

29 SEPTEMBER 2026

**REQUEST FOR QUOTATIONS TO REVIEW AND DO
PROCESS MAPPING FOR STANDARD OPERATING
PROCEDURES (SOPs).**

1. Purpose

- 1.1. The project will contribute to improved process standardisation, operational efficiency, accountability, institutional knowledge, business continuity and effective governance by ensuring that the RSR has a comprehensive and consistent suite of documented SOPs and business process flows.
- 1.2. The objectives of the assignment are to:
 - a) Ensure that identified business processes are consistently documented and standardised;
 - b) Ensure that SOPs are aligned with applicable RSR policies, governance requirements, legislation and the RSR Business Architecture;
 - c) Develop standardised process flow diagrams for applicable processes;
 - d) Identify process gaps, duplication, inefficiencies and control weaknesses;
 - e) facilitate validation and ownership of the documented processes by relevant process owners and stakeholders; and
 - f) Establish a sustainable and controlled suite of SOPs and associated process maps.

2. Considerations/background

- 2.1. The Railway Safety Regulator (RSR) is a statutory organisation established in terms of the Railway Safety Act No. 30 of 2024 (previously the National Railway Safety Regulator Act No. 16 of 2002), with a mandate to oversee and promote railway safety within the Republic of South Africa.
- 2.2. The RSR is committed to ensuring that its organisational processes are effectively

designed, documented, standardised and implemented to support efficient service delivery, good governance, accountability and the achievement of its strategic objectives.

- 2.3. As part of strengthening its governance framework, the RSR has identified the need to review and standardise Standard Operating Procedures (SOPs) across the organisation.
- 2.4. The review of the SOPs is intended to ensure that processes are clearly documented, consistently implemented and aligned with the RSR's approved policies, applicable legislative and regulatory requirements, organisational structures and the RSR Business Architecture.
- 2.5. The project will contribute to improved process standardisation, operational efficiency, accountability, institutional knowledge, business continuity and effective governance by ensuring that the RSR has a comprehensive and consistent suite of documented SOPs and business process flows.

3. Scope of work / Specification

Secification

- The RSR hereby requests the services of a competent and suitably qualified service provider with demonstrated experience in Business Process Management, Standard Operating Procedure (SOP) development, process mapping, process optimisation and business architecture to assist the RSR with the review of approximately eighty (80) SOPs.
- The appointed service provider shall undertake the project in accordance with the RSR's approved Policy Development and Review Guidelines, relevant RSR policies, the RSR business architecture, applicable legislation, and recognised business process management practices.
- The project will ensure that the RSR's identified business processes are systematically analysed, documented, mapped, validated and standardised through the development of SOPs and associated process flow diagrams.
- The appointed service provider shall work closely with the RSR's Business Process Management Unit, process owners, subject matter experts and other relevant stakeholders throughout the project to ensure that all processes are accurately

documented, appropriately validated, aligned with organisational requirements, and fit for purpose.

3.1. **Scope of services**

The appointed service provider shall, be required to:

- a. Conduct consultations and process walkthroughs with relevant process owners and subject matter experts.
- b. Review 80 SOPs in accordance with the approved RSR Policy Development and Review Guidelines and applicable RSR SOP templates.
- c. Develop clear and standardised process flow diagrams for the applicable SOPs using Microsoft Visio.
- d. Ensure that all process flows accurately reflect the documented SOPs and are aligned with the RSR Business Architecture.
- e. Facilitate validation sessions with process owners and relevant stakeholders.
- f. Incorporate comments and amendments received during the consultation and validation process.
- g. Conduct quality assurance on all completed SOPs and process flows to ensure consistency and compliance with RSR requirements.
- h. Provide the final SOPs and process flow diagrams in both editable and approved electronic formats.
- i. Maintain an SOP development and status register throughout the project.

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 (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 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	REFERENCES: The bidder must submit reference letters demonstrating previous experience in SOP development or business process mapping or process optimisation or business architecture in the public or private sector. Reference letters must: a) Be on the client's official letterhead; b) Clearly indicate the nature and scope of work conducted; c) Indicate the period during which the services were provided; d) Include contactable client details; and e) Be dated and signed by an authorised representative. 5 and above relevant reference letters = 30 Points 4 and above relevant reference letters = 25 Points 3 relevant reference letters = 20 Points 1 to 2 relevant reference letters = 15 Points No relevant reference letter or irrelevant = 0 Points	30
2	COMPETENCY: The proposed Project Lead must demonstrating' relevant experience in business process management or SOP development or process mapping r process optimisation. The CV must clearly indicate: a) Employer/client; b) Position held; c) Start and end dates (month and year); d) Specific duties performed NB: The CV must clearly indicate the month and years of experience e.g. Jan 2016 to June 2026 and duties in full details. 5 years or more relevant experience = 30 Points More than 3 but less than 5 years' relevant experience = 20 Points More than 2 but less than 3 years' relevant experience = 15 Points	30

	More than 1 but less than 2 years' relevant experience = 10 Points Less than 1 year relevant experience = 0 Points	
3	QUALIFICATIONS: The proposed Project Lead/Business Process Specialist must possess a relevant qualification in one or more of the following areas: a) Business Process Management; b) Public or Business Administration; c) Business Management; d) Information Management; e) Information Systems; f) Business Analysis; g) Business Architecture h) Quality Management; i) Operations Management; j) Project Management; Certified copies of qualifications must be submitted (in the last 6 month). Postgraduate qualification in: Business Process Management/ Public or Business Administration/ Business Management/ Information Management/ Information Systems/ Business Analysis/ Business Architecture/ Quality Management/ Operations Management/ Project Management = 20 Points Degree in; Business Process Management/ Public or Business Administration/ Business Management/ Information Management/ Information Systems/ Business Analysis/ Business Architecture/ Quality Management/ Operations Management/ Project Management = 15 Points National Diploma in; Business Process Management/ Public or Business Administration/ Business Management/ Information Management/ Information Systems/ Business Analysis/ Business Architecture/Quality Management/ Operations Management/ Project Management = 10 Points	20

4.	METHODOLOGY The service provider must submit a detailed methodology demonstrating its understanding of the assignment and approach to develop and/or review 80 SOPs. Provides a comprehensive, structured and practical methodology demonstrating a clear understanding of request. = 20 Points Provides a clear methodology covering most key elements, with a logical approach and adequate detail. = 15 Points Provides a basic methodology addressing some key requirements but lacks sufficient detail or structure. = 5 Points No methodology submitted = 0 Points	20
----	--	----

Service Providers must attain a minimum threshold of 70 points or more to be considered for evaluation on price and specific goals.

Failure to attain the set minimum threshold will result in a disqualification.

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 <i>at least 51% owned by black people</i>	10	• Copy of the identity document of the owner(s) • A valid SANAS accredited BBEE certificate or a valid BBEEE 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 <i>at least 51% owned by black women</i>	5	• Copy of the identity document of the owner(s) • A valid SANAS accredited BBEE certificate or a valid BBEEE 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	• Copy of the identity document of the owner(s) • A valid SANAS accredited BBBEE certificate or a valid BBEEE 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	• Copy of the identity document of the owner(s) • A valid SANAS accredited BBBEE certificate or a valid BBEEE 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 • Valid National Council for Persons with Physical Disability in South Africa registration (NCPDSA)
--	--	--

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

Doris Letsholo

Doris.letsholo@rsr.org.za

010 495 5391

7.2. Project Manager

Eric Gereda

ericg@rsr.org.za

010 495 5391

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

8.1. The request will be **closed on the 07 October 2026 at 15h00 pm**. Responses may be emailed to doris.letsholo@rsr.org.za