

REQUEST FOR QUOTATION

YOU ARE HEREBY INVITED TO SUBMIT WRITTEN PRICE QUOTATIONS FOR THE REQUIREMENTS OF THE POSTBANK SOC LIMITED

REQUEST FOR QUOTATION (RFQ) NUMBER:	RFQ No. 26/2026 (Please use this number as reference when sending quotations and supporting documentation)
DESCRIPTION	Appointment of a service provider capable of providing specialised end-user hardware, software licences and related services.
RFQ ISSUED DATE	30 September 2026
RFQ VALIDITY PERIOD	60 days from the closing date.
CLOSING DATE AND TIME	Date: 09 October 2026 Time: 11:00 am (South African Time)
OFFICE ADDRESS	National Postal Centre (NPC) Cnr 497 Sophie de Bruyn & Jeff Masemola Streets Pretoria 0002
RFQ RESPONSES MUST BE EMAILED TO:	Quotations should be emailed to: rfq.procurementvm@postbank.co.za Failure to follow these instructions will result in your quote not being considered.
ENQUIRIES REGARDING THIS RFQ SHOULD BE SUBMITTED VIA E-MAIL TO	Enquires can be directed at this e-mail address Vusi.Maditsi@postbank.co.za. rfq.procurementvm@postbank.co.za

Important Notes to this RFQ:

Bidders /suppliers should ensure that RFQ responses are emailed to the correct email address, (rfq.procurementvm@postbank.co.za) and (Vusi.Maditsi@postbank.co.za)

- If the quotation is late, it shall not be accepted for consideration.
- The Postbank reception is generally accessible 8 hours a day (07h30 to 16h00); 5 days a week (Monday to Friday) for delivery of goods.
- Bidders /Supplier to complete and sign all Annexures to this document (including Standard Bidding Document)
- Supplier must ensure compliance with their tax obligations

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SERVICE PROVIDER/SUPPLIER:

REGISTRATION NUMBER:

CSD UNIQUE SUPPLIER REGISTRATION NUMBER:

ADDRESS:

CONTACT PERSON:

EMAIL:

TEL:

- (I) Postbanks standard conditions of purchase shall apply.
- (II) Late submissions will not be accepted.
- (III) The recommended service provider/supplier will be required to complete and sign the Standard Bidding Documents (SBD) and Annexures. All Bidders /suppliers must adhere to the General Conditions of Contract as prescribed by National Treasury.
- (IV) It is the responsibility of the service provider/supplier to ensure that the Postbank has updated information on the status of their business.
- (V) No goods or services shall be delivered before the issuing of an official Postbank's Award Letter or Purchase Order (PO) signed by the authorised Postbank official. The Postbank reserves the right not to make payment or accept the goods or services should the goods or services be delivered to the Postbank before the Postbank Award Letter or PO is issued.
- (VI) Please note that RFQ responses should be sent to email address mentioned on the cover page of the RFQ document, failure to do so, it shall not be accepted for consideration.
- (VII) Bidders /suppliers are required to be registered on the Central Supplier Database (CSD).
- (VIII) Postbank reserves the right to cancel or reject any quote and not to award the RFQ to the lowest bidder or award parts of the RFQ to different bidders, or not to award the RFQ at all
- (IX) Postbank reserves the right to procure commodities from more than one service provider depending on the stock and/or service availability.

I, the undersigned (NAME).....certify that :

I have read and understood the conditions of this RFQ;

I have supplied the required information and the information submitted as part of this RFQ is true and correct.

1. BACKGROUND

Postbank has established a Channel, Design and Enablement (CDE) function responsible for the design, enhancement and continuous improvement of digital and physical customer channels. The function requires specialised hardware and software capabilities to support user experience (UX), customer experience (CX), product design, content creation, customer research and collaboration.

The procurement seeks to provide fit-for-purpose technology that supports the phased implementation of the approved organisational structure over a three-year period.

The requested capabilities will enable the design teams to produce high-quality digital content, conduct customer research, collaborate across business and IT, validate solutions with end users and accelerate the delivery of customer-centric banking solutions. These needs align with the business case provided by the CDE function.

2. OBJECTIVE OF THE BID

The objective of this procurement is to appoint suppliers capable of providing specialised end-user hardware, software licences and related services that support:

- Customer Experience (CX) Design
- User Experience (UX) Design
- Digital Product Design
- Graphic Design
- Video Production
- Motion Graphics
- Customer Research
- Design Collaboration
- Prototype Development
- Usability Testing.

3. SCOPE OF SERVICES

The successful bidder(s) shall supply, configure and deliver the following categories.

3.1 High Performance Design Workstations:

Supply high-performance mobile workstations suitable for professional creative design workloads.

Minimum functional requirements include:

- Apple Silicon (or equivalent future generation)
- Minimum 32 GB memory
- Minimum 512 GB SSD
- High colour accuracy display
- Support for creative design workloads
- Support for video editing
- Support for rendering
- Support for design applications

- Warranty
- OEM support

Equivalent products meeting or exceeding the specification shall be accepted.

3.2 Creative Design Software

Supply enterprise creative software capable of providing:

- Graphic design
- Vector illustration
- Photo editing
- Layout design
- Motion graphics
- Video editing
- Audio editing
- Colour management
- Asset libraries
- GPU acceleration

Examples include Adobe Creative Cloud or equivalent.

3.3 Data Product Design and Prototyping Platform

The platform shall provide:

- Collaborative design
- Design systems
- Shared component libraries
- Interactive prototypes
- Version control
- Real-time collaboration
- Enterprise security
- Audit logs
- Role-based permissions

Examples include Figma Enterprise or equivalent.

3.4 Customer Testing Devices

Supply representative mobile devices for testing banking channels including:

- Android
- iOS
- Feature phones

Devices shall represent entry-level and mid-range customer devices commonly used within South Africa.

3.5 Digital Whiteboarding Platform

The solution shall provide:

- Infinite collaborative canvas
- Workshop templates

- Journey mapping
- Real-time collaboration
- Enterprise administration
- Secure guest access
- Microsoft integration
- Export capability
- Version history

Examples include Miro Enterprise or equivalent.

3.6 Customer Research Platform

Provide software capable of:

- Remote usability testing
- Customer interviews
- Video recording
- Heatmaps
- Surveys
- Prototype testing
- Analytics
- Session playback
- Consent management
- Reporting

Examples include Maze, Lookback or equivalent.

4. General Technical Requirements

All software shall:

- be commercially licensed;
- support enterprise deployment;
- support cloud-based delivery where applicable;
- provide secure authentication;
- support role-based access control;
- provide audit logging;
- support encryption in transit and at rest;
- support integration with Microsoft Entra ID (Azure AD) where applicable;
- support Multi-Factor Authentication; - comply with POPIA requirements;
- provide vendor technical support.

5. Professional Services

The supplier shall provide:

- licence provisioning;
- installation assistance where applicable;
- onboarding support;
- administrator knowledge transfer;
- OEM support escalation;
- licence renewal management.

6. Quantities

The quantities shall be procured in accordance with the approved phased staffing model over FY2026/27, FY2027/28 and FY2028/29.

Postbank reserves the right to increase or decrease quantities based on operational requirements and approved budgets. The quantities provided in the pricing schedule are estimates only and do not constitute a commitment to purchase.

1. EVALUATION PROCESS

The bid will be evaluated in three (03) phases, namely:

- **Phase 1: Mandatory Requirements Criteria** - Only bidders that have complied with the Mandatory criteria will be evaluated on **phase 2**
- **Phase 2: Functionality Requirements** – Bidder must obtain a minimum of 70 points out of 100 points to qualify for further evaluation on **Phase 3**
- **Phase 3: Price and Specific Goals (80/20)**

1.1 Phase 1: Mandatory Requirements (Comply / Do not comply)

Bidders must indicate by ticking (✓) in the correct box indicating that they Comply or Do Not Comply. Failure to comply with the following will result in disqualification of the RFQ:

Mandatory Requirements	Evidence Required	Comply Yes/No
Minimum three (3) years' experience supplying enterprise hardware and software	Company profile and reference projects	
Authorized reseller or partner for the OEM(s) quoted	OEM partner certificate or reseller authorization	
Local support capability within South Africa	Support model and contact details	

1.2 Phase 2: Functionality Requirements – Bidder must obtain a minimum of **70 points out of 100 points** will qualify for further evaluation.

Minimum qualifying score: 70 out of 100

Evaluation Criterion	Description	Weight
Relevant Experience	Experience supplying enterprise end-user hardware and software to organisations of similar size and complexity within the last five years.	25
Technical Capability	Demonstrated capability to supply, configure and support high-performance laptops, creative software, collaboration platforms, research tools and mobile devices.	25
OEM Partnerships and Supply Chain	Breadth of OEM partnerships, authorised reseller status and ability to source products from multiple manufacturers within required lead times.	25
Service Delivery and Support	Account management, warranty management, licence management, technical support, escalation procedures and after-sales support.	25
Total		100

Detailed Scoring Guide

1.2.1 Relevant Experience (25)

Score	Criteria
25	Five or more similar enterprise projects completed successfully.
20	Three to four similar projects completed.
10	One to two similar projects completed.
0	No relevant experience demonstrated.

1.2.2 Technical Capability (25)

Assess the bidder's ability to supply:

- Enterprise laptops
- Creative software
- Product design software
- Digital collaboration software
- Customer research platforms
- Mobile test devices
- Licence management

Score	Criteria
25	Meets all requirements comprehensively.
20	Meets most requirements with minor gaps.
10	Meets some requirements.
0	Does not demonstrate capability.

1.2.3 OEM Partnerships and Supply Chain (25)

Score	Criteria
25	Authorised partnerships with most major OEMs relevant to the specification and strong supply chain capability.
20	Partnerships with several relevant OEMs.
10	Limited partnerships.
0	No evidence provided.

1.2.4 Service Delivery and Support (25)

Evaluate:

- Dedicated account manager
- Helpdesk
- Warranty support
- OEM escalation
- Licence renewals
- Reporting

Score	Criteria
25	Comprehensive enterprise support model.
20	Good support with minor gaps.
10	Basic support.
0	No support model.

1.3 Phase 3: PRICE AND SPECIFIC GOALS (80/20)

Commercial - Price (80) and Specific Goals (20) Evaluation

EVALUATION CRITERIA		POINTS
4.2.1	PRICE	80
4.2.2	SPECIFIC GOALS	20
	Specific Goals points allocation:	
	• Historically Disadvantaged Individuals/Company (51% and above)	8
	• Women (51% and above)	7
	• Disability (51% and above)	5
NB: it is upon the bidder to provide supporting document for the points claimed.		

1. The service provider/supplier is required to provide a full written price quotation on an official company letterhead.
2. The service provider/supplier is required to list all additional costs associated with the services listed above, with the conditions of when such costs will apply;
3. All prices must be VAT inclusive (if VAT registered) and must be quoted in South African Rand (ZAR);
4. No price changes will be accepted after official Purchase Order (PO)/Award Letter is issued.

Note: Note: All prices must be VAT inclusive and must be quoted in South African Rand (ZAR)

Part A – Hardware

Description	QTY	Unit Price Vat Excl.	Total Price Vat Excl.
High-performance design laptop (MacOS or equivalent)	5		
Low-end Android Test Device	1		
Low-end iOS Test Device	1		
Low-end Feature Phone	1		
Mid-range Android Test Device	1		
Mid-range iOS Test Device	1		
Mid-range Feature Phone	1		
Total (VAT Excl.)			
VAT 15%			
Total Price (VAT Incl.)			

Part A – Software

Description	Quantity	Unit Price (VAT Excl.)	Total Price (VAT Incl.)
Creative Design Software Suite	2		
Product Design & Prototyping Platform	5		
Digital Whiteboarding Platform	17		
Research Execution Platform	1		
Total (VAT Excl.)			
VAT 15%			
Total Price (VAT Incl.)			

The Service Provider warrants that the pricing quoted above is free of any errors and omissions and that the service will be executed at the price quoted.

Bidder's Name:

Signature:

Date:

BIDDER'S DISCLOSURE

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 interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

I, the undersigned, (name)..... 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 I 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. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 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 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.
- 1.6 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.
- 1.7 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 section 59 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 public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The applicable preference point system for this tender is the **80/20** preference point system.
- c) Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) “**tender for income-generating contracts**” means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULA FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right) & \text{or} & Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)
 \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

3.2. FORMULA FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) & \text{or} & Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)
 \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Historically Disadvantaged individuals/Companies (51% and above)	8	
Women (51% and above)	7	
Disabled (51% and above)	5	

DECLARATION WITH REGARD TO COMPANY/FIRM

- 4.3. Name of company/firm.....
- 4.4. Company registration number:
- 4.5. TYPE OF COMPANY/ FIRM
- ☐ Partnership/Joint Venture / Consortium

- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

	 SIGNATURE(S) OF TENDERER(S)
SURNAME AND NAME:	
DATE:	
ADDRESS:	
	
	
	

Annex G : GENERAL CONDITIONS OF CONTRACT AND STANDARD BIDDING DOCUMENTS

1. Bidders are required to complete and sign all Standard Bidding Documents (SBDs) and Annexures. All Bidders /suppliers must adhere to the General Conditions of Contract as prescribed by National Treasury.

Detailed information on the General Condition of Contract are found in the link below:

http://ocpo.treasury.gov.za/Resource_Centre/Legislation/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf