REQUEST FOR INFORMATION

You are hereby invited to submit proposal to the South African Post Office Limited for the Business Requirement Specification for WhatsApp Business Solution

SECTION 1   Section to be completed by bidder

BIDDER COMPANY NAME	
BIDDER CONTACT PERSON	
MAAA NUMBER:	
BIDDER CONTACT DETAILS	**EMAIL:**
	TL : **CELL :**

SECTION 2   Section to be completed by SCM

RFI NUMBER:	RFI NO: 25/26/01/ WhatsApp Business Solution/LN
DOCUMENT PURPOSE AND SCOPE	This document defines the business requirements for the South African Post Office (SAPO) to implement a WhatsApp Business API solution, delivered as a paid-for service by a WhatsApp Business Solution Provider (BSP). The solution will empower SAPO to deliver and manage key message types—including call centre communication, sales engagement, and automated notifications for mail and parcels—directly via WhatsApp. By leveraging the WhatsApp Business API, SAPO will be able to automate responses, provide real-time and personalized customer support, and streamline communication workflows, even in the absence of a CRM or call centre application. This enablement will enhance SAPO's ability to engage with customers securely and efficiently on a platform widely used across South Africa, improving service delivery, customer satisfaction, and operational efficiency. This document aims to: • provide insight into the current environment and associated short comings, and • lists the defined requirements with reference to an end-to-end solution
DESCRIPTION OF SERVICES:	WhatsApp Business Solution
ISSUE DATE:	2025/08/03
CLARIFICATION QUESTIONS CLOSING DATE	2025/08/15
RFI CLOSING DATE AND TIME:	2025/08/20 **Closing Time** 11:00

PROPOSAL TO BE HAND DELIV-ERED	SAPO Supply Chain Management Cnr James Drive & Moreleta Street Silverton 0184
RFI VALIDITY PERIOD:	180 DAYS (from closing date)
ENQUIRIES: **PROCUREMENT SPECIALIST**	Lungile Nkomo Tel:012 845 2553 Email address: Lungile.nkomo@postoffice.co.za/

Schedule of Bid Documents

PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (*NAME OF DEPARTMENT/ PUBLIC ENTITY***)**

BID NUMBER:	RFI NO: 25/26/01/ WhatsApp Business Solution/LN	CLOSING DATE:		2025/08/20	CLOSING TIME:	11:00
DESCRIPTION	WhatsApp Business Solution					

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT *(STREET ADDRESS)*

SAPO Supply Chain Management [tender box at gate]

Cnr James Drive and Moreleta Street

Silverton

0184

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:	
CONTACT PERSON	Lungile Nkomo	CONTACT PERSON	Lungile Nkomo
TELEPHONE NUMBER	012 845 2553	TELEPHONE NUMBER	012 845 2553
FACSIMILE NUMBER	N/A	FACSIMILE NUMBER	N/A
E-MAIL ADDRESS	Lungile.Nkomo@postoffice.co.za	E-MAIL ADDRESS	Lungile.Nkomo@postoffice.co.za

SUPPLIER INFORMATION

NAME OF BIDDER						
POSTAL ADDRESS						
STREET ADDRESS						
TELEPHONE NUMBER	CODE		NUMBER			
CELLPHONE NUMBER						
FACSIMILE NUMBER	CODE		NUMBER			
E-MAIL ADDRESS						
VAT REGISTRATION NUMBER						
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		**OR**	CENTRAL SUPPLIER DATABASE No:	MAAA	

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐Yes ☐No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?	☐Yes ☐No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO

RFI NO: 25/26/01/ WhatsApp Business Solution/LN

DOES THE ENTITY HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ NO	☐	YES
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? NO	☐ YES ☐	

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B
TERMS AND CONDITIONS FOR BIDDING

1.	**BID SUBMISSION:**

1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.

1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**

1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2.	**TAX COMPLIANCE REQUIREMENTS**

2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.

2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.

2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.

2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.

2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.

2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER: _____

CAPACITY UNDER WHICH THIS BID IS SIGNED: _____
(Proof of authority must be submitted e.g. company resolution)

DATE: _____

RFI NO: 25/26/01/ WhatsApp Business Solution/LN

1.   PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2.   BIDDER'S DECLARATION

2.1   Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise, employed by the state?   **YES/NO**

2.1.1   If so, furnish particulars of the names, individual identity numbers, in table below.

Full Name	Identity Number	Name of State institution

3.   Bidders' disclosure in respect of independent bidding

I, the undersigned, ……………………………………………………. in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1   I have read and understand the contents of this disclosure;

3.2   I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3   The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.

3.4   In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to

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calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5   The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.6   There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7   I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

..…………………………………… ………………………….
Signature   Date

………………………….   ………………………………………….
Position/ Designation   Name of bidder

Directors

Bidders to submit the list of Directors on the company letterhead as follows:

First Name	Middle Name (where applicable)	Surname	Gender	Race

Shareholders

Bidders to submit the list of Shareholders on the company letterhead as follows:

First Name	Middle Name (where appli-cable)	Surname	Gender	Race

Share certificates must be submitted

A.	SCOPE OF SUPPLY AND SPECIFIC INSTRUCTIONS

1. DESCRIPTION OF SERVICE

WhatsApp Business Solution

2. PRICE BASIS

2.1 Bidders shall take into account that the Post Office's total requirements may not be allocated to only one bidder.

2.2 The successful bidder shall commit to the programme of continuous improvement, which will result in cost-efficiencies during the currency of the relationship.

3. PROPOSAL DOCUMENTS

3.1 Bidders responding to this RFI are deemed to do so, on the basis that they acknowledge and accept all the Terms and Conditions of this RFI.

3.2 Proposals must be submitted through the Tender Box. It is the bidder's sole responsibility to ensure that the bid has been submitted and inserted in the tender box received by no later than the **2025/08/20 11h00**. Proposals received after the stipulated bid closing date and time will not be considered for bid evaluation purposes.

3.3 Any amendments to the proposal documents, whether erasures or by means of correction fluid (e.g. Tippex), must be initialled by the bidder.

3.4 All documents and correspondence must be in English, failure to comply, the bid proposal will not be evaluated.

3.5 Pricing schedule must be completed in South African Rands (ZAR). Failure to provide the bid in South African Rands will result in the bid being non-responsive.

3.6 Proposals must be compiled in the following manner:

3.6.1 One (1) original proposal (marked 'original') must be submitted in an arch lever file(s).and one USB must be submitted.

3.6.2 Loose-leaf (not bound) proposal must be supplied, in the arch lever file(s).

3.7 Hand delivered proposals must be delivered **sealed**. The following information shall appear on the outside of the sealed proposal:

3.7.1   Name of bidder;

3.7.2   Description of proposal;

3.7.3   RFI number;

3.7.4   Closing date and time;

3.7.5   Name of person for whose attention the proposal is intended; and

3.7.6   The name and address of the Bidder must be written on the reverse side of the proposal / envelope.

4. CONSULTATION PRIOR TO SUBMISSION OF A PROPOSAL

Bidders shall consult, **in writing**, with the undernoted Post Office officials should there appear to be any discrepancy, ambiguity or uncertainty pertaining to the meaning or effect of any description, dimension, quality, quantity or any other information contained in this bid. The Post Office undertakes to provide clarification in writing to all Bidders, provided that the request is received prior to the closing date and time for clarifications.

Officials	Location	Contact Details
Lungile Nkomo/ (Procurement Officer)	South African Post Office Limited Supply Chain Management Cnr. James Drive and Moreleta Street, Silverton, Pretoria.	012-845-2553 Lungile.Nkomo@postoffice.co.za/

5. CLARIFICATIONS

5.1 Bidders are encouraged to submit clarification questions in writing to South African Post Office Officials mentioned above not later than **2025/08/15.**No further questions will be entertained after this period.

5.2 The SAPO will respond in writing to queries and distribute to all bidders who attended the briefing session after receipt of questions.

5.3 Oral communication or instruction by SAPO or its representative shall have no standing in this RFI unless and until they have been confirmed in writing.

5.4 SAPO accepts no responsibility for the failure of any bidder not receiving notifications or correspondence relating to this RFI.

6. VALIDITY PERIOD OF PROPOSAL

The period during which the Post Office shall have the right to accept a proposal without any right of withdrawal on the part of the bidder shall be Hundred and Eighty **(180)** days from the date on which proposals are due. After such period a bidder may withdraw his proposal if he has not been notified of its acceptance.

Bidders are to note that they may be requested to extend the validity period of their bid, at the same terms and conditions, if the internal evaluation process has not been finalised within the validity period. However, once the adjudication body has approved the process and award of the business to the successful bidder(s), the validity of the successful bidder(s)' bid will be deemed to remain valid until a final contract has been concluded.
Should a bidder fail to respond to a request for extension of the validity period before it expires, that bidder will be excluded from the tender process?

With regard to the validity period of the next highest scoring bidder(s), please refer to clause **10.3.11**

7. COST OF THE BID

Each Bidder shall bear all of its costs (of whatsoever nature) associated with the preparation or submission of its bid and of negotiating with the SAPO regarding a possible contract agreement and any other costs and expenses incurred by the Bidders in connection with or arising out of the competitive procurement process.

8. BIDDING CONDITIONS

8.1 The South African Post Office reserves the right to reject and /or disqualify any proposal:

8.1.1 Received without all the data and information requested.

8.1.2 Submitted after the stated submission deadline [closing date]

8.1.3 Which does not conform to instructions and specifications detailed herein;

8.2 That fails to comply with the specification.

8.2.1 That contains any information that is found to be incorrect or misleading in anyway.

8.2.2 Such non-compliant bids shall be rejected without further evaluation, provided that SAPO believes, in its own discretion, that the non-compliance is minor then SAPO may continue with the evaluation, or seek clarification thereon or reject the bid.

8.3 The South African Post Office reserves the right:

8.3.1 Not to award or cancel this RFI at any time and shall not be bound to accept the highest scoring or any bid.

8.3.2 To negotiate with one or more Preferred or Reserved Bidders identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other Bidder who has not been awarded the status of the Preferred or Reserved Bidder.

8.3.3 To accept part of a bid rather than the whole bid.

8.3.4 To split the award of the bid between two or more Bidders.

8.3.5 To cancel and/or terminate the bid process at any stage, including after the Closing Date and/or after presentations have been made, and/or after bids have been evaluated and/or after the Preferred Bidders and Reserved Bidders have been notified of their status as such.

8.3.6 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the Services bidded for, whether before or after adjudication of the bid.

8.3.7	Request audited financial statements or other documentation for the purposes of a due diligence exercise;
8.3.8	to cancel the contract and/request that National Treasury place the Respondent on its Database of Restricted Suppliers for a period not exceeding 10 years, on the basis that a contract was awarded on the strength of incorrect information furnished by the Respondent or on any other basis recognised in law;
8.3.9	To award the bid to a Bidder who is not the highest scoring Bidder, provided that an objective criteria was indicated in the evaluation criteria.
8.3.10	To correct any mistakes at any stage of the bid that may have been in the bid documents or occurred at any stage of the bid process.
8.3.11	To award the business to the next highest scoring bidder(price and specific goal), provided that he/she is still prepared to provide the required Goods/Services at the quoted price, should the preferred bidder fail to sign or commence with the contract within a reasonable period after being requested to do so. Under such circumstances, the validity of the bids of the next ranked bidder(s) will be deemed to remain valid, irrespective of whether the next ranked bidder(s) were issued with a Letter of Regret. Bidders may therefore be requested to advise whether they would still be prepared to provide the required Goods/Services at their quoted price, even after they have been issued with a Letter of Regret.

8.4   No attempts may be made, whether directly or indirectly, to canvass any member of SAPO staff before the award of the contract. Any enquiries must be referred, in writing, to the specified person(s).

9.   SAMPLES (If applicable)

SAPO shall not pay for samples provided and damaged / destroyed samples as a result of destruction testing.

10.   CONDITIONS OF PURCHASE

The terms and conditions applicable to any order / contract that may result from this bid will be stated in the main contract between SAPO and appointed service provider.

1 DEFINITION

Unless otherwise expressly stated, or the context otherwise requires, the words and expressions listed below shall, when used in this Confidentiality Agreement, bear the meanings ascribed to them:

1.1   "Bidder" shall mean any person who attends the briefing session and/or any entity which is represented at the briefing session whose details and signature are set out in the attendance register;

1.2   "Confidentiality Agreement" shall mean this confidentiality Agreement; and

1.3   "Post Office" shall mean the South African Post Office, a public company with limited liability duly incorporated in accordance with company laws of the Republic of South Africa with registration number 1991/005477/06.

2 INTRODUCTION

2.1   The Bidder has attended a briefing session which is hosted by the Post Office, at which the Post Office shall provide information to Bidders who wish to enter into discussions with the Post Office concerning a number of issues pertaining to the possible provision of services by the Bidder to the Post Office, which discussions may or may not result in the Post Office and the Bidder entering into an agreement, arrangements, discussions or alliances.

2.2   During the briefing session and in negotiating the business relations, the Post Office shall disclose confidential information relating to its business to the Bidder.

2.3   The Bidder agrees to be bound by the terms and to be subject to the conditions of this Confidentiality Agreement.

3 CONFIDENTIAL INFORMATION

Confidential Information in respect of this Confidentiality Agreement shall include, but not be limited to, all oral, written, printed, photographic and recorded information of all types that is:

3.1   Confidential or secret information relating to the commercial and financial activities of the Post Office, which would include legal, financial, contractual or commercial arrangements between the Post Office group of companies, customers and/or third parties;

3.2   Confidential information and details concerning current or prospective customers, suppliers, commercial associates and other parties with whom the Post Office enjoys a commercial relationship;

3.3   Proposed, impending or actual commercial transactions, arrangements, ventures, agreements or opportunities which are of a confidential or secret nature;

3.4   Trade secrets, operating procedures, quality control procedures, approximate operation personnel requirements, descriptions, trade names, trademarks, know how, techniques, technology, copyright, and all goodwill relating to the business and any other existing intellectual property rights or any intellectual property created as a result of the provision of services;

3.5   Confidential or privileged information concerning disputes, claims, litigation or similar actions in which any party is or may become involved; and

3.6   Any other information surrounding the nature of the discussions giving rise to this Confidentiality Agreement.

4 EXCLUDED INFORMATION

There will be no obligation of confidentiality or restriction on the use of information where:

4.1   The information is publicly available, or becomes publicly available otherwise than by action of the Bidder; or

4.2   The information was already known to the Bidder (as evidenced by its written records) prior to its receipt under this or any previous confidentiality agreement between the parties or their affiliates; or

4.3   The information was received from another party not in breach of an obligation of confidentiality.

5 NON-DISCLOSURE

5.1   The Bidder acknowledges that the Confidential Information is a valuable and unique asset proprietary to the Post Office.

5.2 The Bidder agrees that it shall not disclose the Confidential Information to any third party for any reason or purpose whatsoever without the prior written consent of the Post Office.

5.3 The Bidder may disclose the Confidential Information only to its directors and other officers, employees and professional advisors agents and consultants only on a strictly need-to-know basis and on the terms and conditions provided for in this Confidentiality Agreement.

5.4 The Bidder undertakes not to use the Confidential Information for any purpose other than:

    5.4.1 That for which it is disclosed; and

    5.4.2 In accordance with the provisions of this Confidentiality Agreement.

5.5 The Bidder undertakes to ensure that their employees will observe and comply with their obligations in respect thereof, whether or not they remain employees of the Bidder.

5.6 The Bidder agrees that it shall only, where necessary, disclose the Confidential Information to its professional advisers, agents and consultants, provided that such professional advisers, agents and consultants sign a similar undertaking and that they are aware of the confidential nature of the information being made available to them.

5.7 The Bidder shall takes all steps necessary to procure that such professional advisers, agents and consultants agree to abide by the terms of this Confidentiality Agreement to prevent the unauthorized disclosure of the Confidential Information to third parties.

6 OWNERSHIP

6.1 All Confidential Information disclosed by the Post Office to the Bidder is acknowledged by the Bidder to be proprietary to the Post Office who shall retain all right, title and interest in and to that information.

6.2 The possession of the Confidential Information by the Bidder does not to confer any rights of whatever nature in such Confidential Information to the Bidder.

6.3 No provision in this Confidentiality Agreement shall be interpreted to confer any right of license under any trademark, patent or copyright, or any applications for such a trademark, patent or copyright which may be pending now or in the future to the Bidder.

7 STANDARD OF CARE

The Bidder agrees that it shall protect the Confidential Information disclosed pursuant to the provisions of this Confidentiality Agreement using the same standard of care that it applies to its own proprietary, secret or confidential information, but in any event not less than a reasonable standard of care, and that the Confidential Information shall be stored and handled in such a way as to prevent any unauthorized disclosure thereof.

8 RETURN OF CONFIDENTIAL INFORMATION

8.1 The Post Office may at any time request the return of the Confidential Information disclosed to the Bidder. Upon the return of the Confidential Information, the Bidder shall submit a written statement to the Post Office confirming that the Bidder has not retained in its possession or under its control, either directly or indirectly, any Confidential Information.

8.2 Alternatively to the return of the material contemplated in clause 8.1 above, the Bidder shall, at the request of the Post Office, destroy the Confidential Information and furnish the Post Office with a written statement to the effect that all Confidential Information in the possession or under the control of the Bidder has been destroyed.

8.3 The Bidder shall comply with the request in terms of this clause 8 within forty-eight hours of receipt of such a request.

9 BREACH

9.1 Any breach of any obligation or undertaking by the Bidder will constitute a material breach of this Confidentiality Agreement.

9.2 The Bidder shall be liable to pay the Post Office all costs incurred in the protection of its interests in terms of this Confidentiality Agreement on an attorney and own client scale.

9.3 The Bidder acknowledges that the Post Office shall be entitled to apply to court for an interdict or other appropriate relief against the Bidder, should the Post Office have any reasonable basis to believe that the Bidder is or may be in breach of this Confidentiality Agreement and thus endangering the proprietary interests of the Post Office.

10 DURATION

The obligations undertaken by the Bidder in terms of this Confidentiality Agreement shall endure notwithstanding the termination of this Confidentiality Agreement or notwithstanding that either party decides at any time, whether before or after the commencement of this Confidentiality Agreement, not to pursue the discussions to enter into a business relationship or that the relationship between the parties pursuant to those discussions is terminated for any reason whatsoever

11 GENERAL

11.1 This Confidentiality Agreement constitutes the sole record of the agreement between the parties with regard to the subject matter hereof. No party shall be bound by any express or implied term, representation, warranty, promise or the like not recorded herein.

11.2 No addition to, variation of, or agreed cancellation of this Confidentiality Agreement shall be of any force or effect unless in writing and signed by or on behalf of the parties.

11.3 No relaxation or indulgence which the Post Office may grant to the Bidder shall constitute a waiver of the rights of the Post Office and shall not preclude the Post Office from exercising any rights which may have arisen in the past or which might arise in future.

11.4 The Bidder agrees and confirm by their signature to the RFI Documents that any present and/or previous discussions or correspondence shall, for purposes of this Confidentiality Agreement, be considered to be Confidential Information.

11.5 An approval or consent given by a party under this Confidentiality Agreement shall only be valid if in writing and shall not relieve the other party from responsibility for complying with the requirements of this Confidentiality Agreement nor shall it be construed as a waiver of any rights under this Confidentiality Agreement except as and to the extent otherwise expressly provided in such approval or consent, or elsewhere in this Confidentiality Agreement.

SIGNATURE ....

NAME OF DELEGATED SIGNATORY ....……..

(PRINT) in his capacity of

DESIGNATION OF SIGNATORY ....

(PRINT) who warrants his authority to sign on behalf of

NAME OF BIDDER (COMPANY) ....
DATE ....…….

C. CERTIFICATE OF ACQUAINTANCE WITH BID DOCUMENTS

I/We _____ of _____ do hereby certify
(Name of Company) that I/we acquainted myself/ourselves with the contents of all the documents listed in the Schedule of Bid Documents, as laid down by The South African Post Office for carrying out of the proposed works.

SIGNED AT _____ on this _____ day of _____ 20 _____

SIGNATURE   :   _____

NAME OF DELEGATED SIGNATORY   :   _____
(PRINT)   in his capacity of

DESIGNATION OF SIGNATORY   :   _____
(PRINT)   who warrants his authority to sign on behalf of the bidding company

1. Introduction

1.1. Document Purpose and Scope

This document defines the business requirements for the South African Post Office (SAPO) to implement a WhatsApp Business API solution, delivered as a paid-for service by a WhatsApp Business Solution Provider (BSP). The solution will empower SAPO to deliver and manage key message types—including call centre communication, sales engagement, and automated notifications for mail and parcels—directly via WhatsApp. By leveraging the WhatsApp Business API, SAPO will be able to automate responses, provide real-time and personalized customer support, and streamline communication workflows, even in the absence of a CRM or call centre application. This enablement will enhance SAPO's ability to engage with customers securely and efficiently on a platform widely used across South Africa, improving service delivery, customer satisfaction, and operational efficiency.

This document aims to:

- provide insight into the current environment and associated short comings, and
- lists the defined requirements with reference to an end-to-end solution

1.2. Target audience

The intended recipients of this document are:

- Operations

- IT

- Sales

- Call Centre

1.3. Related Documentation

Ref. No.	Document Name and Version	Author
1		
2		

1.4. Abbreviations and Definitions

The table below lists and describes abbreviations that used within this document:

Term	Definition
SAPO	South African Post Office
BSP	Business Solution Provider (WhatsApp-approved partner for API integration)
API	Application Programming Interface
CRM	Customer Relationship Management
POPIA	Protection of Personal Information Act (South Africa)
G2C	Government-to-Citizen

1.5. Dictionary

The table below lists and describes terms that used within this document:

Term	Definition
Physical Registered Mail	Physical mail items that are tracked from the date of SAPO receipt until physical delivery. It includes a unique tracking number and a unique delivery branch number, assigned for scanning and sorting. The tracking and branch numbers should be assigned by the platform through either creation or integration.
Ordinary / Domestic Mail	A physical mail items that are delivered to the branch and is not tracked during transit.
Transversal Contract	A framework contract accessible to multiple government departments/entities.
Bulk Messaging	Sending large volumes of messages (e.g., notifications, alerts) to multiple recipients.
Chatbot	Automated software that interacts with users via chat interfaces.
Front-End	The user interface through which agents interact with the WhatsApp Business API.
Message Types	Categories of communication, such as call centre chats, sales messages, and service notifications.

2. Current Environment

SAPO currently handles customer service, sales, and notifications primarily through phone (call / SMS) and email, without a dedicated CRM or call centre tool. Communications about registered mail, parcels, and other services are largely manual and lack automation or real-time digital engagement. There is no unified platform for managing multiple message types or for supporting multi-agent, real-time chat with customers.

2.1. The following inherent shortcomings are identified:

- No Real-Time Communication Channel: No WhatsApp or similar chat-based channel for customer service, retail, logistics or sales.
- Manual, Fragmented Notifications: Notifications for mail and parcel services are slow and inconsistent.
- No Automation: No Chabot or automated messaging for FAQs or routine updates.
- No Unified Inbox: Agents cannot manage different types of customer conversations efficiently.
- No Analytics: Limited ability to track, analyze, or report on different message types and agent performance.
- Compliance and Security Gaps: Manual processes make consistent record keeping and POPIA compliance difficult.
- Lack of Departmental Segregation: No mechanism to ensure departments only access WhatsApp conversations relevant to their function.

3. Proposed Solution

SAPO will partner with a WhatsApp BSP to implement a WhatsApp Business API solution. The solution will include a front-end messaging platform for agents, automated and template notifications, Chabot capabilities, and analytics—supporting the following key message types:

Call Centre Communication
Sales to Customers Communication
Retail - Registered Physical Mail Pick-up Notification
Bulk Mail Registered Mail Tracking Notification
Parcel Collection Notification
Other service notifications as required

This solution should offer the following advantages

Unified Messaging Platform: Manage all message types (call centre, sales, notifications) from a single, user-friendly interface.
Automation and Chatbots: Enable automated responses for FAQs, routine queries, and service notifications.
Multi-Agent Support: Allow multiple agents to handle WhatsApp conversations across all message types.
Personalized, Real-Time Communication: Deliver instant, tailored messages to customers for service updates and sales.
Compliance and Security: Ensure all communications are POPIA-compliant and securely archived.
Scalability: Support high message volumes and multiple departments.

Comprehensive Analytics: Provide dashboards and reporting for each message type and agent activity.
Departmental Data Segregation: Ensure each department can only view and manage WhatsApp conversations relevant to their function, unless a conversation trail is explicitly shared with another department (e.g., from Call Centre to Sales).

BRQ NO	Requirements	MoSCoW
BRQ-01	Web Portal	Must
BRQ-02	Departmental Segregation	Must
BRQ-03	Templates	Must
BRQ-04	Message Types	Must
BRQ-05	Message Archiving & Reporting	Must
BRQ-06	Integration	Must
BRQ-07	Support Service	Must
BRQ-08	Bulk Messaging Capabilities	Must
BRQ-09	International WhatsApp Messaging Support	Must
BRQ-10	WhatsApp-to-SMS Failover	Should
BRQ-11	Value-add WhatsApp as a Service to SAPO's Customers	Must

4. Proposed Solution

4.1. This solution should offer the following advantages:

- Efficiency
- Cost Savings
- Enhanced Customer Satisfaction
- Improve visibility
- The software should be hardware agnostic.

4.2. Requirement Overview

4.2.1. The Business requirement specifications listed below;

4.2.1.1. BRQ-01 Web Portal

Module	Specifications	Requirements
Web Portal	Provides a secure, scalable WhatsApp Business API platform	Must
	Provide a web-based front-end (unified inbox) for users to manage all WhatsApp message types with multi-user support	Must
	Enable role-based access control for agents, users, and administrators.	Must
	Platform must be POPIA compliance to ensure protection of personal and private information	Must
	Customizable user dashboards and notifications to improve user productivity	Should
	Responsive design for access via desktop and mobile devices	Could
	High availability and disaster recovery features to ensure business continuity	Could

4.2.1.2. BRQ-02 Departmental Segregation

Module	Specifications	Requirements
Department Segregation	Support for multi-departmental access. Department administrators must be able to manage user access and permissions for their own department.	Must
	The solution must ensure that each department can only view and manage WhatsApp conversations relevant to their function.	Must
	Enable customizable dashboards for different user roles (e.g., department heads, compliance officers).	Should
	Sharing of WhatsApp conversation trails between departments (e.g., from Call Centre to Sales) must be controlled, logged, and only possible through an explicit, auditable sharing mechanism.	Must
	Provide itemized billing and spend management tools and invoicing per department for all expenses including data usage.	Must
	The system should support reporting and analytics at the de-	Must

Module	Specifications	Requirements
	partment level, with clear segregation of data.	
	Department-specific message templates and workflows should be configurable to meet unique operational needs.	Must
	The platform should allow for future addition of new departments or organizational units without major reconfiguration.	Must

4.2.1.3. BRQ-03 Templates

Module	Specifications	Requirements
WhatsApp Message Templates	The solution should offer re-usable WhatsApp message templates.	Must
	WhatsApp message templates should be customizable per message type, and compliant with WhatsApp policies.	Must
	Templates should support dynamic fields (e.g., customer name, reference number, collection date) for personalization.	Must
	Provide version control and audit trail for template creation, modification, and usage.	Could
	Each department should be able to create their own Message Templates	Must
	Message scheduling. Ensure all automated messages are logged and auditable, with timestamps and delivery status.	Must
	Allow template sharing between departments where appropriate, with permissions and audit logging.	Should
	Allow for message prioritization and escalation (e.g., urgent delivery issues flagged for immediate attention).	Should
	Support rich media (e.g., images, PDFs, voice notes) in messages where applicable.	Must
	Provide opt-out mechanisms for customers to manage their communication preferences.	Must

4.2.1.4. BRQ-04 Message Types

Module	Specifications	Requirements
Message Types	Enable real-time WhatsApp-based call centre communication, allowing agents to respond to customer queries and support requests.	Must
	Support sales communication workflows, including outbound sales messages, promotions, and customer engagement, with opt-in management.	Must
	Automate registered physical mail pick-up notifications, including branch details, reference numbers, and collection instructions.	Must
	Enable bulk messaging for registered mail tracking notifications, providing status updates and tracking links to multiple recipients.	Must
	Automate parcel collection notifications, including real-time updates, collection instructions, and support for customer replies.	Must
	Support additional notification message types as required (e.g., payment reminders).	Must

4.2.1.5. BRQ-05 Message Archiving & Reporting

Module	Specifications	Requirements
Archiving & Reporting	Archive all WhatsApp conversations securely for compliance, audit, and quality assurance.	Must
	Archive messages should be accessible	Must
	Provide real-time analytics and reporting on message delivery, response times, and agent performance for each message type.	Must
	Provide audit logs of all access to archived messages, including user, date/time, and action taken.	Must
	Allow export of reports and archived data in common formats (e.g., CSV, PDF) for further analysis or compliance purposes.	Must
	Support configurable data retention policies in line with POPIA and organizational requirements.	Could
	Support scheduled and automated report generation and distribution to relevant stakeholders.	Must
	Provide detailed analytics and reporting for each bulk campaign, including delivery, open, and response rates.	Must

4.2.1.6. BRQ-06 Integration

Module	Specifications	Requirements
Integration	Integrate functionality for automated responses SAPO's tracking API.	Must
	Allow for future integration with other digital channels (email, SMS, web chat) and CRM systems if required.	Must
	Support integration with third-party platforms (e.g., CRM, ERP, marketing automation tools) through open APIs and webhooks.	Must
	Ensure all integrations are secure, encrypted, and comply with POPIA and SAPO's IT security standards.	Must
	Allow for the addition and management of multiple users and departments through integration with identity management systems (e.g., Active Directory)	Should

4.2.1.7. BRQ-07 Support Service

Module	Specifications	Requirements
Support	Offer comprehensive training for SAPO users and administrators, covering platform features, compliance, and best practices.	Must
	Provide step-by-step training documentation, including guidance on business verification, onboarding, API integration, and configuration.	Must
	Ensure ongoing technical support is available during business hours, with clear escalation paths for critical incidents.	Must
	Supply up-to-date documentation, FAQs, and access to a knowledge base for self-help and troubleshooting.	Must
	Support regular platform updates, maintenance, and proactive communication regarding changes or outages.	Must

4.2.1.8. BRQ-08 Bulk Messaging Capabilities

Module	Specifications	Requirements
Bulk Messaging	Enable the sending of bulk (broadcast) WhatsApp messages to large recipient lists (minimum of 400,000 WhatsApp's) using approved message templates.	Must
	Support CSV or similar file upload for importing recipient lists, with validation for correction formatting (including country codes).	Must
	Allow dynamic variables in bulk messages for personalized content (e.g., name, reference number) per recipient.	Must
	Support scheduling of bulk messages for future delivery and campaign management.	Must
	Enforce WhatsApp's anti-spam and rate-limiting policies to avoid account restrictions or bans.	Must

4.2.1.9. BRQ-09 International WhatsApp Messaging Support

Module	Specifications	Requirements
International Messaging	Enable the sending and receiving of WhatsApp messages to and from international mobile numbers, in compliance with WhatsApp Business API global capabilities and restrictions.	Must
	Implement validation of all mobile numbers to ensure correct international format (E.164 standard), including country codes.	Should
	Support automated formatting or correction suggestions for common number entry errors.	Could

4.2.1.10. BRQ-10 WhatsApp-to-SMS Failover

Module	Specifications	Requirements
Messaging Failover	Implement automatic failover to SMS if a WhatsApp message cannot be delivered due to the recipient not having WhatsApp or being unreachable on WhatsApp.	Should
	Ensure the SMS contains the same core message content and complies with all relevant privacy and data protection regula-	Should

Module	Specifications	Requirements
	tions.	
	Log and report all failover events for audit and performance tracking.	Should
	Notify the sender/agent when a failover occurs, with status updates on delivery.	Should
	Allow configuration of message templates specifically for SMS failover to accommodate channel limitations (e.g., length, formatting).	Should

4.2.1.11. BRQ-11 Value-add WhatsApp as a Service to SAPO's Customers

Module	Specifications	Requirements
Value Add Service	The platform must allow the SAPO sales team to onboard and manage SAPO customers as WhatsApp Business or API users.	Must
	SAPO customers must be able to create, schedule, and send bulk WhatsApp messages using their specified templates.	Must
	The solution should include opt-in management, compliance controls, and reporting features for all messaging activities.	Must
	The sales team should have access to tools and dashboards for tracking sales performance and customer adoption of WhatsApp services.	Must
	The solution must support automated, itemized invoicing for all SAPO clients utilizing WhatsApp as a Service.	Must
	Each SAPO client must receive a monthly invoice detailing their usage, including message volumes, message types, and applicable rates.	Must
	Invoices must clearly separate charges by service type (e.g., bulk messaging, template messages, international messaging, failover SMS).	Must
	The platform must allow SAPO to configure custom pricing, discounts, or promotions for specific clients or service tiers.	Must
	The invoicing system must integrate with SAPO's SAP systems for reconciliation and reporting.	Must

Module	Specifications	Requirements
	Clients must have access to a self-service portal to view their invoices, usage history, and payment status.	Must
	The system must provide SAPO with reporting and analytics on billing, outstanding payments, and client usage trends.	Must
	Training content must be accessible online and regularly updated to reflect platform changes.	Should