

11 MARCH 2024

**REQUEST FOR QUOTATION TO
MAINTAIN AND SUPPORT RSR'S
NATIONAL INFORMATION AND
MONITORING SYSTEM FOR 12
MONTHS**

1. Purpose

- 1.1. The Railway Safety Regulator (RSR) requires the services of a suitable service provider to maintain and support RSR'S national information and monitoring system for 12 months.

2. Considerations/background

- 2.1. The objective of this bespoke system is to assist the RSR in managing its processes using technology, improving service delivery, and empowering the entity with up-to-date, real-time information to make informed decisions.
- 2.2. The system is modularised according to key operational activities, which encompasses the following:
- Safety Permit Management – to administer and manage the Permit Lifecycle.
 - Occurrence Management – to manage the reporting of occurrences and incidents by railway operators, and later to facilitate the investigation of occurrences.
 - Audit and Inspection – to plan, facilitate and manage the audit and inspection performed by RSR inspectorates.
 - Contravention/Penalty – to facilitate, manage and monitor the issuance of contraventions and penalties.
 - Safety Critical Grade – to monitor and manage safety grades in the rail industry.
 - Asset Register – to inform RSR on the state of the Operators' rail assets and the maintenance thereof.

- 2.3. The system is a web-based application developed using Microsoft C# and .Net framework, SQL Server 2016 database, Documentum as the Electronic Document Management System (EDMS), and SharePoint 365.

3. Scope of work / Specification

Specifications are as follows: -

The successful service provider/bidder shall, for 12 months, deliver on the following scope of work:

- 2.1. NIMS supports and maintenance of both functional and technical activities.
- 2.2. Database upgrade, Service packs; Patching, Health, Bug fixes and maintenance.
- 2.3. Document daily challenges and solutions, track changes and provide monthly/quarterly reports.
- 2.4. Review and update the existing system documentation (source code, functional specification, and technical specification) in line with the business processes.
- 2.5. Transfer skills to two (2) internal RSR ICT personnel to provide 2nd and 3rd line support.
- 2.6. Develop refresher user training content and assist in facilitating the training.
- 2.7. Ensure that RSR can be supported remotely and can offer call-out services whenever required.
- 2.8. Be able to connect to our RSR seamless call logging system to assist with service requests.

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 **(Where applicable)**
- 4.10. Valid National Council for Persons with Physical Disability in South Africa registration (NCPDPSA)

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

EVALUATION CRITERIA

ITEM	FUNCTIONALITY CRITERIA	POINTS
COMPANY EXPERIENCE	<p>The company has a proven track record of delivering enterprise web-based systems developed using the .NET framework. The service provider /bidder must submit acceptable evidence of the experience (Reference Letter or Service Level Agreement). The evidence document submitted should at least include the client's name, contact person and details, description of services, and duration and value of work performed.</p> <p>The scoring for company experience will be as follows:</p> <ul style="list-style-type: none"> •Four (4) acceptable evidence documents= 40 points 	40

	<ul style="list-style-type: none"> •Three (3) acceptable evidence documents = 30 points •Two (2) acceptable evidence documents= 20 points •One (1) acceptable evidence document =10 points •Zero (0) acceptable evidence submitted =0 points <p>NB: RSR reserves the right to contact the references to verify the information provided.</p>	
TECHNICAL TEAM QUALIFICATION & EXPERIENCE: WEB DEVELOPER	<p>The service provider/ bidder must be a web developer with .NET framework experience. CVs (a Maximum of five (5) pages) and certified copies of academic qualifications must be submitted. NB: No points will be awarded if the web developer's CV and/or certified copies of qualifications are not submitted.</p> <p>The scoring of the Web developer will be as below:</p> <ul style="list-style-type: none"> • Web developer with at least NQF level 6 ICT qualification and six (6) years or more web development experience using .NET framework= 30 points • Web developer with at least NQF level six (6) ICT qualification and between 4 and less than six (6) years of web development experience using .NET Framework= 20 points • Web developer with at least NQF level 6 ICT qualification and between 2 and less than four (4) years of web development experience using .NET Framework= 10 points 	30

	<ul style="list-style-type: none"> • Web developer with at least NQF level 6 ICT qualification and between 0 and less than two (2) years of web development experience using .NET Framework= 5 points • Did not submit a Web developer with at least NQF level 6 ICT qualification = 0 points 	
TECHNICAL TEAM QUALIFICATION & EXPERIENCE: SHAREPOINT DEVELOPER /ADMINISTRATOR	<p>The service provider must be a SharePoint Developer or administrator with a SharePoint qualification/accreditation. NB: No points will be awarded if the SharePoint developer/administrator's CV and/or certified copies of qualifications are not submitted.</p> <p>The scoring of the SharePoint developer/Administrator will be as follows:</p> <ul style="list-style-type: none"> • SharePoint developer/administrator with a SharePoint qualification and six (6) or more years of SharePoint development/administration experience = 30 points • SharePoint developer/administrator with a SharePoint qualification and between four (4) and less than six (6) years of SharePoint development/administration experience =20 points • SharePoint developer/administrator with a SharePoint qualification and between 2 and less than four (4) years of SharePoint development/administration experience =10 points 	30

	<ul style="list-style-type: none"> • SharePoint developer/administrator with a SharePoint qualification and between 0 and less than two (2) SharePoint development/administration experience = 5 points • Did not submit SharePoint developer/administrator with SharePoint qualification = 0 points 	
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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 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 Enterprise (QSE) which is at least 51% owned by youth	3	<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)
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

			<ul style="list-style-type: none"> • Valid South African Social Security Agency (SASSA) registration (Where applicable) • Valid National Council for Persons with Physical Disability in South Africa registration (NCPDPSA)
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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**

7.1. SCM: Lesego Dire

lesegod@rsr.org.za/087 284 6655

7.2. Project Manager: Evans Namanyana

evans.namanyana@rsr.org.za /087 284 6666

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

8.1. The request will be **closed on 15 March 2023 at 15h00**. Responses may be emailed to lesegod@rsr.org.za