





## **1. INTRODUCTION**

The Eswatini Revenue Service (ERS) is a semi-autonomous revenue administration agency, established through the Revenue Authority Act No. 1 of 2008. It operates within the broad framework of Government but outside of the civil service. The ERS is structured as a corporate entity and strives for operational excellence and efficiency. It is headed by a Commissioner General and is organised on functional lines. It has a Governing Board which is appointed by the Honourable Minister of Finance in accordance with the Eswatini Public Enterprise Act and read with the founding Act.

The ERS seeks to implement an Electronic Payments System (EPS). This implementation is expected to improve service delivery by enabling taxpayers maintain proper records as required by tax laws and regulations. ERS requires an affordable, simplified and secure mechanism through which taxpayers and ERS can make payments.

To this end, ERS is searching for eligible legal entities with experience in supplying an electronic payment system to demonstrate through a proof of concept process the ability of their solution to effectively rollout and manage EPS. This will eventually culminate into contracting a vendor for the supply, configuration and installation of a comprehensive EPS.

### **Problem Statement**

The ERS introduced a self-service platform for managing tax affairs which is not complete; missing payment options which calls for taxpayers to use their banking platforms to make payments. This pose a challenge of non-payment of dues and delays in realising payments thus tarnishing our customer service standards and increasing debt book.

Payments data received from the banks as conduits for payments information is using a coding system for referencing that is difficult for taxpayers to understand and consistently implement thus compromising the quality of data. Incorrectly referenced payments have resulted in a large volume of suspense transactions which need to be processed manually. Resolving the suspense cases is resource intensive and time consuming, adversely affecting the taxpayers.

Walk-in clients pay through standalone POS and mobile network virtual wallets which require manual processing and reconciliation, thus compromising data quality and turnaround times.

## **2. REQUIREMENTS**

ESWATINI REVENUE SERVICE now invites all eligible entities to submit their Expression of Interest (EOI) for the development of EPS in ERS.

### **Scope of Work**

Eswatini Revenue services intends to select an electronic Payment Service Provider for providing Integration and Implementation of Electronic Payment Services for the collection of Tax and Revenues and payment of tax refunds.

1. This must be a fully electronic payment method, in which taxpayers make their own payments online (or arrange for this to be done automatically via their bank)
2. The Service Provider should therefore be able to offer the following services:

Online Payment Gateway Services should allow citizens/customers to make cash and credit payments systems which are not limited to the following modes;

- a. Credit cards
  - b. Debit Cards
  - c. Online Net Banking accounts or
  - d. Cash Cards
  - e. bank wallets
  - f. Mobile phone Virtual wallets
  - g. Unified Payments Interface UPI
  - h. Digital currencies
  - i. Point of sale
3. The online gateway should enable ERS to pay tax refunds to taxpayers.
  4. Provide capability to add payment modes when required.
  5. The vendor should provide technical help as and when required for integration of payment gateway API with ERS
  6. The vendor should provide:
    - i. training for integration to ERS employees
    - ii. adequate training for installation and maintenance of any software
    - iii. White labelled Payment gateway without any charges.
    - iv. Material / document along with the technical support person for onsite support if required.
  7. System generated reports/logs are should be provided as and when required.
  8. ERS should be able to integrate / disintegrate with any bank and or other payment platforms at any time without any charges.
  9. The Service Provider as an aggregator is required to provide the above services to facilitate electronic payment services.



10. The Service Provider should directly have tie ups with Credit Card Payment Gateway(s) and respectively with related banks for offering the above facilities.
11. In terms of these arrangements the Service Provider's role is to maintain tie-ups, create interface with various Banks and manage the entire backend operations of such services. These include entering into agreements with banks / movement of data and reconciliation of such data against payments.
12. The service provider should be able to integrate with the ERS systems and provide daily MIS as per the requirements of ERS.
13. The Service Provider should transfer/ facilitate the transfer of collected funds into the designated bank account of the ERS as per the process and timelines specified by ERS.

### **3. EXPRESSION OF INTEREST PROCESS**

The objective of the expression of interest is to obtain information and potentially pre-qualify Service Providers to deliver devices/systems and implement to cover the above-mentioned services. Tendering will be conducted through an Expression of Interest (EOI) procedures specified in the Swaziland Public Procurement Act, 2011 and policies laid down by the Eswatini Public Procurement Regulatory Agency (ESPPRA).

### **4. INFORMATION TO BE SUBMITTED WITH EOI**

Suppliers are to submit the EOI Document and Forms completed in all respects. The EOI document is to be kept intact, bound and listed as per the requirements mentioned in the EOI. The full EOI shall include the following documents:

- a. Business Profile with Three Trade References where similar work was undertaken
- b. An Original valid Tax Clearance Certificate
- c. A valid certified copy of Trading License
- d. A current certified copy of Form J or an official statement of the Directors
- e. A current certified copy of Form C or an official statement of the annual summary of shares.
- f. A certified copy of Certificate of Incorporation
- g. Certified Copies of National IDs of Company's Directors
- h. Police Clearance Certificates of Company Directors listed in Form J
- i. A current certified copy of Labour Compliance Certificate
- j. Declaration of Eligibility



## 5. KEY CRITERIA FOR SHORTLISTING (Technical Evaluation)

1. Work plan and Methodology	30 points
2. Relevant and Professional Experience of the firm in similar projects	25 points
3. Previous Relevant Assignment taken	20 points
<b>4. Qualifications &amp; Skills</b>	
(i) Key qualifications	5 points
(ii) Project management	5 points
iii) Experience in consultant business sector	5 points
<b>5. Assignment (Project)</b>	
(i) Understanding of the Assignment	10 points
<b>Total Technical Points</b>	<b>100</b>
<b>The minimum Technical Score (St) required to pass is: 70 points (Seventy Points)</b>	

## 6. NOTIFICATION TO PARTICIPATING SERVICE PROVIDERS

ERS will notify all interested Suppliers after the completion of proposals assessment or any extended period of validity of EOI, if applicable.

## 7. SUBMISSION OF EXPRESSION OF INTEREST

Proposals shall be valid for a period of 90 days after the deadline of EOI submission. Late proposals will be rejected. EOI opening will not be opened publicly.

### **Location of EoI Submission:**

Completed documents must be placed in the Tender Box situated at the **ESWATINI REVENUE SERVICE Building, Portion 419 of Farm 50 Ezulwini, Along MR 103 (Mvutshini-Gables Road) before 12h00 Noon, on Friday, 26 November 2021**

Electronic documents must also be submitted by email to [procurement@sra.org.sz](mailto:procurement@sra.org.sz)



No documents will be accepted after the closing time. The sealed envelope must be clearly marked:

**EXPRESSION OF INTEREST FOR THE SUPPLY OF AN ELECTRONIC PAYMENTS SYSTEM (EPS) FOR ESWATINI REVENUE SERVICE (ERS)**

**EOI No: ERS 2021/007**

Telegraphic, telephonic, telex, facsimile and late proposals will not be accepted. The ERS will accept no responsibility for the late delivery of proposals by courier services or any other means

## **8. GUIDELINES**

- 8.1 The purpose of this document is to pre-qualify suppliers who wish to be considered for the provision of the automated system to the ERS.
- 8.2 All bidders who wish to carry out the above-mentioned services for ERS must complete Section 1 to 4 below (**Annexure A**) in full.
- 8.3 Participation and/or completion of this pre-qualification stage by vendors shall not constitute an offer from ERS to provide the required services or a promise to enter into Contract(s) with the ERS. Nor will it obligate ERS in any way with regards to their final decision.
- 8.4 Failure to provide all the documentation and/or complete all requirements of this document at the time of submission shall invalidate this application.
- 8.5 Questions regarding this expression of interest shall be submitted by e-mail to the Procurement Office, email address: [procurement@sra.org.sz](mailto:procurement@sra.org.sz). Verbal questions will NOT be accepted.
- 8.6 The details entered hereunder will be considered confidential.
- 8.7 ERS reserves the right to consult referees, clients or consultants, as entered in this pre-qualification document.
- 8.8 ERS reserves the right to require the vendor to produce evidence in support of all details entered herein.
- 8.9 ERS representative(s) may be required to visit the Company's premises to verify the details contained in this document. The vendor will allow ERS representatives to interview present and previous clients.



## **DECLARATION OF ELIGIBILITY**

*[The service provider must provide a signed declaration on its company letterhead in the following format. If the Proposal is being presented by a joint venture or consortium all members must each sign their own declaration.]*

*[>>>Name of the Service Provider, Address, and Date>>>]*

**To: The Commissioner General, ESWATINI REVENUE SERVICES Building,  
Portion 419 of Farm 50 Ezulwini, Along MR 103 (Mvutshini-Gables Road), P. O  
Box 5628 Mbabane**

Dear Sirs,

Re EOI Reference: **ERS 2021/007**

We hereby declare that: -

- (a) We, including any joint venture partners or consortium partners, are a legal entity and have the legal capacity to enter into the contract;
- (b) We are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended, and we are not the subject of legal proceedings for any of the foregoing;
- (c) We have fulfilled our obligations to pay taxes and social security contributions;
- (d) We have not, and our directors or officers have not, been convicted of any criminal offence related to our/their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a contract within a period of five years preceding the commencement of the procurement proceedings; and
- (e) We do not have a **conflict of interest** in relation to the procurement requirement.

Signed .....

Authorised Representative

Date .....





## ANNEXURE A

### Section 1: Company Information.

- 1.1 Company information
  - 1.1.1 Quote Contract Number - ERS 2021/007
  - 1.1.2 Name of the company
  - 1.1.3 Registered Physical address
  - 1.1.4 Postal Address
  - 1.1.5 Telephone
  - 1.1.6 Fax number
  - 1.1.7 Email of contact persons Address
  
- 1.2 Company profile
  - 1.2.1 Brief company profile including date of Company Registration
  - 1.2.2 Associated companies (if any) or holding company
  - 1.2.3 Name and Full address, and contact numbers of Bank to whom ERS may make inquiries to verify the financial viability of the Company
  - 1.2.4 Copy of certified audited financial statements for the last 2 financial years.
  
- 1.3 Labour Strength
  - 1.3.1 Number of staff based in
    - 1.3.1.1 Swaziland office
    - 1.3.1.2 Republic of South Africa officer
    - 1.3.1.3 Other locations

### Section 2 – Track Record

- 2.1 Implementation of similar services done in last 3 years (Complete Investment Lifecycle)
  - 2.1.1 Name of Client
  - 2.1.2 Contract Period
  - 2.1.3 Contact persons
  
- 2.2 Impact of previous implementation of similar services:
  - 2.1.1 Summary of system capabilities
  - 2.1.2 Benefits & Risks
  
- 2.3 Contracts aborted (Failure to disclose this information may lead to cancellation of contract if awarded).
  
- 2.4 Three referees (Preferably organisations in Africa)
  - 2.3.1 Name of contact person
  - 2.3.2 Company / Organization
  - 2.3.3 Telephone/ Email address



### Section 3 – Implementation Approach

- 3.1 Technical solution and system design
- 3.2 Project Plan
- 3.3 Approach for implementation of phased modules
- 3.4 Estimated implementation cost

### Section 4 – Key Organisational Readiness Criteria

Please provide at least 3 key organizational readiness criteria that you deem critical when implementing the system. These should be rated in terms of importance. Complete the table below:

Key Criteria		Weight (%)	Reasons for the weighting
1.	Criteria 1		
2.	Criteria 2		
3.	Criteria 3		

