REQUEST FOR INFORMATION (RFI)

YOU ARE HEREBY INVITED TO SUBMIT INFORMATION FOR THE REQUIREMENTS OF INTERFRONT						
RFI NUMBER	RFI-2026/27-002					
DESCRIPTION OF GOODS / SERVICES	Digital Trade Corridor platform (as defined by WCO) and third-party pre-arrival data and document services for customs declarations, manifests, supply-chain documents, data integration and POC participation.					
RFI PUBLISHED E-TENDER	19 August 2026					
RFI PUBLISHED ON INTERFRONT'S WEBSITE	19 August 2026					
CLOSING DATE AND TIME	17 September 2026 at 11h00am					
BIDDER(S) TO SUBMIT WRITTEN QUESTIONS	Start date: 24 August 2026 End date: 28 August 2026					
ANSWERS TO BIDDER(S) QUESTIONS ON THE INTERFRONT WEBSITE AND E-TENDER PORTAL	Date: 02 September 2026					
RFI DOCUMENTS	Copies of the RFI documents are obtainable from the Interfront website: https://interfront.co.za/procurement and on the e-Tender portal of the National Treasury website: www.etenders.gov.za					
URGENCY	Low	☐	Medium	☒	High	☐
COMPULSORY REQUIREMENTS	Respondent must have an existing Digital Trade Corridor platform, provide references to entities and tax authorities using the platform, and be willing to participate in clarification sessions, capability demonstrations and a possible POC.					
ENQUIRIES	Name: Leanne Ross Contact: 021 840 3400 Email: procurement@interfront.co.za ***(enquiries only, do not send quotes to this e-mail address)***					
RESPONSE TO BE SUBMITTED TO	procurement@interfront.co.za or the e-Tender portal					
PHYSICAL ADDRESS	St Andrews Building; Somerset Links Office Park; De Beers Avenue Somerset West					
Name of Bidder						
Central Supplier Database Number	MAAA					
Company Registration Number						
Contact Person						
Contact Number						
Email Address						

REQUEST FOR INFORMATION (RFI)

1. PURPOSE

The purpose of this document is to invite prospective service providers to submit information about the capabilities and services they offer. Interested service providers are requested to present to Interfront and have an informative discussion of what their company can offer in terms of the business requirement described below, and to ascertain whether it will be suitable to Interfront's requirements. Interfront is gathering information on what products are available in the market, what specifications the products have, the availability of the products in the marketplace, and the possible rates / indicative pricing and timing of delivery of such products, for Digital Trade Corridor platform (as defined by WCO) and third-party pre-arrival data and document services for customs declarations, manifests, supply-chain documents, data integration and POC participation.

The purpose of this RFI is to gather structured market information from providers of existing Digital Trade Corridor platforms and third-party trade document services that can support Revenue Authority Customs pre-arrival and pre-clearance processes and objectives. Interfront is seeking to understand available products, provider footprint, onboarding requirements, technical integration options, data coverage, standards alignment, indicative commercial models, capability demonstration and possible Proof of Concept (POC).

All bids, contracts or orders for goods or services shall be subject to the General Conditions of Contract as published by the National Treasury of the Republic of South Africa. Kindly familiarise yourself with these provisions at **www.treasury.gov.za**.

2. A RFI IS NOT A CONTRACT

This RFI is merely focused market research and **not a competitive bid** and **cannot** be used for placing a contract or purchase order and does not constitute a commitment but merely serves to request information that may lead to a request for quotation.

3. PREPARATION COSTS

The service provider will bear all its costs in preparing, submitting, and presenting any response or proposal to this RFI and all other costs incurred by it throughout the RFI process.

4. QUESTIONS AND ANSWERS PROCESS

Interfront will receive questions sent by bidder(s) by email to the address **procurement@interfront.co.za** between the dates given in line 6 of Table 1 on page 1. Interfront

may respond to questions received; however, it reserves the right at its sole discretion not to respond to any question. The identity of a bidder(s) who has directed a question to Interfront will not be disclosed. The questions and answers will be published on the Interfront Procurement website and e-Tender portal.

Interfront may issue updated versions of documents issued in the RFI and/or may issue additional documentation to form part of the RFI submission. Such re-issued or additional documentation will be published on the Interfront procurement website and e-Tender portal. It is the bidder(s) responsibility to visit the Interfront procurement website or e-Tender portal at regular intervals to ensure that the bidder(s) uses the latest versions of documents in the RFI submission.

Depending on Interfront's assessment of the nature and extent of bidder(s) questions during the question-and-answer process, Interfront may schedule compulsory or optional briefing sessions.

5. PROCESS AFTER THE CLOSING DATE AND TIME

Interfront may request additional information, clarification or verification in respect of any information contained in or omitted from a bidder(s) RFI submission, which Interfront may do either in writing or at a meeting convened with the bidder for that purpose. Only under exceptional circumstances and in line with applicable legislation, Interfront reserves the right, at its sole discretion, to allow bidder(s) to amend or supplement their RFI submissions after the stipulated Closing Date and Time, where it considers such amendments or supplements appropriate.

Interfront will evaluate the RFI with reference to the business requirements. Interfront reserves the right to employ subject matter experts to assist in performing such evaluations.

Interfront after initial evaluation, Interfront may request selected respondents to perform a demonstration of their platform capabilities.

Thereafter, Interfront may request selected respondents to participate in a proof of concept (POC) as described in section 6.3 for a period that could span three (3 months) to six (6) months for simulations, configurations and testing.

6. BUSINESS REQUIREMENT SPECIFICATION

6.1 OBJECTIVES

- Identify potential and viable Digital Trade Corridor platform providers with an existing operational platform.
- Assess each provider's global trade footprint, customer base, tax authority references and ecosystem maturity.
- Understand how a participant is onboarded into the provider's ecosystem, including legal, technical, operational and participant registration requirements.
- Determine the technical integration path into Revenue Authority customs declaration and cargo solutions, including APIs, event feeds, batch interfaces, security models and sandbox availability.
- Identify the technical specifications, data standards, document formats and process standards used by providers to enable interoperable integration.
- Determine what supply-chain documents, data sets and event data can be provided to enrich, validate and reconcile existing submissions.
- Confirm whether the platform can support pre-arrival risk assessment, pre-clearance and a frictionless non-stop customs operating model in the following areas:
    - Earlier access to source trade documents, logistics events and export to import matching documents to improve risk assessment before arrival.
    - Support for stronger cross-checking between commercial, cargo, transport, entity and declaration data.

6.2 PHASE 1

REQUIREMENT SPECIFICATION

Interfront requires information from providers with established Digital Trade Corridor platforms that can enrich current import and export submissions with earlier, trusted supply-chain data and documents. The solution must improve the quality, source integrity, traceability and

matching of trade, logistics and cargo information before arrival to support customs risk profiling, risk assessment, pre-clearance and a frictionless non-stop customs experience.

BACKGROUND AND CURRENT CONSTRAINT

Current customs declaration and manifest processes rely substantially on submissions received within the existing declaration, cargo and carrier channels. This limits Revenue Authority's visibility in the context of Customs of upstream source documents, weakens the matching of exporter, carrier and importer information, and constrains early risk profiling and pre-clearance decisions.

MANDATORY ELIGIBILITY REQUIREMENTS

Respondents are required to satisfy the minimum eligibility requirements set out below to be considered for further assessment and potential engagement under this RFI.

- The respondent must have an existing Digital Trade Corridor platform in production or active commercial use. Concepts, prototypes or bespoke build-only offerings are not sufficient for this RFI.
- The respondent must provide at least two references, where available, from entities using the platform in international trade, logistics, supply-chain document exchange or customs-related operations.
- The respondent must identify any tax authorities, customs administrations, border agencies or government entities that currently use or have evaluated the platform, subject to confidentiality constraints.
- The respondent must confirm the availability of a sandbox, API documentation, sample data and technical support for evaluation and a possible POC.
- The respondent must be willing to participate in a clarification session, solution demonstration and POC without creating any commitment by Interfront or the Revenue Authority to procure the solution.

SCOPE OF INFORMATION REQUIRED FROM RESPONDENTS

- Provider profile: legal entity, ownership, operating jurisdictions, years in operation, financial and operational stability, support footprint and relevant certifications.
- Platform overview: core services, supported trade corridors, supported transport modes, document management capabilities, participant ecosystem and onboarding process.

- Global trade footprint: number and type of connected participants, shipping lines, freight forwarders, customs brokers, exporters, importers, banks, insurers, port operators and public-sector users, where disclosable.
- Customs and tax authority relevance: existing integrations, pilots, proof-of-concepts, references or reusable patterns with customs or revenue authorities.
- Data and document coverage: documents, data elements, events, source systems, document authenticity features and validation mechanisms supported by the platform.
- Integration approach: available APIs, event subscriptions, webhooks, file exchange, message standards, data mapping approach, sample payloads, SDKs, developer portal and integration support model.
- Security and trust model: authentication, authorisation, encryption, key management, audit logging, non-repudiation, document immutability, chain-of-custody and participant identity controls.
- Data governance: data ownership, consent, retention, residency, privacy, deletion, legal admissibility, access control and evidence handling.
- POC readiness: sandbox access, test data, time and effort expected from provider, simulation of other participants, further simulation support and success criteria.

TECHNICAL INTEGRATION REQUIREMENTS

- Respondents must provide API documentation, OpenAPI or equivalent specifications and authentication flows.
- Respondents must describe whether integration is synchronous, asynchronous, event-driven, batch-based or a combination of these patterns.
- Respondents must specify supported payload formats such as JSON, XML, EDIFACT or other structured trade message formats, with mappings to customs and logistics data models where available.
- Respondents must describe support for various integration mechanisms such as webhooks, event streams, message queues, secure file transfer and replay or reconciliation functionality.

- Respondents must describe identity, access and security options such as OAuth2/OIDC, mutual TLS, certificate management, API keys, role-based access control and segregation of tenant data.
- Respondents must explain connectivity requirements for Interfront environments, including firewall, endpoint, IP allow-listing, VPN, private connectivity, cloud hosting and logging requirements.
- Respondents must describe how the platform exposes audit trails, document status, data lineage, event history, participant identity and consent or authorisation information.

STANDARDS AND INTEROPERABILITY REQUIREMENTS

Respondents must identify all standards, frameworks, message formats and data models supported or referenced by the platform. At minimum, responses should address the following standards where applicable:

- WCO Data Model for customs and cross-border regulatory data alignment.
- WCO SAFE Framework principles for secure and facilitated supply-chain management, advance electronic information and Customs-to-Business collaboration.
- UN/CEFACT standards, including trade facilitation recommendations, core components, UN/LOCODE, UN/EDIFACT and relevant Buy-Ship-Pay, supply-chain and transport reference models.
- UN/EDIFACT customs and logistics messages such as CUSDEC, CUSRES, CUSCAR, IFTMCS, IFTMIN, IFTSTA, DESADV and RECADV where applicable.
- Standards for container shipping APIs, electronic bill of lading and ocean freight event data where applicable e.g. DCSA.
- Core Business Vocabulary for supply-chain event visibility, if used by the provider e.g. CS1 EPCIS.
- Core Invoice Usage Specification (CIUS), UBL, UN/CEFACT Cross Industry Invoice or equivalent e-invoicing and trade document standards, if used by the provider.
- ISO standards relevant to shipping, maritime reporting, electronic seals, information security, business continuity and service management, where applicable.

QUESTIONS TO BE ANSWERED BY THE SERVICE PROVIDER

INDICATIVE EVALUATION AREAS & EXPECTED RESPONSES	
EVALUATION AREA	**WHAT INTERFRONT WILL ASSESS**
Existing platform and market maturity	Operational platform, global footprint, existing customers and ecosystem viability.
Customs and tax authority relevance	Experience with customs, border, tax authority or government data-sharing use cases.
Data and document coverage	Depth, quality, source integrity and relevance of documents, data elements and event data.
Technical integration fit	API maturity, sandbox availability, supported standards, security and ease of integration.
Risk and pre-clearance value	Ability to enrich risk assessment, support matching and enable pre-arrival decisioning.
POC readiness and operating model	Clarity of onboarding, support, commercial model and readiness to participate in a POC.

NO.	QUESTION	EXPECTED RESPONSE	INCLUDED
1	Describe your Digital Trade Corridor platform and the core business problem it solves and share measurable results from other implementations, such as reduced border delays, improved pre-clearance, fraud detection and compliance improvements.	Narrative overview; supported use cases and platform maturity. Supporting metrics showcasing business value.	Yes / No
2	Confirm whether the platform is currently operational in a production environment and identify production customers or referenceable deployments.	Customer references, deployment types and confidentiality constraints.	Yes / No
3	Identify customs, tax authority, border agency or government engagements involving your platform.	Reference list, pilot information or explanation if not applicable.	Yes / No
4	Describe the process and requirements to onboard Revenue Authority and/or Interfront into your ecosystem.	Registration, contracting, governance, technical setup and onboarding effort.	Yes / No
5	Provide a catalogue of all trade, cargo, logistics, certificate, and entity documents and datasets available through your platform. For each item, identify the originating business process, source system, and contributing supply-chain participant.	Document catalogue, data dictionary and sample extracts. Primary business processes that produce these documents.	Yes / No
6	Explain how document authenticity, data integrity, non-repudiation and chain-of-custody are maintained.	Security and assurance model, audit trail and evidence examples.	Yes / No

7	Provide API, integration and sandbox details relevant to a POC.	Developer portal, API specs, indicate sandbox access and limitations.	Yes / No
8	Describe supported standards and mappings relevant to WCO, UN/CEFACT, EDIFACT, DCSA, GS1, UBL, Core Invoice Usage Specification (CIUS) or equivalent.	Standards matrix and mapping approach.	Yes / No
9	Explain how your platform can support pre-arrival risk profiling and pre-clearance.	Process flow, example data pack and risk enrichment outputs.	Yes / No
10	Identify limitations, dependencies and assumptions that could affect Revenue Authority /Interfront evaluation or POC execution.	Risks, mitigations, technical constraints and participant dependencies.	Yes / No
11	Provide indicative commercial information and cost drivers without submitting a binding bid.	Indicative licensing, transaction, setup, support and POC cost drivers.	Yes / No
12	Confirm willingness and readiness to participate in demonstrations and a potential POC.	Availability, resources, sandbox readiness and proposed demo scope.	Yes / No
13	Customs-to-Customs Data Sharing	Describe how the platform supports the exchange of information between customs authorities and provide access to source-country customs data.	Yes / No

CATEGORY	EXAMPLES OF REQUIRED COVERAGE	RESPONSE REQUIRED	INCLUDED
COMMERCIAL DOCUMENTS	Commercial invoice, pro forma invoice, packing list, purchase order, sales order, proof of payment or trade finance references.	Indicate supported documents, structured fields, source, timing and validation controls.	Yes / No
TRANSPORT AND CARGO DOCUMENTS	Manifest, bill of lading, electronic bill of lading, air waybill, waybill, booking, shipping instruction, container details and cargo report.	Indicate supported transport modes, message formats and party relationships.	Yes / No
REGULATORY AND COMPLIANCE DOCUMENTS	Certificates of origin, permits, licences, phytosanitary or sanitary certificates, inspection certificates and other required certificates.	Indicate document capture, verification, expiry, issuing authority and data extraction capabilities.	Yes / No
ENTITY AND PARTY DATA	Exporter, importer, consignee, consignor, shipper, carrier, forwarder, clearing agent, driver, vehicle, container, seal and authorised participant data.	Indicate identity model, relationship mapping, authorisation model and onboarding requirements. Indicate support for trusted trader programmes if applicable.	Yes / No
LOGISTICS AND EVENT DATA	Loaded, departed, trans-shipped, arrived, discharged, sealed, unsealed,	Indicate (real-time) event model, timestamps, location references,	Yes / No

	scanned, weighed, inspected, released and delivered events, GPS tracking etc.	device/source and data integrity controls.	
RISK ENRICHMENT DATA	Values, quantities, HS/tariff data where available, origin, routing, party consistency, document consistency, identify anomalies, suspicious transactions and exception signals.	Indicate data fields, derivation method, confidence indicators and limitations.	Yes / No
CAPABILITY AREA	**REQUIRED INFORMATION**	**EVIDENCE EXPECTED**	**INCLUDED**
DIGITAL TRADE CORRIDOR FOOTPRINT	Describe active corridors, countries, transport modes, participant types and volume indicators that demonstrate operational maturity. Indicate engagement with key South African trade partners, if applicable.	Reference list, case studies, anonymised usage statistics or equivalent evidence.	Yes / No
CUSTOMS RELEVANCE	Explain how the platform supports customs pre-arrival, pre-clearance, declaration data enrichment, manifest matching or tax authority use cases.	Customs or government references, solution papers, demonstration scripts or integration references.	Yes / No
PARTICIPANT ONBOARDING	Explain onboarding for Revenue Authority, Interfront, exporters, importers, carriers, freight forwarders, banks, insurers and other ecosystem actors.	Onboarding process, lead steps, registration requirements, identity checks and governance model.	Yes / No
DOCUMENT AND DATA AVAILABILITY	List supported trade documents, cargo documents, entity data, transport events, seal or device data and structured data fields.	Sample document catalogue, data dictionary, API payload examples and mapping files.	Yes / No
DATA INTEGRITY AND ASSURANCE	Explain how source data, document authenticity, version history, tamper evidence and non-repudiation are assured.	Security architecture, audit trail examples, evidence chain, certification or assurance reports.	Yes / No
RISK AND PRE-CLEARANCE SUPPORT	Explain how platform data can support earlier risk profiling, transaction matching, exception detection and clearance decisions.	Example risk data pack, exception report, simulated pre-arrival flow or prior implementation evidence.	Yes / No
COMMERCIAL AND OPERATING MODEL	Describe licensing, transaction models, participant charging, support levels and commercial dependencies.	Indicative pricing structure, licensing models, onboarding costs and other key cost drivers.	Yes / No

6.3 PHASE 2

POC AND DEMONSTRATION

Based on the evaluation done in Phase 1, selected respondents may be invited to participate in a POC and demonstration.

EXPECTATIONS

- Respondents may be requested to assist with demonstrating the flow of pre-arrival documents and data for a containerised import movement from origin through a South African port and onward clearance or transit event.
- The POC may use fabricated entities, test documents and simulated customs events to avoid dependency on live traders and commercial transactions.
- The POC should demonstrate ingestion of a pre-arrival document pack, translation or mapping into structured data, matching of supply-chain parties, manifest and declaration data, and production of a customs-facing risk enrichment report.
- The POC should demonstrate dynamic status updates based on new events, such as seal status, weighbridge data, scanning outcomes, shipment milestones or document changes.
- The POC should show how Revenue Authority and Interfront could consume platform data through APIs or event feeds without replacing existing Revenue Authority declaration channels at the POC stage.

OUT OF SCOPE

- Procurement, implementation or award of a production solution or contract as part of this RFI or POC process.
- Bespoke build of a new Digital Trade Corridor platform for this RFI.
- Replacement of existing Revenue Authority customs declaration, manifest or cargo submission channels during the POC.
- Full production integration with Revenue Authority risk, clearance, payment or release systems.
- Final tariff classification, valuation, origin determination or legal vetting decisions.

- Use of live commercial traders or sensitive production data unless explicitly approved through a subsequent process.

7. CONFIDENTIALITY

Throughout this RFI process and thereafter, both parties shall maintain the confidentiality of all information exchanged in connection with this RFI. Neither party may disclose, publish, or otherwise release any information relating to (i) the potential work or activities to which this RFI relates, or (ii) the RFI process and any subsequent processes, without the prior written consent of the other party, except where disclosure is required by law. Each party shall take all reasonable steps to protect such confidential information from unauthorized access, use, or disclosure. Failure to comply with these confidentiality obligations may result in disqualification from the RFI process, termination of discussions, and/or such legal remedies as may be available to the affected party.

8. RESPONSE FORMAT

DESCRIPTION	INCLUDED
Executive summary	Yes / No
Company profile	Yes / No
Product overview	Yes / No
Response to business requirements	Yes / No
Response to functional requirements	Yes / No
Response to technical requirements	Yes / No
Response to commercial questions	Yes / No
Demonstration readiness	Yes / No

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DESCRIPTION	INCLUDED
Proof-of-concept readiness	Yes / No
Risks and assumptions	Yes / No
Contact details for follow-up engagement.	Yes / No