



UNIVERSITY OF VENDA

TENDER NO: FIN/01/2026 (PU8411/094)

**The Provision, Implementation, and Management of an Integrated Student Payment Solution for
the University of Venda for a Period of Sixty (60) Months**

Issued by:

University of Venda

**University Road
Thohoyandou
0950**

Name of tenderer:



University of Venda
Tender Number: FIN/01/2026

**The Provision, Implementation, and Management of an Integrated
Student Payment Solution for the University of Venda for a Period
of Sixty (60) Months**

Contents

Number	Heading
---------------	----------------

THE TENDER

Part T1: Tendering procedures

T1.1	Tender notice and invitation to tender
------	--

T1.2	Tender data
------	-------------

Part T2: Returnable documents

T2.1	List of returnable documents
------	------------------------------

T2.2	Returnable schedules
------	----------------------

THE CONTRACT

Part C1: Agreements and Contract Data

C1.1	Form of offer and acceptance
------	------------------------------

C1.2	Contract data Part 1 – Data by the <i>Client</i> Part 2 – Data by the <i>Contractor</i>
------	---

Part C2: Pricing data

C2.1	Pricing assumptions
------	---------------------

C2.2	Price List
------	------------

Part C3: Scope of work

C3	Scope of work
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Part C4: Site Information

C4	Site Information
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University of Venda

Tender Number: FIN/01/2026

The Provision, Implementation, and Management of an Integrated Student Payment Solution for the University of Venda for a Period of Sixty (60) Months

The Provision, Implementation, and Management of an Integrated Student Payment Solution for the University of Venda for a Period of Sixty (60) Months

In terms of the Supply Chain Management Policy, the University of Venda must procure a service provider for the implementation and management of an integrated student payment solution through a competitive bidding process. Therefore, all service providers with a the relevant experience are invited to tender their proposal for the implementation and management of an integrated student payment solution at the University of Venda Thohoyandou Campus for a period of (60) months.

It must be noted that should there be any other requirements or niche services which fall outside of the scope of this tender, the University reserves the right to procure those services by means of a separate process, if found to be more effective at the sole discretion of the University, as part of this tender.

Bidders are requested to complete the information per the General Conditions of Offer and complete these documents in full. They are also to submit online via the PURCO SA website using the following link <https://purcosa.co.za/online-tender-submissions-guide>. All documents must comply with the conditions set out herein.

Documents may be purchased and downloaded from the PURCO SA website <https://purcosa.co.za/tender/19086> from Friday, 16th October 2026.

For any **enquiries related to purchasing the tender document or logging on to the PURCO SA website**, tenderers are requested to direct their questions in writing to the following contacts:

Ms **Oratile Lesethe**
PURCO SA
Graduate
E-mail: oratile.lesethe@purcosa.co.za

All **technical-related** enquiries will be made via the PURCO SA website only at <https://purcosa.co.za/tender/19086>. Correspondence will only be sent to bidders that have purchased the bid document. Tenderers are requested to direct all their questions to the Q&A platform on the website under the specific tender name.

Tenders are to be submitted via the online PURCO SA Website. An online Tender Box will be created where bidders will be able to submit all required documents. Please see below detailed instructions for online submission:

HOW TO SUBMIT YOUR TENDER DOCUMENTS

- Log into the PURCO SA website <https://purcosa.co.za/>
- For detailed information how to prepare and upload your tender files view the Online Tender Submissions Guide at <https://purcosa.co.za/online-tender-submissions-guide>. The Guide includes information about bid security and integrity.
- Submit your bid file early to avoid last minute problems and to allow yourself the opportunity to resubmit if you experience any issues. *This is particularly important if your bid files are large and you are on a slow connection.*

CLOSING DATE AND TIME FOR ELECTRONIC SUBMISSION OF TENDER DOCUMENTS:

The closing date for the submission of tender documents is Friday, 06 November 2026 at 23:59pm.

NOTE: No late submissions will be accepted. Only electronic submissions will be accepted. No physical delivery of documents will be accepted. NO DRAFT SUBMISSIONS WILL BE ACCEPTED, ONLY FINAL SUBMISSIONS WILL BE EVALUATED.

Telegraphic, telephonic, telex, facsimile, e-mail, physical, and late tenders will not be accepted.

Tenders may only be submitted on the tender documentation that is issued.

Requirements for preparation, uploading, submission, opening, and assessment of tenders are stated in the Tender Data.



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T1.2 Tender Data

The Conditions of Tender applicable to this procurement are those contained in the latest edition of SANS 10845-3:2022 – Construction Procurement: Standard Conditions of Tender.

SANS 10845-3:2022 requires that tender-specific provisions be set out in the Tender Data. Accordingly, the Tender Data supplements, modifies, and, where necessary, amplifies the provisions of SANS 10845-3:2022 to address the particular requirements of this tender. In the event of any ambiguity, inconsistency, or conflict between the provisions of SANS 10845-3:2022 and the Tender Data, the provisions of the Tender Data shall prevail and take precedence.

Each item of data set out below is cross-referenced to the relevant clause of SANS 10845-3:2022 to which it primarily relates.

Clause number	Tender Data
4.1	The Client is the University of Venda
4.2	The tender documents issued by the Client comprise the following documents: THE TENDER Part T1: Tendering procedures T1.1 - Tender notice and invitation to tender T1.2 - Tender data Part T2 : Returnable documents T2.1 - List of returnable documents T2.2 - Returnable schedules THE CONTRACT Part C1: Agreements and Contract Data C1.1 - Form of offer and acceptance C1.2 - Contract data Part C2: Pricing data C2.1 - Pricing assumptions C2.2 - Price List Part C3: Scope of work C3 - Scope of work Part C4 : Site information C4 - Site information
4.4	The language of communication is English
4.6	The competitive selection procedure shall be applied.

5.1	Only those tenderers who satisfy the following eligibility criteria and who provide the required evidence in their tender submissions are eligible to submit tenders and have their tenders evaluated: (a) Be a legal entity registered in terms of the Companies Act, 2008 (Act No. 71 of 2008) or the Close Corporations Act, 1984 (Act No. 69 of 1984) and submit proof of registration. (b) Not be an unincorporated joint venture. (c) Have a valid Letter of Good Standing issued by the Compensation Fund or a licensed compensation insurer in accordance with the Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993). (d) The Third-Party Payment Provider Registration: The tenderer must be duly registered and authorised as a third-party payment service provider, where applicable, and must provide valid documentary proof of such registration/authorization/ (e) SARB/Prudential Authority Recognition. (f) Payments Association of South Africa (PASA) Membership- The tenderer must submit a valid PASA membership certificate or other official proof of membership. (g) FICA / AML-CFT Compliance: The tenderer must comply with the Financial Intelligence Centre Act (FICA) and all applicable AML/CFT obligations. Where FIC registration is legally required, the bidder must be duly registered and provide valid proof of registration.(Confirmation document or email from FIC) (h) Financial Capacity: The tenderer must submit the latest two (2) years' audited annual financial statements, financial information demonstrating sufficient financial capacity to perform the contract. (i) Proof of professional indemnity, cyber-liability or equivalent insurance appropriate to the service for a cover of at least R80Million.
5.10	Tenderers are required to state the rates and currencies in South African Rands (ZAR) All prices must be inclusive of VAT (15%)
5.12	No alternative tender offers will be considered
5.13.1	Parts of each tender offer submitted online to the Online Tender Box should be retained by the tenderer for their own records. The electronic files submitted to the Online Tender Box shall be deemed to be the documentation tendered in terms of these conditions of tender. The Tenderer is required to submit ONLY Volume 1 (with returnable documentation) as their tender submission. Volume 2 includes detailed specifications, which will be included in the issuing of the contract but are not required at the tender stage. (Not required for tender submission)
5.13.5 5.15	Tenders shall be submitted electronically via the PURCO SA website using the same website address identified in the Tender Notice and Invitation to Tender for purchasing and downloading procurement documents. Identification details for files that are submitted to the Online Tender Box via the PURCO SA website: • Only file types specified on the Online Tender Box are to be submitted. • Files are not to exceed the file size stipulated on the Online Tender Box. (a) Tenderers may upload multiple files to make up their tender submission

5.13.4	The tenderer is required to submit with their tender the following certificates: (a) A Tax PIN issued by SARS if the tax compliance PIN is not provided in the completed Compulsory Declaration. (b) CSD registration report or summary report from the National Treasury Central Supplier Database, printed not earlier than 2 weeks before the tender closing date. (c) Certificate of good standing from the Compensation Fund or a licensed compensation insurer as contemplated in the Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993).								
5.13.6	Telephonic, telegraphic, telex, facsimile, physical or e-mailed tender offers will not be accepted.								
5.15	The closing time for submission of tender offers is as stated in the Tender Notice and Invitation to Tender.								
5.16	The tender offer validity period is 120 days.								
6.1	The Client will respond to requests for clarification received up to five working days before the tender closing time.								
6.2	The Client shall issue an addendum at least three working days before the tender closing time.								
6.4	Complete tender submissions received ahead of the closing time will be published on the Tender Notice Page of the Online Tender Box immediately after the closing time for tenders.								
6.11.1	The procedure for the evaluation of responsive tenders is Method 3 (Financial offer and Preference)								
6.11.4 6.11.7 6.11.8	The applicable preference point system for this tender shall be the 80/20 Preference Point System, in accordance with the University of Venda's Procurement Policy and the applicable procurement legislation. $P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$ The maximum points for this tender shall be allocated as follows: <table border="1"> <thead> <tr> <th>Evaluation Criteria</th><th>Points</th></tr> </thead> <tbody> <tr> <td>Financial Offer (Price)</td><td>80</td></tr> <tr> <td>Specific Goals</td><td>20</td></tr> <tr> <td>Total</td><td>100</td></tr> </tbody> </table> Where: Ps = Points scored for the price of the tender under consideration Pt = Price of tender under consideration Pmin = Price of the lowest acceptable tender	Evaluation Criteria	Points	Financial Offer (Price)	80	Specific Goals	20	Total	100
Evaluation Criteria	Points								
Financial Offer (Price)	80								
Specific Goals	20								
Total	100								

6.11.8	The following Specific Goals shall apply in the evaluation of this tender. Points will be allocated based on the evidence submitted by the tenderer as indicated below: <table><tr><th>Specific Goal</th><th>Points Allocated</th><th>Acceptable Evidence</th></tr><tr><td>At least 51% Black Ownership</td><td>7</td><td>Valid B-BBEE Certificate or Sworn Affidavit or CSD Report reflecting ownership details.</td></tr><tr><td>At least 30% Women Ownership</td><td>6</td><td>Valid B-BBEE Certificate or Sworn Affidavit or CSD Report reflecting ownership details.</td></tr><tr><td>Ownership by Persons with Disabilities</td><td>2</td><td>Valid B-BBEE Certificate or Sworn Affidavit, CSD Report, and supporting evidence of disability, such as a medical certificate/doctor's confirmation or Employment Equity Act (EEA1) documentation.</td></tr><tr><td>Youth Ownership</td><td>3</td><td>Valid B-BBEE Certificate or Sworn Affidavit or CSD Report reflecting ownership details.</td></tr><tr><td>Enterprise Located within Limpopo Province</td><td>2</td><td>Proof of business address in Limpopo Province, being a recent municipal account, lease agreement, utility bill, or a letter from a recognised Traditional Council, Municipality, or Local Authority, not older than three (3) months.</td></tr><tr><td>Total</td><td colspan="2">20</td></tr></table> Note: Points for Specific Goals will only be awarded where the required documentary evidence is submitted with the tender. Failure to provide the prescribed evidence shall result in no points being allocated for the relevant Specific Goal.	Specific Goal	Points Allocated	Acceptable Evidence	At least 51% Black Ownership	7	Valid B-BBEE Certificate or Sworn Affidavit or CSD Report reflecting ownership details.	At least 30% Women Ownership	6	Valid B-BBEE Certificate or Sworn Affidavit or CSD Report reflecting ownership details.	Ownership by Persons with Disabilities	2	Valid B-BBEE Certificate or Sworn Affidavit, CSD Report, and supporting evidence of disability, such as a medical certificate/doctor's confirmation or Employment Equity Act (EEA1) documentation.	Youth Ownership	3	Valid B-BBEE Certificate or Sworn Affidavit or CSD Report reflecting ownership details.	Enterprise Located within Limpopo Province	2	Proof of business address in Limpopo Province, being a recent municipal account, lease agreement, utility bill, or a letter from a recognised Traditional Council, Municipality, or Local Authority, not older than three (3) months.	Total	20	
Specific Goal	Points Allocated	Acceptable Evidence																				
At least 51% Black Ownership	7	Valid B-BBEE Certificate or Sworn Affidavit or CSD Report reflecting ownership details.																				
At least 30% Women Ownership	6	Valid B-BBEE Certificate or Sworn Affidavit or CSD Report reflecting ownership details.																				
Ownership by Persons with Disabilities	2	Valid B-BBEE Certificate or Sworn Affidavit, CSD Report, and supporting evidence of disability, such as a medical certificate/doctor's confirmation or Employment Equity Act (EEA1) documentation.																				
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Enterprise Located within Limpopo Province	2	Proof of business address in Limpopo Province, being a recent municipal account, lease agreement, utility bill, or a letter from a recognised Traditional Council, Municipality, or Local Authority, not older than three (3) months.																				
Total	20																					
6.11.9	The quality criteria and maximum score in respect of each of the criteria are as follows: <table><tr><th>Item</th><th>Criteria</th><th>Sub-criteria</th><th>Maximum number of points</th></tr><tr><td>1.</td><td colspan="2">Company Experience and Contactable references</td><td>20 POINTS</td></tr><tr><td rowspan="4">1.1</td><td rowspan="4">The tenderer must provide three (3) contactable references for contracts completed within the last five (5) years. Proven experience in (a) student allowance disbursements and (b) payments. (A minimum of 10 000 students per reference letter).</td><td>Three reference letters/contract from the client who commissioned the service.</td><td>20</td></tr><tr><td>Two reference letters/contract from the client who commissioned the service</td><td>10</td></tr><tr><td>One reference letter/contract from the client who commissioned the service.</td><td>5</td></tr><tr><td>Failure to provide reference letters or evidence of experience similar in nature and scope to this tender.</td><td>0</td></tr></table>	Item	Criteria	Sub-criteria	Maximum number of points	1.	Company Experience and Contactable references		20 POINTS	1.1	The tenderer must provide three (3) contactable references for contracts completed within the last five (5) years. Proven experience in (a) student allowance disbursements and (b) payments. (A minimum of 10 000 students per reference letter).	Three reference letters/contract from the client who commissioned the service.	20	Two reference letters/contract from the client who commissioned the service	10	One reference letter/contract from the client who commissioned the service.	5	Failure to provide reference letters or evidence of experience similar in nature and scope to this tender.	0			
Item	Criteria	Sub-criteria	Maximum number of points																			
1.	Company Experience and Contactable references		20 POINTS																			
1.1	The tenderer must provide three (3) contactable references for contracts completed within the last five (5) years. Proven experience in (a) student allowance disbursements and (b) payments. (A minimum of 10 000 students per reference letter).	Three reference letters/contract from the client who commissioned the service.	20																			
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		One reference letter/contract from the client who commissioned the service.	5																			
		Failure to provide reference letters or evidence of experience similar in nature and scope to this tender.	0																			

6.11.9

The quality criteria and maximum score in respect of each of the criteria are as follows (Continued).

Item	Criteria	Sub-criteria	Maximum number of points
2.	Technical solution capability and operational scalability		30 POINTS
2.1	Student allowance disbursement capability: System Process Flow: The tenderer must demonstrate a clear understanding of the required solution by providing an end-to-end process flow and relevant sample screenshots and reports. The evidence must demonstrate the system's functionality, usability, controls, reporting capabilities, exception detection (duplicate payments etc.), and ability to meet the University's requirements.	Process flow is provided	5
		Failure to provide process flow	0
2.3	Beneficiary and bank-detail verification controls: Bank verification reports	Bank-account verification report provided	5
		Failure to provide bank-account verification report	0
2.4	Duplicate and invalid payment prevention: System rules, control description and sample exception evidence.	Duplicate check by beneficiary/payment report provided	5
		Failure to provide duplicate check by beneficiary/payment report	0
2.5	Payment status and exception management Scoring: Sample exception/status reports or screenshots.	Failure to provide Successful/failed/rejected/pending/reversed/refunded report.	5
		Successful/failed/rejected/pending/reversed/refunded report.	0
2.6	Peak-volume scalability and performance Scoring: Production statistics/performance metrics supported by client evidence.	Peak volume report provided	5
		Failure to provide peak volume report	0
2.7	Student and provider transaction visibility: Sample statements/remittance advice.	3 Student payment statement/history provided	5

		Failure to provide 3 Student payment statement/history	0
3.	Monthly reconciliation, reporting and auditability		15 POINTS
3.1	Monthly and annual reconciliation content: Completed sample monthly and annual reconciliation	3 monthly and 1 annual reconciliation provided	5
		Failure to provide 3 monthly and 1 annual reconciliation	0
3.2	Audit trail and reproducibility: Audit trail samples, reconciliation working papers and review evidence.	Reproducible totals/transaction drill-down report provided	5
		Failure to provide reproducible totals/transaction drill-down report	0

6.11.9

The quality criteria and maximum score in respect of each of the criteria are as follows (Continued).			
Item	Criteria	Sub-criteria	Maximum number of points
3.3	Exportable reporting/data: Sample exported file and report/field description.	1 Excel/CSV or equivalent non-proprietary export provided	5
		Failure to provide Excel/CSV or equivalent non-proprietary export provided	0
4	Regulatory compliance, safeguarding, security, fraud prevention and business continuity		10 POINTS
4.1	Safeguarding and settlement controls above mandatory compliance: Bank/payment-partner confirmation, account/settlement structure and contractual treatment of funds/interest	University funds separately identifiable/available balance confirmable sample provided	5
		Failure to provide university funds separately identifiable /available balance confirmable sample	0
4.2	Fraud prevention and detection: Fraud framework, monitoring rules, alerts and incident procedure.	Fraud prevention and detection Methodology provided	5
		Failure to provide fraud prevention and detection Methodology	0
5.	Implementation, integration and transition methodology		5 POINTS
5.1	Implementation readiness and project plan: Detailed implementation plan, resource plan with transition, exit and data portability and governance structure.	Detailed implementation plan, resource plan with transition, exit and data portability, and governance structure provided.	5
		Failure to provide detailed implementation plan, resource plan with transition, exit and data portability and governance structure.	0
6.	Project team competence and support model		5 POINTS
6.1	Team Organogram and role descriptions	Team Organogram and role descriptions provided	5
		Failure to provide team Organogram and role descriptions	0
6.2	Relevant competence of key personnel: CVs and copies of relevant qualifications/certifications.	3 key personnel CVs and copies of relevant qualifications /certifications provided	5
		Failure to provide 3 key personnel CVs and copies of relevant qualifications /certifications provided	0
7.	Value-adding capability and analytics		5 POINTS
7.1	Management dashboards: Screenshots/sample dashboards	Screenshots/sample dashboards provided	5
		Failure to provide screenshots /sample dashboards	0

Item	Criteria	Sub-criteria	Maximum number of points
8	Student Experience, Marketing, and Innovation Plan.		10 POINTS
8.1.	Demonstrate how the Payment Solution Provider will add value to campus life through: a) Student events and activities; b) Marketing initiatives; c) Innovative and sustainable practices; d) Opportunities for student employment, skills development, internships, and community engagement initiatives.	Comprehensive programme with events calendar and student engagement strategy	10
		Good programme addressing most requirements	5
		Basic programme	3
		No programme submitted	0
The maximum possible score for quality			100
Tenderers must achieve a minimum score of seventy (70) points out of a possible one hundred (100) points for quality to qualify for further evaluation. Tenderers that score less than 70 points for functionality will be deemed non-responsive and will not be evaluated further on financial offer and specific goals.			
6.13	Tender offers will only be accepted if: (a) The tenderer is registered on the Central Supplier Database (CSD) for the South African government (see https://secure.csd.gov.za/) unless it is a foreign supplier with no local registered entity (b) The tenderer is in good standing with SARS according to the Central Supplier Database. (c) The tenderer or any of its directors/shareholders is not listed on the Register of Tender Defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector. (d) the tenderer has not: (i) abused the Client's Supply Chain Management System; or (ii) failed to perform on any previous contract and has been given a written notice to this effect. (e) The tenderer has completed the Compulsory Declaration, and there are no conflicts of interest that may impact the tenderer's ability to perform the contract in the best interests of the Client or potentially compromise the tender process. (f) the tenderer is registered and in good standing with the compensation fund or with a licensed compensation insurer;		
6.17	The Client will provide the contract to the appointed service provider.		
AD100	The additional conditions of the tender are:		
AD101	Rights Reserved Bidders should take note that the Client reserves the right to negotiate terms and conditions after the selection of the successful tender. The Client reserves the right to accept any proposal submitted or reject all proposals. The Client may request clarification in writing on any aspect of a response to this invitation.		

AD102	Taxes and Duties No contract shall be concluded with any bidder whose tax matters are not in order. Before the award of a bid, SARS must have certified that the tax matters of the preferred bidder are in order, i.e. a valid tax Clearance Certificate. Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database, and their tax compliance status will be verified through the Central Supplier Database.
AD103	Acceptance or Rejection of a Tender The Client reserves the right to withdraw any invitation to tender and/or to re-advertise or to reject any tender or to accept a part of it. The University does not bind itself to accepting the lowest tender or the tender scoring the highest points.
AD104	Protection of Personal Information Act 4 of 2013 The successful Service Provider shall abide by the Protection of Personal Information Act. Privacy includes the right to protection against unlawful collection, retention, dissemination and use of personal information. The successful bidder shall enjoy the right of privacy of this Act subject to justifiable limitations that are aimed at protecting other rights and important interests.
AD105	The Client reserves the right to: 1. Extend the closing date through the same medium of communication used for the invitation. 2. Extend the tender validity period before the expiry date of the original validity period. This will be done in writing to all bidders. 3. Verify any information contained in the tender proposal. 4. Request any further documentary proof regarding any declaration. 5. Award this tender as a whole or in part. 6. Cancel or withdraw this tender as a whole or in part.
AD106	Nonconformities, Errors and Omissions 1. Provided that a Bid is substantially responsive, the Client may waive any non-conformities in the Bid. 2. Provided that a Bid is substantially responsive, the Client may request that the Bidder submit the necessary information or documentation, within a reasonable period, to rectify non-material non-conformities or omissions in the Bid related to documentation requirements. Such an omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid. 3. Provided that a bid is substantially responsive, the Client shall rectify quantifiable non-material non-conformities related to the Bid Price. To this effect, the Bid Price shall be adjusted, for comparison purposes only, to reflect the price of a missing or non-conforming item or component.



University of Venda

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T.2.1 List of returnable documents

T.2.1.1 Documentation to demonstrate eligibility to have tenders evaluated

Tick (✓)	Item	Eligibility Requirement	Documentary Evidence Required
☐	1	Legal Entity Registration	CSD Report or Copy of a valid CIPC Company Registration Certificate or Close Corporation Registration Certificate.
☐	2	Not an unincorporated joint venture (Legal Status Where a joint venture exists)	A signed Joint Venture Agreement demonstrating that the joint venture is a duly constituted legal entity or incorporated special purpose vehicle, where applicable.
☐	3	Valid letter of good standing	Valid Letter of Good Standing issued by the Compensation Fund or a licensed compensation insurer.
☐	4	Third-Party Payment Provider Registration	Valid proof of registration, authorisation, licence, or accreditation as a third-party payment service provider, where applicable.
☐	5	SARB / Prudential Authority Recognition	Documentary proof of registration, authorisation, recognition, licence, or exemption issued by the South African Reserve Bank (SARB), Prudential Authority, or other relevant regulatory authority, where applicable.
☐	6	PASA Membership	Valid Payments Association of South Africa (PASA) Membership Certificate or other official proof of membership.
☐	7	FICA / AML-CFT Compliance	Valid proof of FIC registration (where required by law) and a signed declaration confirming compliance with FICA and all applicable Anti-Money Laundering and Counter Financing of Terrorism (AML/CFT) requirements.
☐	8	Financial Capacity	Latest two (2) years' audited annual financial statements or independently reviewed financial statements evidencing the bidder's financial capacity to perform the contract.
☐	9	Professional Indemnity and Cyber Liability Insurance	Proof of professional indemnity insurance, cyber liability insurance, or equivalent insurance cover with a minimum value of R80 million.

Note: Failure to provide these documents will result in the tender not being evaluated/regarded as non-responsive.

T.2.1.2 Returnable Schedules required for tender evaluation purposes

Tenderers shall submit the following returnable schedules and supporting documentation for functionality and administrative evaluation. Failure to submit the required information may result in the allocation of zero (0) points for the applicable criterion or the tender being declared non-responsive, where applicable.

Tick (✓)	Item	Returnable Schedule / Supporting Documentation Required
☐	1	Record of Addenda to Tender Documents (completed and signed, where applicable).
☐	2	Proposed Amendments and Qualifications to the Tender Documents (if any).
☐	3	Compulsory Declaration (completed and signed).
☐	4	Certificate of Authority for Joint Ventures (where applicable).

Tick (✓)	Item	Returnable Schedule / Supporting Documentation Required
☐	5	Contactable Reference Letters for similar services rendered.
☐	6	Detailed Curriculum Vitae (maximum three (3) pages) of the proposed Key Personnel.
☐	7	Detailed implementation plan, resource plan with transition, exit, data portability and governance structure.
☐	8	Screenshots/sample dashboards provided
☐	9	Team Organogram and role descriptions
☐	10	Student Experience, Marketing, Social Responsibility Initiatives and Innovation Plan.

T.2.1.3 Other documents required for tender evaluation purposes

Tenderers shall submit the following returnable documents with their tender submissions. Failure to submit the required documentation may result in the tender not qualifying for preference point allocation or being deemed non-responsive where applicable.

Tick (✓)	Item	Returnable Document Required
☐	1	Valid B-BBEE Status Level Verification Certificate issued by a SANAS-accredited verification agency, a Sworn Affidavit (where applicable), or a certificate issued by an IRBA-approved auditor, if points are claimed for Specific Goals.
☐	2	Tax Compliance Status PIN issued by the South African Revenue Service (SARS).
☐	3	Where the Tax Compliance Status PIN is not provided in the completed Compulsory Declaration, provide separate proof of the Tax Compliance Status PIN issued by SARS.
☐	4	National Treasury Central Supplier Database (CSD) Registration Report or Summary Registration Report, NOT OLDER THAN TWO (2) WEEKS before the tender closing date.

T.2.1.4 Returnable Schedules that will be used for tender evaluation purposes and be incorporated into the contract

Item	Returnable Document Required
1.	Detailed Curriculum Vitae (maximum three (3) pages) of the Key Personnel.
2.	Detailed implementation plan, resource plan with transition, exit, data portability and governance structure.
3.	Team Organogram and role descriptions
4.	Student Experience, Marketing, Social Responsibility Initiatives and Innovation Plan.

T.2.1.5 Other documents that will be incorporated into the contract

C1.1 Offer portion of Form of Offer and Acceptance

C1.2 Contract Data (Part 2)

C2.2 Price List

Failure to sign the form of offer and acceptance will render the tender "non-responsive."



University of Venda
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Record of Addenda to Tender Documents

We confirm that the following communications received from the Client before the submission of this tender offer, amending the tender documents, have been considered in this tender offer:

Item	Date	Title or Details
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Attach additional pages if more space is required.

Signed

Date

Name

Position

Tenderer



University of Venda
Tender Number: FIN/01/2026

The Provision, Implementation, and Management of an Integrated Student Payment Solution for the University of Venda for a Period of Sixty (60) Months

Proposed amendments and qualifications

The Tenderer should record any deviations or qualifications they may wish to make to the tender documents in this Returnable Schedule. Alternatively, a tenderer may state such deviations and qualifications in a covering letter to their tender and reference such letter in this schedule.

The Tenderer's attention is drawn to clause 5.8 of SANS 10845-3 regarding the Client, handling of material deviations, and qualifications.

Page	Clause or item	Proposal

Signed _____ Date _____
 Name _____
 _____ Position _____
 Tenderer _____

Compulsory Declaration

The following particulars must be furnished. In the case of a joint venture, a separate declaration in respect of each partner must be completed and submitted.

Section 1: Enterprise Details

Name of enterprise:	
Contact person:	
Email:	
Telephone:	
Cell no	
Fax:	
Physical address	
Postal address	

Section 2: Particulars of companies and close corporations

Company / Close Corporation registration number	
--	--

Section 3: SARS Information

Tax reference number	
VAT registration number: <i>State Not Registered if not registered for VAT</i>	
Tax compliance status PIN	

Section 4: National Treasury Central Supplier Database

CSD registration number	
--------------------------------	--

Attach the CSD registration or summary report, ***not older than 2 weeks prior to the tender closing***

Section 5: Particulars of principals

principal: means a natural person who is a partner in a partnership, a sole proprietor, a director of a company established in terms of the Companies Act of 2008 (Act No. 71 of 2008) or a member of a close corporation registered in terms of the Close Corporation Act, 1984, (Act No. 69 of 1984).

Full name of the principal	Identity number	Personal tax reference number

Attach separate page if necessary

Section 6: Record of termination of previous contracts with an organ of state

Was any contract between the tendering entity, including any of its joint venture partners, terminated during the past 5 years for reasons other than the Client no longer requiring such works or failing to make payment in terms of the contract?

☐ Yes ☐ No (Tick appropriate box)

If yes, provide particulars (insert separate page if necessary)

Section 7: Declaration

The undersigned, who warrants that he/she is duly authorised to do so on behalf of the tendering entity, confirms that the contents of this Declaration are within my personal knowledge, and save where stated otherwise in an attachment hereto, are to the best of my belief both true and correct, and:

- a) neither the name of the tendering entity or any of its principals appears on:
 - (i) the Register of Tender Defaulters established in terms of the Prevention and Combating of Corrupt Activities Act of 2004 (Act No. 12 of 2004)
 - (ii) National Treasury's Database of Restricted Suppliers (see www.treasury.gov.za)
- b) neither the tendering entity or any of its principals has within the last five years been convicted of fraud or corruption by a court of law (including a court outside of the Republic of South Africa);
- iii) any principal who is presently employed by the state has the necessary permission to undertake remunerative work outside such employment (attach permission to this declaration);
- iv) the tendering entity is not associated, linked, or involved with any other tendering entities submitting tender offers
- v) has not engaged in any prohibited restrictive horizontal practices including consultation, communication, agreement, or arrangement with any competing or potential tendering entity regarding prices, geographical areas in which goods and services will be rendered, approaches to determining prices or pricing parameters, intentions to submit a tender or not, the content of the submission (specification, timing, conditions of contract etc) or intention to not win a tender;
- vi) has no other relationship with any of the tenderers or those responsible for compiling the scope of work that could cause or be interpreted as a conflict of interest.
- vii) neither the tenderer nor any of its principals owes municipal rates and taxes or municipal service charges to any municipality or a municipal entity and are not in arrears for more than 3 months.
- viii) SARS may, on an on-going basis during the term of the contract, disclose the tenderer's tax compliance status to the Client and when called upon to do so, obtain the written consent of any subcontractors who are subcontracted to execute a portion of the contract that is entered into in excess of the threshold prescribed by the National Treasury, for SARS to do likewise.
- ix) has no relationship with any person who is employed by the University and its subsidiaries.

Signed

Date

Name

Position

Enterprise name



University of Venda
Tender Number: FIN/01/2026

**The Provision, Implementation, and Management of an Integrated
Student Payment Solution for the University of Venda for a Period
of Sixty (60) Months**

NOTE 1: The Standard Conditions of Tender contained in SANS 10845-3 prohibits anticompetitive practices (clause 3.1) and requires that tenderers avoid conflicts of interest, only submit a tender offer if the tenderer or any of his principals is not under any restriction to do business with the employer (4.1.1) and submit only one tender either as a single tendering entity or as a member in a joint venture (clause 4.13.1). Clause 5.7 also empowers the Employer to disqualify any tenderer who engages in fraudulent and corrupt practice. Clause 3.1 also requires tenderers to comply with all legal obligations.

NOTE 2: Section 30(1) of the Public Service Act, 1994, prohibits an employee (person who is employed in posts on the establishment of departments) from performing or engaging in remunerative work outside his or her employment in the relevant department, except with the written permission of the executive authority of the department. When in operation, Section 8(2) of the Public Administration Management Act, 2014, will prohibit an employee of the public administration (i.e. organs of state and all national departments, national government components listed in Part A of Schedule 3 to the Public Service Act, provincial departments including the office of the premier listed in Schedule 1 of the Public Service Act and provincial departments listed in schedule 2 of the Public Service Act, and provincial government components listed in Part B of schedule 3 of the Public Service Act) or persons contracted to executive authorities in accordance with the provisions of section 12A of the Public Service Act of 1994 or persons performing similar functions in organs of state from conducting business with the State or to be a director of a public or private company conducting business with the State. The offence for doing so is a fine or imprisonment for a period not exceeding 5 years or both. It is also serious misconduct that may result in the termination of employment by the employer.

NOTE 3: Corrupt activities which give rise to an offence in terms of the Prevention and Combating of Corrupt Activities Act of 2004) include improperly influencing in any way the procurement of any contract, the fixing of the price, consideration or other moneys stipulated or otherwise provided for in any contract and the manipulating by any means of the award of a tender.

NOTE 4: Section 4 of the Competition Act of 1998 prohibits restrictive horizontal practice including agreements between parties in a horizontal relationship which have the effect of substantially preventing or lessening competition, directly or indirectly fixing prices or dividing markets or constitute collusive tendering. Section 5 also prohibits restrictive vertical practices. Any restrictive practices that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties.



University of Venda
Tender Number: FIN/01/2026

The Provision, Implementation, and Management of an Integrated Student Payment Solution for the University of Venda for a Period of Sixty (60) Months

Certificate of Authority for Joint Ventures

This Returnable Schedule is to be completed by joint ventures.

We, the undersigned, are making this submission in Joint Venture and hereby authorise Mr/Ms
 , authorised signatory of the company
 , acting in the capacity of lead partner, to
 sign all documents in connection with the tender offer and any contract resulting from it on our behalf.

NAME OF FIRM	ADDRESS	DULY AUTHORISED SIGNATORY
Lead partner		Signature. Name Designation
		Signature. Name Designation
		Signature. Name Designation



University of Venda
Tender Number: FIN/01/2026

The Provision, Implementation, and Management of an Integrated Student Payment Solution for the University of Venda for a Period of Sixty (60) Months

Part C1 Agreements & Contract Data

C1.1 Form of Offer and Acceptance

Offer

The *Client*, identified in the Acceptance signature block, has solicited offers to enter into a contract for the **Provision, Implementation, and Management of an Integrated Student Payment Solution for the University of Venda for a Period of Sixty (60) Months**.

The tenderer, identified in the Offer signature block, has examined the documents listed in the Tender Data and addenda thereto as listed in the Returnable Schedules, and by submitting this Offer has accepted the Conditions of Tender.

By the representative of the tenderer, deemed to be duly authorised, signing this part of this Form of Offer and Acceptance, the tenderer offers to perform all of the obligations and liabilities of the Contractor under the contract including compliance with all its terms and conditions, for an amount to be determined in accordance with the conditions of contract identified in the Contract Data.

The offered total of the Prices exclusive of VAT is	
Value Added Tax 15% is	
The offered total of the Prices inclusive of VAT is	
(In words)	

Complete this section

This Offer may be accepted by the *Client*, by signing the Acceptance part of this Form of Offer and Acceptance and returning one copy of this document including the Schedule of Deviations (if any) to the tenderer before the end of the period of validity stated in the Tender Data, or other period as agreed, whereupon the tenderer becomes the party named as the Contractor in the conditions of contract identified in the Contract Data.

Signature(s)

Name(s)

Capacity

**For the
tenderer:**

Name &
signature of
witness

Date

Complete this section

Failure to sign the form of offer and acceptance will render the tender “non-responsive.”

Acceptance

By signing this part of this Form of Offer and Acceptance, the *Client* identified below accepts the tenderer's Offer. In consideration thereof, the *Client* shall pay the *Contractor* the amount due in accordance with the *conditions of the contract* identified in the Contract Data. Acceptance of the tenderer's Offer shall form an agreement between the *Client* and the tenderer upon the terms and conditions contained in this agreement and in the contract that is the subject of this agreement.

The terms of the contract are contained in:

Part C1: Agreements and Contract Data (which includes this Form of Offer and Acceptance)

Part C2: Pricing Data

Part C3: Scope of Work

Part C4: Site Information

and drawings and documents (or parts thereof), which may be incorporated by reference into the above-listed Parts.

Deviations from and amendments to the documents listed in the Tender Data and any addenda thereto listed in the Returnable Schedules as well as any changes to the terms of the Offer agreed by the tenderer and the *Client* during this process of offer and acceptance, are contained in the Schedule of Deviations attached to and forming part of this Form of Offer and Acceptance. No amendments to or deviations from said documents are valid unless contained in this Schedule.

The tenderer shall within two (2) weeks of receiving an appointment letter or completed copy of this agreement, including the Schedule of Deviations (if any), contact the *Client's* agent (whose details are given in the Contract Data) to arrange the delivery of any securities, bonds, guarantees, proof of insurance and any other documentation to be provided in terms of the *conditions of contract* identified in the Contract Data. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

Notwithstanding anything contained herein, this agreement comes into effect on the date when the tenderer receives an appointment letter or one fully completed original copy of this document, including the Schedule of Deviations (if any). Unless the tenderer (now *Contractor*) within five (5) working days of the date of such receipt notifies the *Client* in writing of any reason why he cannot accept the contents of this agreement, this agreement shall constitute a binding contract between the Parties.

Signature(s)

Name(s)

Capacity

For the
Client:

Name &
signature of
witness

Prof. Fulufhelo Netswera

Acting Vice Chancellor and Principal

University of Venda

Private Bag X5050

THOHOYANDOU

0950

Date

Schedule of Deviations

1	Subject	
	Details	
2	Subject	
	Details	
3	Subject	
	Details	
4	Subject	
	Details	
5	Subject	
	Details	

By the duly authorised representatives signing this agreement, the *Client* and the Tenderer agree to and accept the foregoing schedule of deviations as the only deviations from and amendments to the documents listed in the Tender Data and addenda thereto as listed in the returnable schedules, as well as any confirmation, clarification or changes to the terms of the offer agreed by the Tenderer and the *Client* during this process of offer and acceptance.

It is expressly agreed that no other matter whether in writing, oral communication or implied, during the period between the issue of the tender documents and the receipt by the tenderer of a completed signed copy of this Agreement shall have any meaning or effect in the contract between the parties arising from this agreement.

For the tenderer

For the *Client*

Signature

Name

Capacity

On behalf
of

Name &
signature
of
witness

Date

Prof. Fulufhelo Netswera

Vice Chancellor and Principal

University of Venda
Private Bag X5050
THOHOYANDOU
0950

C2: Pricing Data

C.2.1 Pricing assumption

Tenderers shall read the following pricing assumptions carefully before completing the Pricing Schedule. Failure to comply with any of these assumptions may render the tender submission non-responsive.

#	Assumption
1	Transaction-Based Pricing: All fees must be quoted as a per-transaction rate (inclusive of VAT) for each payment category. The University will not accept fee structures based on a percentage of the transaction value for any category.
2	VAT Inclusion: All quoted rates must include Value Added Tax (VAT) at the applicable rate. Where a tenderer is not registered for VAT, the quoted rate shall be treated as VAT-exclusive and the University will withhold VAT if required by law.
3	Transaction Charge Allocation: In accordance with the Scope of Work, all transaction charges must be charged to the University and/or the accommodation service provider. No transaction fee, surcharge, or platform fee may be charged directly to students.
4	Volume Estimates for Evaluation: The transaction volumes provided in this Pricing Schedule are estimates based on current operational data and are provided solely for tender evaluation and comparison purposes. They do not constitute a guaranteed or minimum volume of transactions during the contract period. Actual volumes may vary.
5	All-Inclusive Rate: The quoted per-transaction fee shall be deemed to include all costs associated with the provision of the payment solution for that transaction type, including but not limited to: platform/system costs, host-to-host integration costs, bank verification fees, ITS integration, reconciliation, reporting, support, fraud controls, data security measures, testing environment, parallel run costs, travel, overheads, and all compliance obligations.
6	Once-Off Implementation / Setup Fee: Tenderers may quote a once-off implementation and go-live fee in Section C2.2(d). This must be a fixed, all-inclusive amount. No additional implementation costs may be charged after award that are not disclosed in this schedule.
7	Fixed Rates: Quoted rates shall remain fixed for the tender validity period and, upon award, for the duration of the contract, subject to such annual price adjustments as may be agreed in the Contract Data.
8	Failed / Returned Transactions: Tenderers must state in Section C2.2(e) whether a fee applies to failed, reversed, or returned transactions and at what rate. No fee may be charged for a returned transaction where the failure was caused by the University.
9	Bank Verification Fee: Tenderers must state whether a separate fee applies for bank account verification per beneficiary or whether this is included in the per-transaction fee.
10	Non-Banking Alternative: Where the service provider offers an alternative payment mechanism for students without bank accounts, the fee structure for that alternative must be disclosed in Section C2.2(f). This fee may not be charged to students.

NOTE The University applies Method 3 (Financial Offer and Preference) under the 80/20 system. The notional contract value for price evaluation purposes will be calculated as set out in Section C2.3 below, using the tendered per-transaction rates and the estimated annual transaction volumes. The tenderer offering the lowest notional contract value (after responsiveness and quality threshold requirements are met) will score the maximum 80 points for price.

C2.2 Pricing Schedule

(a) Per-Transaction Fee Schedule

Tenderers must complete the per-transaction fee for each payment category in the table below. All fees are inclusive of VAT.

Item	Payment Category	Description	Tendered Per-Transaction Fee (Incl. VAT)
1	Meal Allowance Payments	Payment of approved meal allowances to verified student bank accounts or approved alternative	R _____
2	Accommodation Payments	Payment of approved accommodation amounts to accredited private accommodation provider bank accounts	R _____
3	Transport Allowance Payments	Payment of approved transport allowances to verified student bank accounts	R _____
4	Books Allowance Payments (Once-Off Annual Disbursement)	Payment of book allowances — disbursed once per annum to verified student bank accounts	R _____
5	Tuition Fee Payments	Payment of tuition fees from student accounts or funder instructions	R _____
6	Urgent Disbursements	Rush processing or off-cycle disbursements (e.g., emergency funding releases outside normal payment schedule).	R _____
7	Extended Reconciliation or Audit Support	Detailed reporting and audit support for financial year-end or compliance reviews	R _____
8	Notifications	SMS / Email Notifications Bulk communication to students/Landlord for payment confirmations or system alerts	R _____

Item	Payment Category	Description	Tendered Per-Transaction Fee (Incl. VAT)
9	Other	Items not listed above (Detailed descriptions of the items)	R _____
10		TOTAL (Columns G and H)	

NOTE: The 'per year' column uses 10 months as the active disbursement period consistent with the academic year cycle, except for the once-off Books Allowance which occurs once per year. The Tuition Fee Payments column uses 10 months based on typical payment instruction cycles. Tenderers should confirm any assumptions about payment frequency in their tender submission.

(b) Bank Account Verification Fee

State the fee per bank account verification. If this fee is included in the per-transaction fee above, state 'Included' and confirm in the declaration.

Item	Description	Fee per Verification (Incl. VAT)	Included in Transaction Fee?
1	Bank account verification per new or updated beneficiary (student or accommodation provider)	R _____	☐ Yes ☐ No — Stated separately above
	Estimated new/updated verifications per year (for reference only):	Approx. 3 000 per year	

(c) Failed, Reversed, and Returned Transaction Fee

Tenderers must disclose whether any fee applies to failed, reversed, or returned transactions. No fee may be charged where the failure was caused by the University.

Item	Scenario	Fee (Incl. VAT)	Conditions / Notes
1	Transaction returned by receiving bank (beneficiary account closed, incorrect details, etc.)	R _____ ☐ No charge	State conditions:
2	Transaction reversed at University's instruction before settlement	R _____ ☐ No charge	State conditions:
3	Transaction reversed after settlement (recall request)	R _____ ☐ No charge	State conditions:

(d) Once-Off Implementation and Go-Live Fee

If the service provider charges a once-off implementation, integration, and go-live fee, state it below. This amount must be fully inclusive of all integration work, ITS host-to-host programming codes, testing environment setup, parallel run support, staff training, and go-live activities.

Item	Description	Amount (Incl. VAT)
1	Once-off implementation, integration, ITS host-to-host setup, testing environment, parallel run, and go-live fee	R _____
	☐ No once-off fee applies — all implementation costs are included in the per-transaction fee	

(e) Non-Banking Alternative Payment Mechanism (Students Without Bank Accounts)

Where the service provider offers an alternative payment mechanism for students who do not have a bank account (as referenced in the Scope of Work), complete the applicable fee structure below. This fee may not be charged to students.

Item	Description	Tendered Fee per Transaction (Incl. VAT)
1	Alternative payment mechanism for students without bank accounts (describe mechanism):	R _____
	Describe the mechanism in brief:	
	☐ Not applicable — the service provider does not offer a non-banking alternative	

(f) Annual Price Adjustment Mechanism

State the basis on which annual price adjustments will be applied during the contract period:

Item	Description	Proposed Rate / Index
1	Basis of annual adjustment (e.g., CPI, fixed percentage, as agreed)	☐ CPI ☐ Fixed: ____% ☐ Other: _____
2	Effective date of first adjustment	_____
3	Maximum annual adjustment cap (if applicable)	R _____ / ____%

C2.3 Calculation of Notional Tendered Amount for Evaluation Purposes

The University will use the following calculation to determine each tenderer's notional contract value for price evaluation purposes under Method 3 (80/20 system). Tenderers must complete the shaded 'Tendered Rate' column only — all other figures are pre-populated or calculated.

Item	Description	Basis	Amount (Incl. VAT)
A	Annual Transaction-Based Contract Value	From C2.2(a) — Total Annual Value (Column H)	R _____
B	Estimated Annual Bank Verification Cost	C2.2(b) fee × 3 000 estimated verifications	R _____
C	Once-Off Implementation Fee	From C2.2(d) — once-off amount (annualised over 3 years for comparison: ÷ 3)	R _____
D	NOTIONAL ANNUAL CONTRACT VALUE (A + B + C)	For price evaluation — annual basis	R _____
E	Notional Contract Value for 60-Month Period (D × 3)	For price evaluation — full contract period	R _____

NOTE The notional contract value calculated above will be used solely for price comparison and scoring purposes under the 80/20 preference point system. It does not represent a guaranteed contract value or minimum revenue commitment by the University. Actual charges will be calculated on the basis of actual verified transactions processed in each payment cycle.

C2.4 Illustrative Maximum Notional Value (For Information Purposes Only)

The table below illustrates the maximum possible notional contract value based on the full estimated transaction volumes provided in the Scope of Work and an assumed per-transaction rate of R1.00 (inclusive of VAT). This figure is illustrative only and is provided to assist tenderers in understanding the pricing methodology. The University does not endorse R1.00 as a benchmark or acceptable rate.

Item	Description	Calculation	Illustrative Amount (Incl. VAT)
1	Illustrative Per-Transaction Rate (assumed — for illustration only)	R1.00 per transaction	R1.00
2	Estimated Total Transactions per Year (recurring)	$(12\,000 + 5\,000 + 500 + 12\,000 + 12\,000) \times 10 = 295\,000$ per year (excl. once-off books)	295 000
3	Once-Off Books Allowance (per year)	$12\,000 \times 1$	12 000
4	Total Annual Transactions	$295\,000 + 12\,000$	307 000
5	Illustrative Annual Transaction-Based Value	$307\,000 \times R1.00$	R307 000.00
6	Illustrative 36-Month Contract Value	$R307\,000.00 \times 3$	R921 000.00

NOTE The above figures are illustrative only. The actual notional contract value used for evaluation will be calculated using the tenderer's own quoted per-transaction rates and the estimated volumes in C2.2(a). Tenderers are not bound by the illustrative rate of R1.00. Transaction volumes are estimates and do not constitute a guaranteed volume during the contract period.

C2.5 Tenderer's Pricing Schedule Declaration

I/We hereby offer to provide the Student Allowance Disbursement and Accommodation Payment Solution to the University of Venda at the rates stated in this Pricing Schedule.

I/We acknowledge and confirm that:

#	Declaration
1	The quoted per-transaction fees are inclusive of VAT and include all costs associated with the provision of the payment solution for that transaction category, including platform costs, integration, bank verification (unless separately quoted in C2.2(b)), reconciliation, reporting, testing, support, fraud controls, data security, and all other obligations under the contract.
2	No transaction fee, surcharge, or platform fee will be charged directly to students at any time during the contract period.
3	The quoted rates shall remain fixed for the tender validity period and shall form the basis of the contract should the tender be accepted, subject to annual price adjustments as agreed and disclosed in C2.2(f).
4	The transaction volumes provided in this Pricing Schedule are estimates supplied by the University for evaluation purposes only and do not constitute a guaranteed minimum volume of transactions during the contract period.
5	The once-off implementation fee quoted in C2.2(d) is all-inclusive and no additional implementation, integration, or go-live costs will be charged after award of the contract.
6	Failure to submit a completed and signed Pricing Schedule in the prescribed format shall render the tender submission non-responsive, and it shall not be considered for further evaluation.
7	The information provided in this Pricing Schedule is accurate and complete, and the University may rely on it in awarding and administering the contract.

Signed

Name

Enterprise name

Date

Position

Complete this section

Note: The Notional Tendered Total is used solely for the evaluation and comparison of tender offers. The successful tenderer will be required to pay the monthly rental amount offered in its tender, subject to the terms and conditions of the lease agreement.

Part C3: Scope of Work

Part C3.1: Scope provided by the Client.

S 100 Description of the service

S 101 Client's Objective	The University of Venda (UNIVEN) invites suitably qualified, experienced and compliant service providers to provide, implement, operate and support a secure and auditable payment solution for student allowances and accommodation payments. This tender will apply to the disbursement of all student allowances and must be paid directly into verified student bank accounts or the service provider's alternative where a student does not have a bank account. Accommodation payments must be made directly into the verified bank accounts of private accommodation providers accredited and approved by the University unless the funder specifies a different recipient. UNIVEN seeks to appoint a registered service provider to deliver, operate and support a secure, auditable, compliant and scalable payment solution for the disbursement of student allowances and payments of accommodation. The solution must provide for: • Accurate and timely payment of approved student allowances to verified student bank accounts or the service provider's alternative where a student does not have a bank account. • Accurate and timely payment of approved accommodation amounts to accredited private accommodation providers unless the funder specifies a different recipient. • Complete transaction traceability from the University's payment instruction and funding through to the final beneficiary. • A clear, auditable monthly reconciliation showing funds received, funds disbursed, approved charges, reversals/refunds and funds remaining. • Secure, compliant, scalable and well-supported payment operations with effective fraud, access, data and business-continuity controls.
S 102 Background	UNIVEN is mandated to maintain robust governance and oversight structures to safeguard public resources and deliver quality higher education services. As part of fulfilling this mandate, a payment solution service provider to deliver, operate and support a secure, auditable, compliant and scalable payment solution for the disbursement of student allowances and payments of accommodation is sought to support management and Council. The appointed service provider must be independent, proactive, and skilled in providing, implementing, operating, and supporting a secure and auditable payment solution.

S 200 Description of the service

S 201 Description of the service

Bursary Administration

- Allowances loaded as cash will be paid into student bank accounts on condition that students provide accurate bank account information and that the institution paid the cash funds into the service provider's bank account at least 3 days prior.
- The service provider must provide Univen access to live reports on funds loaded and utilized to date.
- The service provider must provide monthly and annual reconciliation of the accounts.
- The service provider must provide Univen access to Student statements
- The service provider must provide support (related queries) to students
- The service provider must conduct bank verifications
- The service provider must provide a dedicated point of contact to Univen, for queries and communication.

Service Standards

The service provider shall carry out the Services and Additional Services (each as a separate and distinct obligation)

- at its own cost, risk and expense and in accordance with Good Industry Practice;
- in a manner that complies with and meets the requirements of all applicable Law;
- in a timeous manner, within such turnaround times as agreed upon between the Parties in terms of this Agreement;
- so that all persons employed in connection with the performance of the Services and/or Additional Services have the necessary skills and experience as required by their respective professions, trades and callings and taking into account their roles and responsibilities in relation to the Services and/or Additional Services;
- so that all aspects of the Services and Additional Services are supervised by sufficient numbers of persons having adequate knowledge of such matters for the satisfactory and safe performance of the Services and Additional Services; and in accordance with the provisions of this Agreement,
- and shall, upon receipt of a request by Univen within 10 (TEN) days, supply to Univen evidence substantiating its compliance with service standards.
- Transaction charges must be charged to the university and accommodation service providers and not the students.
- Invoices supported by detailed calculations of transactional charges must be supplied monthly.

Exit strategy

Should the existing Service Provider contract not be renewed at the end of the contract period, the Service Provider will be required to provide services before the takeover of the new tenderer, on the same terms and conditions, until the University closes its existing account.

ITS (Financial Management System Requirements)

- Host-To-Host Solution: A secure host-to-host solution (that can handle Univen's transactional volumes) for the electronic transfer of the University's transactions from Univen's ITS system to the service provider's system and back needs to be provided.
- The host-to-host solution must be able to transfer electronic transactions from ITS to the service provider's system and back

without downloading the transactions to a user's PC.

- The successful service provider must provide the programming codes to the university's financial management software (ITS) if any integration is required.
- A message indicating if the transmission was accepted must be returned within one hour of any transaction.
- The system must handle payment transactions of more than R100 000 000 (R100 million rand) and other smaller payment transactions in the same file.
- The system must handle multiple payment files daily (no overwriting of previously sent files).

Integration with ITS

- The specification asks the successful service provider to supply the programming codes to ITS. ITS is licensed to the University and supported by Adapt IT, so changes inside ITS cannot be made by a third party. We recommend that the specification states that the provider must integrate through an ITS interface supported by Adapt IT, and that the University will arrange any ITS-side work separately.
- For context, ICT and Payroll are already working with Adapt IT on host-to-host integration between ITS and the bank (including payroll and counter payments). Its requirements have been signed off and quotations received, but no order has been placed. It may be possible to build on this approach, which would be confirmed once the scope of this tender is settled.
- Beyond the acceptance message within one hour, we recommend requiring return files to ITS showing the status of each payment (paid, failed, rejected, reversed), reconciliation files that ITS can post automatically, a documented file format, protection against duplicate files, and the results of bank account verification.

Information security

- The current wording ("password controls, security of data, etc.") is broad. We recommend specifying encrypted file transfer (secure file transfer with file-level encryption), restriction of connections to known UNIVEN addresses, multi-factor and role-based access for University users, and full audit logs.
- We recommend that tenderers submit proof of ISO 27001 certification or a SOC 2 report, and a recent independent penetration test summary, as returnable documents.

Data protection (POPIA)

- A data processing (operator) agreement, storage of University and student data in South Africa (or disclosure of any cross-border transfer), notification of any data breach within an agreed period, and return or secure deletion of data at the end of the contract.

Availability and support

- A stated system availability target, disaster recovery and backup commitments, support hours, and response and resolution times for incidents, with service levels that can be monitored.
- Where possible, access for University staff through UNIVEN's Microsoft single sign-on, so that access ends automatically when staff leave.

Other observations (outside ICT's area, for the committee's attention)

- The estimated volumes appear to contain an arithmetic difference: $17\,500 \times 10$ is 175 000 (not 175 500), which would make the annual total 187 000.
- The pricing schedule includes tuition fee and transport allowance payments, while the scope refers to allowances and accommodation. The committee may wish to confirm the intended scope.
- One note in the pricing section refers to a "monthly rental amount" and a "lease agreement", which may have been carried over from another tender.

Testing requirements

- Tenderers must be able to provide a testing environment/testing facility.
- The test environment/facility must be available before go-live as well as after go-live.
- Bidders must assign dedicated staff to be prepared to interact and respond during Univen's implementation and development progress.
- The service provider should be prepared for parallel run/s for up to two months before Go-Live.

Protection Against Fraud

The University requires to be protected against all forms of fraud relating to the processing of transactions. Such measures should include authorization of payments, password controls, security of data, etc.

Estimated Transaction Volumes

Description	No. Transactions
Allowances:	12 500
Accommodation:	5 000
Total per month	17 500
Per year $17\,500 \times 10$:	175 500
Once-off Books	12 000
Grand Total per year	187 500

Expected turnaround time between payment from the university to the student: One day.

S 300 Existing information

S 301 Existing information	• UNIVEN Policies and Procedure Manuals • Legislative prescripts including Statute, Higher Education Act
S 302 Confidentiality	The names and identity numbers of all workmen engaged in the work are to be submitted when the contract is awarded and shall be amended as required. The Contractor shall nominate a responsible person who will be in charge.
S 303 Communication system	The University shall provide appropriate information as and when required and only in situations where it is required by the Service Provider to fulfil their duties using the communications method stated in the Contract Data. The University shall appoint a Service Manager to communicate with the Service Provider's representative on an ongoing basis to monitor the standard and quality of service provided and to attend to operational as well as technical problems positively. The Service Provider's representative shall liaise with the University's Service Manager as required. Technical meetings will be scheduled by the University in accordance with the Contract Management Plan (CMP). Meetings of a specialist nature may be convened as specified elsewhere in this Service Information, or if not so specified by either party and at times and locations to suit the Parties, the nature and the progress of the service. Records of these meetings shall be submitted to the Service Manager by the person convening the meeting within five days of the meeting. All meetings shall be recorded using minutes or a register prepared and circulated by the person who convened the meeting. Such minutes or register shall not be used for the purpose of confirming actions or instructions under the contract, as these shall be done separately by the person identified in the conditions of the contract to carry out such actions or instructions. All meetings of a general and specialist nature shall be convened and chaired by the Service Manager.
S 304 Security and identification of people	The Contractor shall comply with UNIVEN security and emergency policies, procedures, and regulations (The staff shall be subjected to a security audit performed by UNIVEN as and when necessary). The Contractor shall ensure that UNIVEN is informed of any removal and replacement of personnel. For security reasons, the University reserves the right to vet all personnel working under this contract.
S 305 Statutory requirements	The Contractor shall comply with all relevant employment legislations, applicable bargaining council agreements (including UIF, PAYE, etc), as well as the Occupational Health and Safety Act and applicable standards and requirements. The onus lies on the Contractor to keep and maintain proof of compliance with any of the laws applicable to the role they play in the delivery of the Service. The onus lies on the Service Provider's representative and the Client to keep and maintain proof of compliance with any of the laws applicable to their roles in the delivery of the project.

S 400 Specification and standards

S 401 Specifications and standards	List any standards which apply to the service. 1. POPIA Act 2. Companies Act 3. IFRS 4. DHET Act 5. Income Tax Act 6. VAT Act 7. National Student Financial Aid Scheme Act 8. FICA 9. SARB 10. PASA
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S 500 Constraints on how the Service Provider is to Provide the Service

S 501 Project team - Others	The appointed service provider shall establish and maintain effective communication and working relationships with key University of Venda stakeholders, including: • Relevant departmental heads (Finance, Asset Management, Supply Chain, etc.) The project team must ensure that their personnel possess adequate qualifications and experience
S 502 Communication system	• Primary channels: University-provided email and secure cloud collaboration platform (e.g., Microsoft Teams or SharePoint). • Meeting formats: Virtual or physical meetings as agreed, with agendas circulated 3 days in advance and minutes shared within 5 working days.
S 503 Submission procedures	• Requirements and procedures for submitting the deliverables • In both electronic PDF and editable formats. • Via the agreed secure submission channel. • Accompanied by a submission cover sheet confirming review and approval.
S 504 Health and safety requirements	When working onsite, the service provider shall: • Comply with all University OHS requirements and complete mandatory safety inductions. • Participate in University evacuation / emergency drills when on campus • Maintain a safe working environment at all times during engagements.
S 505 Legal requirements	The service provider shall comply with all relevant South African legislation, including but not limited to: • Protection of Personal Information Act (POPIA) • Occupational Health and Safety Act (OHSA) • Constitution of the Republic of South Africa • Any sector-specific requirements applicable to higher education institutions. The Service Provider is expected to maintain an adequate level of Fidelity/Professional Indemnity Insurance for the duration of the assignment for services of this nature. The cost of the insurance shall be deemed to have been included in the proposed tender price.