

**12 JUNE 2025**

**REQUEST FOR QUOTATIONS FOR  
PROVISION, ENHANCEMENT,  
HOSTING, SUPPORT, MAINTENANCE  
AND IMPLEMENTATION OF A  
CONFERENCE MANAGEMENT  
MOBILE APPLICATION AS WELL AS  
DELEGATE REGISTRATION  
MANAGEMENT SYSTEM**

## **1. Purpose**

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- 1.1. The Railway Safety Regulator (RSR) requires the services of a suitable service provider for the provision, enhancement, testing, hosting, support, maintenance and implementation of a Conference Management Mobile Application as well as Delegate Registration Management System for the Railway Safety Regulator (RSR).

## **2. Considerations/background**

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- 2.1. The Annual Rail Safety Conference (ARSC) is a key platform for sharing knowledge, experiences, and best practices aimed at improving railway safety across the region
- 2.2. The Railway Safety Regulator (RSR) will host the ARSC in 2025 and beyond, bringing together a broad range of industry stakeholders
- 2.3. The conference encourages collaboration and engagement on safety-related issues, with a focus on addressing current and emerging challenges in the railway sector
- 2.4. To support effective communication and engagement among delegates, the RSR intends to implement a Conference Management Mobile Application
- 2.5. In addition, the RSR requires a Delegate Registration Management System to streamline the registration process and ensure smooth coordination of delegate participation

## **3. Scope of work / Specification**

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Specifications are as follows:-

### **FUNCTIONAL REQUIREMENTS AND SCOPE OF WORK FOR THE CONFERENCE MOBILE APPLICATION**

**3.1 The service provider must deliver on the following scope of work for the Conference Mobile Application:**

- 3.1.1 Provision, enhancement, testing, and implementation of a Conference Management Mobile Application from 01 July 2025 to 15 August 2025
- 3.1.2 Design and submit three (3) User Interface (UI) designs for the Conference Management Mobile Application according to the RSR's corporate identity and ARSC branding for approval by the RSR's project team before programming/configuration of the platforms commences.
- 3.1.3 Facilitate Joint Application Development (JAD) sessions with relevant RSR stakeholders to develop and finalize technology specifications (integration methods, wireframes, programming language and plug-ins) for each platform.
- 3.1.4 Perform unit and integration testing for the Conference Management Mobile Application.
- 3.1.5 Deploy and register the Conference Management Mobile Application to both Google Store and Apple Stores
- 3.1.6 Off-site support, maintenance and enhancement until 31 November 2025.
- 3.1.7 Two (2) hours of training for RSR's Conference Organising Team to manage the App from a back end, including uploading and downloading amongst others, Presentations, Photos, Videos, updating the conference program, generating conference reports.

**3.2 The Mobile App must provide the following functional capabilities:**

- 3.2.1 Capability for conference delegates to create and maintain an online professional public profile
- 3.2.2 Capability for delegates to schedule meetings with other delegates.
- 3.2.3 Capability for delegates to manage a personalised schedule of event sessions.
- 3.2.4 Capability for delegates to send private in-app messages to other delegates.
- 3.2.5 Capability for delegates to receive important updates and announcements from the conference organizing team (activity feed).
- 3.2.6 Capability for delegates to access event documentation and content (Speaker lists and profiles, Conference agenda, exhibition advertisements, sponsorship info, floor plan, photo gallery, presentation gallery).

- 3.2.7 Capability for real-time transmission of presentations, Engagement, Registrations (Link to Delegate Registration Management System), Check-ins, Polling, sharing of electronic Business Cards through QR Codes.
- 3.2.8 Capability for delegates to take notes on Mobile App.
- 3.2.9 Capacity for a Chatbot functionality.
- 3.2.10 Capacity to plug in a guest engagement platform such as Slido, Mentimeter or Vevox.
- 3.2.11 Must have “Help” or “Contact us” functionalities
- 3.2.12 Must have an admin interface, allowing the Conference Organising Team special access to manage the app from a back end, including uploading and downloading Presentations, Photos, Videos, updating the conference program, generating conference reports.
- 3.2.13 Must have “Live” attendance monitoring.
- 3.2.14 Must have an interactive navigation link that directs the delegates to physical conference and technical visit sites or any key landmarks in proximity.
- 3.2.15 Must have a “search” function that allows delegates to search for delegates with interests to set-up meetings.
- 3.2.16 Must be able to operate on Windows, iOS & Android smartphones, and tablet devices.
- 3.2.17 Must have a user Interface which can be customised to align to the RSR corporate and conference branding.
- 3.2.18 The service provider to give ongoing support to the RSR when the mobile application is being actively used once it goes live until the end of the conference.

## **FUNCTIONAL REQUIREMENTS AND SCOPE OF WORK FOR THE DELEGATE REGISTRATION MANAGEMENT SYSTEM**

### **4.1 The service provider must deliver on the following scope of work for the Delegate Registration Management System:**

- 4.1.1 Provision, enhancement, and implementation of the Delegate Registration Management System between from 01 July 2025 to 15 August 2025
- 4.1.2 Design and submit three (3) User Interface (UI) designs for the Delegate

Registration Management System according to the RSR's corporate identity and ARSC branding for approval by the RSR's project team before programming/development of both platforms commences.

- 4.1.3 Facilitate Joint Application Development (JAD) sessions with relevant RSR stakeholders to develop and finalize technology specifications (integration methods, wireframes, programming language and plug-ins) for each platform.
- 4.1.4 Perform unit and integration testing for the Delegate Registration Management System.
- 4.1.5 Deploy the Delegate Registration Management System to the Live environment of the current RSR cloud environment (NB: RSR to supply the Hosting ICT infrastructure)
- 4.1.6 Off-site support, maintenance and enhancement until 30 November 2025.40 hours of support, maintenance and enhancement.
- 4.1.7 Two (2) hours of training for RSR's Conference Organising Team on the administration functions for the system.
- 4.1.8 All monies for ARSC 2025 ticket sales shall belong to the RSR.
- 4.1.9 Provide the RSR with a Registration Management System for processing and administration of the Annual Rail Safety Conference (ARSC) 2025 ticket sales and related monies.
- 4.1.10 All the ARSC 2024 ticket sales monies collected using Electronic Funds Transfer payment method shall be paid directly into the RSR bank account, to be provided.

**4.2 The Delegate Registration Management System must provide the following functional capabilities:**

- 4.2.1 Capability for the Delegate Registration Management System to integrate with the ARSC website.
- 4.2.2 The Delegate Registration Management System must provide capability to integrate with other internal and external modules/systems using an Application Programming Interface (API).
- 4.2.3 The Delegate Registration Management System must provide capability for system users to be grouped in user roles /groups, allowing the System Administrator (SYSADMIN) to control all user access rights:

- The SYSADMIN must have the ability to create and amend user profiles.
  - The SYSADMIN must have ability to grant and revoke user access.
- 4.2.4 The Delegate Registration Management System must provide capability to protect user login details through the following:
- Encrypt password and username.
  - Deploy a CAPTCHA for all users
- 4.2.5 The Delegate Registration Management System must store database-level login credentials in an encrypted format using secure PHP-based authentication practices.
- 4.2.6 The Delegate Registration Management System must automatically deactivate a user's profile after three consecutive incorrect login attempts.
- 4.2.7 The Delegate Registration Management System must provide a password reset feature through a secure email link.
- 4.2.8 The Delegate Registration Management System must allow the Portal Administrator to update website content via the PHP-based Content Management System (CMS) without requiring assistance from the System Administrator.
- 4.2.9 The Delegate Registration Management System must store all data in a MySQL relational database for an indefinite duration.
- 4.2.10 The Delegate Registration Management System must be accessible and fully responsive across all major web browsers (Chrome, Microsoft Edge, Firefox, Opera, Safari) and mobile operating systems (Android, iOS, Harmony OS).
- 4.2.11 The Delegate Registration Management System must support the upload, processing, download, and management of multiple file types (e.g., images, videos, digital documents) from internal and external sources.
- 4.2.12 The Delegate Registration Management System must support document upload and download in various formats, including PDF, XLS, CSV, PPT, and Microsoft Word.
- 4.2.13 The Delegate Registration Management System must integrate with email services to support system notifications and communication with delegates.
- 4.2.14 The Delegate Registration Management System must include a user manual in video, digital, and printable formats, along with a Frequently Asked Questions (FAQ) section.
- 4.2.15 The Delegate Registration Management System front-end must be fully customizable through the CMS, including the ability to add, remove, or modify data input fields.
- 4.2.16 The Delegate Registration Management System must integrate with a Document Management System (DMS) to enable document upload, storage, processing, and

search functionality.

- 4.2.17 The Delegate Registration Management System must be implemented as a three-tier architecture consisting of client (front-end), server (PHP-based backend), and database (MySQL) components.
- 4.2.18 The Delegate Registration Management System must be accessible via a secure HTTPS link, supported by an SSL digital certificate.
- 4.2.19 The Delegate Registration Management System must operate in both a primary and disaster recovery (DR) environment, with support for replication, backup, archiving, load management, and failover.
- 4.2.20 The Delegate Registration Management System must include dynamic menu functionality, allowing main and sub-menu items to be added, edited, or removed by the Portal Administrator.
- 4.2.21 The Delegate Registration Management System must support features such as content update notifications, dynamic form generation, and text search capabilities.
- 4.2.22 The Delegate Registration Management System user interface must be interactive, user-friendly, and aligned with the RSR's corporate identity and ARSC branding.
- 4.2.23 The Delegate Registration Management System must allow listing, viewing, and downloading of Conference, Technical, Social, and Partner programmes.
- 4.2.24 The Delegate Registration Management System must allow users to sign up for sponsorships, with options displayed dynamically.
- 4.2.25 The Delegate Registration Management System must support listing, uploading, downloading, and streaming of sponsor videos.
- 4.2.26 The Delegate Registration Management System must enable users to register for exhibitions and must dynamically update the availability of exhibition spaces based on current bookings.
- 4.2.27 The Delegate Registration Management System must allow images to be organized into categorized gallery albums.
- 4.2.28 The Delegate Registration Management System must support a banner/image slider feature for promotional or informational purposes.
- 4.2.29 The Delegate Registration Management System must support online registration for up to 250 delegates
- 4.2.30 The Delegate Registration Management System must facilitate fully digital onsite registration.
- 4.2.31 The Delegate Registration Management System must be compatible with any device that can link to a specialised printer that will be used to print personalised accreditation



badges (name tags).

- 4.2.32 The Delegate Registration Management System must be able to build and customize a comprehensive online registration form capturing relevant delegate information.
- 4.2.33 The Delegate Registration Management System must be able to disseminate invitation mailers to prospective delegates.
- 4.2.34 The Delegate Registration Management System must be able to monitor and track registrations submitted by delegates in real-time.
- 4.2.35 The Delegate Registration Management System must be able to facilitate and integrate the RSR payment gateway for credit card payments.
- 4.2.36 The Delegate Registration Management System must be able to generate and email proforma and tax invoices automatically to delegates upon registration/payment.
- 4.2.37 The Delegate Registration Management System must be able to update backend registration system records with payment information provided by the RSR finance team.
- 4.2.38 The service provider to give ongoing support to the RSR when the Delegate Registration System is being actively used once it goes live until the end of the conference
- 4.2.39 The Delegate Registration Management System must be able to generate detailed, module-specific reports related to the registration data, including but not limited to:
  - Accommodation choices
  - Selected registration package
  - Badge category
  - Payment status
  - Activities selected by delegates

## **5. AUXILIARY REQUIREMENTS**

- 5.1 Provision of one (1) manager and (5) additional support personnel for on-site assistance with the Mobile Application and Registration Management System for a period of two days during the conference and one day before the conference. Note: The Railway Safety Regulator (RSR) will be responsible for arranging and covering the costs of travel, car rental, accommodation (3- to 4-star), and subsistence and travel (S&T) allowances in line with government rates.
- 5.2 Disseminate invitation mailer.
- 5.3 Monitoring registrations from delegates.



- 5.4 The service provider should update the system in the back end with payment information provided to the finance team at RSR.
- 5.5 Printing and collation of delegate name tags prior and during the conference.
- 5.6 The Service provider should also design and send delegate communications in the run-up to the conference and thank you communications post-conference. (The mailer allowance should be the following)
  - Invitation x 1
  - Reminder to register x 4.
  - Adhoc communication x 6
  - Thank You mailer and feedback survey x 1
- 5.7 Invitation artwork and other digital banners will be provided according to the system's specifications.
- 5.8 Onsite Registration Management (fully digital process). This is to include the registration counters, equipment, branded backdrops, and accreditation badges (personalised name tags). Lanyards are to be excluded.

#### **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 (NCPDOSA)

*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 Criteria Evaluation

5.1 Service Providers must obtain a minimum of 70 points out of 100 points to be considered for price and specific goal points evaluation.

### EVALUATION CRITERIA

ITEM	FUNCTIONALITY CRITERIA	POINTS
<b>COMPANY EXPERIENCE - CONFERENCE MANAGEMENT MOBILE APPLICATION</b>	<p>The service provider must submit letters relevant to the custom development and implementation of a CONFERENCE MANAGEMENT MOBILE APPLICATION.</p> <p>The reference letter/s should at least include the name of client, contact person and details, description of services.</p> <p>The scoring of company experience will be as follows:</p> <ul style="list-style-type: none"> <li>• Three (3) relevant reference letters = 15 points</li> <li>• Two (2) relevant reference letters = 10 points</li> <li>• One (1) relevant reference letters = 5 points</li> <li>• Zero (0) relevant reference letters = 0 points</li> </ul>	<b>15</b>
<b>COMPANY EXPERIENCE – DELEGATE REGISTRATION MANAGEMENT SYSTEM</b>	<p>The service provider must submit letters relevant to the custom development and implementation of a DELEGATE REGISTRATION MANAGEMENT SYSTEM. The reference letter/s should at least include the name of client, contact person and details, description of services.</p> <p>The scoring of company experience will be as follows:</p>	<b>15</b>

	<ul style="list-style-type: none"> <li>• Three (3) relevant reference letters = 15 points</li> <li>• Two (2) relevant reference letters = 10 points</li> <li>• One (1) relevant reference letters = 5 points</li> <li>• Zero (0) relevant reference letters = 0 points</li> </ul>	
<b>BROCHURE / TECHNICAL SPECIFICATION OF EXISTING MOBILE APP</b>	<p>The service provider must submit a Brochure / Technical Specification of the proposed Existing customisable Mobile App:</p> <p>The scoring of Brochure / Technical Specification of the proposed Existing Mobile App will be as follows:</p> <ul style="list-style-type: none"> <li>• The proposed Mobile App satisfies all eighteen (18) functional requirements indicated in section 3.2 = 20 Points</li> <li>• The proposed Mobile App satisfies between 15 and less than 18 functional requirements indicated in section 3.2 = 15 Points</li> <li>• The proposed Mobile App satisfies between 11 and less than 15 functional requirements indicated in section 3.2 = 10 Points</li> <li>• The proposed Mobile App satisfies between 9 and less than 11 functional requirements indicated in section 3.2 = 05 Points</li> </ul>	<b>20</b>
<b>BROCHURE / TECHNICAL SPECIFICATION OF EXISTING DELEGATE REGISTRATION MANAGEMENT SYSTEM</b>	<p>The service provider must submit a Brochure / Technical Specification of the proposed Existing customisable Delegate Registration Management System:</p> <p>The scoring of Brochure / Technical Specification of the proposed Existing Delegate Registration Management System will be as follows:</p> <ul style="list-style-type: none"> <li>• The proposed Delegate Registration Management System satisfies between 35 and 39 functional requirements indicated in section 4.2 = 20 Points</li> <li>• The proposed Delegate Registration Management System</li> </ul>	<b>20</b>

	<p>satisfies between 30 and 34 functional requirements indicated in section 4.2 = 15 Points</p> <ul style="list-style-type: none"> <li>●The proposed Delegate Registration Management System satisfies between 25 and 33 functional requirements indicated in section 4.2 = 10 Points</li> <li>●The proposed Delegate Registration Management System satisfies between 15 and 24 functional requirements indicated in section 4.2) = 05 Points</li> </ul>	
<b>SERVICE PROVIDER'S WEB / APPLICATION DEVELOPMENT CAPABILITY</b>	<p>The service provider must submit a Web / Application developer with a minimum NQF level 6 in ICT or related qualification :</p> <p>NB: CV and Qualification of the Web / Application developer must be submitted.</p> <ul style="list-style-type: none"> <li>• Submitted a Web / Application Developer with a NQF level 6 ICT or related qualification = 30 Points</li> <li>• Did not submit a Web / Application Developer with a minimum NQF level 6 ICT or related qualification = 0 Points</li> </ul>	<b>30</b>

**Service Providers must obtain a minimum of 70 points out of 100 points to be considered for price and specific goal points evaluation.**

## **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 <b><i>at least 51% owned by black people</i></b>	10	<ul style="list-style-type: none"> <li>• Copy of the identity document of the owner(s)</li> <li>• A valid SANAS accredited BBEE certificate or a valid BBEEE sworn affidavit (whichever is applicable)</li> <li>• Central Supplier Database (CSD) report</li> <li>• Valid company registration documentation that are issued by Companies &amp; Intellectual Property Commission (CIPC)</li> </ul>
2	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which	5	<ul style="list-style-type: none"> <li>• Copy of the identity document of the owner(s)</li> </ul>

	is <b>at least 51% owned by black women</b>		<ul style="list-style-type: none"> <li>• A valid SANAS accredited BBEE certificate or a valid BBEE sworn affidavit (whichever is applicable)</li> <li>• Central Supplier Database (CSD) report</li> <li>• Valid company registration documentation that are issued by Companies &amp; Intellectual Property Commission (CIPC)</li> </ul>
3	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is <b>at least 51% owned by youth</b>	3	<ul style="list-style-type: none"> <li>• Copy of the identity document of the owner(s)</li> <li>• A valid SANAS accredited BBEE certificate or a valid BBEE sworn affidavit (whichever is applicable)</li> <li>• Central Supplier Database (CSD) report</li> <li>• Valid company registration documentation that are issued by Companies &amp; Intellectual Property Commission (CIPC)</li> </ul>
4	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is <b>at least 51% owned</b>	2	<ul style="list-style-type: none"> <li>• Copy of the identity document of the owner(s)</li> <li>• A valid SANAS accredited BBEE certificate or a valid BBEE sworn affidavit (whichever is applicable)</li> </ul>

	by person(s) with disabilities	<ul style="list-style-type: none"> <li>• Central Supplier Database (CSD) report</li> <li>• Valid company registration documentation that are issued by Companies &amp; Intellectual Property Commission (CIPC)</li> <li>• Valid Medical Certificate</li> <li>• Valid South African Social Security Agency (SASSA) registration <b>(Where applicable)</b></li> <li>• Valid National Council for Persons with Physical Disability in South Africa registration (NCPDSA)</li> </ul>
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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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7.1. SCM: Lesego Dire

[lesegod@rsr.org.za/010 495 5391](mailto:lesegod@rsr.org.za/010 495 5391)

7.2. Project Manager: Evans Namanyana

[evans.namanyana@rsr.org.za /010 495 5391](mailto: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 20 June 2025 at 15h00**. Responses may be emailed to [lesegod@rsr.org.za](mailto:lesegod@rsr.org.za)