

REQUEST FOR PROPOSALS
(Email submission)

1. INVITATION TO SUBMIT PROPOSALS

The Playhouse Company invites suitably qualified service providers to submit proposals for the services described below.

DESCRIPTION OF SERVICE:	APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY, CONFIGURE, IMPLEMENT, TRAIN AND SUPPORT AN ONLINE VENUE BOOKING AND PAYMENT MANAGEMENT SYSTEM FOR THE PLAYHOUSE COMPANY				
RFQ NUMBER	RFP/VENUES/2026				
Advert date:	07/08/2026	Closing date & Time:	21/08/2026 @11:00	Days Open	14
Compulsory site briefing date & time:	N/A	Address and venue:	29 Acutt Street, Durban		
Submission:	accountant2@playhousecompany.com		Tel:	(031)-369 9507	

2. SCOPE OF WORK / SPECIFICATIONS

Background

The Playhouse Company hires out various event venues, rehearsal venues and recording studio to members of the public on a fixed hourly and daily rate. The current booking process relies on manual bookings, payment verification and schedule updates, creating risks associated with double-bookings, booking errors and bookings being confirmed before payment is received. The Playhouse Company seeks to modernise this process through an integrated online booking and payment solution.

VENUE PRICES – FIXED RATES

THEATRES	DAILY RATE
Opera	R 27 000.00
Drama	R 15 000.00
Loft	R 6 500.00
FUNCTION VENUES	DAILY RATE
Grand Foyer	R 27 000.00
Alhambra	R 14 000.00
VIP Room	R 4 000.00
Tudor Room	R 28 000.00
REHEARSAL VENUES	HOURLY RATES
Room 503	R 390.00
Room 506	R 110.00
Room 507	R 110.00
Room 508	R 110.00
Room 410	R 340.00
Room A1	R 260.00
RECORDING STUDIO	HOURLY RATES
Studio -3	R 650.00

Scope

1. System Configuration and Implementation

The service provider shall:

- Supply and configure a cloud-based booking platform.
- Configure all Playhouse venues on the system.
- Implement user roles and administrative controls.
- Ensure the system is fully operational and accessible through web browsers and mobile devices.

2. Online Venue Booking Functionality

The proposed solution must:

- Allow customers to view available venues.
- Display venue images and descriptions.
- Display venue rates per hour/day.
- Allow customers to select venues, dates and timeslots.
- Prevent double-bookings.
- Automatically calculate booking charges.
- Provide a shopping cart, confirmation and checkout process.
- Generate booking confirmations automatically.
- Support configurable booking workflows, including instant confirmation upon successful payment and, where required, administrative approval prior to final confirmation for selected venues.
- Allow configurable operational buffer times between bookings, where required, to accommodate cleaning, turnaround and venue preparation requirements.
- Support full upfront payment at checkout and, if required by The Playhouse Company, partial deposit payments with balance tracking and administrative payment status monitoring.

3. Playhouse Website Integration

- The proposed solution must integrate with The Playhouse Company website to allow customers to access venue information, availability, booking functionality and secure payment processing directly from the website or through a seamless website-linked booking portal.
- The booking platform must be integrated via an embeddable website portal within The Playhouse Company's existing website.
- The Playhouse Company has an internal IT department and will work with the successful bidder to execute the necessary DNS, SSL and email authentication configurations, including CNAME/A records and SPF/DKIM records, based on technical specifications supplied by the successful bidder.

4. Online Payment Functionality

The solution must integrate with third-party payment gateways including, but not limited to:

- PayFast
- Yoco
- Paystack
- iKhokha
- Automatically confirm bookings upon successful payment.
- Generate payment confirmations and receipts.
- Maintain a secure audit trail of all transactions.
- Successful bidder will be required to assist in setting up new state-registered merchant accounts.
- Payment gateway transaction fees charged per booking payment shall be for The Playhouse Company's account and settled directly through The Playhouse Company's merchant bank arrangements.

5. Scheduling and Calendar Integration

The solution must:

- Provide a central booking calendar.
- Synchronise or integrate with Microsoft Outlook calendars.
- Automatically update venue schedules upon booking confirmation.
- Provide daily, weekly and monthly booking views.
- Allow authorised staff to export schedules.
- Bidders must state the Microsoft Outlook technical environment supported by the proposed solution, including Microsoft 365 Enterprise, Exchange Online and/or on-premises Exchange Server.
- Where real-time, bi-directional calendar synchronisation is proposed, bidders must identify any Azure Active Directory / Microsoft Entra ID app registration permissions and administrative access required for configuration.

6. Reporting

The system must provide reports including:

- Bookings by venue.
- Revenue generated by venue.
- Customer booking history.
- Cancelled bookings.
- Outstanding payments.
- Venue utilisation statistics.

7. Training

The successful bidder shall:

- Provide administrator training.
- Provide user manuals and support documentation.
- Conduct knowledge transfer sessions.
- Provide implementation support.
- Bidders must indicate the recommended number of administrative staff to be trained and whether training can be delivered virtually via Microsoft Teams or must be delivered on-site in Durban.

8. Technical Support and Maintenance

The bidder shall provide:

- Helpdesk support.
- System maintenance and updates.
- Incident management procedures.
- Service level commitments.
- Business continuity and backup arrangements.

Deliverables

1. Fully configured venue booking system.
2. Access venue booking system through Playhouse website.
3. Online payment integration.
4. Outlook calendar integration.
5. Training of Playhouse staff.
6. User manuals and technical documentation.
7. Post-implementation support.

3. MANDATORY REQUIREMENTS

Special conditions:	Mark with (X)
CSD registration report not older than 30 DAYS reflecting a compliant tax status.	☐
Pricing proposal inclusive of VAT.	☐
Valid BEE affidavit / SANAS approved certificate.	☐
Completed and signed SBD 4 document.	☐
Company Profile including relevant experience and references	☐
Proposed project implementation plan	☐
Proof of technical support capability	☐

4. PRICING

Bidders must provide separate pricing for:

- System setup and implementation.
- Software licensing/subscription fees.
- Payment gateway integration.
- Outlook integration.
- Training.
- Annual maintenance and support.
- Technical specifications and support required for website embedding, DNS, SSL and email authentication configuration to be executed by The Playhouse Company's internal IT department.
- Merchant account setup assistance, if required, and any assumptions relating to transaction fees charged by payment gateway providers.
- Any additional costs linked to Microsoft Outlook, Exchange, Microsoft 365, Azure Active Directory or Microsoft Entra ID integration requirements.
- Optional enhancements.
- Any recurring monthly or annual fees.

Pricing must be quoted in South African Rand and be inclusive of VAT where applicable

5. EVALUATION CRITERIA

Proposals will be evaluated based on:

- Compliance with specifications
- Price and Specific Goals

Prior to the application of Preference Point System (80/20), bidders will be evaluated on functionality.

Criteria	Weight
Understanding of Requirements	20
System Functionality	30
Relevant Experience and References	20
Implementation Methodology	15
Training and Support Plan	15
Total	100

Minimum threshold for functionality: 70%.

Only bidders achieving the minimum functionality threshold will proceed to the 80/20 preferential procurement evaluation process.

Preference point for price and specific goals (20) will be allocated as follows:

Bidder's Name:			
The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Percentage owned % (To be completed by the Tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer) *Number of points multiplied by Percentage owned
Owned by Black people	6		
Owned by Women	4		
Owned by Youth	4		
Owned by Disabled people	2		
Owned by SMME'S- QSE and EME	4		
Total Points	20		

****Means of Verification is a valid B-BBEE Certificate or affidavit. Failure to submit such will result in zero points being awarded.**

6. VALIDITY PERIOD

- Proposals must remain valid for a minimum of 90 days from the closing date.

7. SPECIAL CONDITIONS

- The Playhouse Company is not obliged to accept the lowest quotation.
- The Playhouse Company reserves the right to conduct system demonstrations.
- The proposed solution must comply with applicable South African legislation including POPIA.
- Late submissions will not be considered.
- The successful bidder may be required to enter into a Service Level Agreement (SLA).

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

- 1.1 Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa, 1996 (Constitution), and further expressed in the various applicable legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2 If a person is listed in the Register for Tender Defaulters and/or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. DECLARATION ON EMPLOYMENT BY ORGAN OF STATE

- 2.1 Is the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder employed by an organ of state, as defined in section 239 of the Constitution?
YES/NO
- 2.2 If YES, furnish particulars of the names, individual identity numbers, in the table below:

Full Name	Identity Number	Name of organ of state

- 2.3 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

- 2.3.1 If so, furnish particulars:

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- 2.4 Does the bidder or any of its directors/trustees/shareholders members/partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise, whether or not they are bidding for this contract?
YES/NO

2.4.1 If so, indicate all companies registered in the CSD in the table below:

Supplier registration number (MAAA)	Status (active/inactive/deleted)

Failure to disclose all CSD-registered active companies linked to all Directors will lead to disqualification.

3 GENERAL DECLARATION

I,, the undersigned, in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure.
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found to be false.
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be

reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act, 1998 (Act No. 89 of 1998) and or may be referred to law enforcement agencies for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) or any other applicable legislation.

I CERTIFY THAT THE ABOVE IS CORRECT.

I ACCEPT THAT THE PROCURING INSTITUTION MAY REJECT THE BID OR TAKE APPROPRIATE ACTION AGAINST ME IF THIS DECLARATION IS FALSE.

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Signature

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Date

.....
Designation

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Name of bidder