-sensitive token.
Audit Trail	A complete, time-stamped electronic record of all transactions, settlements, reversals and exceptions.
Real-Time Processing	Immediate authorisation and confirmation of transactions without manual intervention.
High Availability	System design ensuring continuous operation with minimal downtime.

SECTION: 1

CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

1. Proprietary Information

Road Traffic Management Corporation (RTMC) considers this bid and all related information, either written or verbal, provided to the Bidder to be proprietary of RTMC. It shall be kept confidential by the Bidder and its officers, employees, agents, and representatives. The Bidder shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of RTMC.

2. Enquiries

2.1 All communication and attempts to solicit information of any kind relative to this bid should be channelled to the email below, however the cut-off date will be on the **18 May 2026**.

Name	RTMC
Email Address	Bidadmin@rtmc.co.za

2.2 All the documentation submitted in response to this bid must be in English.

2.3 The RTMC may respond to any enquiry in its sole discretion and the bidder acknowledges that it will have no claim against the RTMC on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

3. Validity Period

Responses to this bid received from bidders will be valid for a period of **120 days** counted from the closing date of the bid.

4. Supplier Performance Management

4.1 The RTMC views Supplier Performance Management as critical in ensuring value-for-money acquisition and good supplier relations between the RTMC and all its suppliers.

4.2 Upon receipt of written notification of an award, the successful Bidder shall be required to conclude SBD 7.2 and the Service Level Agreement (SLA) with the RTMC, which will form an integral part of the agreement. The SLA will be a tool to measure, monitor, and assess the Bidder's performance level and ensure effective service delivery, quality, and value-add to RTMC business.

4.3 Should the successful Bidder fail to sign the SBD 7.2 and the SLA when called upon to do so, the RTMC may, without prejudice to any other rights it may have -

4.3.1 cancel the contract that may have been entered into between the successful Bidder and the RTMC, and the successful Bidder shall pay to the RTMC any additional expenses incurred by the RTMC having either:

4.3.1.1 to accept any less favourable Bid or,

4.3.1.2 if new Bids have to be invited, the additional expenditure incurred by the invitation of fresh Bids and/ or by the subsequent acceptance of any less favourable Bidder.

5. Instructions on submission of Bids

5.1 Bids should be submitted as follows:

5.1.1 Technical envelopes

- i. Two (2) copies for technical responses/functional evaluation (one original and one copy)
- ii. PDF soft copy in a memory stick of the technical responses/functional (to be enclosed in the envelope that contains the original document)

5.1.2 Financial envelopes

- i. The pricing schedule should be submitted separately. Two (2) copies (one original and one copy)
- ii. PDF soft copy of a memory stick of the pricing schedule (to be enclosed in the envelope that contains the original document)

5.2 All envelopes to be sealed and endorsed, **RTMC BID 02/2026/27: Appointment of a service provider to provide an integrated online payment gateway and Point of sale (POS) solution for the RTMC for a period of five (05) years.**

5.3 The sealed envelope must be placed in the bid box at the Main Reception area of the **RTMC Centurion Gate Business Park, Block D, 146 Akkerboom Street, Zwartkop Centurion, no later than 11:00am on 25 May 2026.**

5.4 Compulsory Briefing Session: Registration

The compulsory briefing session details are as follows:

5.4.1 Bidders must register for a compulsory briefing session by submitting the necessary information to bidadmin@rtmc.co.za by **04 May 2026 at 14:00pm** to be eligible to participate in the compulsory briefing and the bid process.

5.4.2 The following information is required to register for a briefing session:

- Company Name
- CSD Registration number
- Name and Surname of the Representative (only 4 representatives will be allowed)

5.4.3 Bidders will be required to arrive by nine thirty (09:30) for registration and the session will begin promptly at 10:00 am.

5.4.4 After the briefing session, a signed briefing certificate will be issued to all the bidders who were part of the briefing session.

NB: The mentioned briefing certificate must be attached to the bid documents upon submission on the closing date of the bid. (Failing which will invalidate the bid)

5.5 Compulsory Briefing Session

5.5.1 The compulsory briefing session will take place as follows:

- Date: **06 May 2026 at 10:00 am**
- Venue: Road Traffic Management Corporation
Centurion Gate Business Park, Block B
146 Akkerboom Street
Zwartkop, 0157

5.6 The envelope must also endorse the Bidder's company name, closing date, and return address.

5.7 All bids submitted must be signed by a person or persons duly authorized thereto.

5.8 Suppose a courier service company is being used to deliver the bid document. In that case, the bid description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the bid box. The RTMC will not be held responsible for any delays where documents are not placed in the bid box before the closing date and time.

5.9 Bid received by email, facsimile, or similar medium will not be considered.

5.10 Where a bid document is not placed in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **Late bids will not be considered.**

5.11 Amended bids may be sent in an envelope marked "**Amendment to Bid**" and should be placed in the bid box before the closing time.

5.12 Bidders should check the number of the pages to satisfy themselves that all are included and not duplicated. RTMC will accept no liability regarding anything arising from the fact that pages are missing or duplicated.

6. Undertakings by the Bidder

- 6.1 The Bidder accepts that all costs incurred in preparation, presentation, and any demonstration in relation to this bid shall be for the Bidder's account.
- 6.2 The Bidder hereby offers to render all or any of the services described in the attached documents to the RTMC on the terms and conditions and in accordance with the specifications stipulated in this bid documents (and which shall be taken as part of and incorporated into, this proposal at the prices inserted therein).
- 6.3 The Bidder shall prepare for a possible presentation should RTMC require such, and the Bidder shall be notified by 4 (four) days before the presentation date. Such presentation may include a demonstration of products or services as called for by the RTMC in relation to this bid.
- 6.4 The successful Bidder hereby accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the principal(s) liable for the due fulfilment of this contract.
- 6.5 Note that should the bid be accepted, and the Bidder be unwilling or unable to commence the services on the commencement date and / or during the execution of the contract due to circumstances that are within its control, the RTMC shall be entitled, without prejudice to any other rights it may have –
 - 6.5.1 to terminate the contract or
 - 6.5.2 claim specific performance from the successful bidder and
 - 6.5.3 claim damages from the successful bidder.
- 6.6 The Bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response that the price (s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents and that the price (s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accepts that any mistakes regarding price (s) and calculations will be at his/her risk.

7. RTMC's Rights

- 7.1 The RTMC reserves the right not to accept the lowest bid or any bid in part or whole. RTMC typically awards the contract to the Bidder, who proves to be fully capable of handling the contract and whose bid is technically acceptable and financially advantageous to RTMC.

- 7.2 The RTMC also reserves the right to award this bid as a whole or in part without furnishing reasons.
- 7.3 The RTMC reserves the right to conduct a site visit at the premises of the offices or any client sites if required.
- 7.4 The RTMC reserves a right to amend any bid conditions, validity period, or specifications or extend the closing date of the bid before the initially stated closing date. Bidders will be advised in writing of such amendments in good time.
- 7.5 The RTMC reserves the right to request all relevant information, agreements, and other documents to verify information supplied in the bid response. The bidder hereby consents to the RTMC to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.
- 7.6 RTMC reserves the right to verify authenticity of all the submitted documentation.
- 7.7 The RTMC acknowledges and agrees that all data and Personal Information provided by the Bidder to the RTMC, or to which the RTMC may be exposed, shall constitute Personal Information.
- 7.8 The RTMC hereby undertakes–
- 7.8.1 In favour of the Bidder that it shall at all times strictly comply with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) and any other legislation related to the protection of Personal Information.
- 7.8.2 To use its best efforts to keep Personal Information confidential and shall not disclose any Personal Information to any other person except as required by law, save to the extent set out in this bid;
- 7.8.3 At the RTMC's option, return or destroy any Personal Information once it is no longer required to perform its obligations under this bid or any directly related purpose and
- 7.8.4 not process Personal Information for any purpose other than to perform its obligations under this bid.
- 7.9 The RTMC reserves the right to reject a proposal for the award of a contract if the recommended bidder has committed a corrupt or fraudulent act in competing for the particular contract; or
- 7.9.1 Cancel a contract awarded to a supplier of goods or services –

- i. if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract; or
- ii. if any official or other role player committed any corrupt or fraudulent act during the bidding process or the execution of that contract that benefited that supplier.

7.10 The RTMC reserves the right to disregard the bid of any bidder if that bidder, or any of its directors –

- (i) have abused the institution's supply chain management system
- (ii) have committed fraud or any other improper conduct in relation to such system; or
- (iii) have failed to perform on any previous contract.

7.11 RTMC will inform the relevant treasury of any action taken in terms of paragraph (7.10).

7.12 The RTMC will never request any compensation in whatever form; from any supplier to be awarded a contract. Suppliers are hereby advised not to fall for these scammers.

8. SPECIAL INSTRUCTIONS TO BIDDERS

8.1 Bidders shall provide complete and accurate answers to the questions posed in this document.

8.2 Bidders must substantiate their response to all questions, including details on how their proposal/solution will address specific functional/technical requirements. All documents, as indicated, must be supplied as part of the bid response.

8.3 The RTMC reserves the right to sign a Service Level Agreement (SLA) with the service provider to supplement services in an agreement in this regard. Bidders who procure or fulfil their services required by RTMC through a third party are expected to have a letter(s)/ certificate(s) of good standing/ authorisation/ accreditation from either the Original Equipment Manufacturer (OEM), distributor, reseller or agent (intermediaries/ partnership).

8.4 RTMC reserves the right to include any additional related items on the contract that are not part of the bid document.

8.5 The RTMC will not be held responsible for any costs incurred in preparing and submitting bid documents.

- 8.6** RTMC reserves the right to verify the information bidders provide; any misrepresentation will lead to the Bidder's disqualification.
- 8.7** The bidder is expected to provide a dedicated Service or Account Manager for the duration of the tender /project.
- 8.8** To prevent the abuse of SCM system, RTMC will under no circumstances allow or promote bid rigging (or collusion bidding) from any bidder. For instance, bidders who submit bid documents on their own, and enter into Joint Venture Agreement or any other Agreement with another company using the same company, irrespective of either declared on SBD 4 or not. Both bidders will be disqualified should such be identified.
- 8.9** It is the responsibility of the bidder to formally inform or communicate with the RTMC on any administrative changes or amendments after their appointment which may have negative impact on execution of the contract, where necessary, the RTMC reserves the right to conduct due diligence.

SECTION: 2

SPECIFICATION DETAILS AND FUNCTIONALITY REQUIREMENTS

SECTION 2: TECHNICAL REQUIREMENTS/ SPECIFICATION

1. PURPOSE

- 1.1 The purpose of this bid is to invite potential service providers for the appointment of a service provider to provide an integrated online payment gateway and Point of sale (POS) solution for the RTMC for a period of five (05) years.

2. BACKGROUND

- 2.1 The Road Traffic Management Corporation (RTMC), a Schedule 3A Public Entity established under the RTMC Act, 1999, hereby invites suitably qualified and experienced bidders to provide a fully integrated Online Payment Gateway and Point of sale (POS) Solution to support NaTIS operations nationally.
- 2.2 The requirement includes the provisioning of a Merchant Account, Suspense Account, Multi-Creditor Disbursement Engine, Automated Reconciliation Engine, Online Payment Gateway, Chargeback and Refund Management Systems, Fraud Detection and Case Management, and Integrated Point of sale (POS) devices deployed across DLTCs, Registering Authorities, Smart Enrolment Units and Mobile Units.
- 2.3 The solution must comply with all applicable South African banking, financial sector, national payment system, cyber security, and public finance regulations and must deliver uninterrupted revenue collection for all NaTIS services.

3. SCOPE OF WORK AND DETAILED SPECIFICATIONS

3.1 Merchant Account Requirements

The bidder must provide a Merchant Account in the name of RTMC, capable of supporting card-present and card-not-present (online) transactions, automated refunds and reversals, real-time settlement notifications, and full end-to-end transaction traceability.

In addition, the electronic bank statement functionality associated with the Merchant Account must allow for the controlled updating or correction of incorrect EFT transaction references only, where such EFT deposits were captured with incorrect, incomplete, or erroneous references, and were not initiated through the online payment interface.

This functionality must:

- Permit authorised RTMC users to amend EFT transaction references only;
- Preserve the original reference and maintain a complete audit trail of all reference changes;
- Ensure amended references are reflected consistently in electronic bank statements, reconciliation, settlement, and reporting outputs; and
- Prevent any manual reprocessing or alteration of transactions outside approved system controls.

3.2 Online Payment Gateway Requirements

A PCI DSS Level 1 compliant real-time gateway with tokenisation, EMV 3DS, fraud detection, non-repudiation, and 99.95% uptime is required. Must integrate via REST APIs.

3.3 Suspense Account Requirements

The Suspense Account must support daily sweeps, multi-creditor allocation, real-time visibility, secure daily statements, and integration with NaTIS reconciliation.

3.4 Automated Reconciliation Requirements

The system must perform automated three-way reconciliation between the Gateway, Merchant Account and Bank Account, detect mismatches and update NaTIS.

3.5 Disbursement to Multiple Creditors

Daily/weekly/monthly disbursement required for:

- RTMC
- RTIA
- DLCA
- All nine Provinces

- Future beneficiaries

3.6 Point of sale (POS) Requirements

PCI PTS-certified devices supporting EMV, Tap, Chip & PIN, QR, Wallets, integrated with NaTIS in real time.

The Point of sale (POS) solution should be fully integrable with the RTMC's existing Linux environment, specifically systems running Ubuntu.

3.7 Exception Management

Automated rollback of failed or incomplete transactions.

3.8 Refund Management

Refunds must automatically return to the originating payment instrument.

3.9 Chargeback Management

Real-time notification to NaTIS and automated transaction suspension.

3.10 Fraud & Case Management

Velocity checks, behavioural scoring, device fingerprinting, geolocation, case workflow platform.

3.11 Reporting & MIS

Daily, weekly, monthly statements; real-time dashboards; downloadable formats (CSV, XML, XLSX, PDF).

3.12 Information Security Requirements

Compliance with but not limited to the following:

- PCI DSS
- PCI PTS
- ISO 27001
- PASA rules
- POPIA
- ECTA
- PFMA
- SARB directives

3.13 Account Management & Support

24/7 support, DR site, BCP, SLAs, dedicated account manager.

Real time transactions monitoring with time stamp.

Transactions such as failures, settlements and reconciliations.

3.14 Future Enhancements

Support future payment rails such as PayShap, biometric payments, expanded Point of sale (POS).

4. CORPORATE SOCIAL RESPONSIBILITY/ INVESTMENT

4.1 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.

4.2 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.

NB: The prerogative / discretion to choose critical projects will remain with the Corporation.

SECTION: 3

EVALUATION CRITERIA

1. EVALUATION CRITERIA

The bid will be evaluated in the following stages:

(a) Stage 1 – Standard Compliance Requirements

Bidders are expected to submit and comply with all the required Standard Compliance Requirements. Failure to comply with these requirements will invalidate the bid. Below are the Standard Compliance requirements.

- i. Bidders are required to submit bid documents as follows:
 - one original,
 - one hard copy
- ii. PDF soft copy in a clearly marked/ labelled memory stick. Documents submitted on soft copy must be the same documents as the hard copy (original).
- iii. In case of a Joint Venture (JV), Consortium, Teaming Agreement, or similar relationship/agreement, bidders must submit standard bidding documents i.e.
 - o SBD 1, one consolidated SBD 1 for Joint Venture (JV), Consortium, Teaming Agreement, or similar relationship/agreement **signed by the authorized** person(s) (Proof of authority must be submitted e.g. company resolution) and
 - o SBD 4 for each entity/company in the JV or any agreement, for each of the entities in an agreed business relationship accompanied by a signed agreement by all the parties concerned.
 - o SBD 6.1 for each entity/company in the JV or any agreement, for each of the entities in an agreed business relationship accompanied by a signed agreement by all the parties concerned.
- iv. All returnable bid documents must be **signed by the authorized** person(s) (Proof of authority must be submitted e.g. company resolution)
- v. The layout of the required documents is set up in table 1.1
- vi. **NB:** *To prevent the abuse of the SCM system, RTMC will under no circumstances allow or promote bid rigging (or collusion bidding) from any bidder. For instance, bidders who submit bid documents on their own, and enter into a Joint Venture Agreement or any other Agreement with another company using the same company, irrespective of either declared on SBD 4 or not. Both bidders will be disqualified should such be identified.*

- vii. Bidder(s) must be registered with National Treasury Centralised Supplier Database (CSD) – CSD report or CSD MAAA Reference Number.
- viii. Compulsory briefing session certificate must be completed and enclosed with the tender documents.

(b) Stage 2 – Mandatory Requirements

Bidders who fail to meet the mandatory requirements will be disqualified from further evaluation.

(c) Stage 3 - Functionality Evaluation

This process comprises two steps:

- i) Step 1 - written responses/ proposals which consists of **70 points**.
 - o **NB:** Bidders will be required to score a minimum of **45 points** to qualify for step 2.
- ii) Step 2 – presentation and demonstration which consist of **30 points**.
 - o **Bidders** will be required to score a minimum of **25 points**.
- iii) Bidders will be required to score at least **70 points** to qualify for stage 4.

(d) Stage 4 – Price and Specific Goals Evaluation

Bidders will be evaluated on 90/10 Preference Point System (i.e., 90 points for price and 10 points for specific goals).

1.1 STAGE 1 – STANDARD COMPLIANCE REQUIREMENTS

TABLE 1.1

STANDARD COMPLIANCE REQUIREMENTS	COMPLY (YES / NO)
RETURNABLE BID DOCUMENTS	
Total number of copies submitted – Two (2) (1 original and one copy) All the documentation under the bid proposal is to be converted and submitted in a PDF within a memory stick	
Proof of CSD Registration. (CSD number or report) Registration on CSD (available on www.csd.gov.za)	
Compulsory Briefing Session Certificate	
SBD 1: Invitation to bid and company information	
SBD 4: Declaration of interest	
SBD 6.1: Preference points claim form	
FINANCIAL PROPOSAL	
Total number of copies submitted – (Two (2) one original and one copy) All the documentation under the financial proposal is to be converted and submitted into a PDF within a memory stick	
Pricing Schedule NB. Bidders are required to complete the attached provided price schedule – Annexure “A” (either as issued or on the company letterhead)	

1.2 STAGE 2 – MANDATORY REQUIREMENTS

NOTE: A bidder who fails to meet the below Mandatory Requirements will be disqualified from further evaluation.

1.2.1 Compliance Standards for the Merchant Account

Standard Regulation	Requirement Description	Exact Certificate / Document to be Submitted	Validity / Renewal Frequency	Comply (Yes / No)
Banks Act (Act 94 of 1990)	Merchant Account must be held with a registered bank authorised by SARB.	Certified copy of Bank Registration Certificate issued under the Banks Act confirming the bidder (or their banking partner) is a registered bank.	Does not expire but must be revalidated annually with a letter confirming ongoing registration.	
South African Reserve Bank (SARB) – National Payment System Directives	Settlement accounts must comply with SARB directives for payment system participation.	Letter of Accreditation / Approval from SARB confirming participation in NPS for merchant acquiring or settlement.	Renew every 12 months OR upon SARB request if directives change.	
Payment Systems Management Act (2005)	Ensures compliance with clearing, settlement, and switching rules.	SARB/NPS Participation Confirmation Letter or agreement showing lawful participation through a sponsoring bank.	Renewal every 12 months or when sponsoring bank updates accreditation.	
PASA – Acquiring / System Operator Rules	Merchant Account provider must be authorised by PASA as an Acquirer or System Operator.	Valid PASA Acquirer Certificate or PASA System Operator Accreditation Certificate.	Must be renewed annually per PASA requirements.	
PCI DSS (Payment Card Industry Data Security Standard)	Merchant and Gateway environments must comply with PCI DSS Level 1.	Valid PCI DSS Attestation of Compliance (AOC) issued by a Qualified Security Assessor (QSA).	Renewal required annually (12-month certification cycle).	

Standard Regulation	Requirement Description	Exact Certificate / Document to be Submitted	Validity / Renewal Frequency	Comply (Yes / No)
FICA (Financial Intelligence Centre Act)	Merchant account must comply with customer due diligence and AML/CTF obligations.	FICA Compliance Letter or FSP Registration or Internal FICA Compliance Manual signed by bidder's Compliance Officer.	Updated annually, or whenever compliance manual changes.	
Treasury Payment Regulations	Merchant facility must comply with Treasury requirements for electronic payments.	Written confirmation of compliance with Treasury e-Payment Regulations, signed by the bank or PSP.	Reviewed annually, or whenever Treasury issues updated guidelines.	

1.2.2 Compliance Standards for the Online Payment Gateway

Standard Regulation	Requirement Description	Exact Certificate / Document to be Submitted	Validity / Renewal Frequency	Comply (Yes / No)
PCI DSS Level 1 Certification	Mandatory for all gateway systems processing, storing, or transmitting cardholder data.	PCI DSS Level 1 Certificate and Attestation of Compliance (AOC) issued by a Qualified Security Assessor (QSA).	Renew annually (12 months).	
PCI PA-DSS / PCI Software Security Framework (SSF)	Required for any payment application or software provided by the bidder.	PA-DSS Certificate or PCI SSF Certification for the payment application.	Renew annually or when software version changes.	
ISO/IEC 27001 Certification	Ensures information security controls and risk management in hosting, processing, and support environments.	ISO/IEC 27001 Certificate issued by an accredited certification body.	Valid for 3 years with annual surveillance audits.	

Standard Regulation	Requirement Description	Exact Certificate / Document to be Submitted	Validity / Renewal Frequency	Comply (Yes / No)
PASA System Operator Accreditation	Required if the bidder switches, routes, processes or handles payments within the NPS.	PASA System Operator Accreditation Certificate.	Renew annually (PASA requirement).	
SARB – National Payment System Act (NPS) Directives	Governs clearing, settlement, switching, and payment system participation.	SARB Compliance Letter or Formal Participation Acknowledgement through a sponsoring bank.	Renew annually or whenever directives change.	
Electronic Communications and Transactions Act (ECTA) Compliance	Ensures legal recognition, validity, and enforceability of electronic transactions.	Signed ECTA Compliance Declaration by the bidder's legal representative.	Renew annually or upon change in legal framework.	
POPIA (Protection of Personal Information Act)	Protects cardholder data, identity information, and all PII handled by the gateway & Point of sale (POS).	POPIA Compliance Statement, PAIA Manual, and Information Officer (DPO) Registration Certificate.	Renew annually and update PAIA Manual as required.	
FICA Compliance	Ensures anti-money laundering (AML), counter-terrorist financing, and fraud monitoring controls.	FICA Compliance Letter or approved AML & KYC Policy signed by Compliance Officer.	Review & renew annually or upon regulatory updates.	
Treasury Payment Regulations	Gateway must comply with standard EFT formats, reconciliation formats, and reporting protocols for public entities.	Technical Compliance Mapping Document demonstrating alignment with Treasury formats.	Renew annually or when Treasury issues revised guidelines.	

1.2.3 Compliance Standards for the Integrated Point of sale (POS) Solution

Standard Regulation	Requirement Description	Exact Certificate / Document to be Submitted	Validity / Renewal Frequency	Comply (Yes / No)
PCI PTS (PIN Transaction Security)	All Point of sale (POS) and PIN entry devices must be PCI-PTS certified for secure PIN processing.	PCI PTS Device Certificate for each Point of sale (POS) model offered.	Valid for the device lifecycle; renewal required only when firmware/hardware changes.	
EMV Level 1 & 2 Certification	Required for secure chip-card processing and card authentication.	EMV L1 & L2 Certificates issued by EMVCo.	Valid for device lifecycle; renew only when hardware/software changes.	
SABS / SANS ICT & Electrical Compliance	Ensures device safety, electrical compliance, and radio standards for use in South Africa.	SABS Certificate of Approval for Point of sale (POS) devices.	Valid for device lifecycle unless design changes.	
ISO/IEC 27001 / 27002 Device Lifecycle Security	Ensures secure POS device provisioning, encryption, remote updates, storage and decommissioning.	ISO 27001 Certificate AND Device Security Architecture Document.	ISO27001 valid for 3 years with annual surveillance audits; device documentation updated annually.	
POPIA Compliance	Protects identity, licence information, and personal data processed at POS terminals.	POPIA Compliance Declaration + POS Data Protection Policy.	Renew annually and update when policies change.	
PASA Card Acceptance Rules	Point of sale (POS) must comply with South African acquiring, routing, EMV and card acceptance rules.	PASA Terminal Integration Approval Letter.	Renew annually per PASA certification cycle.	
Banks Act & SARB Requirements	Point of sale (POS) must be onboarded under an acquiring bank approved by SARB.	Letter from acquiring bank confirming terminal certification, onboarding and acceptance.	Renew annually or when acquiring bank requirements change.	

1.3 STAGE 3 - FUNCTIONALITY CRITERIA

NB: FUNCTIONAL EVALUATION WIL BE SPLIT INTO TWO (2) STEPS. i.e. - STEP 1 – WRITTEN RESPONSE AND STEP 2 – PRESENTATION AND DEMONSTRATION

i. STEP 1

Step 1 will be based on written proposals and shall be evaluated based on the following parameters for functionality:

DESCRIPTION	POINTS
A. BIDDER’S RELEVANT EXPERIENCE (FROM CLIENTS)	15
<p>A1. Experience or similar work done and work plan</p> <p>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 work done to the threshold greater than R50 million in receipts collected in a single project as defined below:</p> <ul style="list-style-type: none"> • 3 and above similar work done = 10 points • 1 to 2 similar work done = 5 points <p>COMPLIANCE REQUIREMENT</p> <p>Bidders are required to submit reference letters aligned or captured in line with the attached template to reflect similar work done.</p> <p>The bidder must submit clearly visible reference letters in clients’ letterhead indicating all the below-mentioned details, viz.</p> <ul style="list-style-type: none"> ○ Name of the institution/entity where services were rendered, ○ Address of the institution/entity where work was rendered, ○ Description/functions of services rendered, ○ Contract value or amount, ○ Duration/Period, and ○ Contact details, ○ Reference letters must be signed by the authorized person/s with dates. (Reference Letter template – Annexure B). 	

DESCRIPTION	POINTS
<p>NB: Bidders are required to ensure that information provided is accurate and correct as the RTMC reserves the right to conduct reference checks.</p> <p>A2.</p> <p>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"> • Work plan submitted = 5 Points • No work plan submitted = 0 Points 	
<p>B. TECHNOLOGY PLATFORMS AND STANDARDS</p>	55
<p>a. RTMC recognizes 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. Mandatory Technical: Complete Interface Requirements Specifications must be provided. This aspect is required for all Application Programme Interface (APIs), as a result the bidder is expected to refer to each when responding.</p> <p><i>Please refer to page 14-16 under scope of work for detailed requirements.</i></p> <p>B1. The bidder must have an Application Programme Interface for:</p> <p>(i) Card Payment Acquisition (API)</p> <ul style="list-style-type: none"> • Representational State Transfer Web Services = 04 Points • Simple Object Access Protocol = 03 Points • Other = 02 Points <p>For the bidder to qualify for points, a printout of API documentation must be attached.</p>	

DESCRIPTION	POINTS
<p>(ii) Factor Authentication of Payment</p> <ul style="list-style-type: none"> • Representational State Transfer Web Services = 04 Points • Simple Object Access Protocol = 03 Points • Other = 02 Points <p>For the bidder to qualify for points, a printout of API documentation must be attached.</p> <p>(iii) Other types of payment</p> <ul style="list-style-type: none"> • Representational State Transfer Web Services = 04 Points • Simple Object Access Protocol = 03 Points • Other = 02 Points <p>For the bidder to qualify for points, a printout of API documentation must be attached.</p> <p>B2. Daily reconciliation of all funds into the merchant account (API)</p> <ul style="list-style-type: none"> • Representational State Transfer Web Services = 05 Points • Simple Object Access Protocol = 03 Points • Other = 02 Points <p>For the bidder to qualify for points, a printout of API documentation must be attached.</p> <p>B3. Electronic Bank Statements available to the Corporation (API / System to System)</p> <ul style="list-style-type: none"> • Yes = 03 Points • No = 00 Points <p>B4. Ability to add beneficiaries for disbursement</p> <ul style="list-style-type: none"> • Yes = 03 Points • No = 00 Points <p>B5. Disbursement of amounts from suspense accounts to beneficiaries</p> <ul style="list-style-type: none"> • Representational State Transfer Web Services = 03 Points • Simple Object Access Protocol = 02 Points • Other = 01 Points <p>For the bidder to qualify for points, a printout of API documentation must be attached.</p>	

DESCRIPTION	POINTS
<p>B6. API for chargebacks for notifications of successful / unsuccessful payments</p> <ul style="list-style-type: none"> • Representational State Transfer Web Services = 03 Points • Simple Object Access Protocol = 02 Points • Other = 01 Points <p>For the bidder to qualify for points, a printout of API documentation must be attached.</p> <p>B7. Online Payment Gateway Requirements</p> <ul style="list-style-type: none"> • Representational State Transfer Web Services = 03 Points • Simple Object Access Protocol = 02 Points • Other = 01 Points <p>For the bidder to qualify for points, a printout of API documentation must be attached.</p> <p>B8. Point of sale (POS) Requirements (Point of sale (POS) Points Are Compulsory)</p> <ul style="list-style-type: none"> • Representational State Transfer Web Services = 05 Points • Simple Object Access Protocol = 03 Points • Other = 02 Points <p>For the bidder to qualify for points, a printout of API documentation must be attached.</p> <p>B9. Exception Management</p> <ul style="list-style-type: none"> • Representational State Transfer Web Services = 03 Points • Simple Object Access Protocol = 02 Points • Other = 01 Points <p>For the bidder to qualify for points, a printout of API documentation must be attached.</p> <p>B10. Refund Management</p> <ul style="list-style-type: none"> • Representational State Transfer Web Services = 03 Points • Simple Object Access Protocol = 02 Points • Other = 01 Points <p>For the bidder to qualify for points, a printout of API documentation must be attached.</p> <p>B11. Chargeback Management</p> <ul style="list-style-type: none"> • Representational State Transfer Web Services = 03 Points • Simple Object Access Protocol = 02 Points • Other = 01 Points <p>For the bidder to qualify for points, a printout of API documentation must be attached.</p>	

DESCRIPTION	POINTS
<p>B12. Fraud and Case Management</p> <ul style="list-style-type: none"> • Representational State Transfer Web Services = 03 Points • Simple Object Access Protocol = 02 Points • Other = 01 Points <p>For the bidder to qualify for points, a printout of API documentation must be attached.</p> <p>B13. Account Management and Support</p> <ul style="list-style-type: none"> • Representational State Transfer Web Services = 03 Points • Simple Object Access Protocol = 02 Points • Other = 01 Points <p>For the bidder to qualify for points, a printout of API documentation must be attached.</p> <p>B14. Future Enhancements</p> <ul style="list-style-type: none"> • Representational State Transfer Web Services = 03 Points • Simple Object Access Protocol = 02 Points • Other = 01 Points <p>For the bidder to qualify for points, a printout of API documentation must be attached.</p>	
TOTAL POINTS	70

NB: BIDDERS WILL BE REQUIRED TO SCORE A MINIMUM OF 45 POINTS FROM STEP 1 IN ORDER TO QUALIFY FOR STEP 2. POINT OF SALE (POS) POINTS ARE COMPULSORY.

ii. **STEP 2: PRESENTATION AND DEMONSTRATION**

Bidder who made it to this step will be invited to make presentation and demonstration before the panel on responses submitted as per step 2 evaluation criteria as outlined below.

PRESENTATION AND DEMONSTRATION	30
A. Knowledge of the Subject Matter (Technology Platforms and Standards)	10
<p>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:</p> <ul style="list-style-type: none"> • Merchant account = 01 Points • Suspense account = 01 Points • Payment reconciliation = 01 Points • Payment disbursement = 01 Points • Beneficiary Management = 01 Points • Refund and Chargeback Management = 01 Points • Point of sale (POS) requirements = 02 Points • Fraud Management = 02 Points <p>The bidder is expected to provide a schematic representation and detailed narrative of the end-to-end solution which includes all the components as stated above.</p> <p>The successful bidder will be expected to deliver / implement the solution within timelines determined by the RTMC after date of award.</p>	
B. Security requirements for the proposed solution	15
<p>B1. Security requirements for the proposed solution = 04 Points</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>B2. Management information and reporting = 04 Points</p> <p>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.</p> <p>In order to qualify for points the bidder is expected to develop a prototype / specimen of reports and outline all the variables as stated in paragraph 3.11 on page 15.</p>	

<p>B3. Bidder to illustrate how they will perform account management on the solution = 07 Points</p> <p>The bidder is expected to outline in detail how will they render support services in relation to the following:</p> <ul style="list-style-type: none"> • Technical (network, systems) = 01 Points • Operational (queries, performance) = 01 Points • Fault reporting = 01 Points • Response Times / Business Continuity / Disaster Recovery = 01 Points • Technological Roadmap = 01 Points • Account Manager = 01 Points • Marketing and promotion of the solution to the clientele / public = 01 Points 	
<p>C. Corporate Social Responsibility / Investment</p>	<p>05</p>
<p>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.</p> <p>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 (for an example, printing material, corporate gifts, messaging pamphlets, personnel, equipment, etc.).</p> <p>Bidders are required to propose a specific and measurable contribution that will support and advance the RTMC’s road safety mandate. Proposals must demonstrate direct relevance to road safety outcomes and will be evaluated based on alignment, monetary value, measurable impact, sustainability and implementation capacity over the duration of the contract.</p> <p>The proposal must clearly include the following elements:</p> <ul style="list-style-type: none"> • Strategic alignment to road safety mandate • Monetary value costed to the RTMC • Measurable outcomes • Sustainability • Implementation capacity 	

Compliance Requirements:

A detailed project proposal to be submitted that includes the 5 elements above.

Bidder must fully complete the table below on resource allocation (monetary value costed to the RTMC):

Project Description	Total Resources	Year 1	Year 2	Year 3	Year 4	Year 5
i) Road Safety Programmes	Example: Total resources to the value of Rxxx					
ii) October Transport Month / Easter / Festive Campaigns	Example: Total resources to the value of Rxxx					
iii) Small Medium Micro Enterprises (SMME) Development Programmes	Example: Total resources to the value of Rxxx					

The elements above will be evaluated on the following scoring scale:

VALUE	DESCRIPTION	POINTS
5- Excellent	Meets and exceeds the functionality requirements	5
4- Very Good	Above average compliance to the requirements	4
3- Good	Satisfactory and should be adequate for stated element	3
2- Average	Compliance to the requirements	2
0- Non-Compliant	Does not comply to the requirements	0

STEP TWO SUB TOTAL	30
OVERALL TOTAL FOR FUNCTIONALITY	100

BIDDERS WILL BE REQUIRED TO SCORE A MINIMUM OF 25 POINTS FROM STEP 2 PRESENTATION AND DEMONSTRATION.

NB: BIDDERS WILL BE REQUIRED TO SCORE AN OVERALL MINIMUM OF 70 POINTS IN ORDER TO QUALIFY FOR STAGE 4 (PRICE AND SPECIFIC GOALS).

2. STAGE 4 – PRICE AND SPECIFIC GOAL EVALUATION

CRITERIA	MAXIMUM POINTS
Price	90
Black Owned Company	3
Women Owned Company	3
Youth Owned Company	2
*Company owned by people living with disabilities	2
Grand Total	100

***Letter from a medical practitioner confirming disability must be submitted when these points are claimed.**

SECTION: 4
ANNEXURE AND
STANDARD BIDDING
DOCUMENTS

See the attached SBD
forms.

(All SBD forms must be
signed)

BIDDING DOCUMENTS: GENERAL INFORMATION

1. The bidding forms are drawn up so that certain essential information is to be furnished in a specific manner. Any additional shall be provided in the enclosed questionnaire(s) or a separate annexure.
2. The bidding forms should not be retyped or redrafted; photocopies may be prepared and used. Additional offers may be made for any item, but only on a page photocopy. Additional offers made in any other manner may be disregarded.
3. Bidding forms not filled in using a computer and printer shall be completed in black ink.
4. Bidders shall check the numbers of the pages and satisfy themselves that all are included and duplicated. No liability shall be accepted regarding claims arising from the fact that pages are missing or duplicated.
5. If attached, the forms regarding the Preference Points Claim shall be completed and submitted with the completed bid.
6. Firm bid prices and delivery periods are preferred. Consequently, bidders shall clearly state whether prices and delivery periods will remain firm for the duration of the contract.
7. If non-firm prices are submitted, the bidding documents should clearly state this.
8. Where items are specified in detail, the specifications from an integral part of the bidding document and bidders shall indicate in the space provided whether the items offered are to specification.
9. Regarding the paragraphs where the items offered are strict to specification, bidders shall insert the words "as specified."

- 10.** In cases where the items are not to specification, the deviations from the specifications shall be indicated.

- 11.** The bid prices shall be given in the units shown.

- 12.** All prices shall be quoted in South African currency.