SOUTH AFRICAN HERITAGE RESOURCES AGENCY

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SCM TERMS OF REFERENCE

RFQ SAHRA 24/2026

APPOINTMENT OF A SUITABLY QUALIFIED SERVICE PROVIDER TO PROVIDE AN INTEGRATED PAYMENT, INVOICING, RECONCILIATION, REPORTING, AND SAHRIS INTEGRATION SOLUTION FOR FEES LEVIED BY SAHRA.

SCM TERMS OF REFERENCE

1. PURPOSE

The purpose of this Request for Proposal (RFP) is to appoint a suitably qualified and experienced service provider to provide, implement, support, maintain, and continuously enhance an integrated payment automation solution for fees levied by the South African Heritage Resources Agency (SAHRA). The solution must integrate with the South African Heritage Resources Information System (SAHRIS) and facilitate automated invoicing, payment processing, payment confirmation, financial reconciliation, settlement reporting, management reporting, and audit reporting.

The proposed solution is intended to modernise SAHRA's current fee administration processes by reducing manual intervention, improving operational efficiency, strengthening financial governance, enhancing auditability, improving revenue collection processes, and providing a seamless payment experience for applicants using SAHRIS.

In addition, the solution must be capable of supporting a multi-entity architecture that enables other heritage authorities and institutions, including Provincial Heritage Resources Authorities (PHRAs), to utilise the platform through the SAHRIS environment while maintaining separate fee structures, merchant accounts, settlement arrangements, reporting environments, and governance controls.

The successful service provider will be required to provide a secure, scalable, and configurable solution that supports current operational requirements while accommodating future growth, additional entities, evolving payment technologies, and enhanced service delivery requirements across the heritage sector.

2. BACKGROUND

The South African Heritage Resources Agency (SAHRA) is mandated in terms of the National Heritage Resources Act, 1999 (Act 25 of 1999) to administer a range of heritage-related applications, permits, and services for which fees are prescribed in SAHRA's approved Schedule of Fees. These applications are administered through the South African Heritage Resources Information System (SAHRIS), SAHRA's online heritage management platform.

Following the implementation of the revised fee schedule, SAHRA has experienced increased volumes of fee-generating applications. While SAHRIS effectively manages application workflows, the associated payment processes remain predominantly manual. Applicants are currently required to await the manual generation of invoices, make payment via Electronic Funds Transfer (EFT), submit proof of payment, and await manual verification and reconciliation before applications can proceed through the relevant workflow.

This manual process creates administrative inefficiencies, increases the workload of operational and finance personnel, delays the processing of applications, and results in disconnected data flows between SAHRIS and SAHRA's financial administration processes. The current environment also limits real-time visibility of payment status and increases the administrative effort required for reconciliation, reporting, and audit purposes.

To address these challenges, SAHRA undertook market research, internal stakeholder consultations, and exploratory engagements with payment solution providers to better understand available technologies and implementation approaches. The findings confirmed that integrated payment solutions are available that can automate invoicing, payment collection, payment confirmation, reconciliation, settlement reporting, and management reporting through secure integration with SAHRIS.

In addition to SAHRA's own requirements, consideration has been given to the future participation of Provincial Heritage Resources Authorities (PHRAs) and other heritage institutions that utilise or may utilise SAHRIS. Accordingly, SAHRA requires a scalable, secure, and configurable solution capable of supporting a multi-entity operating environment whereby individual entities can maintain independent fee structures, payment accounts, reporting environments, and governance controls while leveraging a common integration framework.

The purpose of this procurement is therefore to appoint a suitably qualified service provider to provide, implement, support, maintain, and enhance an integrated payment, invoicing, reconciliation, reporting, and SAHRIS integration solution that improves operational efficiency, strengthens financial controls, enhances auditability, improves service delivery, and supports the effective administration of fees levied by SAHRA and participating entities.

3. OBJECTIVES:

The objective of this procurement is to appoint a suitably qualified and experienced service provider to provide an integrated payment automation solution that interfaces with SAHRIS and enables the efficient administration of fees levied by SAHRA. The solution must automate key financial processes, improve operational efficiency, strengthen financial controls, and enhance the overall applicant experience.

The specific objectives of this project are to:

- Automate the generation and management of invoices for fee-based applications and services processed through SAHRIS.
- Provide secure and convenient payment channels for applicants whilst supporting both digital payment methods and EFT-based payment processes where required.
- Enable real-time payment confirmation and automated workflow progression within SAHRIS, thereby reducing delays associated with manual payment verification processes.
- Automate financial reconciliation, settlement reporting, management reporting, and transaction reporting to improve financial administration and audit readiness.
- Improve revenue management through enhanced visibility, traceability, and management of fee-based transactions.
- Reduce administrative workloads across operational and finance units by minimising manual invoicing, proof-of-payment management, payment verification, and reconciliation activities.
- Provide comprehensive audit trails, transaction histories, user activity logs, and reporting tools that support sound financial governance and compliance requirements.
- Support a scalable multi-entity operating environment that enables Provincial Heritage Resources Authorities (PHRAs) and other approved entities to utilise the solution whilst maintaining independent fee structures, settlement accounts, reporting environments, and governance arrangements.
- Provide a secure, reliable, and future-ready platform that can evolve with SAHRA's operational requirements and support future enhancements and growth.

The intended outcome is a unified, secure, auditable, and scalable payment ecosystem that improves service delivery, strengthens financial governance, enhances stakeholder experience, and supports the sustainable administration of fees levied by SAHRA.

4. SCOPE AND SERVICES REQUIRED

4.1 General Requirements

The appointed service provider shall provide, implement, configure, support, maintain, and continuously enhance an integrated payment automation solution that interfaces with SAHRIS and facilitates the efficient administration of fees levied by SAHRA. The solution shall provide end-to-end functionality from invoice generation through payment collection, payment confirmation, reconciliation, reporting, and audit support.

The solution shall be cloud-based, secure, scalable, and capable of supporting both SAHRA and other participating entities operating within the SAHRIS environment.

4.2 SAHRIS Integration Requirements

The solution must:

- Integrate seamlessly with SAHRIS, which is built on the **Drupal 10 platform**.
- Utilise secure API-based communication between SAHRIS and the payment platform.
- Support authenticated API calls between systems.
- Allow SAHRIS to create payment requests automatically based on application type, fee category, and applicable tariffs.
- Return real-time payment status updates to SAHRIS.
- Enable automatic workflow progression within SAHRIS once payment has been successfully confirmed.
- Support webhook functionality for automated payment notifications.
- Provide detailed technical documentation and API specifications.

4.3 Invoice Generation and Management

The solution must:

- Automatically generate invoices linked to fee-based applications and services processed through SAHRIS.
- Support the generation of both pro-forma and post-payment invoices.
- Allow invoices to include SAHRA branding and organisational information.
- Generate unique transaction references linked to individual applications.
- Enable invoices to be downloaded, viewed, and distributed electronically.
- Maintain a complete invoice history and audit record.

4.4 Payment Processing Requirements

The solution must:

- Provide a secure online payment environment for applicants.
- Support multiple payment methods, including:
    - EFT payments;
    - Debit card payments;
    - Credit card payments;
    - Instant EFT payments; and
    - Other commonly available South African digital payment channels.
- Generate unique Request-to-Pay (RTP) or equivalent payment transactions.
- Provide immediate confirmation of successful payments.
- Prevent duplicate payment processing.
- Maintain complete transaction histories.

4.5 EFT Processing and Reconciliation

The solution must:

- Support EFT-based payment processing and verification.
- Support automated matching of EFT payments against invoice references.
- Eliminate, as far as reasonably possible, manual proof-of-payment verification processes.
- Provide detailed settlement and reconciliation reports.
- Enable reconciliation of payments to bank settlement references and batch numbers.
- Support month-end and year-end financial reconciliation processes.

4.6 Financial Reporting and Audit Requirements

The solution must provide:

- Transaction-level reporting.
- Daily reporting capabilities.
- Monthly reporting capabilities.
- Settlement reporting.
- Exception reporting.
- Downloadable reporting formats suitable for finance and audit purposes.
- Comprehensive audit trails covering user activity, transaction activity, payment status changes, and financial processing events.
- Retention of transaction records in accordance with applicable legislative and audit requirements.

4.7 Multi-Entity Integration and Payment Architecture

The solution must support a multi-entity operating model capable of accommodating SAHRA and other participating heritage authorities, including Provincial Heritage Resources Authorities (PHRAs).

The solution must:

- Support the onboarding of multiple independent entities.
- Allow each entity to maintain its own fee structure and payment configuration.
- Support separate settlement accounts for participating entities.
- Maintain logical separation of financial and applicant information between entities.
- Support entity-specific payment routing and settlement.
- Provide integrated reporting at both entity level and overall platform level.
- Allow SAHRA to retain administrative oversight of payment status information where appropriate.

4.8 **Security and Compliance Requirements**

The solution must:

- Comply with applicable South African legislation relating to payment processing, information security, privacy, and financial services.
- Comply with POPIA requirements.
- Provide secure authentication and access controls.
- Support role-based user permissions.
- Protect applicant, payment, and financial information from unauthorised access.
- Provide appropriate disaster recovery and business continuity arrangements.
- Maintain system availability and uptime in accordance with agreed service levels.

4.9 **Training, Support and Maintenance**

The service provider must:

- Provide implementation support during deployment.
- Provide user training for designated SAHRA personnel.
- Provide administrator training where required.
- Supply user and technical documentation.
- Provide ongoing technical support and maintenance services.
- Provide service level commitments relating to support response times and system availability.
- Provide periodic system updates, security updates, and enhancements where necessary.

5. DELIVERABLES

The successful service provider will be required to deliver, implement, and maintain the following:

5.1 Solution Implementation

- A fully implemented, operational, and secure payment automation solution integrated with SAHRIS.
- A configured production environment and all associated system integrations required for operational deployment.
- Successful migration from the existing manual payment administration process to the automated solution.

5.2 SAHRIS Integration

- Fully functional API integration between the payment platform and SAHRIS.
- Automated generation of payment requests and invoice references from SAHRIS.
- Real-time payment status updates and workflow progression within SAHRIS.
- Automated payment confirmation notifications through secure webhooks or equivalent technologies.

5.3 Invoicing and Payment Functionality

- Automated invoice generation functionality for fee-based applications and services.
- Functionality to generate both pro-forma and post-payment invoices.
- Secure digital payment functionality for approved payment channels.
- EFT payment processing and reconciliation functionality where applicable.

5.4 Financial Reconciliation and Reporting

- Automated transaction reporting functionality.
- Automated reconciliation and settlement reporting.
- Daily, monthly, and ad-hoc reporting capabilities.
- Comprehensive audit trail functionality and transaction history records.
- Finance-ready reports suitable for internal reconciliation, audit, and management reporting purposes

5.5 Multi-Entity Capability

- Configuration of a multi-entity architecture capable of supporting SAHRA and other participating entities.
- Entity-specific settlement functionality and reporting environments.

- Administrative oversight functionality for SAHRA at integrator level where applicable.

5.6 **Documentation, Training and Knowledge Transfer**

- Technical documentation covering system architecture, integrations, and administration procedures.
- User manuals and operational guides.
- Training for designated SAHRA users, administrators, and finance personnel.
- Knowledge transfer to designated SAHRA officials to ensure effective administration of the solution.

5.7 **Support and Maintenance**

- Ongoing technical support and maintenance services for the duration of the contract.
- Service Level Agreement (SLA) detailing support procedures, response times, escalation processes, and availability commitments.
- Periodic software updates, security patches, enhancements, and system improvements.

5.8 **Acceptance**

The solution shall only be deemed successfully delivered upon completion of implementation, integration, testing, user acceptance testing (UAT), training, and formal sign-off by SAHRA.

6. DURATION

- Contract period of 36 months.

7. TERMS AND CONDITIONS OF PROPOSALS

7.1 All costs and expenses incurred by potential service providers relating to their project proposal will be borne by each respective service provider. SAHRA is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.

7.2 While SAHRA endeavors to ensure that all information provided to all potential service providers is accurate, it makes no warranty as to the accuracy or completeness of any information provided by it.

7.3 SAHRA reserves the right to waive deficiencies in project proposals. The decision as to whether a deficiency will be waived or will require the rejection of a project proposal will be solely within the discretion of SAHRA.

7.4 SAHRA reserves the right to request new or additional information regarding each service provider and any individual or other persons associated with its project proposal.

7.5 SAHRA reserves the right not to make any appointment from the proposals submitted.

7.6 Service providers shall not make available or disclose details pertaining to their project proposal with anyone not specifically involved, unless authorized to do so by SAHRA.

7.7 Service providers shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.

7.8 Service providers are required to declare any conflict of interest they may have in the transaction for which the tender is submitted or any potential conflict of interest. SAHRA reserves the right not to consider further any proposal where such a conflict of interest exists or where such potential conflict of interest may arise.

7.9 Any and all project proposals shall become the property of SAHRA and shall not be returned.

7.10 The proposals should be valid and open for acceptance by SAHRA for a period of 120 days from the date of submission.

7.11 Service providers are advised that submission of a project proposal gives rise to no contractual obligations on the part of SAHRA.

7.12 SAHRA reserves the right not to accept any proposal which does not comply with the TERMS OF REFERENCE and conditions set out in the proposal documents.

7.13 SAHRA reserves the right not to award, or not award the proposal to the service provider that scores the highest points.

7.14 Disputes that may arise between SAHRA and a service provider must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.

7.15 All returnable proposal documents must be completed in full and submitted together with the service provider's quote and a sample annual report book.

7.16 All goods/service or products to be supplied to SAHRA shall be in full compliance with South African approved standards and in compliance to the specifications provided.

7.17 It is the conditions of this RFQ that a quotation is submitted together with the following completed forms; **kindly submit fully completed Bid Documents**

a) SBD 1 Invitation Bid
b) Tax Compliant Status Pin
c) SBD 3.1 Pricing Schedule
d) SBD 4 Bidders Disclosure
e) SBD 6.1 Preference points claim form (valid BBBEE certificate must be submitted together with this completed document.
f) SBD 7 Contract form
g) General Conditions of Contract

NB: Failure to submit original completed returnable forms as mentioned above will automatically disqualify your quotation. Please ensure that you submit CSD Registration Report

SAHRA reserves the right to revise any aspect of these timeframes at any stage, and to amend the process at any stage.

8. EVALUATION CRITERIA

8.1 Evaluation Methodology

All proposals received shall be evaluated in accordance with SAHRA's Supply Chain Management policies, applicable procurement prescripts, and the requirements contained within this Terms of Reference. Evaluation will be conducted in the following phases:

Phase One: Compliance Evaluation

Bidders will first be assessed for compliance with the mandatory administrative and submission requirements contained in this Terms of Reference.
Failure to submit mandatory documentation and returnable schedules may result in disqualification.

Only compliant bidders will proceed to the functionality evaluation stage.

Phase Two: Functionality Evaluation

The functionality assessment will evaluate the bidder's ability to provide a solution that meets SAHRA's operational, financial, technical, security, governance, and future scalability requirements.

A bidder must achieve a minimum score of **70 out of 100 points** in the functionality evaluation to proceed to the Price and Preference Point evaluation stage.

Functionality Scoring Matrix

Evaluation Criteria	Weight (%)	Specific Requirements	Verification Method
Payment Automation, Invoicing	**25**	Demonstrated capability to provide automated invoice generation, payment processing, payment confirmation, payment tracking, Receipt/Request-to-Pay functionality, payment status management, and support for multiple payment channels including EFT and digital payments.	Solution proposal, system demonstration, technical documentation, product brochures.
SAHRIS Integration & Technical Architecture	**20**	Demonstrated ability to integrate with SAHRIS through secure APIs, support Drupal-based environments, facilitate real-time communication between systems, provide webhook functionality, and support automated workflow progression.	Technical proposal, architecture diagrams, API specifications, reference implementations.
Financial Reconciliation, Settlement Reporting &	**20**	Ability to provide automated reconciliation, transaction	Sample reports, technical proposal,

Audit Capability		matching, settlement reporting, batch-level reporting, transaction traceability, audit trails, finance-ready reporting, exception reporting, and management reporting.	demonstrations, client references.
Multi-Entity Architecture & PHRA Enablement	**10**	Ability to support multiple independent entities within a single platform environment, including separate fee structures, separate settlement accounts, independent reporting environments, entity-specific configurations, and integrator-level oversight capabilities.	Technical proposal, architecture diagrams, demonstrations, reference implementations.
Public Sector Experience & References	**15**	Demonstrated experience in delivering comparable payment, invoicing, reconciliation, or transaction-processing solutions within municipalities, government departments, public entities, financial institutions, regulators, or	Portfolio of similar projects and minimum of three contactable references.

		other large-scale environments.	
Support, Training & SLA Commitments	**10**	Quality of implementation approach, training programme, onboarding methodology, support model, response times, escalation procedures, maintenance arrangements, and service availability commitments.	SLA, implementation plan, support model, training plan.

| **TOTAL** | **100** |

Functionality Scoring Scale
The following scoring scale shall be applied to each functionality criterion:

Score	**Description**
0	No information provided or requirement not addressed.
1	Poor response. Requirement addressed superficially with major deficiencies.
2	Fair response. Requirement partially addressed but significant gaps remain.
3	Acceptable response. Requirement sufficiently addressed with minor gaps.
4	Good response. Requirement well addressed and demonstrates strong capability.
5	Excellent response. Requirement fully addressed and exceeds SAHRA's expectations.

The weighted score for each criterion shall be calculated based on the score achieved relative to the allocated weighting.

Phase Three: Price and Specific Goals Evaluation
Only bidders who achieve the minimum functionality threshold of **70 points** will advance to this phase.

The evaluation will be conducted using the **80/20 Preference Point System**.

Preference Point System	Points
Price	**80**
Special Goals	**20**
Black owned company	8
Women	4
Youth	5
Disability	3
TOTAL	**100**

8.2 **Price**

Eighty (80) points will be allocated for price in accordance with applicable procurement regulations.

For evaluation purposes, bidders shall provide a comprehensive pricing model detailing:

- Implementation and configuration costs.
- SAHRIS integration costs.
- Licensing and subscription costs.
- Transaction processing fees.
- Merchant service fees.
- Settlement and reconciliation fees.
- Monthly recurring costs.
- Support and maintenance fees.
- Training and onboarding costs.
- Any additional costs that may be incurred over the contract period.

SAHRA reserves the right to evaluate the total cost of ownership of the proposed solution over the full contract period.

8.3 **Demonstrations and Clarifications**

SAHRA reserves the right to invite shortlisted bidders to:

- Deliver solution presentations.
- Conduct live system demonstrations.
- Participate in technical clarification sessions.
- Participate in finance and reconciliation workshops.
- Demonstrate integration capabilities.
- Demonstrate multi-entity functionality.
- Demonstrate reporting, reconciliation, and audit capabilities.

SAHRA may further conduct site visits, reference checks, and independent verification of information submitted as part of any proposal.

9. **SUBMISSION OF QUOTATIONS**

Project proposals must be submitted via email to tenderinfo@sahra.org.za for the attention of Supply Chain Management – **Quote No: RFQ SAHRA 24/2026**

It remains the onus of the service provider to ensure that their Tender Offer reaches the SAHRA office no later than the closing date and time.

10. **CLOSING DATE AND TIME: 18 September 2026 at 11:00 am**

NO LATE BIDS WILL BE ACCEPTED

11. **For Supply Chain Management and Technical information, please contact:**

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