

**REQUEST FOR
QUOTATIONS**

30 SEPTEMBER 2025

**REQUEST FOR QUOTATIONS TO SUPPORT AND
MAINTAIN THE EXISTING RSR WEBSITE AND
INTRANET PORTAL FOR TWENTY-FOUR (24)
MONTHS.**

1. Purpose

- 1.1. The Railway Safety Regulator (RSR) requires proposals from qualified and experienced service providers for the appointment to support and maintain the existing Website and Intranet portals for a period of 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

- 2.1. N/A

3. Scope of work / Specification

Scope of work.

- 3.1 The appointed bidder/service provider shall deliver on the following scope:
- 3.2 Enhance, support and maintain the existing portals (RSR Intranet, RSR Website).
- 3.3 Provide, install, configure, and support SSL certificates for the RSR domain.
- 3.4 Pay the annual web hosting subscription fees, where applicable, on behalf of RSR.
- 3.5 Provide and configure testing environments for the Website and Intranet platforms.
- 3.6 Perform unit and integration testing.
- 3.7 Facilitate training of RSR users on content management and web administration.

- 3.8 Deploy enhancements of the Websites to live and Disaster environments.
- 3.9 Software support services, including troubleshooting technical difficulties, system enhancement and configuration, and customer support for user questions.
- 3.10 Database upgrades, service packs, patching, health checks, bug fixes, and maintenance.
- 3.11 Document daily challenges and solutions, as well as tracking changes and providing monthly progress update reports.
- 3.12 Transfer skills to two (2) internal RSR ICT personnel on the provision of 2nd and 3rd Line support, as well as on new developments/changes/enhancements.
- 3.13 Ensure that RSR can be supported remotely and on-site whenever required.
- 3.14 Be able to connect to the RSR call logging system to assist with incidents and call requests.
- 3.15 Ensure 99,99% uptime of all Websites and ensure data back-ups and replication of the disaster recovery (DR) environment are performed daily.
- 3.16 Produce daily, weekly, and monthly uptime reports and activity reports for all Websites.
- 3.17 Perform migration of websites to new platforms or infrastructure.

Deliverables

Deliverable	Timelines
Support, maintain and enhance all websites	01 November 2025 - June 2027

4. Administrative / Compliance Requirements

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

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

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	<p>BIDDERS REFERENCE LETTERS</p> <p>The bidder must submit reference letters from previous or current clients that indicate experience in providing support for websites within the past 10 years.</p> <p>The reference letter/s should state the following:</p> <p>Name of the client Contact Person's name, surname, position, contact number and e-mail Work performed Dates when work was performed.</p> <ul style="list-style-type: none"> • Provided five (5) or more reference letters: 30 Points • Provided four (4) reference letters: 20 Points • Provided three (3) reference letters: 10 Points • Provided two (2) reference letters: 5 Points. • Provided one (1) reference letter or no letter or invalid letter: 0 Points 	30

<p>2</p>	<p>COMPANY EXPERIENCE</p> <p>The bidder must have at least 5 years of experience in providing website support as a registered company.</p> <p>The bidder must submit valid company registration documents and a Company Profile document, as they will be used to determine the number of years the bidder has been registered and providing support for websites.</p> <p>NB: The Company Profile document must clearly indicate the number of years the bidder has been providing support for websites.</p> <p>NB: No points shall be awarded if BOTH the company registration and company profile document are not submitted.</p> <ul style="list-style-type: none"> • 10 or more years registered as a company and providing support for websites: 20 Points. • Between 5 and less than 10 years registered as a company and providing support for websites: 10 Points. • Less than 5 years registered as a company and providing support for websites: 0 Points 	<p>20</p>
<p>3</p>	<p>BIDDER'S WEB APPLICATION CAPABILITIES AND TEAM CAPACITY</p> <p>The bidder must have Support Specialists with a minimum National Qualifications Framework (NQF) level 7 ICT or related qualifications and a minimum of 5 years' experience in developing or supporting PHP web applications.</p> <p>NB: No points shall be awarded if both CV and qualifications are not provided.</p> <p>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.</p> <ul style="list-style-type: none"> • Submitted three (3) or more Support Specialists with each having a minimum NQF level seven (7) ICT qualification, and a minimum of 5 years' experience in developing or supporting PHP web applications = 50 Points 	<p>50</p>

	<ul style="list-style-type: none"> Submitted two (2) Support Specialists, each having a minimum NQF level seven (7) in ICT or related qualification, and a minimum of 5 years' experience in developing or supporting PHP web applications = 30 Points Submitted one (1) Support Specialist with a minimum NQF level seven (7) in ICT or related qualification, and a minimum of 5 years' experience in developing or supporting PHP web applications = 10 Points Did not submit any Support Specialist having a minimum NQF level seven (7) in ICT or related qualification, and a minimum of 5 years' experience in developing or supporting PHP web applications = 0 Points 	
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Service Providers must attain a minimum threshold of 70 points or more to be considered for evaluation on price and specific goals.

3. Evaluation 80/20 Preference Point System

3.1 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).**

3.2 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.

3.3 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	<ul style="list-style-type: none"> • Copy of the identity document of the owner(s) • A valid SANAS accredited BBEE certificate or a valid BBEE 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	<ul style="list-style-type: none"> • Copy of the identity document of the owner(s) • A valid SANAS accredited BBEE certificate or a valid BBEE 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	3	<ul style="list-style-type: none"> • Copy of the identity document of the owner(s)

	Enterprise (QSE) which is at least 51% owned by youth		<ul style="list-style-type: none"> • A valid SANAS accredited BBEE certificate or a valid BBEE 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	<ul style="list-style-type: none"> • Copy of the identity document of the owner(s) • A valid SANAS accredited BBEE certificate or a valid BBEE 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

			<ul style="list-style-type: none"> Valid National Council for Persons with Physical Disability in South Africa registration (NCPDSA)
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3.4 For Points to be awarded for the specific goals the proof for the claim for such goal must be submitted.

4. Technical Enquiries

4.1 SCM

Doris Letsholo

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010 495 5391

4.2 Project Manager

Evans Namanyana

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010 495 5391

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

5.1 The request will be **closed on the 10 October 2025 at 12h00 pm**. Responses may be emailed to doris.letsholo@rsr.org.za