

RFI 01/2026

**A REQUEST FOR INFORMATION FOR THE PROVISION OF A VENDOR RECONCILIATION
AUTOMATION SOLUTION, INCLUDING MAINTENANCE AND SUPPORT FOR A PERIOD OF THREE (3)
YEARS.**

**SUMMARY OF TECHNICAL EVALUATION CRITERIA FOR WHICH SARS SEEKS MARKET INPUT OR
RECOMMENDATIONS.**

2 TECHNICAL EVALUATION CRITERIA (GATE 2)

- 2.1 Only bidders that have met the prequalification and mandatory evaluation requirements will be evaluated for technical capability and functionality, strictly according to the technical evaluation criteria below. A bidder is required to provide a technical solution for the required goods and services that meet SARS' requirements, and that is financially competitive and offers value for money.
- 2.2 The Technical Evaluation will be scored out of 100% which comprise of the Desktop Technical Evaluation (50%) and the Solution Presentation/Demonstration (50%), and bidders are required to score a minimum combined threshold of **66.67%** out of 100%.

The Technical Evaluation Criteria Breakdown is indicated below:

Table 6: Technical evaluation criteria breakdown

Breakdown for Technical Evaluation points	Maximum points achievable	Minimum Threshold
Desktop Technical Evaluation	50	66.67
Solution Presentation/Demonstration Evaluation	50	
Overall Score	100	

- 2.4 Only bidders who achieve a minimum combined technical score of 66.67% based on the Desktop Evaluation and Presentation/Demonstration, will proceed to the Pricing and B-BBEE/Specific Goals Evaluation (Gate 3).
- 2.5 **If a bidder does not meet the technical evaluation minimum threshold, the bidder will be disqualified, and the bidder's proposal will not be evaluated further.**

Notes:

To ensure that an objective and consistent evaluation is conducted of the proposed bidder's solution a structured scoring methodology will be used. Each criterion is allocated a weight based on relative importance and a 4-point scale of 0,1,2 and 3 is used to assess the proposal as follows:

- 3 - The bidder fully meets requirements and value adding is extensive
- 2 - Meets critical requirements
- 1 - Partially meets requirements
- 0 - The bidder failed to meet the minimum requirement.

The calculation of your weighted score by the SARS evaluation committee will be based on the weight of the criteria factored by the 4-point scale.

Example: for a weight of 10, a score of 0 equates to 0 weighted points, a score of 1 equates to 3,33 weighted points, a score of 2 equates to 6,67 weighted points and a score of 3 equates to 10 weighted points. These will vary according to the different weighting criteria.

Table 7: Desktop Technical Evaluation Criteria

	Desktop Technical Evaluation Criteria	Evidence Provide reference to section and page numbers in your response	Scoring criteria	Weight
1.	Bidder experience, References and Technical support			19
1.1	Bidder experience and References The bidder must demonstrate uninterrupted experience in providing the service over the past seven (7) years (period from 2019 to 2026). The Bidder must provide a Signed Declaration letter with a minimum of 2 project implementations in respect of Vendor Reconciliation Automation software solution previously performed for clients	Declaration letter showing evidence of the Bidder's experience in implementing the Vendor Reconciliation Automation Solution. The letter must be on the company letterhead, dated and signed by a director or authorised personnel to represent the bidder company.	Bidder provides a Signed Declaration letter on experience 3 = 3 or more valid customers in the signed declaration letter, indicating the customer company name and physical address, Customer contact person's name, telephone number and e-mail address, Project scope of work and Project start and end date. 2= 2 or more valid customers in the signed declaration letter, indicating the customer company name and physical address, Customer contact	10

	Desktop Technical Evaluation Criteria	Evidence Provide reference to section and page numbers in your response	Scoring criteria	Weight
	of comparable size. The declaration letter must include the following elements: 1) The customer company name and physical address 2) Customer contact person's name, telephone number and e-mail address 3) Project scope of work 4) Project start and end date NB: SARS reserve the rights to verify and authenticate any information contained in the reference letters. Bidders are responsible for ensuring that the contact details provided are accurate and functional at the time of submission. Inability to verify a reference may result in a reference being deemed invalid.		person's name, telephone number and e-mail address, Project scope of work and Project start and end date. 1 = 1 valid customer mentioned in a signed declaration letter, indicating the customer company name and physical address, Customer contact person's name, telephone number and e-mail address, Project scope of work and Project start and end date. 0 = No valid customer reference provided in a signed declaration letter, indicating the customer company name and physical address, Customer contact person's name, telephone number and e-mail address, Project scope of work and Project start and end date	
1.2	CV's of key personnel The bidder must submit CVs for the following personnel who will be involved in the Vendor Reconciliation Automation implementation project: - Account Manager - Project Manager - A minimum of 2 Implementation and Support	CV of the Account manager	Account Manager 3=CV provided demonstrates 5 or more years of Relevant experience in Vendor Reconciliation Automation projects, Previous roles and responsibilities, Years of experience in similar projects. 2=CV provided demonstrates 4 years of Relevant experience in Vendor Reconciliation Automation projects, Previous roles and responsibilities,	3

	Desktop Technical Evaluation Criteria	Evidence Provide reference to section and page numbers in your response	Scoring criteria	Weight
	Personnel Each CV must include: - Relevant experience in Vendor Reconciliation Automation projects. - Previous roles and responsibilities. - Years of experience in similar projects. NB: For purposes of scoring, relevant experience means experience in vendor reconciliation, accounts payable automation, financial reconciliation, ERP-integrated solutions, or related systems. Experience outside these areas will not be scored.		Years of experience in similar projects. 1= CV provided demonstrates 2 to 3 years of Relevant experience in Vendor Reconciliation Automation projects, Previous roles and responsibilities, Years of experience in similar projects. 0 = No CV provided OR CV shows less than 1 year of Relevant experience in Vendor Reconciliation Automation projects, No Previous roles and responsibilities, No Years of experience in similar projects indicated	
		CV of the Project Manager	Project Manager 3=CV provided demonstrates 5 or more years of Relevant experience in Vendor Reconciliation Automation projects, Previous roles and responsibilities, Years of experience in similar projects. 2=CV provided demonstrates 4 years of Relevant experience in Vendor Reconciliation Automation projects, Previous roles and responsibilities, Years of experience in similar projects. 1= CV provided demonstrates 2 to 3 years of Relevant experience in Vendor Reconciliation Automation projects, Previous roles and responsibilities, Years of experience in similar projects. 0= No CV provided OR CV shows less than 1 year of Relevant experience in Vendor Reconciliation Automation projects, No Previous roles and responsibilities, No Years of experience in similar projects indicated	3

	Desktop Technical Evaluation Criteria	Evidence Provide reference to section and page numbers in your response	Scoring criteria	Weight
		CVs of the key support personnel as indicated	A minimum of 2 Implementation and Support Personnel 3 = CVs provided for 2 or more support staff members demonstrating 3 or more years of Relevant experience (for each staff member) in Vendor Reconciliation Automation projects, Previous roles and responsibilities, Years of experience in similar projects. 2= CVs provided for 2 support staff members demonstrating 2 years of Relevant experience (for each staff member) in Vendor Reconciliation Automation projects, Previous roles and responsibilities, Years of experience in similar projects. 1= CVs provided for 1 support staff members demonstrating 1 to 2 years of Relevant experience in Vendor Reconciliation Automation projects, Previous roles and responsibilities, Years of experience in similar projects. 0= No CV's provided OR CV shows 1 support staff member with less than 1 year of Relevant experience in Vendor Reconciliation Automation projects, No Previous roles and responsibilities, No Years of experience in similar projects indicated	3

	Desktop Technical Evaluation Criteria	Evidence Provide reference to section and page numbers in your response	Scoring criteria	Weight
2.	Project Plan			5
2.1	The bidder must submit a comprehensive and detailed project plan for the implementation of the proposed Vendor Reconciliation Automation solution. The plan should demonstrate how the solution will be delivered in a structured and efficient manner, allowing for incremental completion of key activities and deliverables that can be made operational once approved. The project plan must include: 1) Project Governance and Management Approach 2) Implementation Methodology 3) Detailed Project Schedule 4) Defined Deliverable and acceptance criteria 5) Resource and Skills Plan 6) Risk Management Plan 7) Change Management Plan 8) Quality Assurance and Control Approach 9) Solution Integration 10) Testing and Validation 11) Training and Knowledge Transfer 12) Transition to Operations, 13) Support and Maintenance 14) Early delivery of functionality	Bidder to provide Project Plan documentation, including timelines, and setting out the implementation of the Vendor Reconciliation Automation solution	3 = The Bidder meets 11 to 14 of the listed criteria. 2 = The Bidder has met 8- 10 of the listed criteria 1 = The Bidder meets 6- 7 of the listed criteria 0 = The Bidder meets 5 or less of the listed criteria.	5

	Desktop Technical Evaluation Criteria	Evidence Provide reference to section and page numbers in your response	Scoring criteria	Weight
3.	Functional Requirements			46
3.1	Vendor Account Reconciliation Initiation The Vendor Reconciliation Automation solution should be able to access SAP, select vendor accounts, extract Open Items, validate transaction data and trigger the reconciliation workflow through: 1) Extraction of all open vendor transactions including invoices, debit notes and credit memos. 2) Extraction should support filtering by vendor, date range, transaction type, and status 3) Retrieval of the vendor statement in a format that is readable and compatible with SAP 4) The statement format must be readable and compatible with SAP and reconciliation tools (e.g. PDF, Excel, or system extract) 5) Access to retrieve vendor statements must be restricted to authorised users or system roles	Bidder to provide the following documents: brochures, process flows, print screens that indicates that the solution is able to access SAP, select vendor accounts, extract Open Items, validate transaction data and trigger the reconciliation workflow.	3 = The bidder's proposed Vendor Reconciliation Automation solution supports all 5 of the listed requirements. 2= The bidder's proposed Vendor Reconciliation Automation solution supports all 3 - 4 of the listed requirements. 1 = The bidder's proposed Vendor Reconciliation Automation solution supports all 2 of the listed requirements. 0 = The bidder's proposed Vendor Reconciliation Automation solution supports 1 or none of the listed requirements.	9
3.2	Execute Vendor Account Reconciliation The system must be able to compare the retrieved vendor statement with internal open item transactions recorded on SAP and generate vendor reconciliation. The system should be able to: 1) Identify matched and unmatched items and	Bidder to provide the following documents: brochures, process flows, print screens that indicates that the Vendor Reconciliation Automation tool will be able to compare the retrieved vendor statement with internal open	3 = The bidder's proposed Vendor Reconciliation Automation solution supports all 6 of the listed requirements. 2= The bidder's proposed Vendor Reconciliation Automation solution supports all 4 - 5 of the listed requirements. 1 = The bidder's proposed Vendor Reconciliation Automation solution	9

	Desktop Technical Evaluation Criteria	Evidence Provide reference to section and page numbers in your response	Scoring criteria	Weight
	highlight discrepancies. 2) Retrieve, view, and attach supporting documents to the vendor reconciliation record 3) Retrieved documentation must include all required details: invoice number, date, amount, vendor details, and reference to the related transaction 4) All comparison activities must be auditable and retained per policy 5) Automatically generate vendor account reconciliations using vendor invoices and statements received via the real-time interface 6) Matching must be performed using predefined criteria (e.g. invoice number, amount, date, purchase order, and vendor reference).	item transactions recorded on SAP.	supports all 3 of the listed requirements. 0 = The bidder's proposed Vendor Reconciliation Automation solution supports 2 or none of the listed requirements.	
3.3	Perform Vendor Account Reconciliation Verification The system should enable the verification of the accuracy and completeness of vendor account reconciliations by: 1) Reviewing reconciled and unreconciled items, 2) Validating attached supporting documents 3) Allow processing of a reserve entry in the financial system (e.g. SAP) using approved	Bidder to provide the following documents: brochures, process flows, print screens that indicates that the Vendor Reconciliation Automation tool will enable the verification of the accuracy and completeness of vendor account reconciliations.	3 = The bidder's proposed Vendor Reconciliation Automation solution supports all 6 of the listed requirements. 2= The bidder's proposed Vendor Reconciliation Automation solution supports all 4 - 5 of the listed requirements. 1 = The bidder's proposed Vendor Reconciliation Automation solution supports all 3 of the listed requirements.	9

	Desktop Technical Evaluation Criteria	Evidence Provide reference to section and page numbers in your response	Scoring criteria	Weight
	reserve or provision accounts 4) Reserve entries must be reviewed and approved by an authorized finance approver before posting 5) Document Payment in Transit (payments processed on SAP but not yet cleared by the bank) and attach supporting documents 6) Document all unreconciled or exception items and escalate according to Standard Operational Procedure		0 = The bidder's proposed Vendor Reconciliation Automation solution supports 2 or none of the listed requirements.	
3.4	Vendor Account Reconciliation Investigation System should enable investigation of discrepancies identified during the vendor account reconciliation by: 1) Identifying all exceptions, timing differences, or errors and omissions, and allow validation and resolution in accordance with accounting policies and standard operational procedure. 2) Identifying and validating payment in transit and request for correct statement 3) Clearing payment in transit once correct statement is received. 4) Confirming valid matches, 5) All transactions under investigation must be supported by valid documentation	Bidder to provide the following documents: brochures, process flows, print screens that indicates that the Vendor Reconciliation Automation tool will enable investigation of discrepancies identified during the vendor account reconciliation.	3 = The bidder's proposed Vendor Reconciliation Automation solution supports all 5 of the listed requirements. 2= The bidder's proposed Vendor Reconciliation Automation solution supports all 3 - 4 of the listed requirements. 1 = The bidder's proposed Vendor Reconciliation Automation solution supports all 2 of the listed requirements. 0 = The bidder's proposed Vendor Reconciliation Automation solution supports 1 or none of the listed requirements.	10

	Desktop Technical Evaluation Criteria	Evidence Provide reference to section and page numbers in your response	Scoring criteria	Weight
3.5	Vendor Account Reconciliation Review System should enable the reviewing of vendor account reconciliation reports to ensure accuracy, completeness, and compliance with the standard operational procedure and accounting standard. It should allow: 1) Reviewing of vendor reconciliation adjustments 2) Reviewing of attached supporting documents 3) Posting of Reconciliation Adjustment 4) Only authorized Finance Managers may approve reconciliation adjustments 5) All adjustments must be supported with appropriate documentation 6) Approval of vendor account reconciliation only after all reviews, adjustments, and postings have been completed	Bidder to provide the following documents: brochures, process flows, print screens that indicates that the Vendor Reconciliation Automation tool will enable the reviewing of vendor account.	3 = The bidder's proposed Vendor Reconciliation Automation solution supports all 6 of the listed requirements. 2= The bidder's proposed Vendor Reconciliation Automation solution supports all 4 - 5 of the listed requirements. 1 = The bidder's proposed Vendor Reconciliation Automation solution supports all 3 of the listed requirements. 0 = The bidder's proposed Vendor Reconciliation Automation solution supports 2 or none of the listed requirements.	9
4.	Vendor Account Reconciliation Reports			10
4.1	Vendor Account Reconciliation Reporting Submission and Review The solution should ensure that the outcomes of vendor account reconciliations are accurately compiled, reviewed, approved, and reported to management. It should also provide visibility of reconciled balances, outstanding variances, and risk	Bidder to provide the following documents: brochures, process flows, print screens, that indicates that the Vendor Reconciliation Automation tool will ensure that the outcomes of vendor account reconciliations	3 = The bidder's proposed Vendor Reconciliation Automation solution supports all 5 of the listed requirements. 2= The bidder's proposed Vendor Reconciliation Automation solution supports all 3 - 4 of the listed requirements. 1 = The bidder's proposed Vendor Reconciliation Automation solution	10

	Desktop Technical Evaluation Criteria	Evidence Provide reference to section and page numbers in your response	Scoring criteria	Weight
	exposures to support financial control and compliance. The system should provide Vendor Reconciliation Reports that: 1) Show an extract of reconciled and unreconciled vendor account data for the selected reporting period. 2) Allow online review and approval of reports 3) Show reconciliations per vendor and company code 4) Allow flexible export options which include online exports to such formats supported by Microsoft (Word, Excel, PDF and PST) 5) Dashboards reporting capabilities	are accurately compiled, reviewed, approved, and reported to management.	supports all 2 of the listed requirements. 0 = The bidder's proposed Vendor Reconciliation Automation solution supports 1 or none of the listed requirements.	
5.	Technical Requirements			20
5.1	Security Bidder to provide architecture diagrams, solution overview, technical specifications and connector catalogues or equivalent brochures that demonstrates the following / or equivalent 1) Identity & Access Management: MFA/2FA framework, SSO authentication method, Oath authorization framework, RBAC authorization methodology	Bidder to provide the following documents: Architecture diagrams, solution overview, technical specifications and connector catalogues or equivalent brochures that demonstrate the system's security capabilities	3 = The bidder's proposed Vendor Reconciliation Automation solution supports all 3 of the listed requirements. 2= The bidder's proposed Vendor Reconciliation Automation solution supports 2 of the listed requirements. 1 = The bidder's proposed Vendor Reconciliation Automation solution supports 1 of the listed requirements. 0 = The bidder's proposed Vendor Reconciliation Automation solution	10

	Desktop Technical Evaluation Criteria	Evidence Provide reference to section and page numbers in your response	Scoring criteria	Weight
	2) Data protection: Encryption at rest and in transit 3) Accountability, Non-repudiation and Traceability: Audit trail, audit logs		supports none of the listed requirements	
5.2	Integration Bidder to provide any of the following documents, architecture diagrams, solution overview, technical specifications and connector catalogues or brochures that demonstrates the following: - Integration using rest apis, soap services, file based, message based, ESB and related protocols - Supports EDI/SFG for large data/file transfers - Supports data/message formats such as xml, jason or similar - Use of IDocs, BAPIs, or SAP PI/PO for interfacing - Email integration for statement ingestion - OCR capability for scanned documents	Bidder to provide the following documents: Architecture diagrams, solution overview, technical specifications and connector catalogues or equivalent brochures that demonstrate the system's security capabilities	3 = The bidder's proposed Vendor Reconciliation Automation solution supports all 6 of the listed requirements. 2= The bidder's proposed Vendor Reconciliation Automation solution supports all 4 - 5 of the listed requirements. 1 = The bidder's proposed Vendor Reconciliation Automation solution supports all 3 of the listed requirements. 0 = The bidder's proposed Vendor Reconciliation Automation solution supports 2 or none of the listed requirements.	10
	TOTAL			100

Note: Desktop Technical Evaluation contributes 50% towards the overall Technical Evaluation score. The score achieved for this evaluation will be combined with the Solution Presentation/Demonstration score to determine the final Technical Evaluation score, where bidders are required to score a minimum combined threshold of 66.67% out of 100%.

Table 8: Solution Presentation/Demonstration Evaluation Criteria

	Solution Presentation/Demonstration Evaluation Criteria	Evidence Presentation/Demonstration	Scoring criteria	Weight
1.	End-to-End Vendor Reconciliation Process			20
1.1	Demonstrate an end-to-end vendor reconciliation process including, but not limited to: 1) Select or access a vendor account and vendor statement scenario. 2) Retrieve or import a vendor statement into the reconciliation process. 3) Retrieve or load SAP open items or equivalent transaction data. 4) Execute the reconciliation and matching process. 5) Display reconciliation results showing matched and unmatched items. 6) Submit, route or assign the reconciliation for review and approval	Successful live demonstration and/or presentation of the solution functionality during the bidder presentation, addressing the criteria listed under each evaluation area	3 = The Bidder demonstrated all 6 established criteria. 2 = The Bidder has demonstrated 5 of the listed criteria 1 = The Bidder has demonstrated 4 of the listed criteria 0 = The Bidder has demonstrated 3 or less of the listed criteria.	20
2.	Exception and Error Handling			20
2.1	Demonstrate the identification, management and resolution of reconciliation exceptions including, but not limited to: 1) Identification of unmatched transactions or variances. 2) Identification of duplicate or potential duplicate transactions. 3) Identification of missing or invalid supporting	Successful live demonstration and/or presentation of the solution functionality during the bidder presentation, addressing the criteria listed under each evaluation area.	3 = The Bidder demonstrated all 5 established criteria. 2 = The Bidder has demonstrated 4 of the listed criteria 1 = The Bidder has demonstrated 3 of the listed criteria 0 = The Bidder has demonstrated 2 or less of the listed criteria.	20

	Solution Presentation/Demonstration Evaluation Criteria	Evidence Presentation/Demonstration	Scoring criteria	Weight
	documentation. 4) Recording and management of payment-in-transit or timing difference scenarios. 5) Routing, assignment, escalation and resolution of exceptions			
3.	Configuration of Reconciliation Rules			20
3.1	Demonstrate the Configuration of Reconciliation Rules including, but not limited to: 1) Show where matching rules are maintained or configured. 2) Demonstrate matching by invoice number or equivalent reference. 3) Demonstrate matching by amount. 4) Demonstrate matching by date or date tolerance. 5) Demonstrate matching by vendor reference, PO or equivalent field.	Successful live demonstration and/or presentation of the solution functionality during the bidder presentation, addressing the criteria listed under each evaluation area.	3 = The Bidder demonstrated all 5 established criteria. 2 = The Bidder has demonstrated 4 of the listed criteria 1 = The Bidder has demonstrated 3 of the listed criteria 0 = The Bidder has demonstrated 2 or less of the listed criteria.	20
4.	Reporting and Auditability			20
4.1	Demonstrate reporting and audit capabilities including, but not limited to: 1) Generate and display a reconciliation report. 2) Generate and display an exception report. 3) Display reconciliation dashboards or status views. 4) Demonstrate drill-down from summary	Successful live demonstration and/or presentation of the solution functionality during the bidder presentation, addressing the criteria listed under each evaluation area.	3 = The Bidder demonstrated all 6 established criteria. 2 = The Bidder has demonstrated 5 of the listed criteria 1 = The Bidder has demonstrated 4 of the listed criteria 0 = The Bidder has demonstrated 3 or less of the listed criteria.	20

	Solution Presentation/Demonstration Evaluation Criteria	Evidence Presentation/Demonstration	Scoring criteria	Weight
	information to transaction-level detail. 5) Display audit history showing user, action, date and status changes. 6) Export reports and reconciliation outputs in a usable format.			
5.	System Processing and Execution			20
5.1	Demonstrate system processing and execution capabilities including, but not limited to: 1) Execute or refresh reconciliation processing during the demonstration. 2) Search, filter and retrieve reconciliation records and results. 3) Access supporting documents or transaction details linked to reconciliation records. 4) Successfully complete the prescribed reconciliation scenario without material system failure.	Successful live demonstration and/or presentation of the solution functionality during the bidder presentation, addressing the criteria listed under each evaluation area.	3 = The Bidder demonstrated all 4 established criteria. 2 = The Bidder has demonstrated 3 of the listed criteria 1 = The Bidder has demonstrated 2 of the listed criteria 0 = The Bidder has demonstrated 1 of the listed criteria.	20
	TOTAL			100

Note: Solution Presentation/Demonstration contributes 50% towards the overall Technical Evaluation score. The score achieved for this evaluation will be combined with the Desktop Technical Evaluation score to determine the final Technical Evaluation score, where bidders are required to score a minimum combined threshold of 66.67% out of 100%.