

SOUTH AFRICAN NATIONAL PARKS

BID QUERIES AND RESPONSES (Q&A)

Bid Number	GNP-001-26
Bid Description	Appointment of an Accredited Service Provider for the Provision of Card Present (CP) and Card Not Present (CNP) Gateway Services for SANParks for a Period of 5 Years
Closing Date	24 July 2026, 11:00am
Q&A Publication Date	14 July 2026

The queries below were received from prospective bidders during the bid clarification period. Responses are published to all prospective bidders in accordance with the principle of equal treatment and are deemed to form part of the bid documentation.

Q1: May a bidder propose to act as both the gateway service provider and the card acquiring entity under this RFB?

This RFB is for the appointment of a payment gateway service provider only and does not extend to the appointment of an acquiring bank.

Scoring for acquiring bank integration (Phase 2, Criterion 5) is based on certified integrations with third-party acquiring banks, evidenced in writing by those banks. A bidder's own acquiring capability would not be recognised under this evidence requirement.

Bidders should scope their proposals as a gateway service integrating with SANParks' designated acquiring bank(s). Should SANParks issue a separate tender for acquiring/banking services in future, interested parties would be welcome to participate at that time.

Q2: Please confirm the identity of SANParks' current primary acquiring bank.

SANParks' current primary acquiring bank is FNB (First National Bank).

This is provided for scoping purposes only. The gateway must be capable of integrating with any of South Africa's major acquiring banks per the Multi-Bank Support requirement, and the 90-calendar-day transition obligation applies regardless of which bank is primary at any given time.

Q3: Does the reference to the Verifone P400 in Phase 1, Criteria 3 indicate a specific device fleet SANParks intends to deploy?

No. The Verifone P400 is referenced as an illustrative example of the class of PCI-approved payment entry device (PED) with which the proposed P2PE solution must be capable of integrating.

It is not a specific device fleet being procured under this contract. As stated in the Deliverables and Infrastructure Overview sections of the Terms of Reference, PEDs are provided, maintained, and supported by the acquiring bank, not the gateway service provider.

Note: This document forms an addendum to the bid documentation for GNP-001-26. Bidders are advised to read this Q&A in conjunction with the original Terms of Reference and to acknowledge receipt where required by the bid conditions.