27 JANUARY 2026

REQUEST FOR QUOTATIONS FOR A SUITABLE SERVICE PROVIDER TO SUPPORT AND MAINTAIN THE EXISTING RSR AND RAIL AWARDS WEBSITES, AND RSR INTRANET FOR TWENTY-FOUR (24) MONTHS

1. Purpose

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1.1. The Railway Safety Regulator (RSR) requires proposals from qualified and experienced service providers to support and maintain the existing RSR and Rail Awards Websites, and RSR Intranet for twenty-four (24) months.

1.2. Upon appointment and the subsequent signing of the Service Level Agreement (SLA) by both parties, the service provider must be available to provide the services immediately.

2. Considerations/background

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2.1. N/A

3. Scope of work / Specification

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Specifications are as follows:

The appointed bidder/service provider shall deliver on the following scope:

3.1. **Provide a total of 50 hours per month, for a period of twenty-four (24) months, to perform the following services on an as-and-when-required basis, managed through agreed service requests, change logs, and incident records:**

- Enhance, support, and maintain the existing web applications.
- Provide, install, configure, and support SSL certificates for the RSR domain.
- Pay the annual web hosting subscription fees, where applicable, on behalf of RSR.
- Provide and configure testing environments for the web applications
- Perform unit and integration testing.
- Facilitate training of RSR users on content management and web application administration.

- Deploy enhancements of the Web applications to live and Disaster environments.
- Software support services, including troubleshooting technical difficulties, system enhancement and configuration, and customer support.
- Database upgrades, service packs, patching, health checks, bug fixes, and maintenance.
- Document daily challenges and solutions, as well as tracking changes and providing monthly progress update reports.
- Transfer skills to internal RSR ICT personnel on the provision of 2nd and 3rd line support, as well as on new developments/changes/enhancements.
- Ensure that RSR can be supported remotely and on-site whenever required.
- Be able to connect to the RSR call logging system to assist with incidents and call requests.
- Ensure a minimum of 99.9% uptime of all web applications and ensure that data back-ups and replication of the disaster recovery (DR) environment are performed daily.
- Produce daily, weekly, and monthly uptime reports and activity reports for all web applications.
- Perform migration of web applications to new platforms or infrastructure.

NB: Please find attached on the email pricing schedule (Annexure A), to populate and ensure it has your company letterhead and return it on PDF.

4.   Administrative / Compliance Requirements
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4.1.   Registration on National Treasury CSD report
4.2.   Comprehensive quotation (prices must be VAT Inclusive)
4.3.   Tax Pin & Tax clearance certificate
4.4.   Fully Completed and signed Standard Bidding Documents (SBD) forms documents
4.5.   A valid BBBEE certificate or sworn affidavit (on sworn affidavit indicate the day, month and year of the financial year period ie, 31 March 2022)
4.6.   Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC)

4.7. A Copy of the identity document of the company owner(s)

4.8. Valid Medical Certificate

4.9. Valid South African Social Security Agency (SASSA) registration **(Where applicable)**

4.10. Valid National Council for Persons with Physical Disability in South Africa registration (NCPPDSA)

*Failure to submit valid documents listed above (**No - 4.5, 4.6, 4.7, 4.8, 4.9, 4.10**) for proof of claim specific goals as stipulated in Section 6 below will lead to the service provider not being awarded points for specific goal.*

5. Functionality Evaluation Criteria

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5.1. The suitable service provider must demonstrate capacity and capability to execute this project by complying with the functionality criteria on the table below:

NO	CRITERIA	POINTS
1.	**REFERENCE LETTERS** **The service provider must submit reference letters from previous or current clients that indicate experience in providing support or maintenance for websites within the past 10 years.** **The reference letters should state the following:** • Name of the client • Contact Person's name, surname, position, contact number and e-mail • Work performed • Dates when work was performed.	• Provided five (5) or more relevant reference letters = **30 Points** • Provided four (4) relevant reference letters = **20 Points** • Provided three (3) relevant reference letters = **15 Points** • Provided two (2) relevant reference letters = **10 Points**. • Provided one (1) relevant reference letter = 5 Points • No valid or relevant letters = **0 points**

2.	**COMPANY EXPERIENCE** **The prospective service provider must have experience in providing web application support or maintenance as a registered company.** Prospective service providers must submit valid company registration documents and a Company Profile document, as the profile will be used to determine the number of years a service provider has been registered, providing support, or maintaining web**.** applications or similar systems. • **NB:** The Company Profile document must clearly indicate the number of years a service provider has been providing web application support. • **NB:** No points shall be awarded if BOTH the company registration and company profile documents are not submitted.	• **10 or more years** registered as a company and providing support or maintenance of web applications = **20 Points.** • **Between 5 and less than 10 years** registered as a company and providing support or maintenance of web applications = **10 Points.** • **2 years but less than 5 years** registered as a company and provide support or maintenance of web applications = **5 Points.**

3.	**WEB APPLICATION CAPABILITIES AND TEAM CAPACITY** **The bidder must have Support Specialists with a minimum National Qualifications Framework (NQF) level 6 ICT or related qualifications, and a minimum of 5 years' experience in developing, supporting, or maintaining web applications or similar systems.** **NB:** No points shall be awarded if both CV and qualifications are not provided. **NB:** A SAQA qualification verification letter must be submitted for all foreign qualifications. No points shall be awarded if foreign qualifications submitted are without an accompanying qualification verification letter from SAQA.	• Submitted three (3) or more Support Specialists with each having a minimum NQF level six (6) ICT qualification, and a minimum of 5 years' experience in developing or supporting/maintaining web applications or similar systems = **50 Points.** • Submitted two (2) Support Specialists, each having a minimum NQF level six (6) in ICT or related qualification, and a minimum of 5 years' experience in developing or supporting /maintaining web applications or similar systems = **30 Points.** • Submitted one (1) Support Specialist with a minimum NQF level six (6) in ICT or related qualification, and a minimum of 5 years' experience in developing or supporting/ maintaining web applications or similar systems = **10 Points.**

Service Providers must attain a minimum threshold of **70 points** or more to be considered for evaluation on the 80/20 Preference Point System.

Failure to attain the set minimum threshold will result in a disqualification.

6.   Evaluation 80/20 Preference Point System

6.1.   The price quotations will be evaluated in accordance with the pre-scripts of the Preferential Procurement Policy Framework Act (PPPFA) and its regulations, in particular Preference Procurement Regulation 2022 which stipulate **80/20 preference point system for acquisition of goods or services with Rand value**

equal to or below R50 million (inclusive of all applicable tax).

6.2.   **A maximum of 80 points for price and 20 points for the specific goal specified on the request for quotation may be awarded to a Service Provider.**

6.3.   **Points for the specific goal will be awarded as specified on the table below:**

NO	SPECIFIC GOALS	PREFERENCE POINT (OUT OF 20)	PROOF OF CLAIM
1	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is *at least 51% owned by black people*	10	• Copy of the identity document of the owner(s) • A valid SANAS accredited BBBEE certificate or a valid BBEEE sworn affidavit (whichever is applicable) • Central Supplier Database (CSD) report • Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC)
2	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is *at least 51% owned by black women*	5	• Copy of the identity document of the owner(s) • A valid SANAS accredited BBBEE certificate or a valid BBEEE sworn affidavit (whichever is applicable) • Central Supplier Database (CSD) report

			• Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC)
3	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is *at least 51% owned by youth*	3	• Copy of the identity document of the owner(s) • A valid SANAS accredited BBBEE certificate or a valid BBEEE sworn affidavit (whichever is applicable) • Central Supplier Database (CSD) report • Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC)
4	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is *at least 51% owned by person(s) with disabilities*	2	• Copy of the identity document of the owner(s) • A valid SANAS accredited BBBEE certificate or a valid BBEEE sworn affidavit (whichever is applicable) • Central Supplier Database (CSD) report • Valid company registration documentation that are issued by

			Companies & Intellectual Property Commission (CIPC) • Valid Medical Certificate • Valid South African Social Security Agency (SASSA) registration **(Where applicable)** • Valid National Council for Persons with Physical Disability in South Africa registration (NCPPDSA)

6.4. **For Points to be awarded for the specific goals the proof for the claim for such goal must be submitted.**

7. Technical Enquiries

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8.1. SCM: Mr. Mphengwa Daniel Modiba

mphengwa.modiba@rsr.org.za / 010 495 5391

8.2. Project Manager: Mr. Evans Namanyana

evans.namanyana@rsr.org.za / 010 495 5391

8. Closing Date and Time for responses to this request for quotation

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8.1. The request will be **closed on Friday the 06th February 2026 at 12h00.** Responses may be emailed to mphengwa.modiba@rsr.org.za