REQUEST FOR INFORMATION (RFI)

YOU ARE HEREBY INVITED TO SUBMIT INFORMATION FOR THE REQUIREMENTS OF INTERFRONT						
RFI NUMBER	RFI-2026/27-003					
DESCRIPTION OF GOODS / SERVICES	VAT C1-C4 Accounting Software Capability					
RFI PUBLISHED E-TENDER	19 August 2026					
RFI PUBLISHED ON INTERFRONT'S WEBSITE	19 August 2026					
CLOSING DATE AND TIME	17 September 2026 at 11h00am					
BIDDER(S) TO SUBMIT WRITTEN QUESTIONS	Start date: 24 August 2026 End date: 28 August 2026					
ANSWERS TO BIDDER(S) QUESTIONS ON THE INTERFRONT WEBSITE AND E-TENDER PORTAL	Date: 02 September 2026					
RFI DOCUMENTS	Copies of the RFI documents are obtainable from the Interfront website: https://interfront.co.za/procurement and on the e-Tender portal of the National Treasury website: www.etenders.gov.za					
URGENCY	Low	☐	Medium	☒	High	☐
COMPULSORY REQUIREMENTS	Possible presentation / discussion for clarification purposes					
ENQUIRIES	Name: Leanne Ross Contact: 021 840 3400 Email: procurement@interfront.co.za ***(enquiries only, do not send quotes to this e-mail address)***					
RESPONSE TO BE SUBMITTED TO	procurement@interfront.co.za or the e-Tender portal					
PHYSICAL ADDRESS	St Andrews Building Somerset Links Office Park De Beers Avenue Somerset West					
Name of Bidder						
Central Supplier Database Number	MAAA					
Company Registration Number						
Contact Person						
Contact Number						
Email Address						

1. PURPOSE

The purpose of this document is to invite prospective service providers to submit information about the capabilities and services they offer. Interested service providers are requested to present to Interfront and have an informative discussion of what their company can offer in terms of the business requirement described below, and to ascertain whether it will be suitable to Interfront's requirements. Interfront is gathering information on what products are available in the market, what specifications the products have, the availability of the products in the marketplace, and the possible rates / indicative pricing and timing of delivery of such products, for the VAT accounting software capabilities, services, products, integration options and commercial models that can be offered.

Interfront is gathering market information to understand the availability, maturity, suitability and feasibility of accounting software solutions that can support the VAT C1-C4 initiative. The focus is on accounting software that can enable entry-level VAT vendors, small businesses, micro-enterprises and informal operators to create, receive, view, store and exchange structured VAT e-Invoices through an interoperability network within the South African market.

The RFI seeks to determine whether market participants can provide basic VAT accounting software capability that supports structured e-Invoice generation and receipt, aligns to a generally acceptable e-Invoice data model, and can interact with an interoperable network. The RFI also seeks information on the type of interoperability network or access point model supported by the provider, and whether the provider can demonstrate network access capability in a proof-of-concept or sandbox environment.

All bids, contracts or orders for goods or services shall be subject to the General Conditions of Contract as published by the National Treasury of the Republic of South Africa. Kindly familiarise yourself with these provisions at www.treasury.gov.za.

2. RFI IS NOT A CONTRACT

This RFI is merely focused market research and **not a competitive bid** and **cannot** be used for placing a contract or purchase order and does not constitute a commitment but merely serves to request information that may lead to a request for quotation.

3. PREPARATION COSTS

The service provider will bear all its costs in preparing, submitting, and presenting any response or proposal to this RFI and all other costs incurred by it throughout the RFI process.

4. QUESTIONS AND ANSWERS PROCESS

Interfront will receive questions sent by bidder(s) by email to the address procurement@interfront.co.za between the dates given in line 6 of Table 1 on page 1. Interfront may respond to questions received; however, it reserves the right at its sole discretion not to respond to any question. The identity of a bidder(s) who has directed a question to Interfront will not be disclosed. The questions and answers will be published on the Interfront Procurement website and e-Tender portal.

Interfront may issue updated versions of documents issued in the RFI and/or may issue additional documentation to form part of the RFI submission. Such re-issued or additional documentation will be published on the Interfront procurement website and e-Tender portal. It is the bidder(s) responsibility to visit the Interfront procurement website or e-Tender portal at regular intervals to ensure that the bidder(s) uses the latest versions of documents in the RFI submission.

Depending on Interfront's assessment of the nature and extent of bidder(s) questions during the question-and-answer process, Interfront may schedule compulsory or optional briefing sessions.

5. PROCESS AFTER THE CLOSING DATE AND TIME

Interfront may request additional information, clarification or verification in respect of any information contained in or omitted from a bidder(s) RFI submission, which Interfront may do either in writing or at a meeting convened with the bidder for that purpose. Only under exceptional circumstances and in line with applicable legislation, Interfront reserves the right, at its sole discretion, to allow bidder(s) to amend or supplement their RFI submissions after the stipulated Closing Date and Time, where it considers such amendments or supplements appropriate.

Interfront will evaluate the RFI with reference to the business requirements. Interfront reserves the right to employ subject matter experts to assist in performing such evaluations.

6. BUSINESS REQUIREMENT SPECIFICATION

6.1 BACKGROUND

SARS is exploring options to modernise VAT administration through increased use of structured digital transaction data, e-Invoicing, interoperability standards and improved participation by VAT registered vendors in the digital tax ecosystem.

Entry-level and small VAT vendors often face challenges that limit their ability to participate in digital VAT compliance processes. These challenges may include manual record keeping, limited access to affordable accounting software, limited digital infrastructure, low accounting maturity, intermittent connectivity, and inability to generate structured e-Invoices in a format suitable for automated exchange and future VAT reporting.

The VAT C1-C4 initiative focuses on the accounting software side of the e-Invoicing ecosystem. It seeks to understand whether the market can provide a basic accounting software capability that enables small and micro-VAT vendors to participate in an interoperability network without imposing unnecessary cost or complexity.

6.2 BUSINESS NEED

The business need is to identify accounting software providers that can support a basic, structured and scalable VAT accounting service for qualifying entry-level VAT vendors, small businesses, micro-enterprises and informal operators. The core requirements include the following:

- simplified VAT accounting;
- structured e-Invoice creation;
- receipt of supplier e-Invoices;
- secure exchange through an interoperability network;
- offline capture and later synchronisation;

- minimum VAT data capture;
- invoice viewing and storage;
- credit note handling;
- basic general ledger or accounting postings;
- manual capture of invoices not received through the network;
- issuing of invoices to vendors not yet participating in the interoperability network; and
- proof-of-concept participation.

6.3 TARGET USERS AND VENDOR PROFILE

The intended user base includes VAT vendors and potential VAT participants operating in the lower end of the business market, including entry-level VAT vendors, small businesses, micro-enterprises, informal operators moving into more structured business activity, SMMEs within or lower turnover thresholds, and business owners who require a simple digital tool to capture product information and basic accounting information.

The RFI assumes that the business entity must have a bank account as a minimum requirement. Service providers are requested to indicate whether their solution requires a business bank account, whether a personal bank account can be supported in limited cases, and what implications this has for onboarding, verification, reporting and data quality.

6.4 SCOPE OF INFORMATION REQUESTED

Vendors should indicate which of the following capabilities are provided by the software

- Generate VAT-compliant invoices
- Receive supplier invoices
- Receive supplier e-Invoices through a network or access point
- View invoices generated and received
- Store invoice records
- Capture minimum VAT fields for e-invoice generation
- Capture and process credit notes
- Identify and indicate whether an invoice has been paid
- Record basic revenue and expense activity
- Maintain basic accounting information

- Support core general ledger postings
- Export or exchange structured e-Invoice data
- Operate online and, where possible, offline
- Synchronise offline transactions when connectivity is restored
- Authenticate and onboard vendors
- Manage secure data transfer
- Support South African data protection and privacy requirements
- Participate in a pilot, sandbox or proof-of-concept environment
- Support qualifying entry-level vendors through a free, subsidised, minimum-fee or other low-cost service model
- Support PC and/or mobile use

6.5 FUNCTIONAL REQUIREMENTS

Service providers are requested to describe the functional capability of their solution in relation to account setup and onboarding, product tiers and commercial model, invoice creation, receipt of supplier invoices, structured e-Invoice capability, interoperability network participation, offline capability, credit note handling, basic VAT accounting and general ledger capability, VAT reporting readiness, mobile and web capability, and security, privacy and data protection.

6.6 INFORMATION REQUIRED FROM SERVICE PROVIDERS

Service providers are requested to provide company information, product information, technical information, commercial information and proof-of-concept participation information. Responses should distinguish between capability currently available, capability available with configuration, capability available with minor enhancement, capability requiring significant development, capability planned on the product roadmap and capability not supported.

6.7 QUESTIONS TO BE ANSWERED BY THE SERVICE PROVIDER

The following questions to be completed in line with the functionality provided by your solution.

NO.	QUESTIONS	INCLUDED
6.7.1	What accounting capability can your organisation provide for entry-level, small and micro-VAT vendors?	Yes / No

NO.	QUESTIONS	INCLUDED
6.7.2	Does your solution currently support structured e-Invoice generation?	Yes / No
6.7.3	Does your solution currently support structured e-Invoice receipt?	Yes / No
6.7.4	Which e-Invoice standards, data models or interoperability frameworks are supported?	Yes / No
6.7.5	Which interoperability network or access point model does your solution support?	Yes / No
6.7.6	Can your organisation demonstrate network access capability?	Yes / No
6.7.7	Can your solution operate offline and synchronise when connectivity is restored?	Yes / No
6.7.8	Can users create invoices while offline?	Yes / No
6.7.9	Can users receive or capture supplier invoices while offline?	Yes / No
6.7.10	What minimum VAT data fields does your solution capture?	Yes / No
6.7.11	Can your solution process credit notes at full invoice reversal level?	Yes / No
6.7.12	Does your solution support partial credit notes?	Yes / No
6.7.13	Does your solution allow manual capture of invoices not received through a network?	Yes / No
6.7.14	Does your solution allow issuing of invoices to vendors not participating in the interoperability network?	Yes / No

NO.	QUESTIONS	INCLUDED
6.7.15	Does your solution indicate whether an invoice has been paid?	Yes / No
6.7.16	Does your solution provide basic revenue and expense tracking?	Yes / No
6.7.17	Does your solution provide basic general ledger postings?	Yes / No
6.7.18	Does your solution provide VAT summaries?	Yes / No
6.7.19	Is your solution available via mobile application?	Yes / No
6.7.20	Is your solution available as a web-only application?	Yes / No
6.7.21	What functionality is available in the free or entry-level tier?	Yes / No
6.7.22	Is the free service time-limited or available on an ongoing basis?	Yes / No
6.7.23	What are the commercial models available, including free-to-market, subsidised, minimum-fee, white-label or incentivised options?	Yes / No
6.7.24	What onboarding requirements apply to small or micro businesses?	Yes / No
6.7.25	Is a business bank account required to use the solution?	Yes / No
6.7.26	What authentication and access control mechanisms are used?	Yes / No
6.7.27	How does your solution address POPIA compliance and South African data sovereignty?	Yes / No

NO.	QUESTIONS	INCLUDED
6.7.28	What infrastructure, support and integration requirements would apply to conduct a proof-of-concept participation?	Yes / No
6.7.29	What constraints or dependencies should Interfront and SARS be aware of?	Yes / No
6.7.30	What additional information should be considered when assessing market readiness for the VAT C1-C4 initiative?	Yes / No
6.7.31	Can software be provided to participate in a proof of concept?	Yes / No
6.7.32	Does software support multi-currency functionality	Yes / No
6.7.33	Are you able to demonstrate your software solution?	Yes / No
6.7.34	Does your solution provide for the recording or making payments?	Yes / No

6.8 OUT OF SCOPE

The following requirements are excluded from the scope:

- full ERP functionality;
- advanced inventory management;
- payroll functionality;
- enterprise-wide finance transformation;
- advanced procurement functionality;
- complex workflow management;
- replacement of existing enterprise accounting systems;
- detailed development specifications for SARS systems; and
- supplier selection or award.

7. DEVELOPMENT PERIOD/PROOF OF CONCEPT

A proof of concept (POC) will be required to test VAT C1-C4 accounting software capability, interoperability network participation, structured e-Invoice exchange and usability for qualifying entry-level VAT vendors. The proof of concept may include account setup and onboarding, invoice creation, VAT data capture, structured e-Invoice generation, network transmission, supplier invoice receipt, offline capture, later synchronisation, credit note processing, basic VAT summaries, basic general ledger postings, manual invoice capture, security assessment and commercial model assessment.

The proof-of-concept period may be between three and six months, depending on the solution capability, environment readiness, integration requirements and agreed scope.

8. DURATION OF ENGAGEMENT

The duration of any future engagement will be determined after completion of the RFI process and any subsequent procurement, proof-of-concept or governance process. This RFI does not commit Interfront or SARS to any contract duration, procurement model or supplier engagement.

9. CONFIDENTIALITY

Throughout this RFI process and thereafter, both parties shall maintain the confidentiality of all information exchanged in connection with this RFI. Neither party may disclose, publish, or otherwise release any information relating to (i) the potential work or activities to which this RFI relates, or (ii) the RFI process and any subsequent processes, without the prior written consent of the other party, except where disclosure is required by law. Each party shall take all reasonable steps to protect such confidential information from unauthorized access, use, or disclosure. Failure to comply with these confidentiality obligations may result in disqualification from the RFI process, termination of discussions, and/or such legal remedies as may be available to the affected party.

10. ADDITIONAL INFORMATION

Any additional information that may assist Interfront in understanding the market, available software capability, interoperability readiness, commercial models or proof-of-concept feasibility will be considered useful. Service providers are encouraged to distinguish clearly between capability currently available, capability available with configuration, capability available with minor enhancement, capability requiring significant development, capability planned on the product roadmap and capability not supported.

11. RESPONSE FORMAT

DESCRIPTION	INCLUDED
Executive summary	Yes / No
Company profile	Yes / No
Product overview	Yes / No
Response to business requirements	Yes / No
Response to functional requirements	Yes / No
Response to technical requirements	Yes / No
Response to commercial questions	Yes / No
Proof-of-concept readiness	Yes / No
Demonstration readiness	Yes / No
Risks and assumptions	Yes / No
Additional information	Yes / No
Contact details for follow-up engagement.	Yes / No