



Office of Health Standards Compliance
Ensuring quality and safety in health care

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Technical Specification for RFQ: Registration & Payment Platform

1. BACKGROUND TO THE PROJECT

The OHSC and Health Ombud intends to appoint a credible service provider to render services of a secure, scalable registration and payment platform for its upcoming Conference, to be hosted on 11 and 12 September 2025 in Johannesburg.

2. SCOPE OF WORK

- 2.1 Enable online registration for multiple attendee types (e.g., delegates, exhibitors, speakers)
- 2.2 Process secure payments through various methods (credit/debit card, EFT, mobile money)
- 2.3 Provide automated invoicing and receipt generation
- 2.4 Offer email confirmations and reminders
- 2.5 Generate real-time reporting and analytics on registrations and payments.
- 2.6 Payment services will be required to be live from 1 August till 12 September 2025.

3. FUNCTIONAL REQUIREMENTS

- 3.1. Registration Module
 - 3.1.1. Customizable registration form
 - 3.1.2. Multi-tiered attendee categories with pricing structures
 - 3.1.3. Optional add-ons (e.g., gala dinner, workshops)
 - 3.1.4. QR code capability

4. PAYMENT MODULE

- 4.1 Integration with secure payment gateways
- 4.2 PCI DSS compliance
- 4.3 Multiple currency support (if required)
- 4.4 Refund handling and reconciliation

5. ADMIN DASHBOARD

- 5.1. User management (role-based access)
- 5.2 Registrant tracking and status update
- 5.3 Exportable data (CSV, Excel)
- 5.4 Reporting tools for financial and participation insights

6. TECHNICAL REQUIREMENTS

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- 6.1. Web-based platform, responsive across devices
- 6.2. Built using scalable architecture (e.g., microservices or modular design)
- 6.3. End-to-end encryption for user data
- 6.4. API support for integration with external systems
- 6.5. Support and maintenance for a defined period post-event

7. Delivery Timeline

- 7.1. Platform development and testing: 28 July 2025
- 7.2. Deployment and live launch: 1 August 2025 – 12 September 2025
- 7.3. Post-event wrap-up and support: Third week of September 2025

8. EVALUATION CRITERIA

Functionality will count out of 100 points. Bidders must achieve a minimum score of 80 points out of 100 on the functionality evaluation.

- Detailed proposal with solution architecture
- Project timeline and milestones
- Cost breakdown
- Team CVs
- References from past clients

FUNCTIONALITY	REQUIREMENTS	SCORE QUALIFICATION	Weighting Points	Score
8.1. Proposed Solution	The bidder must demonstrate knowledge of the proposed solutions and how they will meet OHSC requirements.	<p>The proposed solution must be clear and articulate how it addresses the deliverables.</p> <p>1. The methodology and approach are well-articulated, including an overview of all deliverables = 40 Points</p> <p>2. The methodology and approach are well-articulated, including an overview of some deliverables in section 2 = 20 Points</p> <p>3. Non-submission methodology and approach with no mention of deliverables in section 2 = 0 Points</p>	40	

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8.2. Experience in providing a secure, scalable registration and payment platform.	The company must demonstrate experience with a secure, scalable registration and payment platform for the upcoming Conference.	<p>The bidder must submit at least three (2) reference letters from previous clients confirming the secure, scalable registration and payment platform</p> <p>The reference letter must be on the client's official letterhead and include the following details:</p> <p>1. Client Information:</p> <ul style="list-style-type: none"> • Company Name • Address • Contact Person (Full Name & Job Title) • Details of services provided <p>Submission of two (2) reference letters = 40</p> <p>Submission of one(1) reference letter = 20</p> <p>Non-submission of reference letters = 0 Points</p>	40	
8.3. Technical capacity and team qualifications	The bidder must provide proof of certifications and detailed CVs of the proposed team members, highlighting their relevant experience in similar projects.	<p>Submission of certifications and detailed CVs of the two proposed team members, CV = 20</p> <p>Submission of certifications and detailed CVs of the one proposed team member = 10</p> <p>Non-submission of certifications and detailed CVs = 0 Points</p>	20	

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9. PRICING

ITEM DESCRIPTION	UNIT PRICE	TOTAL PRICE, EXCLUDING VAT
9.1. Registration Module		R
9.2. Payment Module		R
9.3. Admin Dashboard		R
9.4. Technical Infrastructure		R
9.5. Email & Notification System		R
9.6. Real-Time Reporting & Analytics		R
9.7. Invoicing & Receipt Automation		R
9.8. Platform setup, QA, UAT, and go-live		R
9.9. Technical Support		R
9.10. Training		R
9.11. Other (Please elaborate)		R
Sub Total		R
VAT 15%		
Grand Total Cost Inc VAT		R

NB

- The bidder must indicate the total cost, including VAT, for the project.
- The OHSC reserves the right not to award the lowest price.
- The pricing should list all costs and taxes associated with the project and must remain valid for 90 (ninety) days after the closing date of the RFQ submission.
- All monetary amounts must be in South African Rand and inclusive of Value Added Tax (VAT) for registered vendors.

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