



**RFP: APPOINTMENT OF A SERVICE PROVIDER FOR THE ADMINISTRATION, SUPPLY & DELIVERY OF GIFT VOUCHERS/CARDS AT SAMRC CAPETOWN/ DURBAN AND PRETORIA OFFICES FOR A PERIOD OF 12 (TWELVE) MONTHS, ON AN ADHOC BASIS.**

**1. Purpose**

The South African Medical Research Council (SAMRC) seeks to appoint qualified service providers for the **ADMINISTRATION, SUPPLY & DELIVERY** of retail gift cards/vouchers from Shoprite, Checkers, Usave, Pick n Pay, Woolworths, Takealot and Boxer stores as well as other retail stores on an ad hoc basis. These gift cards will be issued to research participants as part of approved study protocols and operational requirements, and the **Woolworths and Takealot gift Cards** will be used for gifting purposes.

**2. Scope of Work**

The appointed service provider/s must:

- 2.1** Supply physical and/or electronic (digital) gift cards/vouchers / E- Vouchers redeemable at:
- Shoprite/ Checkers/ Usave/ Checkers Hyper
  - Boxer
  - Pick n Pay and other retail stores specified by the SAMRC
  - Woolworths
  - Takealot
  - Pick n Pay and other retail stores specified by the SAMRC



**2.2 The service provider must ensure that the gift cards/vouchers are:**

- Valid nationwide across participating outlets
- Pre-loaded with specified monetary values
- Secure and traceable

**2.3 Provide administrative support for:**

- Order processing
- Delivery/logistics
- Reporting and reconciliation
- Activation of the cards

**3. Specification**

**3.1 Participants Vouchers**

**3.1.1** The participants vouchers must be used as a prepaid shopping card that can be used to pay for groceries and everyday products at Shoprite Group supermarkets, including Shoprite, Checkers, Usave stores Checkers Hyper, Boxer, Pick n Pay, and all other retail stores in South Africa.

**3.1.2** The card must be able to be loaded with a specified amount of money and works like a payment card at the checkout when purchasing items in-store.



- 3.1.3 Bulk orders** will consist either of a minimum of 20 cards or orders valued at **R50,000 or more**.
- 3.1.4 The Vouchers/ Gift Cards** must be activated by order. Once the cards are activated, the cards are deemed cash and become the responsibility of the Service provider until they are handed over to the SAMRC.
- 3.1.5** A minimum of R50 will be loaded per card.
- 3.1.6** The participants must be able to do a balance check at the nearest participating store.

## **3.2 Gift Cards**

- 3.2.1** The value of the card must range from R50 to R10 000.
- 3.2.2** The gift card must be able to buy items under the Woolworths label at any Woolworths retailer nationwide.
- 3.2.3** The card must be able to be loaded with a specified amount of money and works like a payment card at the checkout when purchasing items in-store.
- 3.2.4** The cards must be valid for a period of 36 months from the date of purchase.
- 3.2.5** Woolworths Gift Cards must be able to be offered in both physical and electronic formats, depending on the request from SAMRC.
- 3.2.6** Digital gift cards can be sent via email or SMS, making them a convenient gift option. The recipients must receive a notification to say you sent them a voucher and will be given the voucher number to redeem when shopping in-store only



#### 4. Functionality

- 4.1 The vouchers must be easily redeemed by the participants.
- 4.2 It will be the discretion of SAMRC to choose which retail store they require to purchase the vouchers from.
- 4.3 The service provider must ensure that all information is correct as the vouchers cannot be recalled once sent.
- 4.4 Unregistered vouchers are valid for 3 years. Once registered, they never expire.
- 4.5 Turnaround time for the quotation must be within 2-3 working days.
- 4.6 An electronic spreadsheet containing the serial numbers, card numbers, Values and the PO number must be sent on delivery.
- 4.7 The gift cards/vouchers must be delivered within 2-7 working days. The gift/ vouchers must be delivered to the requester and arrangements for delivery must be made prior to delivery. To ensure the vouchers are delivered to the requester ONLY.
- 4.8 In a case where the vouchers are delivered by a courier/ third party, the service provider must provide details of the courier/ third party, to coordinate the delivery.
- 4.9 Functionality Threshold is 70%.

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#### 5. Privacy



- 5.1 The service provider must adhere to the privacy of all participants who are receiving gift cards as per the requirements of the Protection of Personal Information Act 4 of 2013 (POPIA).
- 5.2 The service provider must manage personal information in a responsible manner that respects the SAMRC's privacy and only shared with the participating store.

### 6. Evaluation Criteria

Item	Criteria	Scoring	Weight
1.	Company profile with at <b>least 3 years'</b> experience as a service provider in the public sector.	<ul style="list-style-type: none"> <li>• 3 or more Years= 25</li> <li>• 2 years in business = 15</li> <li>• 1 Year in business = 5</li> <li>• 0 Years= 0</li> </ul>	25
2.	Reference letters - Proven Record on <b>supply and delivery of vouchers</b> (Gift Cards, Airtime/ Vouchers) The reference letter must; <ul style="list-style-type: none"> <li>• Be on a Company letterhead with logo</li> <li>• Be Signed</li> <li>• Contact details and email</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or more references = 25</li> <li>• 2 references= 15</li> <li>• 1 reference = 5</li> <li>• 0 Reference =0</li> </ul>	25
3.	Customer support - must be able to provide dedicated account support	<ul style="list-style-type: none"> <li>• 1 or more CV with 5-year administrative</li> </ul>	20



	for all regions <ul style="list-style-type: none"> <li>Provide <b>CV of administrator</b> as a dedicated <b>account manager/ point of contact</b> who will be responsible for the administration of the gift cards/ vouchers and Responsiveness to queries and has Issue resolution efficiency</li> </ul>	experience or equivalent. Dedicated account manager = 20 <ul style="list-style-type: none"> <li>No CV = 0</li> </ul>	
4.	Delivery lead times (Normal Working Days)	1-5 days or more = 10 6-7 days = 8 8 or more = 0	10
5.	Administration Markup Percentage	10% = 20 11% = 10 12% = 5 more = 0	10

## 7. Pricing

- 7.1 Prices for vouchers must be **VAT exclusive**
- 7.2 Administration fee not more than **10% of the Total order**
- 7.3 **Pricing Schedule:**

Item	Description	Price (Incl. Vat)
1.	Administration fee	R
	Administration Markup Percentage	%

