



**NON-COMPULSORY BRIEFING SESSION – FOR PROVISION OF HYBRID/OUTSOURCED APPLICATION
SUPPORT OPTIONS FOR BUSINESS APPLICATIONS ENVIRONMENT FOR TRANSNET PORT TERMINALS
HEAD OFFICE**

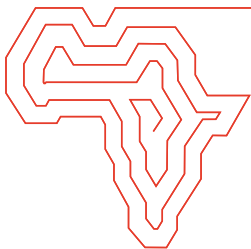
RFI: TPT/2025/05/0022/96944/RFI – iCLM HQ 942/TPT

Date: 17 June 2025

Time: 11:00 am – 13:00 pm

Presented by: Anele Mthethwa

AGENDA



Welcome

1. Introduction: TPT Team

Anele Mthethwa

2. Safety briefing

Khulile Madida

3. Session Rules of Engagement

Anele Mthethwa

4. Tender/RFI Process Presentation

Anele Mthethwa

5. Questions and Answers

7. Specifications and technical requirements

Msizi Khumalo/Gerald Lamola

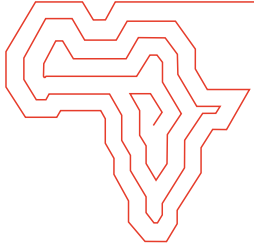
8. Questions and Answers

9. Closure

Anele Mthethwa

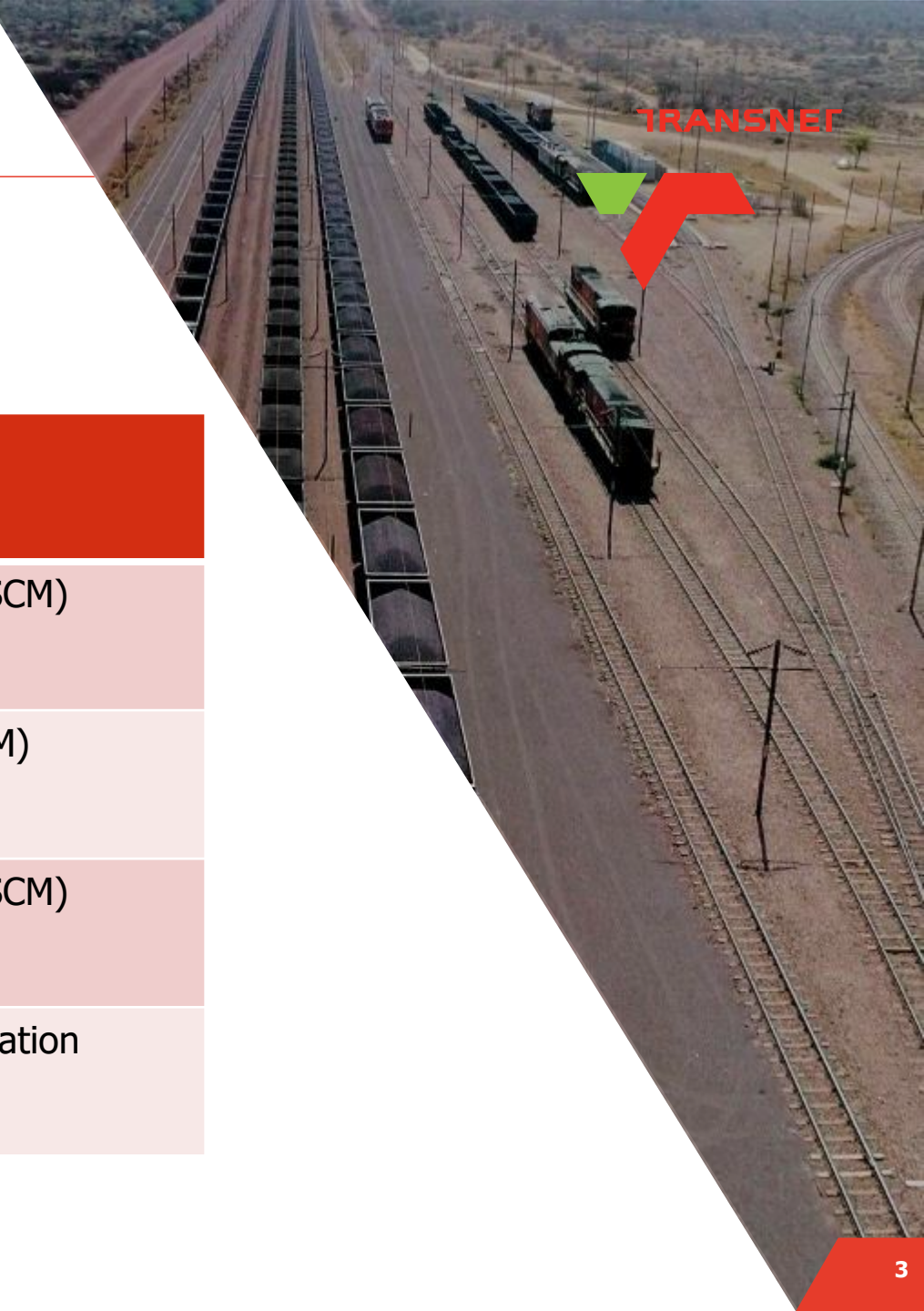


TPT TEAM



TPT TEAM

Anele Mthethwa	Young Professional in Training (SCM)
Bongekile Mqwaka	Acting Commodity Manager (SCM)
Khulile Madida	Young Professional in Training (SCM)
Msizi Khumalo	Senior Manager: Business Application





SESSION RULES OF ENGAGEMENT

This RFI briefing session is non-compulsory.

Bidders are requested to remain for the entire duration of the briefing session.

An approximate time allocation of +/- two hours.

An opportunity for Clarification questions will be provided at the end of each session however bidders are encouraged to utilize **Session 8** on the RFI document to send through the clarification questions and chat-box on MS Teams to ensure all questions are clarified fairly.

All questions will be recorded, and the answers will be consolidated, and the clarification will be published on Transnet e-tender portal. Any additional clarification questions hereafter will only be accepted by TPT until **13:00 pm on Tuesday, 24th of June 2025.**



SESSION RULES OF ENGAGEMENT

After the closing date of the RFI, a Respondent may only communicate with Anele Mthethwa email: anele.mthethwa@transnet.net on any matter relating to its RFI Proposal.

Bidders to check Transnet website regularly for any possible amendments.



IMPORTANT DATES

- **Issue Date:** 10 June 2025
- **Briefing Session Date:** 17 June 2025, 11:00 am
- **Request for clarification Deadline:** 24 June 2025 at 13:00 pm
- **Closing Date:** 09 July 2025 at 13:00 pm



Tender Process: Contents of the RFI

1.RFI TEMPLATE

SECTION 1: SBD1 FORM

SECTION 2: NOTICE TO BIDDERS

SECTION 3: RFI SCOPE OF REQUIREMENTS

SECTION 4: TRANSNET'S RFI INFORMATION

SECTION 6: CERTIFICATE OF ACQUAINTANCE WITH RFI, TERMS & CONDITIONS & APPLICABLE DOCUMENTS

SECTION 7: B-BBEE PREFERENCE POINTS CLAIM FORM

SECTION 8: RFP CLARIFICATION REQUEST FORM

SECTION 9: SBD 4, BIDDER'S DISCLOSURE

SECTION 10: CERTIFICATE OF ATTENDANCE NON-COMPULSORY RFI BRIEFING

SECTION 11: PROTECTION OF PERSONAL INFORMATION

RFI and its Contents Continued



RFI ANNEXURES:

- ANNEXURE A: RFI SPECIFICATION
- ANNEXURE B: NON-DISCLOSURE AGREEMENT
- ANNEXURE C: TRANSNET'S GENERAL BID CONDITIONS*
- ANNEXURE D: TRANSNET'S SUPPLIER INTEGRITY PACT



RETURNABLE DOCUMENTS

Returnable Documents

Submission of all returnable documents as listed on page 14.

Respondents must submit with their responses to this RFI, as a minimum requirement, all the returnable documents indicated below with a [✓]. All Sections must be signed and dated by the Respondent.

Minimum Requirements - Returnable Documents	Submitted [✓]
SECTION 1: SBD1 FORM	
SECTION 2 : Notice to Respondents	
SECTION 3 : RFI Scope of Requirements	
SECTION 4 : Transnet's RFI Information	



RETURNABLE DOCUMENTS

Returnable Documents

Submission of all returnable documents as listed on page 14.

Minimum Requirements - Returnable Documents	Submitted [√]
a) APPENDIX 1 - Response to scope and alignment to hybrid models	
b) APPENDIX 2 - Sample service tiers and pricing templates (cost effectiveness and flexibility)	
c) APPENDIX 3 - References for similar hybrid application engagements	
d) APPENDIX 4 - SLA templates and case studies (if available)	
e) APPENDIX 5 - Risk mitigation and transition plans	
f) APPENDIX 6 - Scalability and sustainability of support	
g) APPENDIX 7 - Alignment to compliance, security, and uptime expectations	



RETURNABLE DOCUMENTS

Returnable Documents

Submission of all returnable documents as listed on page 14.

Minimum Requirements - Returnable Documents	Submitted [√]
Valid proof of Respondent's compliance to B-BBEE requirements (Valid B-BBEE certificate or Sworn Affidavit) stipulated in Section 7 of this RFI	
In the case of Joint Ventures, a copy of the Joint Venture Agreement or written confirmation of the intention to enter into a Joint Venture Agreement	
SECTION 6: Certificate Of Acquaintance with RFI, Terms & Conditions & Applicable Documents	
SECTION 7: B-BBEE Preference Claim Form	
SECTION 9: SBD 4 - Bidder's Disclosure	
SECTION 10: Certificate of attendance of non-compulsory RFI Briefing	
SECTION 11: Protection of Personal Information	



NOTICE TO BIDDERS

RFI DOWNLOADING

This RFI may be downloaded directly from National Treasury's e-Tender Publication Portal at www.etenders.gov.za free of charge.

To download RFI and Annexures:

- Click on "Tender Opportunities";

- Select "Advertised Tenders";

- In the "Department" box, select Transnet SOC Ltd

Once the tender has been located in the list, click on the 'Tender documents' tab and process to download all uploaded documents.

The RFI may also be downloaded from the Transnet Portal at <https://transnetetenders.azurewebsites.net> (please use Google Chrome to access Transnet link/site) free of charge (refer to section 2, paragraph 3 below for detailed steps)



NOTICE TO BIDDERS

BID SUBMISSION

The Transnet e-Tender Submission Portal can be accessed as follows:

- Log on to the Transnet eTenders management platform website/ Portal ((transnetetenders.azurewebsites.net) Please use **Google Chrome** to access Transnet link/site);
- Click on "ADVERTISED TENDERS" to view advertised tenders;
- Click on "SIGN IN/REGISTER – for bidder to register their information (must fill in all mandatory information);
- Click on "SIGN IN/REGISTER" - to sign in if already registered;
- Toggle (click to switch) the "Log an Intent" button to submit a bid;
- Submit bid documents by uploading them into the system against each tender selected.
- No late submissions will be accepted. The bidder guide can be found on the Transnet Portal transnetetenders.azurewebsites.net

****NO HAND DELIVERED COPY WILL BE ACCEPTED.**



CLOSING OF TENDER

- The RFI will officially close on the **9th of July 2025 (Wednesday)** via the e-tender's website (<https://transnetetenders.azurewebsites.net/>)
- Responses to the RFI process may only be used for information purposes and to develop a Bid and strictly no award may be made against a response to an RFI.
- Should you encounter system glitches on uploading documents, kindly take a screenshot and forward it to anele.mthethwa@transnet.net timeously to allow the e-tender portal team to assist you accordingly.

TRANSNET



Thank you





RFI SPECIFICATIONS

RFI: TPT/2025/05/0022/96944/RFI – iCLM HQ 942/TPT

Date: 17 June 2025

Time: 11:00 am – 13:00 pm

Presented by: Dr. Msizi Khumalo

1. Purpose

The RFI aims to gather comprehensive market information on:

- 1.1 Hybrid models currently available
- 1.2 Resource or service bundling options
- 1.3. Flexible pricing structures and service-level benchmarks



2. Objectives of this RFI

- 2.1 Transnet Port Terminal request input from qualified service providers on:
- 2.2 Viable hybrid application support frameworks
- 2.3 Resource outsourcing models (dedicated/on-demand/offshore/on-site)
- 2.4 Managed services, project-based support, and Service Level Agreement (SLA) - driven engagements
- 2.5 Integration capabilities with our existing application stack
- 2.6 Customization, enhancement, and modernization capabilities
- 2.7 Cost structures and commercial models, Time & Material (T&M), fixed price or, outcome-based

3. Scope of Services Requested for Hybrid/Outsourced Models

3.1 Transnet Port Terminals is particularly interested in outsourcing the following areas:

3.2 L2 & L3 Support (incident/problem management)

3.3 Enhancement and Customization Services

3.4 Application Monitoring & Performance

3.5 Database Administration (DBA) Services

3.6 DevOps/Release Management

3.7 Application Security & Compliance

3.8 24/7 Support Coverage & Help Desk

3.9 User Training and Documentation



4. Support Model and Delivery Options

- 4.1 Hybrid Delivery Options: (On-site, Nearshore, Offshore, Remote)
- 4.2. Support Tiering: (L1, L2, L3 segmentation)
- 4.3. Staffing Models: (Dedicated Full Time Employees, shared pool, flexi-capacity)
- 4.4. Governance Structure: (Reporting, escalation, service reviews)
- 4.5. Tooling & Monitoring Integration: Ability to integrate with existing toolsets



5. Available Market Models & Pricing Structures

5.1 Bidders are requested to share applicable commercial and operational models including:

5.1.1. Time & Material (T&M)

5.1.2. Fixed Price

5.1.3. Outcome-Based

5.1.4. Managed Capacity

5.1.5. Build-Operate-Transfer (BOT)

5.1.6. Subscription-based Support

5.2 Technical Environment Overview (for Vendor Context):

5.2.1. Application A: Financial ERP System – SAP ECC / S4HANA / Oracle

5.2.2. Application B: Container TOS – Navis N4, Oracle DB (leased/hosted)

5.2.3. Application C: Bulk TOS – Oracle APEX, PL/SQL, Java (owned/internal)

TRANSNET



Thank you

