

TENDER DATA

Project title:	Expression of interest to onboard a supplier and or a partner of a FinTech system operator to Supply, Implement, Integrate, Train and Support a payment and billing platform for Broadband Services for three years with an option for a further two years.
Bid no:	SENT/057/2024-25

1. BACKGROUND

SENTECH is a state-owned company and is the largest broadcasting signal distributor in South Africa. Sentech is a licensed Electronic Communications Network Service provider in South Africa. It operates many telecommunication networks for Satellite, Television, Radio, Broadband, and more. As such, SENTECH is a global enabler of broadcasting and digital content delivery.

SENTECH requires a financial technology (FinTech) system operator with a national reach cash processing capabilities to provide a multi-tenant payment and billing system to manage WIFI subscribers and channel partners, ensuring revenue management. The system must enable SENTECH to process and collect payments, have a multi-tenant platform, track the number of subscribers and resellers (ISPs), create product catalogues, voucher management, subscriber data usage and rating, support multiple payments gateways, invoice management, revenue management, analytics and reporting. The system must be scalable based on the number of users, options to cater to business support systems (BSS) requirements, interfaces to integrate with OSS platforms, ERP and network equipment used for network access to manager subscribers.

SENTECH invites potential bidders to consider multiple business models in the proposition, preferably revenue sharing partnership.

2. SUBMISSION OF BIDS and CLOSING

2.1 This Bid closes on the date and time stipulated on the Notice and Invitation to Bid (SBD1). Bids can be submitted electronically via the eTender Portal and/or by hand to the tender box at Sentech Offices, Octave Road, Radiokop Ext 3, Honeydew, Johannesburg.

- a) Bidders that opt to deposit their bid documents in the tender box must do so on or before the closing date and time, during working hours only (08:30-15:30). No late submissions will be accepted.
- b) Bidders who opt to submit via the Sentech eTender Portal ("the eTender Portal") are advised that the eTender Portal has a files size limit of 30MB. Bidders must upload their tender documents timeously. The eTender Portal is available 24hrs a day. No late submissions will be accepted.
- c) It is incumbent on the bidder to ensure that their bids are submitted timeously via the selected method before the closing date and time. Sentech will not take any responsibility of any incomplete submissions or late tenders, for any reason whatsoever.
- d) Telegraphic, telephonic, telex, facsimile, e-mail and late Bids will not be accepted.

2.2 This is a two-envelope system for Bid Evaluation. Bidders must submit their proposal and all supporting documentation in a sealed envelope, clearly marked as follows:

- a) For manual submissions, Envelope One must consist of "Original Technical Proposal together with a soft copy in PDF format of an electronic medium e.g. USB etc. The soft copy will consist of a single PDF document containing the complete response. The envelope must contain all information and documents relating to the Bid. (Refer to list of returnable documents).
- b) No Financial Information must be included in Envelope One.
- c) Envelope Two "Original Financial Proposal" (Contract Date and Pricing schedule/schedule of rates as applicable) together with 1 copy of "Financial Proposal" together with a soft copy in PDF format of an

electronic medium e.g. Compact Disk (CD), USB etc. The soft copy will consist of a single PDF document containing the complete Financial Proposal.

- d) Bidders are required to place the sealed Envelope One together with the sealed Envelope Two into one sealed envelope or container. The sealed envelope or container must be marked with the following information:

For Attention:

- HEAD OF SUPPLY CHAIN MANAGEMENT
 - BID REFERENCE NO: ##
 - TECHNICAL AND FINANCIAL PROPOSALS
 - INSERT CLOSING DATE AND TIME
 - BIDDER'S NAME AND ADDRESS
- e) Bidders that combine their Technical Proposal with the Financial Proposal (or any financial information) will be automatically disqualified and not be evaluated further.
- f) The financial proposal will only be opened and evaluated should the technical proposal be found to be responsive, being that the technical proposal has met the minimum technical evaluation criteria that are set out in the Bid Documents.
- g) The Bidders shall insert a table of contents and bind (ring bind or similar method) the proposal documents and verify the page numbers, as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
- h) Bidders are required to complete and sign all the returnable documentation (refer to list of returnable documents) and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
- i) Late submissions will not be considered.
- j) For online submissions via the e-Tender portal, submission requirements are directed by the system. Bidders must follow instructions in the Bidder's manual.

3. SIGN AND INITIAL

Bidders are required to complete and sign the Bid Forms where required and initial the bottom of all pages, drawings and brochures which are included in the submission as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Only original signatures will be accepted.

4. COMPLETION OF BID DOCUMENTS

Bidders must ensure that they complete all sections of the Bid Documents as per the requirements in the Bid.

Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.

5. COSTS OF PREPARING THE BID SUBMISSION

Bidders shall bear all costs associated with the preparation and submission of the proposals. Sentech shall under no circumstances be held responsible or liable for any costs incurred during the bidding process.

6. ADMINISTRATIVE RESPONSIVENESS CRITERIA

Bidders are required to ensure that they meet all the Administrative Responsiveness Criteria.

7. BBBEE CODES AT SENTECH

Sentech complies with the codes of good practice as prescribed by the DTI, to advance Broad Based Black Economic Empowerment.

8. SUBCONTRACTING AS A CONDITION OF BID

The successful Bidder must subcontract a minimum of _____ % of the value of the contract to _____ (specify the designated group targeted).

9. TRANSFORMATION PLAN

A transformation plan is a record of activities an entity intends to undertake to improve its BBBEE Level through Ownership, Management and Control; Skills Development; Enterprise and Supplier Development and Socio-Economic Development.

Sentech reserves the right to request a BBBEE transformation plan with clearly defined timelines and milestones if the recommended Bidder does not meet Sentech's transformation goals. These milestones must be achieved over the term of the contract. This transformation plan must be submitted within 10 working days from the written request, failing which Sentech reserves the right to withdraw its appointment of the preferred recommended Bidder.

10. LOCAL PRODUCTION AND CONTENT

In the case of designated sectors, where in the award of Bids, local production and content is of critical importance, such Bids will contain a specific bidding condition that only locally produced goods, services or works or locally manufactured goods, with a stipulated minimum threshold for local production and content will be considered.

Does this requirement fall under any designated sector as prescribed by the DTI?	Yes	No
If yes, specify the sector		
Specify minimum threshold applicable		

*Bidders must fill in the SBD6.2 for Local Content and Production

11. EVALUATION CRITERIA

The evaluation criteria are stipulated in 18 below. It is the Bidder's responsibility to ensure that it has responded to the evaluation criteria. Failure to meet the evaluation criteria will result in the Bidder not being evaluated further. Bidders must ensure that they have included all supporting documentation required to support their response to the Bid.

12. OBJECTIVE CRITERIA

Sentech reserves the right not to consider proposals from Bidders who are currently involved in litigation with Sentech. Sentech further reserve the right not to award this tender to any Bidder based on the proven poor record of accomplishment of the Bidder in previous projects with Sentech. Bidders who are blacklisted or have committed any acts of fraud and/or misrepresentation of facts e.g. tax compliance, BBBEE, company financials, etc. will be eliminated from the bid.

13. AWARD OF BID/S

Sentech may appoint one or more suppliers, in whole or in part, or not appoint any supplier/s at all, and/or cancel the bid in its entirety, at Sentech's sole and exclusive discretion, in order to satisfy various needs which may be identified, and to manage certain risks associated with the supply of goods or services specified in respect of the Bid.

14. ALTERNATIVE/SUBSTITUTE PRODUCTS

In the case of contracts and/or panels which are in excess of 12 (twelve) months, Sentech shall be entitled to consider alternative products and product upgrades during the tenure of the contract and/or panel in order to accommodate new products and upgrades in the market. Bidders are required to bring all such developments to the attention of Sentech for approval. No alternative products may be supplied without Sentech's prior written approval.

15. BRIEFING SESSION

Should there be a compulsory briefing session for this Bid, Bidders must ensure that they attend the briefing session and sign the attendance register, as non-attendance or failure to sign the attendance register will automatically disqualify a Bidder from submitting a proposal for this Bid.

All questions raised by Bidders post the briefing session will be consolidated and shared with all Bidders at least seven (7) calendar days prior to closing.

16. CLARIFICATION

Enquiries related to Bid documents may be addressed to the Bid Administrator and Supply Chain Official as stated in SBD 1 Notice and Invitation to Bid.

17. BID EVALUATION METHOD

This Bid will be evaluated as described in the table below.

A 80/20 system will be followed for Technical and Price offer	1. Stage 1 – Administrative Responsiveness Evaluation All the Technical Proposals will be evaluated against the Administrative responsiveness requirements as set out in the list of returnable documents. 2. Stage 2 – Mandatory Evaluation All Proposals that qualify based on the administrative responsiveness requirements will be evaluated against the Mandatory Evaluation Criteria 3. Stage 3 – Functional Criteria All Proposals that qualify from Stage 2 Mandatory criteria will be evaluated against Functional Criteria. Stage 3 has a minimum qualifying score of 217 points out of 310 points. Bidders who fail to obtain this minimum score will not be evaluated further. 4. Stage 4 – System Demonstration and Risk Assessment Bidders complying with Stages 1, 2, and 3 will be required to present and demonstrate the proposed solutions to enable SENTECH to clarify further questions that might arise from the evaluation process. Stage 4 has a minimum qualifying score of 116 points out of 145 points. The evaluation committee reserves the right to conduct a risk assessment on all bidders to establish and assess capacity and risk level to Sentech if a bidder is to be appointed to deliver services. 5. Stage 3 – Price and Preference Financial Proposals for Qualifying Bidders will be opened and evaluated. Bidder's financial offers and BEE certificates will be ranked according to price and preference points from the highest number of points to the lowest.
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18. ADMINISTRATIVE RESPONSIVENESS REQUIREMENTS

To be administratively responsive, Bidders must ensure that they meet all the below mentioned criteria. Bidders that do not meet all the below mentioned criteria may not qualify to be awarded the Bid. Sentech reserves its rights in respect of the below criteria.

- Complete and return all documentation stipulated in the LIST OF RETURNABLE DOCUMENTS.
- All correspondence must be in English.
- Bidders must fill in all sections of this document (where applicable).
- **BLACK INK** must be used when completing the Bid documents.
- Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.
- All corrections must be initialled. The use of corrective fluid is strictly prohibited.
- Bidders are required to fill in and sign the Bid Forms and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
- Bidders must complete an attendance register at each compulsory site meeting attended.
- Appointment of a Bidder will be subject to signing, declaration and submission of SBD 1, 3.1, 3.2, 3.3, 4, 5, 6.1, 6.2 8, and 9 depending on applicability.
- Complete and sign the Contract Data.

- Should this be a 2 envelope or 2 stage system, Bidders MUST separate the technical proposal from their financial proposal. The technical and financial proposals must be placed in two separate sealed envelopes.

19. AUTOMATIC DISQUALIFICATION

Sentech reserves the right to automatically disqualify Bidders from being awarded this Bid. The following will lead to automatic disqualification:

- Failure to submit a financial proposal, if required.
- The Bidder is or has been involved in any act of corruption or fraud or bribery or collusion or attempt to influence any employee of Sentech to award this Bid or any other Bid to it.

20. TECHNICAL RESPONSIVENESS COMPLIANCE

The Technical Evaluation will encompass evaluation of:

- Mandatory Criteria
- Functional / Technical Criteria
- Demonstration and Risk Assessment

21. TECHNICAL EVALUATION CRITERIA

21.1 Mandatory Eligibility Criteria

The follow in criteria are mandatory to ALL BIDDERS:

Mandatory Eligibility Criteria	Attach evidence	Provide the reference page number in your proposal
1. Bidder must have 3 years or more experience providing a payment Fintech platform with multi-tenant billing capabilities.	Company profile and a list of three previous projects with system architecture drawings.	
2. PASA authorisation to participate in the payment system to process payments (payment clearance).	Certified copy of authorisation certificate or letter.	
3. License or agreement with a licenced partner to offer payment-related services and electronic money.	Certified copy of a license or confirmation letter from a partner on their official letterhead	
4. Provide a list of cash payment partners with countrywide reach.	Proof of an agreement with a cash payment partner with a national footprint.	
5. Local, South Africa-based support office	Confirmation of local office address on an official company letterhead	

NOTE: Bidders that do not comply with all the above criteria will not be evaluated further.

21.2 Functional Criteria

Functionality criteria		Points	Proof Required
1.	Multi-tenant billing system	20	
1.1	Creation of Master portal and tenant partner portals	10	Product brochures / Manuals / Data Sheets / Specification Sheets.
1.2	White labelling of Master and tenant portals	10	
2.	Subscriber Management	20	
2.1	User registration/onboarding and profile management	4	Product brochures / Manuals / Data Sheets / Specification Sheets.
2.2	Data product selection and modification	2	
2.3	Data usage and rate limiting	4	
2.4	User account status and activity tracking	2	
2.5	Omnichannel subscriber management {USSD, the portal (landing page), WhatsApp, etc.)	4	
2.6	Bandwidth management and fair usage policies	4	
3.	Product and Service Catalogue	10	
3.1	Creation of base products and promotions at Sentech and partner level	4	

3.2	Unique product code for easy order processing	2	Product brochures / Manuals / Data Sheets / Specification Sheets.
3.3	Listing and reselling of adjacent products	2	
3.4	Target advertising	2	
4.	Voucher Management (Digital)	18	
4.1	Creation of different types of digital vouchers (discount, gift, promotional)	10	Product brochures / Manuals / Data Sheets / Specification Sheets.
4.2	Voucher redemption: validate and adjust the final bill	4	
4.3	Track voucher usage and expiration date.	4	
5.	Payment Processing	14	
5.1	Support for various payment methods (cash, credit, debit, digital wallets, etc)	4	Product brochures / Manuals / Data Sheets / Specification Sheets.
5.2	Integration with payment platforms (Vulacoin, Paypal, Payfast, Flash, etc.)	4	
5.3	Automated recurring billing and handling of payment failures, automated reversal	2	
5.4	Secure transaction handling and encryption	4	
6.	Cash Payment Processing	20	
6.1	Enable subscribers to make payments in cash at your retail partners, kiosks or digital account top-ups.	10	Product brochures / Manuals / Data Sheets / Specification Sheets.
6.2	Generate a unique barcode or QR code linked to a subscriber account that can be presented to a cash payment partner.	4	
6.3	Support for unique payment references to ensure cash payment is linked to the correct subscriber account.	4	
6.4	Confirm the cash payment to subscriber accounts in near real-time by updating their account.	2	
7.	Integration with Partners and Cash Networks	12	
7.1	Integrate with cash payment networks and retail partners to enable widespread cash payment collection.	4	Product brochures / Manuals / Data Sheets / Specification Sheets.
7.2	Integrate with cash network providers' APIs for real-time data exchange, including transaction initiating, payment confirmation, and error handling.	4	
7.3	Provide subscribers with information about nearby retail outlets where cash payments are accepted based on location.	4	
8.	Cash Collection and Settlement	10	
8.1	Facilitate the transfer and settlement of collected cash from retail and other partners to Sentech bank account.	4	Product brochures / Manuals / Data Sheets / Specification Sheets.
8.2	Generate daily records of cash payments collected from collection points and reconcile them with the billing.	4	
8.3	Flag delay settlement transactions and update the billing system once funds are settled.	2	
9.	Invoice Management	20	
9.1	Automated generation of invoices based on subscription details	10	Product brochures / Manuals / Data Sheets / Specification Sheets.
9.2	Customisable invoice templates and formatting	4	
9.3	Tracking and reporting of invoice statuses	4	
9.4	Invoice simulation	2	
10.	Reporting and Analytics	24	
10.1	Generation of financial reports (revenue, outstanding invoices, sales, etc)	6	

10.2	Transactional history and audit trail	2	Product brochures / Manuals / Data Sheets / Specification Sheets.
10.3	User subscriber behaviour and usage patterns	2	
10.4	Data display via dashboard and export options (PDF, Excel)	2	
10.5	AI-driven reporting	2	
10.6	Reports on cash payments collected, number of payments, amounts, partner details and settlement status	4	
10.7	Report on the processing of cash payment to subscriber accounts and discrepancies on collected cash and billed amounts.	4	
10.8	Analyse and report on subscriber preferences for cash payments and other digital money methods and retail partner engagements.	2	
11.	Notification and Alerts	16	
11.1	Automated notifications for payment confirmations, subscription renewal, data depletion and overdue invoices	4	Product brochures / Manuals / Data Sheets / Specification Sheets.
11.2	Email and in-app alerts for critical events (customisable)	2	
11.3	Omnichannel subscriber notification (USSD, WhatsApp, etc)	2	
11.4	Send subscribers notifications (SMS, WhatsApp, etc.) confirming the successful cash payment and updating their account balance.	4	
11.5	Notify subscribers when a cash payment is due and provide a barcode or QR code for payment through partners.	2	
11.6	If payment fails or does not match with an account, notify the subscriber, retry or escalate to support.	2	
12.	User Interfaces	12	
12.1	Intuitive and responsive design for administrators, channel partners and users	2	Product brochures / Manuals / Data Sheets / Specification Sheets.
12.2	Mobile devices, web interface and desktop compatibility	2	
12.3	Dashboard for managing subscriptions, payments and reports	2	
12.4	Allow subscribers to track their payments in a portal and get a status update	2	
12.5	Enable subscribers to download receipts for cash payments made through partner outlets	2	
12.6	Enable customers to regenerate payment barcodes and QR codes if they have expired before being used.	2	
13.	Integration Capabilities	20	
13.1	API support for integration with external systems (ERP, OSS/NMS, CRM, 3rd billing systems, etc.)	6	Product brochures / Manuals / Data Sheets / Specification Sheets.
13.2	Import/export functionality for data synchronisation	2	
13.3	Integrated RADIUS server	2	
13.4	Reconcile cash payment with subscriber account automatically and mark it as paid once cash payment is processed.	4	
13.5	Allow cash payments to be applied to recurring bills and show pro-rated payment adjustments.	4	
13.6	Update the subscriber account with the payment history and transaction details, including the date and location of payment.	2	
14.	Regulations and Compliance	40	
14.1	Comply with regulations for monitoring anti-money laundering (AML) and countering the financing of terrorism (CFT).	10	Certificate / Proof of compliance

14.2	Comply with the rules and standards of the Payment Association of SA (PASA), which oversees the processing and clearing of transactions.	10	Certificate / Proof of compliance
14.3	Comply with POPIA and protect subscribers' personal and financial data.	10	Proof of Compliance or best practice
14.4	Maintain a detailed log of all cash payment transactions, including timestamps, location, amount and subscriber details.	10	Product brochures / Manuals / Data Sheets / Specification Sheets.
15.	Security Standards	10	
15.1	Implement strong cyber security measures, encryption, multi-factor authentication and security audits to protect against data breaches.	10	Product brochures / Manuals / Data Sheets / Specification Sheets.
15.	Non-Functional Requirements	24	
15.1	Ability to handle an unlimited number of channel partners with their portals, high transaction volume and billing cycles	8	Product brochures / Manuals / Data Sheets / Specification Sheets.
15.2	Regular data backups and reliable disaster recovery to ensure continuity.	4	
15.3	Easy to update and maintain with minimal downtime & 99,9% monthly availability	4	
15.4	Provide a development and quality assurance platform for testing	4	
15.6	Data sovereignty (data must reside in South Africa)	4	
16.	Training	10	
16.1	Training of system administrators, partners and users	10	Training plan
17.	System Support	10	
17.1	Details of the standard support provided	10	Support contract / SLA
	Total:	300	

Table 1: Functional Criteria

Total minimum qualifying functional score is **207 out of 300 maximum points**.

21.3. System Demonstration

Bidders who have successfully met the mandatory requirements and scored qualifying points in functional requirements will be required to demonstrate the system's capabilities against the functional requirements.

Demonstration Criteria		Points	Proof
1.	Multitenant System	20	
1.1	Create a Sentech Master portal and at least 5 tenant partner portals	10	Live demonstration of the system capability
1.2	Show how each partner can customise their portal	10	
2.	Product and Service Catalogue	10	
2.1	Add, remove, and manage data products and services at Sentech and partner level.	4	
2.2	Managing pricing, tier pricing, promotions, discounts	4	

2.3	listing of adjacent services and target advertising	2
3.	Subscriber managing	20
3.1	walk through the process of onboarding users and user profile management	20
4.	Voucher Management	20
4.1	Show how a voucher is created, validated, used and tracked	20
5.	Invoice Generation	20
5.1	Show how an invoice is created based on user product selection	20
6.	Payment Processing	20
6.1	Walk through a live payment using different payment methods and gateways, including cash conversion from partners to SENTECH	20
7.	Reporting and Analytics	10
7.1	Show reporting features and dummy monthly reports	5
7.2	Display user behaviour analysis or any relevant analytic capabilities	5
8.	Customer Portal	5
8.1	show how users can log in to view their profiles	5
9.	Security	20
8.2	Demonstrate system security capabilities	20
	Total	145

Table 2: Demonstration Criteria

Total minimum qualifying functional score is **116 out of 145 maximum points**

21.4. Optional additional features

This section is for information purposes only and will not form part of the technical evaluation. Bidders are requested to complete this section still.

Information on additional features	Please provide supporting documentation.
a) Can the proposed system be upgraded to have full-fledge business support system (BSS).	
b) Can the proposed system be upgraded to support billing functionality for other network technologies	
c) Does the system have the capability to perform any OSS functions?	
d) If the system is upgradable as per point a, or b or c, please provide specifics in terms of technologies/networks supported	
e) Please provide any additional information that is not specifically addressed in the evaluation criteria that you deem valuable	

22. Evaluation of Price and Preference

This Bid will be evaluated on a points system based on weighted average score for Price and Preference as per Preferential Procurement Framework Act of 2000 (Act 5 of 2000).

23. Preference Point allocation – 80/20

Price / Preference	Weighting percentage
Preference:	20%
Price:	80 %
Total must equal:	100%

Sentech will award preference points as follows:

Goal	Points	Evidence required
Historically disadvantaged by unfair discrimination on the basis of Race	10	A valid BBBEE Certificate showing at least 51% black ownership
Historically disadvantaged by unfair discrimination on the basis of Gender (women)	8	A valid BBBEE Certificate showing at least 30% women ownership
Historically disadvantaged by unfair discrimination on the basis of disability	2	A doctor's note confirming disability
Total Points	20	

24. Price Calculation 80/20

The following formula will be used to calculate the points for price.

$$P_s = 80 \left[\frac{1 - (P_t - P_{min})}{P_{min}} \right]$$

Where:

P_s	=	Points scored for price of bid under consideration
P_t	=	Rand value of bid under consideration
P_{min}	=	Rand value of lowest acceptable bid

25. Declaration of Authority

The undersigned, who warrants that he / she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this Bid Data is understood and all requirements will be adhered to.

Name of Bidder	Signature	Date	Designation

TABLE 1: REFERENCES

Please complete the customer reference table and relevant Contact telephone number and attach reference letters.

Customer		Service Provided	Contact Person	Contact no.	tel.	Contractual commencement date	Contractual completion date
1							
2							
3							
4							

5						
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Name of Tenderer	Signature	Date