



**REQUEST FOR QUOTATIONS
SPECIFICATION FOR STAR
(BOOKINGS AND RESERVATIONS)
SYSTEM SUPPORT AND MAINTENANCE**

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1. Executive Summary

The purpose is to request quotations from the market for the support of the online reservation and booking system used by PRASA (Autopax (bus services) and mainline passenger services). This will be a 36 month engagement which will cover the support, maintenance and required enhancements from business requirements.

2. Purpose

The purpose is to request quotations from bidders for the support, maintenance and enhancements of the bookings and reservations (called Star) which is used by Autopax (bus services subsidiary) and the long-distance train services (MainLine Passenger Services (MLPS)), which is business unit under PRASA Rail division.

3. Background

The Star system is custom developed for Passenger Rail Agency of South Africa (PRASA) based on the business requirements which replaced legacy systems (BusRes and ResMeyl) which were used for the bus services and long-distance train services.

The bookings and reservations system are currently being used nationally for both Autopax (bus services) and MainLine Passenger Services (MLPS) and the system controls the high-level functions such as:

- Inventory
- Sales and Reservation
- Outlet Remissions
- Revenue Accounting
- Report and Business Intelligence
- Third party sales through Computicket, Blue-Label and other travel agents
- Handheld device sales and validation

The support, maintenance of the system (Star) will require the knowledge and experience in the following technologies:

- Operating System (Windows server 2019 and higher)
- Windows 10 Professional or higher.
- Latest Windows Mobile CE Operating System
- Android 10 or latest.
- Microsoft 2016 or higher clustered environment and above.
- Microsoft Server Reporting Services (SSRS).
- Microsoft Load balanced IIS server farm
- Microsoft MVS web service development and support
- C#

- CHTML
- JSON
- Nuget
- Knockout
- J Query
- Microsoft Visual Studio Development Environment
- Click-Once Application deployment building and support.
- Microsoft Sync Framework
- Microsoft Mobile Development and Windows Presentation Foundation

The system needs to be supported and maintained to ensure business continuity and avoid business disruptions.

4. Scope of work

The successful bidder will be required to provide the following services which includes ensuring uptime of the Star system related to the software, work with the third parties to resolve the issues and also communicate with the infrastructure team to ensure that the hardware is properly operational, and the backups are done. The work will include Key Performance Areas (KPAs) as outlined below:

4.1. System Support

- Ascertain the cause and point of failure and plan recovery procedure.
- Assist PRASA ICT personnel to restore the affected STAR Ticketing application software from backup when require.
- Assist PRASA to restore STAR databases from backup when required.
- Reset processing state and flag as applicable.
- Restart processes and monitor progress.
- Respond to calls and queries channeled through ICT Service Desk regarding the running of the ticketing software applications.
- Advise PRASA support team on course of action to resolve any reported problems.
- Review system activity and performance.
- Examine application and system log files for any potential problems.
- Perform housekeeping functions such as clearing redundant files and data on the environment.
- Check that all STAR services are up and running.
- Check that all scheduled agents' jobs are running.
- Conduct data collection integrity checks.
- Check that all remote devices are online and have reasonably good communication uptime and where there are issues report to appropriate section manager.
- Monitor system error and event logs.
- General application user support.
- Provide technical support and resolve third-party interfaces problems with STAR working with external third parties.
- Provide handheld support which may include data collection and importing of the data synchronization into the databases and other ad-hoc support required.
- Guide and provide support to business on reporting related issues.

4.2. Maintenance

This will cover analysis and correcting faults encountered in the operation or use of the STAR Ticketing software application and this will include the following:

- Investigate the cause of the fault, plan appropriate plan and advice on the course of action.
- Correct and test problematic modules, programs or macros.
- Adhere to the change management process for any enhancements that need to be done on the production environment.
- Archive data which is older than 5 years and shrink the database.

4.3. Enhancements

This will cover the business requirements for enhancements from time to time when required and including ensuring that the handheld devices are configured to work well with the software solution, as well as other reservation ticketing hardware equipment requirements. Software development work for interfaces with third party connection required by MLPS. The total number of hours for enhancements is 800 hours.

4.4. Provider technical training and skills transfer

Have sessions for training plan for the internal PRASA team members and provide manuals and standard operating procedures to equip internal technical team on attending first and second level calls from business.

5. Evaluation Criteria and Methodology

5.1. The evaluation of bids by the evaluation committee will be conducted at various levels. The following levels will be applied in the evaluation:

Level	Description
Verify Completeness	The bid is checked for completeness and whether all required documentation have been complied with. Incomplete bids will be disqualified.
Verify Compliance	The bids are checked to verify that the essential RFQ requirements have been met. Non-Compliant bids will be disqualified.
Detailed Evaluation of Technical	Detailed analysis of bids to determine whether the bidder is capable of delivering the project in terms of business and technical requirements. The minimum threshold of technical evaluation is 70%. Any bidder who fails to meet the minimum requirement will be disqualified and not proceed for further evaluation.
Specific Goals	Evaluate bids on specific goals
Price Evaluation	Bidders will be evaluated on price offered
Scoring	Scoring of bids using the Evaluation Criteria
Recommendation	Report formulation and recommendation of preferred bidder
Approval	Approval and Notification of the bidder

The evaluation of bids will be conducted in the following three (3) stages:

- 5.2. Stage 1A – Mandatory Compliance
- 5.3. Stage 1B – Basic Compliance
- 5.4. Stage 1C – Technical Mandatory Compliance
- 5.5. Stage 2 – Technical Mandatory Requirements/ Functionality (Threshold 70%)
- 5.6. Stage 3 – Price and Specific Goals
- 5.7. Bidders are to comply with the following requirements and failure to comply will lead to disqualification.

5.7.1. Stage 1A – Mandatory Requirements - If you do not submit the following mandatory documents/ requirements, your bid will be automatically disqualified:

#	Description of requirement
a.	Completion of ALL RFP documentation (Including all declarations)
b.	Signed Joint Venture, Consortium Agreement or Partnering Agreement (if applicable). The agreement should indicate the leading bidder where applicable.

5.7.2. Stage 1B – Basic Compliance

#	Description of requirement
a.	Valid Tax Clearance Certificate (must be valid on closing date of submission of the RFQ) or Supply of valid SARS Pin
b.	CSD Supplier Registration Number
c.	Company Registration Documents
d.	Certified Copies of Director's ID documents. Note: Certified Copies of ID documents should not be older than three months.

5.7.3. Stage 1C - Technical Mandatory Compliance

PRASA requires a service provider with the experience, knowledge, and skillset for supporting and maintaining the bookings and Reservation system. **The bidder who fails to meet full Technical Compliance requirements in table 1 below** for the bookings and reservations system will be disqualified and will not be considered for the next evaluation stage of this bid.

REQUIREMENT	EVIDENCE (INDICATE LOCATION / INDEX FOR THE EVIDENCE (DOCUMENTS)).	COMPLY (YES/NO), IF YES, INDICATE WHERE THE BLUEPRINT SUMMARY IS REFERENCED.
<p>The bidder must provide a summary of a ticketing blueprint document which indicates integration of buses, trains and third parties interfaces.</p> <p>Note: A blueprint is a document of analysis which aims to describe the process of achieving the required system.</p>	<p>The bidder must attach a summary of a ticketing blueprint document and clearly indicate where is located/ referenced on their bid response.</p>	

Table 1

6. Technical Evaluation

The **table 2** below outlines the technical scoring methodology with respective weights.

ITEM	CRITERIA	WEIGHT
1	Company Experience	25%
2	Experience of key resource	30%
3	Experience of key resource (3 rd Party interfaces)	30%
4	Support approach and methodology	15%
	TOTAL	100%

Table 2

The **table 3** below indicate the evaluation criteria with a minimum qualifying score for technical functionality which is the **threshold of 70%**. Service provider who fails to meet the minimum qualifying score of 70% will be eliminated and will not be considered for the next evaluation stage of this bid.

CRITERIA	SUB CRITERIA	SCORES	WEIGHT
Company Experience	<p>Score will be based on successfully implemented and supported reservation system for transportation (bus services and train) over a number of years.</p> <p>Bidder to submit the following, per reference letter:</p> <p>NB: Signed reference letter from client for booking and reservation system on a client's company logo and contactable details of the client. The reference letter should not be older than three years.</p>	<p>0 = No reference submitted</p> <p>1 = Reference for booking and reservation system for incomplete or project underway.</p> <p>2 = Reference for booking and reservation system for a project completed more than one year ago and less than three years and supported.</p> <p>3 = Reference for booking and reservation system for a project completed more than three years ago and less than five years and supported.</p> <p>4 = Reference for booking and reservation system for a project completed more than five years ago and less than seven years and supported.</p> <p>5 = Reference for bookings and reservations system for a project completed more than seven years</p>	25%

		ago and supported.	
Resource experience for Booking and Reservation support	<p>Score will be allocated for number of years with bookings and reservation system experience of the resource.</p> <p>Bidder to submit the following: (Provide CVs not older one year indicating number of years of bookings and reservations system experience.)</p>	<p>0 = No relevant bookings and reservation system experience.</p> <p>1 = Between one (1) year and less than two (2) years bookings and reservations system experience.</p> <p>2 = From two (2) years and less than three (3) years bookings and reservation system experience.</p> <p>3 = From three (3) years and less than four (4) years bookings and reservation system experience.</p> <p>4 = From four (4) years and less than five (5) years bookings and reservations system experience.</p> <p>5 = Five (5) or more Star support experience.</p>	30%
Resource Experience with 3rd party interface for bookings and Reservation systems	<p>Score will be allocated for number of years with 3rd party Interface with Reservation Systems.</p> <p>Bidder to submit the following: (Provide CVs not older one year indicating number of years of experience in 3rd party interfaces.)</p>	<p>0 = No relevant 3rd party interfaces experience with bookings and reservation systems.</p> <p>1 = One (1) year and less than two (2) years of 3rd party interfaces experience for bookings and reservation systems.</p> <p>2 = From two (2) years and less than three (3) years of 3rd party interfaces experience for bookings and reservations systems.</p> <p>3 = From three (3) years and less than five (5) years of 3rd party interfaces experience for bookings and reservation systems.</p> <p>4 = From five (5) years and less than</p>	30%

		<p>seven (7) years of 3rd party interfaces experience for bookings and reservations systems.</p> <p>5 = Seven (7) years or more years of 3rd party interfaces experience for bookings and reservations systems.</p>	
<p>Methodology for Support and implementation approach.</p>	<p>Score will be allocated for support implementation methodology based on the following elements:</p> <p>Provide support methodology which is signed which includes elements below and ITIL components.</p> <p>Include and commitment to adherence to ITIL:</p> <ol style="list-style-type: none"> 1. Incident Management 2. Problem Management 3. Change Management 4. Service Model 5. Service Level Agreement. 	<p>0: No methodology information provided.</p> <p>1: Only ITIL provided from the listed aspects.</p> <p>2: Two (2) of the listed aspects provided for ITIL.</p> <p>3: Four (4) of the listed aspects provided for ITIL.</p> <p>4: Five (5) of the listed aspects provided for ITIL.</p> <p>5: All of the listed ITIL aspects provided, and indication of the value add above the listed.</p>	<p>15%</p>

Table 3

7. Specific Goals

Table 4: Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: *The tenderer must indicate how they claim points for each preference point system. NB: Indicate where it is not applicable and never leave the block blank)*

The specific goals allocated points in terms of this tender	Returnable	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
51% Black Owned	CIPC Documents/ B-BBEE Certificate/ Affidavit	10	
Black Women Owned	Certified copy of ID Documents of the Owners	10	

Table 4

8. Bill of Quantities

The **tables** below (*support and maintenance*), (*System Enhancements/ Development*) and (*Total sum of tables*) **must be fully completed** for 36 months. A failure to fully complete the tables will disadvantage the bidder which will lead to disqualification for not adhering to the request.

Note: Where the table does not cater for additional information, the bidder can provide a separate document(s) which must be indexed for easy access.

8.1. Support and Maintenance Costs

Table 5: Bidders must provide costs of support and maintenance services over three years (36 months).

DESCRIPTION	TOTAL HOURS OVER PROJECT IMPLEMENTATION	HOURLY RATE)	TOTAL COST (EXL VAT)
System Support and Maintenance (Year 1),	600 hours for year 1		
System Support and Maintenance (Year 2)	600 hours for year 2		
System Support and Maintenance (Year 3)	600 hours for year 3		
SUB-TOTAL (EXCL. VAT)			

Table 5

8.2. System Enhancements/ Development

Table 6: Bidders are expected to fully complete the pricing schedule for enhancements/ development which may be required by business, for a **total number of 1600 hours over three (3) years.**

DESCRIPTION	TOTAL HOURS OVER PROJECT IMPLEMENTATION	HOURLY RATE)	TOTAL COST (EXL VAT)
Total Cost for Enhancements/ Development over three (3) years	1600 hours over three (3) years		
Technical Training and Skills Transfer over three years	160 hours over three years		
SUB-TOTAL (EXCL. VAT)			

Table 6

9. TOTAL BID PRICE

Table 7: The table below is the sum total of the two tables above (table 5 and table 6)

TOTAL BID PRICE	AMOUNT
Support and Maintenance	
System Enhancements/ Development	
Technical Training and Skills Transfer	
TOTAL PRICE EXCL. VAT	
GRANT TOTAL BID PRICE (INCL. VAT)	

Table 7