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Department:
Statistics South Africa
REPUBLIC OF SOUTH AFRICA

ANNEXURE: B

REQUEST FOR QUOTATION (RFQ): PROVISION OF MULTI-NETWORK DIGITAL PREPAID AIRTIME (RAND VALUE)

Statistics South Africa, invites quotations from qualified Service Providers for the automated, digital distribution of prepaid airtime in South African Rand (ZAR) value across all major Mobile Network Operators (MNOs) including Vodacom, MTN, Telkom, and Cell C.

1. MANDATORY ADMINISTRATIVE REQUIREMENTS

Bidders must submit the following. Failure to do so will result in immediate disqualification.

1. CSD Registration: Full Central Supplier Database (CSD) Summary Report.
2. Tax Compliance: Valid SARS Tax Compliance Status PIN.
3. Company Registration: CIPC documentation and Certified Director IDs.
4. B-BBEE Status: Valid B-BBEE Certificate or Sworn Affidavit.
5. Proof of Bank Account: Confirmation letter from the bank (not older than 3 months).

2. DETAILED SCOPE OF WORK

2.1. Digital Rand-Value Distribution (Pinless)

- Airtime must be loaded digitally (Direct Top-Up) to the recipient's mobile number. Use of physical or digital PIN-based vouchers is prohibited.
- The system must support Variable Rand Values (e.g., R12, R55, R103) and not be restricted to fixed bundles.
- Top-ups must reflect as Airtime Credit/Balance on the recipient's device.

2.2. Bulk Processing & Notifications

- The provider must provide a secure portal or API to handle Bulk Requests via .CSV or .XLSX upload.

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- Notification SMS: Every successful load must trigger a customisable SMS to the recipient: "You have received R[Value] airtime from [Organization Name]. Ref: [ID]."

2.3. Reporting & Fault Management

- Loading Report: A report must be attached to every completed batch showing mobile number, network provider, Rand value, and status.
- Detailed Fault Report: For failed loads, a report must specify the exact reason (e.g., "Inactive SIM", "Ported Number", "Network Timeout").
- Reconciliation: All failed transactions for which funds were deducted must be automatically credited back to the organization's account within 24 hours.

3. BUSINESS CONTINUITY & SERVICE LEVELS (SLA)

3.1. System Availability

- The Service Provider must guarantee a minimum 99.9% monthly uptime for the digital loading portal or API.
- Bidders must submit a Business Continuity Plan (BCP) outlining procedures for service restoration in the event of a system crash, network failure, or cyber incident.

3.2. Disaster Recovery

- The provider must have redundant server hosting (e.g., multiple data centres) to ensure that if the primary site fails, services switch over with a Maximum Tolerable Outage (MTO) of [e.g., 2 hours].
- Backups of transaction data must be performed at least daily to prevent data loss.

4. TECHNICAL EVALUATION CRITERIA (SCORING)

Minimum Threshold to pass: 70 Points

Criteria	Description	Weighting
System Capability	Evidence of a functional digital portal/API for pinless Rand-value distribution.	30
Bulk Handling	Demonstrated ability to process >1,000 transactions within 30 minutes.	20
Reporting Tools	Samples of a Loading Report and Detailed Fault Report as specified.	20

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Business Continuity	Quality of the BCP and Disaster Recovery architecture.	15
Track Record	Reference letters from at least 3 clients for bulk digital airtime services.	15
TOTAL		100

5. **PRICING SCHEDULE:**

Pricing must be based on a percentage discount/rebate model.

Item	Estimated Monthly Spend	Proposed Discount %	Net Cost (Excl. VAT)
Digital Airtime (All Networks)	R [Insert]	%	R [Insert]
SMS Notification Cost	[Per SMS]	N/A	R [Insert]

6. **FINAL EVALUATION (80/20 SYSTEM)**

- Price: 80 Points
- B-BBEE Level: 20 Points



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