



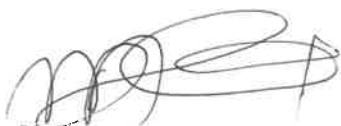
stats sa

Department:
Statistics South Africa
REPUBLIC OF SOUTH AFRICA

SPECIFICATION FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR A PERIOD OF FOUR (4) MONTHS TO LOAD PREPAID AIRTIME DIGITALLY IN RAND VALUE (NOT IN MINUTES) TO CONTRACT STAFF AND INTERNS FOR ALL PROJECTS.

- Load prepaid airtime digitally for all networks (MTN, Cell C, Vodacom and Telkom) in Rand value;
- Provide a notification message to Stats SA staff members that prepaid airtime has been loaded.
- Handle multiple bulk airtime loading requests in a single order.
- Provide a detailed fault where prepaid airtime is unsuccessfully loaded.
- Provide a detailed loading report for prepaid airtime that is successfully loaded.
- The above-mentioned loading report should be attached to the invoice to form part of supporting documents.
- Provide details of a contact person(s) and/or Administrator(s) to work directly with Stats SA's Telecommunications staff members. Stats SA Telecommunication staff members will provide purchase orders/ requests and other required documents to the supplier, and the supplier will load the prepaid airtime digitally as per the information provided by Stats SA in the order.
- The contact person(s) must be reachable and readily available to facilitate all loading of prepaid airtime, administrative services and technical support when contacted.
- The prepaid airtime invoice amount should reconcile with Stats SA's purchase order/ request and loading report for successfully loaded airtime.
- The supplier should respond within three (3) hours upon receipt of the purchase order/request.

- Submit the invoice(s) with supporting documents within five (5) working days to Stats SA after the service has been rendered.
- The order number for the request must be clearly stipulated on the invoice.
- Services and/or management fees should be indicated as a separate line item on the invoice.
- Prepaid airtime should be loaded digitally without the utilisation of prepaid airtime vouchers.
- Columns on the loading and fault reports should clearly indicate:
 - a) Cellphone numbers,
 - b) The date and time of when the loading was done
 - c) The status of whether the loading has failed or was a success.
 - d) The Rand Value of the prepaid airtime that was loaded and
 - e) The network (MTN, Vodacom, Telkom or Cell C) of the number being loaded.
- The fault report should clearly indicate:
 - a) Reasons that led to the unsuccessful loading of prepaid airtime and
 - b) A reference log number for easier follow-ups.
- In the event where loading of prepaid airtime is unsuccessful, Stats SA's Telecommunication staff members should be notified immediately.
- Unsuccessful loading of prepaid airtime should be resolved within three (3) hours from the time it was discovered.



Matebogo. P Serwadi

Deputy Director: Facilities Management

Date: 08/04/2026

Supported / ~~not supported~~



Thulani Ntshangase

Chief Director: FTSM

Date: 08/4/2026