

09 APRIL 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 (NCPDSA)

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 C#, .NET framework, or related . The service provider /bidder must submit a Reference Letter as evidence. The Reference Letter submitted should at least include the client's name, contact person and details, detailed description of services rendered, and duration.</p> <p>The scoring for company experience will be as follows:</p> <ul style="list-style-type: none"> • Five (5) Reference relevant letters submitted 	50

	<p>= 50 points</p> <ul style="list-style-type: none"> • Four (4) Reference relevant letters submitted = 40 points • Three (3) Reference relevant letters submitted = 30 points • Two (2) Reference relevant letters submitted = 20 points • One (1) Reference relevant letter submitted =10 points • Zero (0) Reference relevant letters submitted =0 points <p>NB: RSR reserves the right to contact the references to verify the information provided.</p>	
<p>TECHNICAL TEAM QUALIFICATION & EXPERIENCE: WEB DEVELOPER</p>	<p>The service provider/ bidder must be a web developer with C#, .NET framework or related experience. CVs and certified copies of academic qualifications must be submitted.</p> <p>The scoring of the Web developer will be as follows:</p> <ul style="list-style-type: none"> • Web developer with at least NQF level 6 ICT or related qualification and eight (8) years or more web development experience using C#, or .NET framework or related = 50 points • Web developer with at least NQF level 6 ICT or related qualification and between 6 and less than eight(8) years of web application development experience using C#, or .NET Framework or related = 40 points 	<p>50</p>

	<ul style="list-style-type: none"> • Web developer with at least NQF level 6 ICT or related qualification and between 4 and less than six(6) years of web application development experience using C#, or .NET Framework or related = 30 points • Web developer with at least NQF level 6 ICT or related qualification and between 2 and less than four (4) years of web application development experience using C# or .NET Framework or related = 20 points • Web developer with at least NQF level 6 ICT or related qualification and between 1 and less than two (2) years of web application development experience using C# or .NET Framework or related = 10 points • Did not submit a Web application developer with no NQF level 6 ICT or related qualification and experience = 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 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	5	<ul style="list-style-type: none"> • Copy of the identity document of the owner(s)

	Qualifying Small Enterprise (QSE) which is at least 51% owned by black women		<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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)
4	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is at least 51% owned	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 BBEEE sworn affidavit (whichever is applicable)

	<p><i>by person(s) with disabilities</i></p>	<ul style="list-style-type: none"> • 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 (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](mailto: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 April 2024 at 15h00**. Responses may be emailed to lesegod@rsr.org.za