

30 April 2026

**REQUEST FOR QUOTATIONS
TECHNICAL SUPPORT AND
MAINTENANCE SERVICES FOR THE
SAGE 200 AND SAGE 300 WEB AND
MOBILE PLATFORMS FOR A PERIOD
OF TWENTY-FOUR (24) MONTHS**

1. Purpose

- 1.1. The Railway Safety Regulator (RSR) requires the services of a suitable service provider for the provision of Technical Support and Maintenance Services for the Sage 200 and Sage 300 Web and Mobile Platforms for a Period of Twenty-Four (24) Months.

2. Considerations/background

- 2.1. The Railway Safety Regulator (RSR) has implemented Sage 200 and Sage 300 to digitise and automate its Finance, Supply Chain Management, and Human Resource processes

3. Scope of work / Specification

Specifications are as follows:-

3.1 Provide a total of 50 hours per month, for a period of twenty-four (24) months, to perform the following services on an as-and-when-required basis, managed through agreed service requests, change logs, and incident records. **NB: Any unused hours will be rolled over to subsequent months within the contract period.**

3.2 The table below outlines the scope of work to be delivered by the appointed service provider in respect of support and maintenance services for Sage 300 People and Sage 200 Evolution:

PRODUCT	SERVICES
SAGE 300- People	1. Diagnose and resolve technical issues related to the payroll system, including the Employee Self-Service (ESS) web portal and mobile application. 2. Provide support for tax year submissions, validations, and system configurations.

	<ol style="list-style-type: none"> 3. Deliver ongoing payroll support services to ensure continuous system functionality. 4. Support payroll processing activities, including capturing, processing, balancing, and finalising payroll, and generating monthly and ad hoc reports. 5. Perform reconciliations, month-end and year-end processes, ensuring all system issues are resolved promptly. 6. Provide both remote and on-site support as required. 7. Deliver second-line and third-line support services. 8. Implement and maintain an efficient call-logging and service request management process. 9. Provide audit reports as required. 10. Support application software upgrades as and when they become available. 11. Implement system enhancements in line with RSR requirements. 12. Ensure daily system backups are performed and that backup files are tested weekly. 13. Support cloud migration initiatives and participate in quarterly Disaster Recovery (DR) simulation exercises. 14. Provide skills transfer to ICT Technicians
<p>SAGE 200-Evolution</p>	<ol style="list-style-type: none"> 1. Diagnose and resolve technical issues affecting the accounting system. 2. Ensure continuous availability and optimal performance of the system. 3. Perform reconciliations, month-end and year-end processes, ensuring all technical issues are resolved. 4. Provide both remote and on-site support as required. 5. Deliver second-line and third-line support services. 6. Maintain an efficient call-logging and service request management process. 7. Provide audit reports as required. 8. Perform application software upgrades as and when available. 9. Support the Finance Department in developing and customising reports. 10. Implement system enhancements in line with RSR requirements. 11. Ensure daily system backups are conducted, and backup files are tested weekly.

	<p>12. Support cloud migration initiatives and participate in quarterly Disaster Recovery (DR) simulation exercises.</p> <p>13. Provide skills transfer to ICT Technicians</p>
--	--

4. Mandatory Requirements

4.1 Bidders must hold and submit a valid Silver, Gold, or Platinum certification from Sage.

4.2 NB: **Bidders who do not possess the required certification, or who fail to submit valid proof thereof, will be disqualified**

5. Administrative / Compliance Requirements

- 5.1. Registration on National Treasury CSD report
- 5.2. Comprehensive quotation (prices must be VAT Inclusive)
- 5.3. Tax Pin & Tax clearance certificate
- 5.4. Fully Completed and signed Standard Bidding Documents (SBD) forms documents
- 5.5. 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)
- 5.6. Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC)
- 5.7. A Copy of the identity document of the company owner(s)
- 5.8. Valid Medical Certificate
- 5.9. Valid South African Social Security Agency (SASSA) registration **(Where applicable)**
- 5.10. 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.

6. Functionality Criteria Evaluation

6.1 Only service providers that score a minimum of 70 points of the total points on the functionality evaluation will proceed to the price and preference point evaluation

6.2 Service providers must demonstrate their capacity and capability to successfully execute the required services by complying with the functionality criteria outlined in the table below

EVALUATION CRITERIA

ITEM	FUNCTIONALITY CRITERIA	POINTS
EXPERIENCE OF COMPANY-SAGE 200	<p>The service provider/bidder must submit Reference letters as evidence of their experience in SAGE 200 support and maintenance over the last five (5) years. The Reference Letters should include the client's name, contact person, contact details, designation, and a detailed description of the services rendered</p> <p>The scoring for company experience will be as follows:</p> <ul style="list-style-type: none"> •Three (3) or more relevant reference letters submitted = 20 points •Two (2) relevant reference letters submitted = 10 points •One (1) relevant reference letter submitted = 5 points •Zero (0) relevant reference letters submitted = 0 points <p>NB: RSR reserves the right to contact the references to verify the information provided.</p>	20
EXPERIENCE OF COMPANY-SAGE 300 (WEB)	<p>The service provider /bidder must submit a Reference letter as evidence of their experience in SAGE 300 support and maintenance in the last five (5) years. The Reference Letter should at least include the client's name, contact person, contact details, a detailed description of services rendered.</p>	20

	<p>The scoring for company experience will be as follows:</p> <ul style="list-style-type: none"> •Three (3) or more relevant reference letters submitted = 20 points •Two (2) relevant reference letters submitted = 10 points •One (1) relevant reference letter submitted = 5 points •Zero (0) relevant reference letters submitted = 0 points <p>NB: RSR reserves the right to contact the references to verify the information provided</p>	
EXPERIENCE OF COMPANY – ESS MOBILE APPLICATION	<p>The service provider/bidder must submit reference letter(s) as evidence of experience in providing support and maintenance services for the Employee Self-Service (ESS) mobile application (including web portal integration) within Sage 300 People over the past five (5) years. The Reference Letter should at least include the client's name, contact person, contact details, a detailed description of services rendered.</p> <p>The scoring for company experience will be as follows:</p> <ul style="list-style-type: none"> •Three (3) or more relevant reference letters submitted = 20 points •Two (2) relevant reference letters submitted = 10 points •One (1) relevant reference letter submitted = 5 points •Zero (0) relevant reference letters submitted = 0 points <p>NB: RSR reserves the right to contact the references to verify the information provided.</p>	20
SAGE 200 KEY PERSONNEL	<p>The service provider must have a Technical Resource/s with at least five (5) years of experience in Sage 200 Support and Maintenance.</p> <p>NB: The service provider must submit the technical resource's CV and certificates / qualifications. No points will be awarded if the CV and Certificates /Qualifications is not</p>	20

	<p>attached.</p> <p>The scoring for SAGE 200 Key Personnel will be as follows:</p> <ul style="list-style-type: none"> •Two (2) resources with SAGE certificates / qualifications and minimum of 5 years' experience of Sage 200 support and maintenance = 20 points •One (1) resource with SAGE certificates / qualifications and minimum of 5 years' experience of Sage 200 support and maintenance = 10 points •Zero (0) resources with SAGE certificates / qualifications and minimum of 5 years' experience of Sage 200 support and maintenance = 0 points 	
<p>SAGE 300 KEY PERSONNEL</p>	<p>The service provider must have a Technical Resource/s with at least five (5) years of experience in Sage 300 Support and Maintenance.</p> <p>NB: The service provider must submit the technical resource's CV and certificates / qualifications. No points will be awarded if the CV and Certificates /Qualifications is not attached.</p> <p>The scoring for SAGE 300 Key Personnel will be as follows:</p> <ul style="list-style-type: none"> •Two (2) resources with SAGE certificates / qualifications and minimum of 5 years' experience of Sage 300 support and maintenance = 20 points •One (1) resource with SAGE certificates / qualifications and minimum of 5 years' experience of Sage 300 support and maintenance = 10 points •Zero (0) resources with SAGE certificates / qualifications and minimum of 5 years' experience of Sage 300 support and maintenance = 0 points 	<p>20</p>

Service Providers must obtain a minimum of 70 points out of 100 points to be

considered for price and specific goal points evaluation.

7. Evaluation 80/20 Preference Point System

- 7.1. 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).**
- 7.2. **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.**
- 7.3. **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)

			<ul style="list-style-type: none"> • 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

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

7.4. For Points to be awarded for the specific goals the proof for the claim for such goal must be submitted.

8. Technical Enquiries

8.1. SCM: Fumani Mabunda

fumanim@rsr.org.za /010 495 5391

8.2. Project Manager: Evans Namanyana

evans.namanyana@rsr.org.za /010 495 5391

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

9.1. The request will be **closed on 12 May 2026 at 15h00**. Responses may be emailed to fumanim@rsr.org.za