

REQUEST FOR PROPOSAL

RFP REFERENCE No.: GMA/004/25

**PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND
MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT
BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION
SERVICES (MFDS)**

The GMA seeks:

to source a suitably qualified service provider to design, supply, install, operate, and maintain a Proof of Concept for an Automated Fare Collection-Account Based Ticketing solution for the Gautrain Midibus Feeder and Distribution Services (MFDS) for a period of two (2) years.

DATE OF ISSUE:	5 DECEMBER 2025
NON-COMPULSORY BRIEFING SESSION DATE:	19 DECEMBER 2025
CLOSING DATE FOR SUBMITTING QUESTIONS:	26 JANUARY 2026
CLOSING DATE FOR TENDER SUBMISSION:	30 JANUARY 2026
CLOSING TIME:	11H00

Request a virtual link to the briefing session by sending an email to: tenderenquiries@gautrain.co.za

CONTENTS

GAUTRAIN MANAGEMENT AGENCY – REQUEST FOR PROPOSAL

	Page
Definitions.....	6
Interpretations.....	7
RFP PART A	
Introduction.....	9
RFP Objectives.....	10
Indicative project timetable.....	10
Submission of tenders.....	12
Rules governing this RFP and the Tendering Process	
Application of rules.....	13
REQUEST FOR PROPOSAL	
Status.....	13
Accuracy.....	14
Additions and amendments to RFP.....	14
Representations.....	15
Confidentiality.....	15
Communication during the tender process	
Requests for clarification and further information.....	15
Unauthorized communications.....	16
Improper assistance, fraud and corruption.....	16

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

Anti-competitive conduct.....	17
Complaints about the tendering process.....	18
Conflict of interest.....	18
Late Tenders.....	19
Tender documents	
Bidders Responsibilities.....	19
Preparation of tenders.....	20
Illegible content, alterations and erasures.....	20
Obligation to notify errors.....	20
Responsibility for tendering costs.....	21
Disclosure of tender contents and tender information.....	21
Use of tenders.....	21
Period of validity.....	22
Status of tender.....	22
Tender Response	
Compliance with Specification.....	23
General.....	24
Alternative tender.....	24
Innovative Solutions.....	25
Contract Disclosure Requirements	
Disclosure of information.....	25
Trade secrets.....	26
Unreasonable disadvantage.....	26
Evaluation of tenders	26

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

Evaluation process.....	26
Evaluation criteria format.....	27
Functionality evaluation.....	28
Price evaluation.....	28
B-BBEE evaluation.....	29
Total Points Awarded	30
Clarification of tenders.....	30
Discussion with Bidders.....	30
Best and final offers.....	31
Successful Tenders	
No legally binding contract.....	31
Pre-contractual negotiations.....	32
No obligation to enter into contract.....	32
Additional rules.....	32
Bidder Warranties.....	32
GMA's Rights.....	33
Governing Laws.....	34
Inconsistency.....	34
RFP PART B – TENDER TERMS OF REFERENCE.....	35
RFP PART C – BIDDERS DECLARATION AND RESPONSE.....	72
CSD Central Supplier Database report.....	75
SBD1(A) Bidding submission	76
SBD1(B) Bidding submission	78
SBD 3.1 Pricing Schedule.....	79

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

SBD 3.2	Pricing Declaration.....	80
SBD 4	Declaration of Interest.....	83
SBD 6.1	Preferential Points Claim Form.....	87
SHE	Safety, Health and Environment.....	95
RFP PART - D	SUPPLIER CODE OF CONDUCT	97

DEFINITIONS

In this Request for Proposal, unless a contrary intention is apparent:

Automated Tender System (ATS) means an electronic procurement (e-Procurement) web-based system that facilitates complete bidding process from the advertising of the requirement through to the award of contract. This includes the exchange of all relevant documents in electronic format.

Business Day means a day which is not a Saturday, Sunday or public holiday.

Bid means a written offer in a prescribed or stipulated form lodged by a Bidder in response to an invitation in this Request for Proposal, containing an offer to provide goods, works or services in accordance with the Specification as provided in RFP Part B.

Bidder means a person or organisation that submits a Bid

Closing Time means the time, specified as such under the clause "Indicative Timetable" of this RFP Part A, by which Tenders must be received.

Draft Status means an incomplete tender submission by closing date and time

Evaluation Criteria means the criteria set out under the clause "Evaluation Criteria Format" of this RFP Part A.

GMA means the Gautrain Management Agency; a PFMA Schedule 3(C) listed Provincial Public Entity, established in terms of the GMA Act No. 5 of 2006.

Intellectual Property Rights includes copyright and neighbouring rights, and all proprietary rights in relation to inventions (including patents) registered and unregistered trademarks (including service marks), registered designs, confidential information (including trade secrets and know how) and circuit layouts, and all other proprietary rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields.

Member means an employee of the GMA.

Proposed Contract means the agreement including any other terms and conditions contained in or referred to in this RFP that may be executed between the GMA and the successful Bidder.

Project means supply, install, operate, and maintain a Proof of Concept for an Automated Fare Collection-Account Based Ticketing solution for the Gautrain Midibus Feeder and Distribution Services (MFDS).

Request for Proposal or **RFP** means this document (comprising each of the parts identified under RFP Part A, Part B, Part C and Part D) including all annexure and any other documents so designated by the GMA.

Services means the services required by the GMA, as specified in this RFP Part B.

Service Provider means successful bidder appointed and contracted by GMA.

Specification means any specification or description of the GMA's requirements contained in this RFP Part B.

State means the Republic of South Africa.

Statement of Compliance means the statement forming part of a Tender indicating the Bidders compliance with the Specification.

Submitted Status means a complete bidders' tender submission by closing date and time.

Tendering Process means the process commenced by the issuing of this Request for Proposal and concluding upon formal announcement by the GMA of the selection of a successful Bidder(s) or upon the earlier termination of the process.

Website means the website administered by GMA located at www.gma.gautrain.co.za

INTERPRETATIONS

In this RFP, unless expressly provided otherwise:

A reference to:

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

- (a) "includes" or "including" means includes or including without limitation; and
- (b) "R" or "Rands" is a reference to the lawful currency of the Republic of South Africa.

INTRODUCTION

1. The Gautrain Management Agency (GMA) is a PFMA Schedule 3(C) listed provincial public entity which has been established in terms of the GMA Act No. 5 of 2006. The GMA is substantially funded from the Provincial Revenue Fund in order to carry out the following strategic objectives:
 - Assist the Gauteng Provincial Government (GPG) in implementing Gautrain and achieving the Project's objectives.
 - Act on behalf of GPG in managing the relationship between Province and the Concessionaire in terms of the Concession Agreement and ensure that the interests of Province are protected.
 - Enhance the integration of Gautrain with other transport services and Public Transport Plans.
 - Promote and maximise the Socio-Economic Development and B-BBEE objectives of the GPG in relation to Gautrain.
 - Liaise with and promote co-operation between government structures in all three spheres of Government in relation to Gautrain.
 - Liaise with persons having an interest in the project.
 - Manage assets relating to Gautrain and promote their preservation and maintenance.
 - Manage the finances of the Gautrain Project and the financial securities provided by the Concessionaire.
 - Monitor the policy and legislative environment of the Gautrain Project
2. The Bombela Concession Company (RF) (Pty) Ltd (BCC or the Concessionaire) entered into a Concession Agreement with the Gauteng Province (Province) for the design, partial finance, construction, operation, and maintenance of the Gautrain Rapid Rail Link until 27 March 2026. The Operations Commencement Date (OCD) 1 started on 08 June 2010 for the section between Sandton station and ORTIA station. Extended Phase (EP) 1 services commenced on 02 August 2011 between Hatfield

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and Rosebank stations. The Operations Commencement Date 2 services commenced on 07 June 2012 between Rosebank and Park stations, in so doing providing a complete service between Park and Hatfield stations. At the end of the concession period, the Concessionaire shall transfer the Gautrain System to the GMA.

3. The GMA is inviting responses to this Request for Proposal (reference number GMA/004/25) in order to appoint a suitably qualified and experienced service provider to supply, install, operate, and maintain a Proof of Concept for an Automated Fare Collection-Account Based Ticketing solution for the Gautrain Midibus Feeder and Distribution Services (MFDS) as specified in this RFP PART B – Terms of Reference.
4. The appointment of a successful service provider is subject to conclusion of a service level agreement between the GMA and the service provider.

RFP OBJECTIVES

The objective of the tender is to find a qualified and experienced service provider to design, supply, install, operate, and maintain a Proof of Concept for an Automated Fare Collection-Account Based Ticketing solution for the Gautrain Midibus Feeder and Distribution Services (MFDS) for a period of two (2) years.

INDICATIVE PROJECT TIMETABLE

ACTIVITY	DATE
Issue of RFP	5 December 2025
Non-Compulsory Briefing Session Date and Time (request a virtual link to the briefing session by sending an email to: tenderenquiries@gautrain.co.za)	19 December 2025 at 11h00
Closing Date for submitting questions	26 January 2026

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

Closing Date and Time	30 January 2026 at 11h00
Intended completion of evaluation of tenders	15 March 2026
Intended formal notification of successful Bidders	30 April 2026
Effective date of contract	11 May 2026

**This timetable is provided as an indication of the timing of the tender process. It is indicative only and subject to change by the GMA. Bidders are to provide proposals that will allow achievement of the intended commencement date.*

SUBMISSION OF TENDERS

Web-based Online Submission (Compulsory)

GMA has implemented an Automated Tender System ("ATS") as part of its digitization strategy. The ATS is an electronic procurement (e-Procurement) web-based system that facilitates complete bidding process from the advertising of the requirement (tender) through to the award of contract. This includes the exchange of all relevant documents in electronic format through a secure platform with data security and probity features.

Proposal Submission	<p>All bids must be submitted through a secure web-based Automated Tender System ("ATS").</p> <p>To avoid any challenges that may affect submitting a bid on time, Bidders should at least ensure that they <u>are registered in the ATS and ready to submit bid documents 48hours before closing date and time; and after registration, complete submission of all bid documents at least 5 hours before closing date and time.</u> GMA takes no responsibility for any Bidder's failure to successfully submit a bid by closing date and time.</p> <p>NO BIDS MAY BE PHYSICALLY SUBMITTED AT GMA OFFICES.</p>
Access to the ATS	<p>https://eprocurement.gautrain.co.za/</p> <p>PLEASE NOTE: THE MAXIMUM SIZE FOR SUBMIT BIDS IS 50MB PER ATTACHMENT</p>
Hours of access to ATS	<p>24hours/7days. Submission of bid proposal will close at 11h00 on 23rd of January 2025</p>
Data Format	<p>PDF files only may be uploaded</p>
Enquiries	<p>For ATS system related problems contact IT Helpdesk on ats_helpdesk@gautrain.co.za</p> <p>For Tender Queries contact SCM on tenderenquiries@gautrain.co.za</p>

ATS Bid Submission Status (Draft or Submitted)	<p>Bidders must ensure that all their tender documents are uploaded on the ATS before closing date and time by clicking the “submit” button for the bids to reflect submitted status.</p> <p>Bids that are in draft status at the closing date and time shall be considered as non-submission.</p>
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RULES GOVERNING THIS RFP AND THE TENDERING PROCESS

APPLICATION OF RULES

5. Participation in the tender process is subject to compliance with the rules contained in this RFP Part A.
6. All persons (whether or not a Participant in this tender process) having obtained or received this RFP may only use it, and the information contained therein, in compliance with the rules contained in this RFP Part A.
7. All Bidders are deemed to accept the rules contained in this RFP Part A.
8. The rules contained in this RFP Part A apply to:
 - a. The RFP and any other information given, received or made available in connection with this RFP, and any revisions or annexure;
 - b. the Tendering Process; and
 - c. any communications (including any briefings, presentations, meetings and negotiations) relating to the RFP or the Tendering Process.

REQUEST FOR PROPOSAL

STATUS OF REQUEST FOR PROPOSAL

9. This RFP is an invitation for service provider/s to submit a proposal(s) for the provision of the services as set out in the Specification contained in this RFP Part B. Accordingly, this RFP must not be construed, interpreted, or relied upon, whether expressly or implied, as an offer capable of acceptance by any person(s), or as creating any form of contractual, promissory or other rights.
10. No binding contract or other understanding for the supply of the Services will exist between the GMA and any Bidder unless and until the Agency has executed a formal written contract with the successful Bidder.

ACCURACY OF REQUEST FOR PROPOSAL

11. Whilst all due care has been taken in connection with the preparation of this RFP, the GMA makes no representations or warranties that the content in this RFP or any information communicated to or provided to Bidders during the Tendering Process is, or will be, accurate, current or complete. The GMA, and its officers, employees and advisors will not be liable with respect to any information communicated which is not accurate, current or complete.
12. If a Bidder finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this RFP or any other information provided by the GMA (other than minor clerical matters), the Bidder must promptly notify the Agency in writing (by e-mail to the address tenderenquiries@Gautrain.co.za) of such discrepancy, ambiguity, error or inconsistency in order to afford the GMA an opportunity to consider what corrective action is necessary (if any).
13. Any actual discrepancy, ambiguity, error or inconsistency in this RFP or any other information provided by the GMA will, if possible, be corrected and provided to all Bidders without attribution to the Bidder who provided the written notice.

ADDITIONS AND AMENDMENTS TO THE RFP

14. The GMA reserves the right to change any information in, or to issue any addendum to this RFP before the Closing Time. The GMA and its officers, employees and advisors will not be liable in connection with either the exercise of, or failure to exercise this right.
15. If the GMA exercises its right to change information in terms of clause 22, it may seek amended Tenders from all Bidders.

REPRESENTATIONS

16. No representations made by or on behalf of the GMA in relation to this RFP will be binding on the GMA unless that representation is expressly incorporated into the contract ultimately entered into between the GMA and the successful Bidder.

CONFIDENTIALITY

17. All persons (including all Bidders) obtaining or receiving this RFP and any other information in connection with this RFP or the Tendering Process must keep the contents of the RFP and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this RFP.

COMMUNICATIONS DURING THE TENDERING PROCESS

REQUESTS FOR CLARIFICATION OR FURTHER INFORMATION

18. All communication and attempts to solicit information of any kind relative to this tender should be in writing and channelled to the Supply Chain Management Unit via ATS and response will be provided on the same platform.
19. Any communication by a Bidder to the GMA will be effective upon receipt by the SCM Unit (provided such communication is in the required format).

20. The GMA has restricted the period during which it will accept questions or requests for further information or clarification and reserves the right not to respond to any enquiry or request, irrespective of when such enquiry or request is received.
21. Except where the GMA is of the opinion that issues raised apply only to an individual Bidder, questions submitted and answers provided will be made available to all Bidders by e-mail, as well as on the GMA's ATS portal without identifying the person or organisation which submitted the question.
22. In all other instances, the GMA may directly provide any written notification or response to a Bidder by email to the address of the Bidder (as notified by the Bidder to the SCM Unit).
23. A Bidder may, by notifying the SCM Unit in writing, withdraw a question submitted in accordance with clause 30, in circumstances where the Bidder does not wish the GMA to publish its response to the question to all Bidders.

UNAUTHORISED COMMUNICATIONS

24. Bidders may not contact (including promotional or advertising activities) any GMA staff or Advisors of GMA except through the channel in clause 21 above on any matter pertaining to the bid from the time when the bid is advertised to the time the bid is awarded. Communicating with any GMA staff or Advisors of GMA except through the channel in clause 21 above will be perceived as an effort by a bidder to influence bid evaluation, bid comparisons or bid award decisions in any manner, and will result in rejection of the bid concerned. Nothing in this clause is intended to prevent communications with staff of, or advisors of the GMA to the extent that such communications do not relate to this RFP or the Tendering Process.
25. Bidders must not otherwise engage in any activities that may be perceived as, or that may have the effect of, influencing the outcomes of the Tendering Process in any way.

IMPROPER ASSISTANCE, FRAUD AND CORRUPTION

26. Bidders may not seek or obtain the assistance of employees, contractors or advisors of the GMA in the preparation of their tender responses, except where contractors or advisors are participating in the tender in which case the Bidder must disclose such participation in its tender by declaring their possible interest or conflict in the relevant SBD 4 form.
27. The GMA may in its absolute discretion, immediately disqualify a Bidder that it believes has sought or obtained such improper assistance.
28. Bidders are to be familiar with the implications of contravening the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004 and any other relevant legislation.
29. Bidders are encouraged to stop crime at the GMA in its tracks and report it anonymously to: telephone: **0800 222 585** or **SMS 33490** or **email: gautrain@whistleblowers.co.za** or **Whistle Blowers App** (<https://www.whistleblowing.co.za/download-app/>)

ANTI-COMPETITIVE CONDUCT

30. Bidders and their respective officers, employees, agents and advisors must not engage in any collusion, anti-competitive conduct or any other similar conduct in respect of this Tendering Process with any other Bidder or any other person(s) in relation to:
- a. The preparation or lodgement of their Tender
 - b. the evaluation and clarification of their Tender; and
 - c. the conduct of negotiations with the GMA.

31. For the purposes of clause 38, collusion, anti-competitive conduct or any other similar conduct may include disclosure, exchange and clarification of information whether or not such information is confidential to the GMA or any other Bidder or any other person or organisation.
32. In addition to any other remedies available to it under law or contract, the GMA may, in its absolute discretion, immediately disqualify a Bidder that it believes has engaged in any collusive, anti-competitive conduct or any other similar conduct during the entire Tendering Process.

COMPLAINTS ABOUT THE TENDERING PROCESS

33. Any complaint about the RFP or the Tendering Process must be submitted to the SCM Unit in writing, (preferably by email: tenderenquiries@gautrain.co.za), immediately upon the cause of the complaint arising or becoming known to the Bidder.
34. The written complaint must set out:
- a. The basis for the complaint, specifying the issues involved;
 - b. how the subject of the complaint affect the organisation or person making the complaint;
 - c. any relevant background information; and
 - d. the outcome desired by the person or organisation making the complaint.
35. If the matter relates to the conduct of an official, employee or advisor of the GMA, the complaint should be addressed in writing marked for the attention of the Chief Executive Officer of the GMA, and delivered to the physical address of the GMA, as notified.

CONFLICT OF INTEREST

36. A Bidder must not, and must ensure that its officers, employees, agents and advisors do not place themselves in a position that may give rise to actual, potential or

perceived conflict of interest between the interests of the GMA and/or the Gauteng Provincial Government and the Bidders interests during the Tender Process.

37. The Bidders Response in this RFP Part C requires the Bidder to provide details of any interests, relationships or clients which may or do give rise to a conflict of interest in relation to the supply of the services under any contract that may result from this RFP.
38. If the Bidder submits its Tender and a subsequent conflict of interest arises, or is likely to arise, which was not disclosed in the Tender, the Bidder must notify the GMA immediately in writing of that conflict.
39. The GMA may immediately disqualify a Bidder from the Tendering Process if the Bidder fails to notify the GMA of the conflict as required.

LATE TENDERS

40. Tenders must be lodged by the Closing Date and Time electronically in the ATS. The ATS system will automatically lock at the Closing Date and Time. Late bids will not be accepted or considered.
41. The determination of the GMA as to the actual time that a Tender is lodged is final.

TENDER DOCUMENTS

BIDDERS RESPONSIBILITIES

43. Bidders are responsible for:
- a. Examining this RFP and any documents referenced or attached to this RFP and any other information made or to be made available by the GMA to Bidders in connection with this RFP;
 - b. fully informing themselves in relation to all matters arising from this RFP, including all matters regarding the GMA's requirements for the provision of the Services;

- c. ensuring that their Tenders are accurate, complete and submitted on ATS;
- d. making their own enquiries and assessing all risks regarding this RFP, and fully considering and incorporating the impact of any known and unknown risks into their Tender;
- e. ensuring that they comply with all applicable laws in regard to the Tendering Process particularly as specified by National Treasury Regulations, Guidelines, Instruction Notes and Practice Notes and other relevant legislation as published from time to time in the Government Gazette;
- f. submitting proof of registration on National Treasury Centralised Supplier Database and all other returnable documents as listed on the Checklist; and
- g. Failure to provide the required information could result in disqualification of the bidder.

PREPARATION OF TENDERS

44. Bidders must ensure that:

- a. Their Tender is submitted in the required format as stipulated in this RFP Part A; and
- b. all the required information fields in RFP Part C are completed in full and contain the information requested by the GMA.

Note to Bidders: *The GMA may in its absolute discretion reject a Tender that does not include the information requested.*

45. Unnecessarily elaborate responses or other presentations beyond that which is sufficient to present a complete and effective tender proposal are not desired or required. Elaborate and expensive visual and other presentation aids are not necessary.

ILLEGIBLE CONTENT, ALTERATION AND ERASURES

46. Incomplete Tenders may be disqualified or evaluated solely on information contained in the Tender.

47. The GMA may disregard any content in a Tender that is illegible and will be under no obligation whatsoever to seek clarification from the Bidder.
48. The GMA is entitled to amend any bid conditions, validity period, specifications, or extend the closing date of bids before the closing date. All bidders, to whom the bid documents have been issued, will be advised in writing of such amendments in good time.

OBLIGATION TO NOTIFY ERRORS

49. All notifications to bidders shall be done via email-on-email addresses registered in the ATS.

RESPONSIBILITY FOR TENDERING COSTS

50. The Bidders participation or involvement in any stage of the Tendering Process is at the Bidders sole risk, cost and expense. The GMA will not be held responsible for, or pay for, any expense or loss that may be incurred by Bidders in relation to the preparation or lodgement of their Tender.
51. The GMA is not liable to the Bidder for any costs on the basis of any contractual, or promissory or restitutionary grounds whatsoever as a consequence of any matter relating to the Bidders participation in the Tendering Process, including without limitation, instances where:
- a. The Bidder is not engaged to perform under any contract; or
 - b. the GMA exercises any right under this RFP or at law.

DISCLOSURE OF TENDER CONTENTS AND TENDER INFORMATION

52. All Tenders received by the GMA will be treated as confidential. The GMA will not disclose any Tender contents and Tender information, except:
- a. As required by law;
 - b. for the purpose of investigations by other government authorities having relevant jurisdiction;
 - c. to external consultants and advisors of the GMA engaged to assist with the Tendering Process; or

- d. for the general information of Bidders required to be disclosed as per National Treasury Regulations, Guidelines, Instruction Notes or Practice Notes.

USE OF TENDERS

53. Upon submission in accordance with the requirements of submission of Tenders, all Tenders submitted become the property of the GMA. Bidders will retain all ownership rights in any intellectual property contained in the Tender.
54. Each Bidder, by submission of their Tender, is deemed to have licensed the GMA to reproduce the whole, or any portion, of their Tender for the purposes of enabling the GMA to evaluate the Tender.
55. Further, in submitting a Tender, the Bidder accepts that the GMA shall, in accordance with the requirements of Treasury Regulation No. 16A.6.3(d) and the National Treasury Instruction Note on *Enhancing Compliance Monitoring and Improving Transparency and Accountability in Supply Chain Management*, publish (on the internet or otherwise):
- a. The names of all Bidders that submitted bids in relation to this RFP within 10 (Ten) working days after the closing date of this RFP, if the bid is above the threshold value of R1 million; and
 - b. on award of the bid, the name of the successful Bidder, the contract price, B-BBEE level of contribution status, the contract number and description of the contract awarded.

PERIOD OF VALIDITY

56. All Tenders received must remain valid and open for acceptance for a minimum of 90 (ninety) days from the Closing Date. This period may be extended by written mutual agreement between the GMA and the Bidder.

STATUS OF TENDER

57. Each Tender constitutes an irrevocable offer by the Bidder to the GMA to provide the Services required and otherwise to satisfy the requirements of the Specification as set out in this RFP Part B.

58. A Tender must not be conditional on:

- a. The Board approval of the Bidder or any related governing body of the Bidder being obtained;
- b. the Bidder conducting due diligence or any other form of enquiry or investigation;
- c. the Bidder (or any other party) obtaining any regulatory approval or consent;
- d. the Bidder obtaining the consent or approval of any third party; or
- e. the Bidder stating that it wishes to discuss or negotiate any commercial terms of the contract.

59. The GMA may, in its absolute discretion, disregard any tender that is, or is stated to be, subject to any one or more of the conditions detailed above (or any other relevant conditions).

60. The GMA reserves the right to accept a Tender in part or in whole or to negotiate with a Bidder in accordance with the clause 88 (Unreasonable disadvantage) of this RFP Part A.

TENDER RESPONSE

COMPLIANCE WITH SPECIFICATION

61. Under Part C of this RFP, a Bidder must submit a tabulated statement showing its level of compliance to the Specification contained in this RFP Part B.

62. In particular, Bidders must state if they will not comply with the Specification, or will only comply with the Specification subject to conditions. Full details of the non-compliance (including the nature and extent of the non-compliance and any reasons for such non-compliance) must be stated in the space provided in the tabulated statement.

63. No response is required in respect of a particular section of the Specification where Bidders will comply with the Specification. Only sections that Bidders have not complied with, or will only comply with subject to conditions, should be noted in the tabulated statement.

64. The GMA is prepared to contemplate minor variations or departures from the Specification proposed by Bidders.

65. However, Bidders should note that significant or substantive variations or departures from the Specifications will not be viewed favourably unless the Bidder is able to clearly demonstrate to the satisfaction of the GMA the necessity for such variations or departures.

Note to Bidders: *The GMA will assume that a Bidders Response complies in all relevant respects with the Specification unless the Bidder states otherwise. Failure to notify the GMA of any non-compliance may result in a Bidders Response being disregarded.*

66. For the purposes of clauses 70,71 and 72:

- **Yes/Complies** means that in all respects the Bidders Response meets or otherwise satisfies all specified outputs, characteristics or performance standards.
- **Will comply subject to conditions** means that the specified outputs, characteristics or performance standards can only be met by the Bidder subject to certain conditions.
- **No/Will not comply** means that the specified outputs, characteristics or performance standards is not met by the Bidders Response.

GENERAL

67. Indefinite responses such as "noted", "to be discussed" or "to be negotiated" are not acceptable.

68. Where the Bidder is unwilling to accept a specified condition, the non-acceptance must be clearly and expressly stated. Prominence must be given to the statement detailing the non-acceptance. It is not sufficient that the statement appears only as part of an attachment to the Tender, or be included in a general statement of the Bidders usual operating conditions.

69. An incomplete Tender may be disqualified or assessed solely on the information completed or received with the Tender.

ALTERNATIVE TENDER

70. A Bidder may submit an alternative proposal. An alternative proposal will only be accepted if:

- a. The Bidder also provides a conforming Bidders Response; and
- b. The alternative proposal is clearly identified as an "Alternative Tender".

71. An Alternative Tender may:

- a. Not comply with the Specifications for the relevant Services due to inherent design or capability in the operation of the Services; or
- b. Provide the Services in a manner different to that specified in this RFP Part B.

INNOVATIVE SOLUTIONS

72. Bidders are encouraged to offer options or solutions which may, in an innovative way, contribute to the GMA's ability to carry out its operations in a more cost-effective manner.

73. These options or solutions may be related to:

- a. The outputs, functional, performance and technical aspects of the requirement; or
- b. Opportunities for more advantageous commercial arrangements.

74. Any such options or solutions will be considered by the GMA on a "commercial in confidence" basis if so requested by the Bidder.

75. Where a Bidder submits an offer which meets the requirements of this RFP in an alternative and practical manner, the Tender must also include any supplementary material (including such pricing and costing details as may be necessary to enable the GMA to fully assess the financial impact of the alternative proposal), which demonstrates in detail that such an alternative will fully achieve and/or exceed all the specified requirements, together with references as to why the additional features may be advantageous.

76. The GMA reserves the right to consider such offers on their merits or not to consider them at all.

CONTRACT DISCLOSURE REQUIREMENTS

DISCLOSURE OF INFORMATION

77. The Conditions of Tendering include a provision for the disclosure of contract information (refer to this RFP Part A dealing with "Use of Tenders").

78. If a Bidder wishes to withhold the disclosure of specific contract information, the Bidder must clearly outline how the release of this information will expose trade secrets, business strategy or unique methodologies that may expose the business unreasonably to disadvantage.

TRADE SECRETS

79. In considering whether specific information should be categorised as a trade secret, Bidders' should assess:

- a. The extent to which it is known outside of the Bidders business;
- b. the extent to which it is known by the persons engaged in the Bidders business;
- c. any measures taken to guard its secrecy;
- d. its value to the Bidders business and to any competitors;
- e. the amount of money and effort invested in developing the information; and
- f. the ease or difficulty with which others may acquire or develop this information.

UNREASONABLE DISADVANTAGE

80. In determining whether disclosure of specific information will expose a Bidders business unreasonably to disadvantage, the following should be considered:

- a. Whether the information is generally available to competitors; and
- b. Whether it could be disclosed without causing substantial harm to the competitive position of the business.

The GMA will consider these applications in the Tender evaluation and negotiations (if any) with Bidders.

EVALUATION OF TENDERS

EVALUATION PROCESS

81. Following the Closing Time, the GMA intends to evaluate the Tenders received.
82. Tenders will be evaluated against the Evaluation Criteria specified under the section "Evaluation Criteria Format".
83. Without limiting the GMA's rights in the RFP, the GMA may at any time during the Tendering Process choose to:
 - a. Shortlist one or more Bidders; and
 - b. accept one or more of the Tenders.
84. Unless the Evaluation Criteria explicitly require, the GMA may, but is not in any way bound to, shortlist, to select as successful, or to accept the Tender offering the lowest price.
85. Should the GMA choose to include a short listing stage in its evaluation process, the GMA is not, at any time, required to notify Bidders or any other person or organisation interested in submitting a Tender.
86. A Bidders Response will not be deemed to be unsuccessful until such time as the Bidder is formally notified of that fact by the GMA. The commencement of negotiations by the GMA with one or more other Bidders is not to be taken as an indication that any particular Bidders Response has not been successful.

EVALUATION CRITERIA FORMAT

87. The evaluation criteria is weighted to reflect the importance of project requirements noted in the Specifications:
88. In evaluating Bidders Responses, the GMA will have regard to:
 - a. Specific evaluation criteria identified in the list below;
 - b. the overall value for money proposition presented in the Bidders Response; and
 - c. particular weighting assigned to any or all of the evaluation criteria specified below.
89. For the purposes of this RFP clause 90, 'value for money' is a measurement of financial and non-financial factors, including:

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

- a. Quality levels; and
- b. performance standards.

90. Value for money will be assessed on a 'whole of life' basis (including the transitioning-in, the contract term and the transitioning-out phases of the relationship between the GMA and a Bidder), with a view to long-term sustainability of the value for money proposition and with a focus on ensuring that value for money outcomes are promoted and protected following the conclusion of any contract that may result from this RFP.
91. Administrative compliance will be determined in accordance with the conditions listed in this RFP.
92. The evaluation criteria will be in line with the PPPFA, 2000 (Act No. 5 of 2000), Preferential Procurement Regulations 2022 and the approved GMA SCM Policy.
93. Evaluation will be based on a point system and three-stage evaluation process. As a pre-requisite, a bid must comply with the requirements of the bid solicitation and meet the pre-qualification/mandatory requirements (if any) before being evaluated further to the second stage. The minimum threshold of the functionality evaluation criteria must also be met in order for the bid to be declared responsive and acceptable and qualify to the third evaluation stage.
94. The value of this bid is estimated to be below R 50,000,000 and therefore the 80/20 preference point system shall apply. The following is the weighting awarded for each element, and the threshold score.

Evaluation element	Weighting	Threshold score
Technical proposal	100	70 Points
Specific goals	20	N/A
Price proposal	80	N/A
Total	100	

FUNCTIONALITY EVALUATION

95. The evaluation criteria for measuring functionality, and the weighting attached to each criterion is detailed in **Part B of the RFP document, Paragraph 7 of Terms of Reference**. Failure to provide adequate information for evaluation of the criteria listed below will at least result in minimal subjective consideration and may result in loss of points.
96. The minimum threshold for functionality is indicated in clause 94. Bids that do not meet this threshold will be disqualified from further evaluation.
97. Thereafter, only the qualifying bids will be evaluated in terms of the 80/20 preference point system, where a maximum of 80 points are allocated for price and a maximum of 20 points are allocated in respect of Specific Goals.

PRICE EVALUATION

98. Price points will be calculated on the total price proposed solution as per terms of reference, using the following formula:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where:

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{\min} = Price of lowest acceptable tender

PREFERENCE EVALUATION

99. Twenty (20) points are allocated for preference (Specific Goals). B-BBEE rating certificates and affidavits signed under oath are the Specific Goals applicable for this tender. Preference points will be allocated in terms of the BBEE Codes of Good Practice guideline as indicated in the following table.

100. To claim Preference points, Bidders must submit the duly completed and signed SBD6.1 and a valid BBEE Certificate or affidavit signed under oath which will be verified.

B-BBEE Status Level of Contributor	Number of points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

TOTAL POINTS AWARDED

101. The total points scored by a bidder to determine the winning Bidder will be calculated by adding the points attained for preference (Specific Goals) to the points scored for price.

CLARIFICATION OF TENDERS

102. The GMA may seek clarification from and enter into discussions with any or all of the Bidders in relation to their Tender. The GMA may use such information in interpreting the Tender and evaluating the cost and risk in accepting the Tender. Failure to supply clarification to the satisfaction of the GMA may render the Tender liable to disqualification.

103. The GMA is under no obligation to seek clarification of anything in a Tender and reserves the right to disregard any clarification that the GMA considers to be unsolicited or otherwise impermissible in accordance with the rules set out in this RFP.

DISCUSSION WITH BIDDERS

104. The GMA may elect to engage in detailed discussions with any one or more Bidders, with a view to maximising the benefits of this RFP as measured against the evaluation criteria and in fully understanding a Bidders offer.
105. In its absolute discretion, the GMA may invite some or all Bidders to give a presentation to the GMA in relation to their submissions, that may include a demonstration of software, programs or unique methodologies proposed, if applicable.
106. The GMA is under no obligation to undertake discussions with, or to invite any presentations from Bidders.
107. In addition to presentations and discussions, the GMA may request some or all Bidders to:
- a. Conduct a site visit, if applicable;
 - b. provide references or additional information; and/or
 - c. make themselves available for panel interviews.

BEST AND FINAL OFFERS

108. Bidders or where the Tendering Process involves a short-listing process, shortlisted Bidders may be invited by the GMA to submit a best and final offer in relation to all or certain aspects of their respective Tenders.

109. The GMA is under no obligation to give Bidders the opportunity to submit a best and final offer. If the GMA chooses to give Bidders the opportunity to submit a best and final offer, it is under no obligation to give notification before the Closing Time that such opportunity will be given.

110. Notwithstanding the possibility that the GMA may give Bidders the opportunity to submit a best and final offer, Bidders should be aware that the GMA will, in conducting its evaluation of Tenders, rely on all information (including all representations) contained in such Tenders. Bidders are therefore encouraged to submit their best and final offers in the first instance.

SUCCESSFUL TENDERS

NO LEGALLY BINDING CONTRACT

111. Selection as a successful Bidder does not give rise to a contract (express or implied) between the successful Bidder and the GMA for the supply of the Services. No legal relationship will exist between the GMA and a successful Bidder for the supply of the Services until such time as a binding contract is executed by them.

PRE-CONTRACTUAL NEGOTIATIONS

112. The GMA may, in its absolute discretion, decide not to enter into pre-contractual negotiations with a successful Bidder.

113. A Bidder is bound by its Tender and all other documents forming part of the Bidders Response and, if selected as a successful Bidder, must enter into a contract on the basis of the Tender without negotiation.

NO OBLIGATION TO ENTER INTO CONTRACT

114. The GMA is under no obligation to appoint a successful Bidder or Bidders (as the case may be), or to enter into a contract with a successful Bidder or any other person, if it is unable to identify a Tender that complies in all relevant

respects with the requirements of the GMA, or if due to changed circumstances, there is no longer a need for the Services requested, or if funds are no longer available to cover the total envisaged expenditure. For the avoidance of any doubt, in these circumstances the GMA will be free to proceed via any alternative process.

115. The GMA may conduct a debriefing session for all Bidders (successful and unsuccessful). Attendance at such debriefing session is optional.

ADDITIONAL RULES

116. It is a condition of the tendering process that Bidders will be required to complete all the forms annexed to this RFP Part C.
117. A Bidder who does not submit all the information as required by the GMA may be disqualified from the Tendering Process.

BIDDER WARRANTIES

118. By submitting a Tender, a Bidder warrants that:
- a. In lodging its Tender it did not rely on any express or implied statement, warranty or representation, whether oral, written, or otherwise made by or on behalf of the GMA, its officers, employees, or advisers other than any statement, warranty or representation expressly contained in the RFP;
 - b. it did not use the improper assistance of GMA employees or information unlawfully obtained from the GMA in compiling its Tender;
 - c. it is responsible for all costs and expenses related to the preparation and lodgement of its Tender, any subsequent negotiation, and any future process connected with or relating to the Tendering Process;
 - d. it otherwise accepts and will comply with the rules set out in this RFP; and
 - e. it will provide additional information in a timely manner as requested by the GMA to clarify any matters contained in the Tender.

GMA'S RIGHTS

119. Notwithstanding anything else in this RFP, and without limiting its rights at law or otherwise, the GMA reserves the right, in its absolute discretion at any time, to:
- a. Cease to proceed with, or suspend the Tendering Process prior to the execution of a formal written contract;
 - b. alter the structure and/or the timing of this RFP or the Tendering Process;
 - c. vary or extend any time or date specified in this RFP for all or any Bidder or other persons;
 - d. terminate the participation of any Bidder or any other person in the Tendering Process;
 - e. require additional information or clarification from any Bidder or any other person or provide additional information or clarification;
 - f. call for new Tenders;
 - g. reject any Tender received after the Closing Time;
 - h. reject any Tender that does not comply with the requirements of this RFP; or
 - i. consider and accept or reject any alternative tender.

GOVERNING LAWS

120. This RFP and the Tendering Process is governed by the laws applying in the Republic of South Africa.
121. Each Bidder must comply with all relevant laws in preparing and lodging its Tender and in taking part in the Tendering Process.
122. All tenders must be completed using the English language and all costing

must be in South African Rands.

INCONSISTENCY

123. If there is any inconsistency between any parts of this RFP, a descending order of precedence must be accorded to:

- a. the conditions of tendering in Part A and Part B of this RFP, and any annexure or attachments;
- b. the Bidders response in Part C of this RFP;
- c. any other part of this RFP, so that the provision in the higher ranked document, to the extent of the inconsistency, prevails.

TERMS OF REFERENCE

1. PURPOSE

The purpose of these Terms of Reference (ToR) is to source a service provider to design, supply, install, operate, and maintain a proof-of-concept (POC) for an automated fare collection-account based ticketing solution for the Gautrain Midibus Feeder and Distribution Services (MFDS).

2. BACKGROUND INFORMATION OF THE GAUTRAIN MANAGEMENT AGENCY

2.1. The Gautrain Management Agency

2.1.1. General Description

The main objective of the GMA is to manage, coordinate and oversee the Gautrain. In order to do so, the GMA must:

- a) assist the Gauteng Provincial Government ("GPG") in implementing Gautrain and achieving its objectives;
- b) act on behalf of GPG in managing the relationship between GPG and the Concessionaire in terms of the Concession Agreement ("the CA") and ensure that the interests of GPG are protected;
- c) enhance the integration of Gautrain with other transport services and Public Transport Plans;
- d) promote and maximize the Socio-Economic Development and BBBEE objectives of the GPG in relation to Gautrain;
- e) liaise with and promote co-operation between government structures in all three spheres of Government in relation to Gautrain;
- f) liaise with persons having an interest in Gautrain;

- g) manage assets relating to Gautrain and promote their preservation and maintenance;
- h) manage the finances of the Gautrain and the financial securities provided by the Concessionaire; and
- i) monitor the policy and legislative environment of the Gautrain.

3. SCOPE OF WORK

3.1. BACKGROUND

The solution implementation is intended to be applied on **the Gautrain Midibus Feeder and Distribution Services (MFDS) only**. The results and operational related information collected from the Gautrain Midibus implementation will highlight the key requirements to be considered in other modes of public transport in the Gautrain Province. The other modes of public transport include but are not limited to this list are the PTOG Bus operations and Minibus taxi operations.

3.1.1. THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION (MFDS)

3.1.1.1. The MFDS contracting model

- a) The provision of the feeder and distribution service is a key element in supporting the rail network and providing an interface into the existing and planned public transport networks.
- b) The GMA, therefore, in an effort to enhance public transport integration, devised strategies to improve accessibility to the Gautrain system by providing other modes of transport to Gautrain stations. This gave rise to an idea of partnering with the minibus-taxi industry, the idea was explored and has now been fully realised and

has developed into a fully functional public transport integration model.

- c) The GMA public transport integration model with the minibus-taxi industry, referred to as the Midibus Feeder and Distribution Services (MFDS) model, is founded on the following principles:
 - i. Strategic Partnerships – Formalisation of partnerships with the participating taxi associations and structuring of the entity into a sustainable business. The affected taxi associations came together and formed a company, which is then contracted to GMA and its concession partners in the form of a Service Level Agreement (SLA). The SLA outlines each party's roles and responsibilities.
 - ii. Reliable public transport service – the provision of a scheduled, safe, and reliable public transport service by all the partners, thus improving the public transport brand perception.
 - iii. Job creation – the creation of sustainable jobs and alleviation of poverty through the integration partnerships.

3.1.1.2. Description of Existing Operations

- a) The Gautrain rail network is supported by Dedicated Feeder and Distribution Services (DFDS) as well as Midibus Feeder and Distribution Services (MFDS). These services serve as feeder and distribution services transporting commuters to and from nine Gautrain stations (excluding ORTIA). The DFDS are operated by buses provided by Bombela Operating Company (BOC) through its contractual arrangements. The DFDS are excluded from the scope of the ABT POC.
- b) The MFDS are operated by 22-seater Midibuses in partnership with the minibus taxi industry. The sustainability of the MFDS operations is dependent on the provision of financial assistance by the GMA.

- c) The MFDS operations comprises of twenty-five (25) 22-Seater Midibuses that operate on nine (9) routes at various Gautrain stations. The midibus services are available during weekdays. The MFDS model is operated by the contracted taxi industry operating in the area and are contracted to operate Gautrain MFDS.

3.1.1.3. Current Gautrain Midibus Vehicle Specifications

VEHICLE	
Gautrain Midibus Vehicle Capacity	22 Seaters

Vehicle specifications: Standard

Air Conditioning system - Front & Rear (Free flow)
Bonded Windows
Tow Bar
Bull Bar
22 seaters – Conversion (Gautrain blue colour - Fabric)
Space available for second car battery Power Source
Radio/CD/Bluetooth (with speakers)
Gautrain Colour (Gautrain Corporate Identity Manual)
Maintenance & Service plan (up-to 280 000km)

3.1.1.4. Description of Existing Ticketing Operations

- a) Ticketing
- Purchase a paper perforated ticket from the Midibus kiosk.
 - Payment is made using both cash and bank card.
 - The current cost of the trip is, R13.00 subject to annual review.

b) Trip

- i. Upon entering the Midibus for the trip, the passenger hands the ticket to the bus driver.
- ii. The bus driver tears the ticket and gives the customer their copy and keeps “the drivers copy “for reconciliation and reporting purposes.
- iii. The passenger then rides the Midibus to their destination.

c) Reconciliation

- i. The bus driver hands over the ticket counterfoils collected for the day to the station supervisor at the parent station.
- ii. The station supervisor reconciles the tickets and records the information.

d) Reporting

- i. BOC submits a report detailing the Midibus travel data for the month.
- ii. The report is submitted in a PowerPoint (.ppt) document format.

4. SERVICE REQUIREMENTS

The GMA requires a service provider to design, install, operate and maintain a proof-of-concept solution Account-Based Ticketing (ABT) Automatic Fare Collection (AFC) system for the Gautrain MFDS

The User requirements as detailed below are the principal expectations of functionality and functional reliability that the Midibus operator expect that the system shall operate under

4.1. The Midibus Operators Principal User requirements:

- a. All transactions are to be reconciled and transferred to the appropriate user account daily

- b. There shall be an auditing of all transactions to ensure all funds are reconciled and transferred to the correct account
- c. All failures of the system should not lead to any loss of funds for services rendered by the operators
- d. A suitable period of no more than **48 hours** will be provided for funds to be delayed in the event when the ABT POC system has a major system failure (software, hardware or system configuration related)
- e. The System must always be supported and maintained by the system and service provider
- f. Existing Midibus operations staff (admin staff for the operators); be it the ticket sales and vehicle drivers will be trained to operate the ABT POC software systems and related equipment, but these staff members will only be responsible to report any failures to the system and service provider.
- g. The existing Midibus operations staff will not be responsible for performing any maintenance of the ABT POC system
- h. The additional battery to be installed in the Midibus vehicle shall be used to provide the power supply for the ABT POC system installations
- i. The vehicle installation of the ABT POC equipment must be quick and not introduce long vehicle stoppages. The ideal must be for the work to be completed within the off-peak period of operation within hours if not in the same day.
- j. The ABT POC equipment to be provided should not have an impact on the current condition of insurance in so far as the insurance cover is concerned
- k. The System and service provider will supply all the required systems, and this includes:
 - i. The vehicles installed AFC validation devices
 - ii. The vehicle installed power supply unit
 - iii. The vehicle installed system communication equipment

- iv. The ticketing office installed ticket and product purchase computer systems
- v. The ticket office installed telephone or cell phone communication system

4.2. Supply, install and commission validator devices to be installed in the Midibuses.

4.2.1. The bidders must provide fare collection and check in validator devices for the ABT POC with the following minimum requirements:

4.2.1.1. Compatible for contactless payment with various fare media including:

- a) CIPURSE NDOT smartcard;
- b) EMV and mobile EMV (bank card, virtual card, Samsung Pay, Apple Pay, Google Pay and/or device);
- c) Barcode (1D and 2D, QR codes and AZTEC);
- d) Mobile pay (Near Field Communication) including virtual cards;
- e) MIFARE Technology including Gautrain Cards (hosted by Thales).

4.2.1.2. The solution must be open standard, based on the CIPURSE open standards to align with SANRAL account-based ticketing requirements.

4.2.1.3. Allows for card-based and account-based fare collection.

4.2.1.4. Located in an easily accessible location for the commuter.

4.2.1.5. Must have security measures to ensure that the device is tamper proof.

4.2.1.6. Has a crypto-processor and adheres to security standards set out by PCI-PTS v6.0.

4.2.1.7. Must be compatible for installation in any selected vehicle and can be retrofitted to allow for installation in the vehicle.

4.2.1.8. Must have multiple connectivity options including GSM, 3G, 4G, 4G LTE, GPS and Wi-fi.

4.2.1.9. Must have network redundancy with connectivity and 4 SIM slot.

4.2.1.10. Allows for remote device management and maintenance.

- 4.2.1.11. Be certified for the latest applicable EMV level and Certification.
- 4.2.1.12. Supports certified payment schemes including VISA, Mastercard, AMEX, and PURE.
- 4.2.1.13. The device must be able to do automatic software and firmware updates.
- 4.2.1.14. Can encode information on the card to overcome potential offline situations.
- 4.2.1.15. Equipped with Customer Convenience Register (CCR) capability for offline transactions.
- 4.2.1.16. Visual feedback enabled for acceptance/rejection of token scan.
- 4.2.1.17. Digital audio indicators to confirm token validation/rejection.
- 4.2.1.18. Impact protection as expected in public transport facilities.
- 4.2.1.19. Protection from dust and water/liquid ingress.
- 4.2.1.20. All components of the system should be setup in a way that all pending transactions are recorded prior to the device switching off.
- 4.2.1.21. Bidders must note that the above list is not exhaustive. It should be noted that details regarding the planned location of the validator, size of the validator, sound settings of the validator etc. must be finalised with the Midibus Transport Operators.

- 4.2.2. Submission requirements for the Validator Devices include the following:
 - 4.2.2.1. The bidder must clearly describe the approach and the methodology that will be followed to align with the requirements of this RFP.
 - 4.2.2.2. The bidders must propose a clear and detailed solution that would meet all the requirements as detailed in this RFP.
 - 4.2.2.3. Layout drawings indicating the proposed validator positions in the Gautrain Midibus. The diagrams must indicate the orientation of the devices and any retrofitting that may be required.
 - 4.2.2.4. A detailed list and full specifications of all components (hardware

and software) for the final proposed solution.

- 4.2.2.5. An architecture diagram of the entire proposed solution must be provided. The architecture diagram must clearly show the following:
 - a) Connectivity between the various system components.
 - b) Data flow between all components of the solution.
 - c) Integration with kiosk devices, cloud back-end and the suite of applications.
- 4.2.2.6. A detailed solution description containing the following information:
 - a) Description of the proposed validators.
 - b) Capabilities of the proposed solutions in terms of its features, functionalities, use cases and operation performance.
 - c) A description of how the proposed solution can be expanded to cater for future expansions.
 - d) Specifications of all equipment and systems that will be provided for support and maintenance of the validators.
- 4.2.2.7. A detailed list of all the activities with associated durations that will be performed during the supply, installation, and commissioning of the validators.
- 4.2.2.8. Any requirements applicable to GMA (on behalf of the GDRT) must be provided.

4.3. Supply, install, and commission vending platform

- 4.3.1. The successful bidder must provide a ticket vending machine and ticket office machine for the ABT POC with the following minimum requirements:
 - 4.3.1.1. The solution must support real-time transaction processing. Bidders must specify their capacity to enable real-time communication with validator devices and banking solutions.
 - 4.3.1.2. It must allow for dynamic business rule changes to be updated in real-time.
 - 4.3.1.3. It must have real-time communication with validators and a cloud

back-end.

- 4.3.1.4. The bidder must specify the connection specifications for connecting to the cloud back-end and the validators.
- 4.3.1.5. The solution must be available 99.999% of the time.
- 4.3.1.6. It must connect to a remote device management solution to provide real-time operation and maintenance data and allow remote maintenance to be conducted.
- 4.3.1.7. It must be certified for the latest applicable EMV level.
- 4.3.1.8. It must allow payment using cash and the fare media indicated in 4.1.1.1.
- 4.3.1.9. It must allow for multiple connectivity options including but not limited to GSM, 3G, 4G, 4G LTE, Wi-Fi with network redundancy.

4.3.2. Submission requirements for the Vending Platform include the following:

- 4.3.2.1. Layout drawings indicating the proposed self-service kiosk positions at the Gautrain stations. The diagrams must indicate the orientation of the devices and any retrofitting that may be required.
- 4.3.2.2. A detailed list and full specifications of all components (hardware and software) for the final proposed solution.
- 4.3.2.3. An architecture diagram of the entire proposed solution must be provided. The architecture diagram must clearly show the following:
 - a) Connectivity between the various system components.
 - b) Data flow between all components of the system.
 - c) Integration with validator devices, back office, transaction clearing house and the suite of applications.
- 4.3.2.4. A detailed solution description containing the following information:
 - a) Description of the proposed self-service kiosk device solution.
 - b) Capabilities of the proposed solutions in terms of its features, functionalities, use cases and operation performance.

- c) A description of how the proposed solution can be expanded to cater for future expansions.
 - d) Specification of all equipment and systems that will be provided for support and maintenance of the proposed self-service kiosk solution.
- 4.3.2.5. A detailed list of all activities, their durations and the timeline for supply, installation, and commissioning of the self-service kiosk solution.
- 4.3.2.6. Any requirements applicable to GMA (on behalf of GDRT) must be provided.

4.4. Design, build and commission a cloud-based back-end system

4.4.1. The successful bidder must provide a cloud based back-end for the ABT POC with the following minimum requirements:

- 4.4.1.1. Cloud-based solution with account hosting (mobility accounts).
- 4.4.1.2. Transaction processing facilitated by a registered financial services provider to:
 - a) Receive transactions from operators.
 - b) Process all transactions against mobility accounts.
 - c) Settle operators for all transactions submitted.
- 4.4.1.3. The system should also be able to conduct system management and administration of the ABT POC system in line with:
 - d) Implementing fare structure and rules.
 - e) Validation list download and distribution.
 - f) Settlement reconciliation.
 - g) Data communication.
 - h) Providing system status, i.e. the status of all ABT POC system components.
 - i) Collection, management, and storage all data related to the system.
- 4.4.1.4. The system should be certified for the latest applicable EMV level.
- 4.4.1.5. For the purpose of the ABT POC, bidders must demonstrate

capacity to provide a scalable solution that can host millions of accounts and process tens of millions of transactions simultaneously.

- 4.4.1.6. Bidders must specify a storage capacity for the management of all system data.
- 4.4.1.7. The solution must be able to settle multiple operators.
- 4.4.1.8. The solution must provide real-time transaction processing. Bidders must specify their capacity to provide real-time communication with the validator devices and banking solutions.
- 4.4.1.9. There must be role-based access and security for the solution.
- 4.4.1.10. The service provider must ensure that there is integrity of the cyber security system overall.
- 4.4.2. Submission requirements for the suite of software solution(s) to be deployed includes:
 - 4.4.2.1. A detailed list and full specifications of all software components that will be used in the final proposed solution must be provided.
 - 4.4.2.2. An architecture diagram of the entire proposed solution must be provided. The architecture diagram must clearly show the following:
 - a) Connectivity between the various system components.
 - b) Data flow between all components of the solution.
 - c) Integration with validator devices, back office, self-service kiosk, and the suite of applications.
 - 4.4.2.3. A detailed solution description that contains the following information:
 - a) Description of the transaction handler and the history to be maintained as part of the proposed solution to the GMA (on behalf of GDRT).
 - b) Capabilities of the proposed solution in terms of its features, functionalities, use-cases and operation performance.

- c) Specifications detailing the account hosting platform, including capacity, scalability, and transaction times.
 - d) Specifications detailing the transaction processing capabilities, including capacity, scalability, and transaction times.
 - e) A description of how the solution proposed can be expanded to cater for future expansions.
 - f) A list and specifications of all equipment and systems to be provided for support and maintenance of the transaction clearing house solution proposed to the GMA (on behalf of GDRT).
- 4.4.2.4. A list and description of all the activities and durations to be performed during the design, build and commissioning of the transaction clearing house solution.
- 4.4.2.5. Any requirements applicable to GMA (on behalf of GDRT) must be provided.

4.5. Design, build and commission a suite of applications including Customer Application, Driver Application, Public Transport Operator Application, Transport Authority Application as well as the Operations and Maintenance Application

The service provider must provide a system which will be able to cater to various user groups, as highlighted in Figure 1 and discussed in the sub-sections which follow.

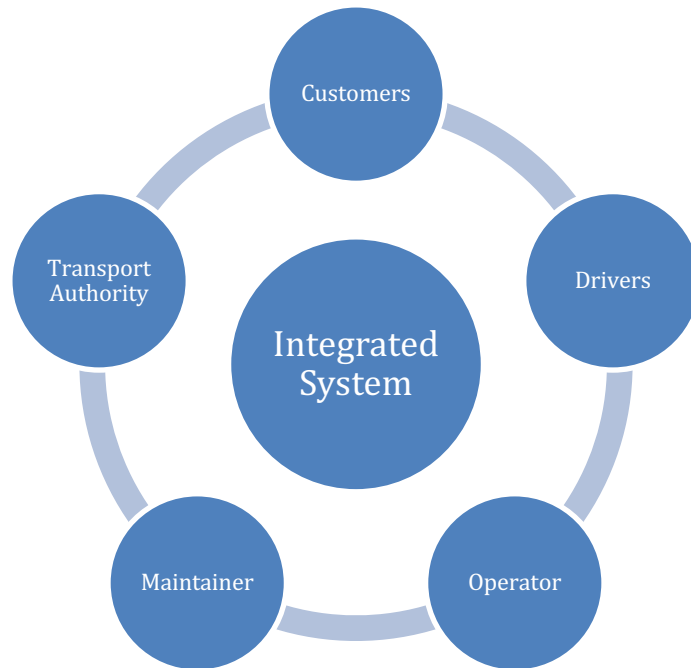


Figure 1: Actors on the system

Submission requirements for the solution implementation methodology includes:

- 4.5.1. The bidder must clearly describe the approach and the methodology to be followed to align with the requirements of this RFP.
- 4.5.2. A detailed list and full specifications of all software components to be used in the final proposed solution must be provided.
- 4.5.3. An integrated architecture diagram of the entire proposed solution must be provided. The architecture diagram must clearly show the following:
 - 4.5.3.1. Connectivity between the various system components.
 - 4.5.3.2. Data flow.
 - 4.5.3.3. API integration.
 - 4.5.3.4. Software services.
 - 4.5.3.5. Integration with the validator devices, self-service kiosks, the cloud-based back-end.
 - 4.5.3.6. The bidder must submit a clear and detailed product description, illustrating the functionality of the applications and detailing how each application meets the requirements stated in this section.
 - 4.5.3.7. Any requirements applicable to GMA (on behalf of the GDRT) must

be provided.

4.5.4. Customer Application

- 4.5.4.1. The customers in this context are the passengers on the system, also known as commuters. The traveller accesses the Midibus service through the front-end equipment (validator devices, vending devices and/or personnel), and the online self-service channels.
- 4.5.4.2. The customer must have a 360-degree experience on the system which includes but is not limited to the following:
 - 4.5.4.2.1. Journey Planning – The ability to plan their journeys and view schedules. At a minimum allowing for viewing of high-level information for the commuter namely start, end and interim periods when a vehicle can be expected. The Service Provider to show the journey planning capability and what the offering would entail for the various vehicle types.
 - 4.5.4.2.2. Access Control – The ability to seamlessly access the Midibus system through the most convenient fare media for them.
 - 4.5.4.2.3. Transaction management – The ability to load value on their fare media, view balances, and transactions.
 - 4.5.4.2.4. Account management – The ability to manage the accounts and link accounts to fare media.
 - 4.5.4.2.5. Product and Transport Information – The ability to view transport schedules and receive updates on products and fares.
 - 4.5.4.2.6. Support – the ability to receive support on the products, systems, and information.
- 4.5.4.3. The customer application must have characteristics including but not limited to:
 - 4.5.4.3.1. Contains a payment channel that allows for EFT transfer, debit and credit card secure payment.
 - 4.5.4.3.2. Real-time and accurate journey planning and scheduling

functionality.

4.5.4.3.3. Real-time GPS user interface that displays live locations of Midibuses.

4.5.4.3.4. Allows for live account management with ability to link multiple payment options to accounts.

4.5.4.3.5. Has a channel for user feedback, complaints, and refunds management.

4.5.5. Driver Application

4.5.5.1. The drivers in this context are those driving the vehicles participating in the ABT POC who must have functionality for:

4.5.5.1.1. Validation – the ability to validate the customer's access to the system to check whether all passengers on the trip have paid for the journey.

4.5.5.1.2. Trip information – the driver would like to view the information related to the trip, including but not limited to:

- a) Revenue generated;
- b) Number of trips made;
- c) Number of passengers per trip;
- d) Kilometres travelled.

4.5.5.1.3. Driver management – the driver would like to have tools to manage themselves and their efficiency in their work including but not limited to:

- a) Managing their targets;
- b) Managing their documentation;
- c) Reporting on performance and road incidents.

4.5.5.1.4. Risk management services – the driver should have the ability to report on incidents and unforeseen incidents including but not limited to:

- a) Incident reporting for example vehicle accidents or passenger incidents;

- b) Panic button;
- c) Roadside assistance.

4.5.5.2. The driver application must have characteristics including but not limited to:

- 4.5.5.2.1. Role based access for drivers and maintenance personnel;
- 4.5.5.2.2. Allows for driver registration and driver account management;
- 4.5.5.2.3. Allows for route based geofencing and alerts based on geofencing rules;
- 4.5.5.2.4. Has the capability to send alerts to the drivers, public transport operators as well as the operations and maintenance personnel.

4.5.6. Public Transport Operator Application

4.5.6.1. Taxi owners contracted to the Service Level Agreement (SLA) are public transport operators in this context. Their role in the ecosystem is to oversee driver performance, ensure their vehicles are in good condition, and have visibility of the revenue generated by all their vehicles. In light of this the public transport operator's must have functionality include but are not limited to:

- 4.5.6.1.1. Fleet management – As owners would be managing multiple vehicles, the operators must have visibility and ability to manage their fleet. This should include various vehicle statuses namely In-service: parked, In-service: running, In-service: idle or Out-of-Service.
- 4.5.6.1.2. Revenue management – The operators must be able to see the revenue generated by the fleet and visibility of the subsidies that may be provided by the Transport Authority (TA).
- 4.5.6.1.3. Employee management – This refers to the ability for

operators to view and track the performance of drivers.

4.5.6.1.4. Route management - The operator within their function manages the fleets and the routes that they travel on through:

- a) Route establishment;
- b) Geofencing;
- c) Association membership management;
- d) Real-time GPS location of vehicles / Geolocation;
- e) Scheduling of vehicles.

4.5.6.1.5. Incident detection and reporting – The ability receive incident reports from drivers and action them.

4.5.6.1.6. The public transport operator application must have characteristics including but not limited to:

- 4.5.6.1.6.1. Role based access for public transport operators;
- 4.5.6.1.6.2. Allows for public transport operator registration and account management;
- 4.5.6.1.6.3. Allows for route based geofencing and alerts based on geofencing rules;
- 4.5.6.1.6.4. Has the capability to send alerts to the drivers, transport authority as well as the operations and maintenance personnel.

4.5.7. Transport Authority Application

4.5.7.1. The Transport Authority in this context refers to the entities responsible for establishing seamless integration of the public transport services in the province namely the Gauteng Department of Roads and Transport (GDRT) as well as the Transport Authority for Gauteng (TAG).

4.5.7.2. The Transport Authority requires information and data relating to

transport in the province to assist with the development and management of transport activities in the province, therefore receiving usable data in the right formats is important to their function. The Transport Authority (TA) must have a view of:

- 4.5.7.2.1. Employee management – The TA needs a view of all the operators and the employees within its authority.
- 4.5.7.2.2. Revenue management – The TA must see the revenue generated by the operators and the settlement of their accounts in line with the fare system.
- 4.5.7.2.3. Route management – The TA must view all the routes managed within its authority, and manage compliance of the operators in line with the route agreements administered from a government level.
- 4.5.7.2.4. Incident management – The TA must view and track all incidents in the province.
- 4.5.7.2.5. Operator management – The TA must view the operators' activities and management of the memberships, permits and documentation thereof to ensure compliance.
- 4.5.7.2.6. Maintenance management – The TA must view the status of all ABT POC installed equipment in the province and understand maintenance plans and activities conducted.
- 4.5.7.3. The transport authority application must have characteristics including but not limited to:
 - 4.5.7.3.1. Allows for real-time read-only access device maintenance status.
 - 4.5.7.3.2. Allows for real-time read only access to vehicle locations.
 - 4.5.7.3.3. Reports on:
 - a) Payment status;
 - b) Vehicle capacity;
 - c) Geofencing status with an alert;
 - d) Service level criteria.

4.5.8. Operations and Maintenance Application

4.5.8.1. The system operator and maintainer in this project would be the party that conducts operations and maintenance on the proposed system, provided by the Service Provider. The operator and maintainer have functionality to view:

- 4.5.8.1.1. The status of all devices, software, and hardware of the system.
- 4.5.8.1.2. Physical and remote access to all system components.
- 4.5.8.1.3. Maintenance incident reports from the operators and drivers needed to conduct investigations and maintenance on the system.
- 4.5.8.1.4. All design documentation and manuals related to the system.
- 4.5.8.1.5. Corrective Maintenance requests and Planned Maintenance Schedules.

4.5.8.2. A dedicated representative will be required who could be housed at the TMC.

4.5.8.3. The operations and maintenance application must have characteristics including but not limited to:

- 4.5.8.3.1. Allows for real-time device maintenance status.
- 4.5.8.3.2. Allows for remote device management.
- 4.5.8.3.3. Has the capability to create, update, and track work orders.

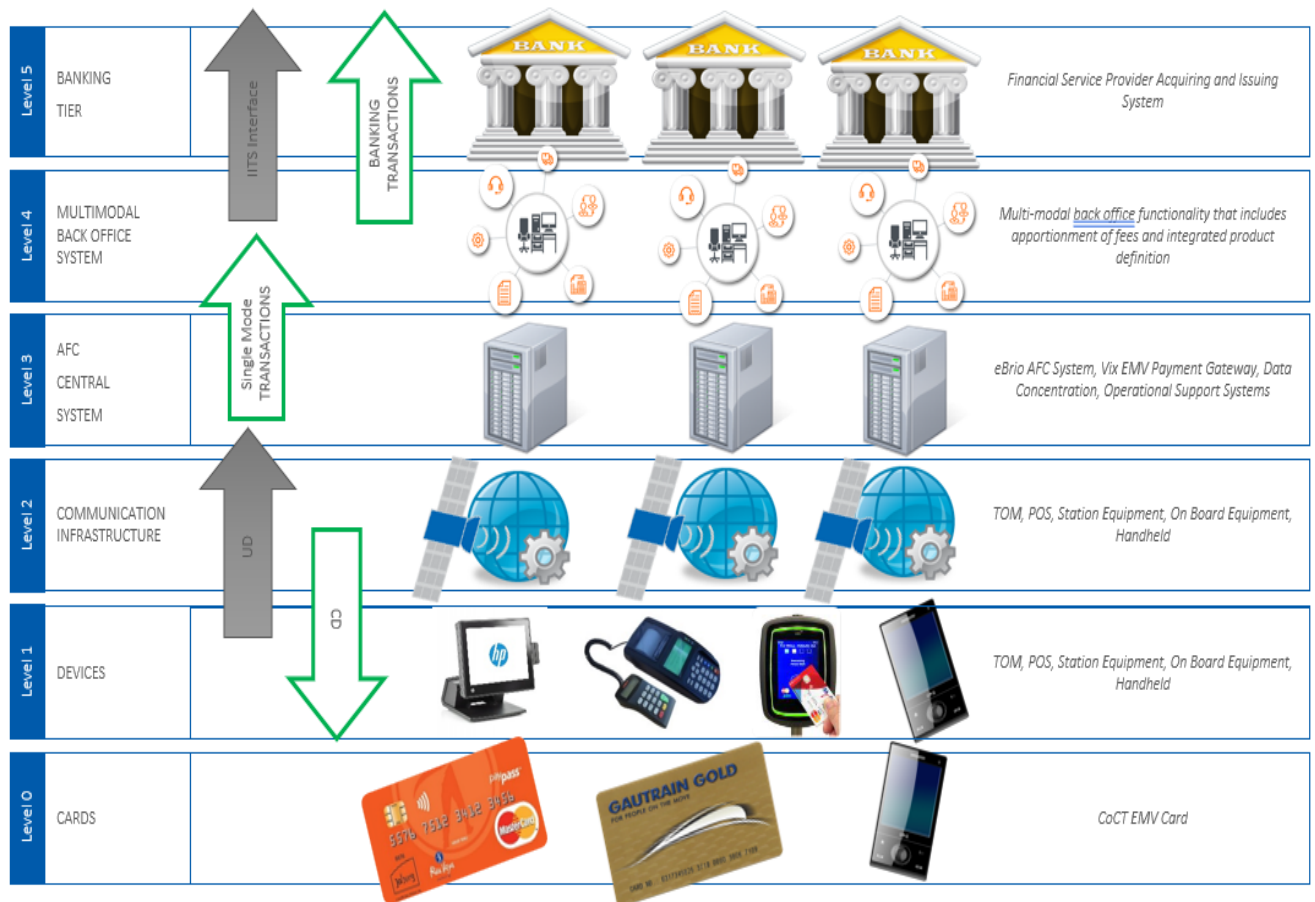
4.6. Integration and Testing

4.6.1. Figure 2 overleaf highlights the proposed system infrastructure proposed for the ABT POC. The proposed system provides a general idea of the scope of services required compiled with views or the actors on the system above taken into context. The proposed solution must include but not be limited to the systems detailed in Figure 2. The Service Provider shall be responsible for provision of security for the overall system and recovery

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

thereof should a need arise. The Service Provider is responsible for the availability and functionality of the system. Should the system be down, the Service Provider will be responsible for the revenue recovery.

4.6.2. The proposed architecture consists of four layers namely, fare media, passenger interface, cloud back-end, and the business application layer that articulates the components required for the entire system.



Source: GMA, 2023

Figure 2: Proposed system architecture

4.6.3. To provide context of the solution required, to the bidders, it is pertinent to provide a description of all the layers.

4.6.3.1. Fare media layers (Cards & Devices)

This is the fare media that the passengers will use to access the system. It is envisioned that the proposed system should be able to support multiple types of fare media as indicated in section 4.1.1.1.

4.6.3.2. Passenger interface layer

4.6.3.2.1. The passenger interface is focussed the touchpoints provided by the operator that the passenger will require to use the system, which include but are not limited to the following. This layer is divided into 2 parts:

4.6.3.2.1.1. Payment – This section speaks to the validator devices that the passengers will use to pay for their trips. The proposed solution will require validator devices to be supplied and installed into the Gautrain Midibuses.

4.6.3.2.1.2. Transaction management – This section refers to the management of passenger accounts and facilitation of transaction regarding:

- a) Loading value into fare media.
- b) Purchase & activate fare media.
- c) Viewing balances.
- d) Viewing transactions.
- e) Passengers accounts management (create and edit accounts).

4.6.3.2.2. It is critical to note that for the purposes of the ABT POC that physical transaction management (Ticket Vending Machines, Ticket Office Machines), and digital self-service (App and website) solutions will be required.

4.6.3.3. Cloud back-end layer

4.6.3.3.1. The cloud back-end serves the purpose of administrating

and managing the system. This layer is responsible for the transaction management and the functions indicated in section 4.

4.6.3.4. Business application layer

4.6.3.4.1. The business application layer exists as a platform to assist all the actors of the system to perform their functions in the ecosystem. The business application layer is to include but not limited to four (4) platforms namely:

4.6.3.4.1.1. Driver interface – The driver interface consists of validation and a driver information interface in alignment with requirements indicated in section 3.1.1.3.

4.6.3.4.1.2. Public Transport Operator interface – The public transport operator interface should be a platform that allows the user to view all relevant information, perform management activities, and report to the transport authority.

4.6.3.4.1.3. Transport Authority Interface – The transport authority interface should be a platform that allows the user to view all relevant information and to be able to perform management activities related to their function.

4.6.3.4.1.4. Operations and Maintenance Interface – The maintenance interface will exist to assist the appointed operator and maintainer in performing, planning, and reporting on maintenance issues with the ABT POC system. The allocation of the dedicated maintenance personnel rests with the service provider.

4.6.3.4.2. It is the responsibility of the Service Provider to source a

registered Financial Services Provider for facilitation of transaction clearing.

- 4.6.3.4.3. All the systems must be tested and commissioned independently, and subsequently integrated into an end-to-end solution. The end-to-end, integrated solution must be tested and commissioned.

- 4.6.4. Submission requirements for the ABT AFC system design and implementation include the following:

- 4.6.4.1. A detailed design of the integrated system which includes a detailed architecture diagram of all system components and details:

- 4.6.4.1.1. Connectivity between the various system components.

- 4.6.4.1.2. The data flow between all components of the system.

- 4.6.4.2. A detailed solution description that includes:

- 4.6.4.2.1. A detailed description of the integrated solution proposed to the GMA (on behalf of GDRT).

- 4.6.4.2.2. Capabilities of the integrated system i.e. its features, functionalities, use-cases and operation performance.

- 4.6.4.2.3. A list, description, and full specifications of all the components (hardware and software) needed to integrate the systems that are proposed to the GMA (on behalf of GDRT)

- 4.6.4.2.4. A description of how the proposed integrated solution can be expanded to cater for future expansions.

- 4.6.4.2.5. A list and specifications of all equipment and systems that will be provided for support and maintenance of the integrated solution proposed to the GMA (on behalf of GDRT).

- 4.6.4.3. A list, description, and project schedule of all the activities to be performed during the integration stage of the solution implementation.

4.6.4.4. A comprehensive testing and commissioning plan for the entire solution must be provided that detail as a minimum:

4.6.4.4.1. Activities to be performed during testing.

4.6.4.4.2. Items to be tested.

4.6.4.4.3. User acceptance and sign-off.

4.6.4.5. The data collected as part of this project must be handed over to the GMA (on behalf of GDRT) at the end of the project.

4.7. Operation, Support and Maintenance of the System

4.7.1. The successful bidder must operate the solution for the duration of the contract.

4.7.2. The successful bidder must provide maintenance for the solution for the duration of the contract and must maintain the solution in line with maintenance best practices.

4.7.3. The successful bidder must include physical maintenance of system hardware from component level up to system level.

4.7.4. Maintenance of the system must also cover aspects relating to software security, software and firmware updates. This will ensure that all systems are up to date, and secure from any vulnerabilities.

4.7.5. Bidders must propose a maintenance schedule and costing structure for maintenance and support throughout the duration of the contract.

4.7.5.1. Provision must be made for support in line with the following service level requirements:

4.7.5.1.1. Very High - Onsite within 2 business hours (Same day service)

4.7.5.1.2. High – Onsite within 4 business hours (Same day service)

4.7.5.1.3. Medium – Onsite within 8 business hours (Next business day service)

4.7.5.1.4. Low – Onsite within 16 business hours (Service within 2 business days)

4.7.5.2. Provision must be made for 24/7/365 telephonic support for the duration of the contract.

- 4.7.5.3. Bidders must a proposed service support matrix for the proposed AFC system the following should be considered:
 - 4.7.5.3.1. Different response times for priority 1, 2 and 3 services calls.
 - 4.7.5.3.2. Spare parts to be provided and proposed spare parts management process.
 - 4.7.5.3.3. Unlimited on-site repairs.
 - 4.7.5.3.4. Mobile and remote support.
 - 4.7.5.3.5. Routine monthly preventative maintenance.
 - 4.7.5.3.6. Corrective maintenance within reasonable time bounds.
- 4.7.6. Submission requirements for the maintenance and performance monitoring regime include:
 - 4.7.6.1. Maintenance schedule to be followed with clear and detailed description of maintenance activities to be performed;
 - 4.7.6.2. An operations plan with a detailed description of all operations activities to be performed during the project duration.
 - 4.7.6.3. A proposal of an industry standard methodology to measure the performance of the system. The methodology must take into consideration the RAMS analysis for the proposed system.

4.8. Training and Documentation

- 4.8.1. Bidders must clearly and in detail describe documents to be provided, before, during and after the project is complete. Samples of the relevant documents must be provided for evaluation.
- 4.8.2. Training of operators (minimum 4 people) forms part of this contract. Training shall commence during the commissioning period of the systems as would be agreed by contracting parties.
- 4.8.3. The service provider shall supply the following documentation post implementation:
 - 4.8.3.1. As-built drawings in PDF and native (dwg) format, minimum A2 in size, on a USB drive or a shared drive to be permanently accessed by GMA (on behalf of GDRT)

- 4.8.3.2. Comprehensive maintenance and operating manuals of the system installed in accordance with all requirements of this specification. The manuals shall be detailed and written to enable any supplier or maintenance company to maintain the system.
- 4.8.4. Manuals shall contain the following as a minimum requirement:
 - 4.8.4.1. Operating instructions.
 - 4.8.4.2. Fault finding procedures including design and function flow diagram.
 - 4.8.4.3. Specification sheet of each system component.
 - 4.8.4.4. Commissioning parameters (test values/settings).
 - 4.8.4.5. List of suppliers/manufacturers involved in the procurement process, including contact details and addresses.
- 4.8.5. Upon completion of the operate and maintain OM stage the service provider must submit an ABT POC completion report detailing:
 - 4.8.5.1. Details of all modifications and redesign that were implemented on the original Final design review documentation.
 - 4.8.5.2. Methodology used in conducting the ABT POC through all stages of its delivery.
 - 4.8.5.3. An evaluation of the functionality of the technical components and system performance including failure resolution of the solution and recommendations thereof.
 - 4.8.5.4. An evaluation of the operations conducted and recommendations thereof.
 - 4.8.5.5. An evaluation of maintenance conducted during the ABT POC and recommendations thereof.
 - 4.8.5.6. An evaluation of the customer experience during the ABT POC and recommendations thereof.
 - 4.8.5.7. An evaluation of the data generation capabilities of the solution and recommendations thereof.
 - 4.8.5.8. A lesson's learnt report encompassing the lessons learned and tacit knowledge gained throughout the duration of the entire ABT POC.

4.8.5.9. An overall recommendation indicative of the success of the ABT POC.

4.8.6. The implementation shall be deemed incomplete until the documentation has been submitted and approved by GMA (on behalf of GDRT)

4.9. Stages of Delivery

4.9.1. The proposed ABT POC solution should include but not be limited to two (2) stages namely the:

4.9.1.1. Design and Build (DB) stage

4.9.1.1.1. This would focus on demonstrating the service provider's ability to supply, install and commission all equipment as well as design and build of all software applications for the solution according to the specifications presented in this specification.

4.9.1.2. Operate and Maintain (OM) stage

4.9.1.2.1. This stage is focussed on demonstrating the service provider's ability to operate and maintain the solution produced in the D&B stage.

4.9.2. Bidders must propose a limited period for both stages which cannot be in excess of 24 months for the completion of both stages (4.9.1). The Operate and Maintain stage should not be less than 20 months. The stakeholder and customer management responsibility in respect of the availability and reliability of the ABT system as a whole rests with the Service Provider for the contract's duration.

4.9.3. The Completion Certificate end of the OM stage also includes a requirement to **missionommission** all the installed Hardware and Software solutions for the ABT POC project. The Completion certificate to be issued must demonstrate satisfactorily that this requirement was adhered to. All decommissioned Hardwar and Software will remain the property of the department of transport and should be duly handed over to the GMA (On behalf of the GDRT)

4.9.4. Figure 3 illustrates the staged approach to be adopted for the project.

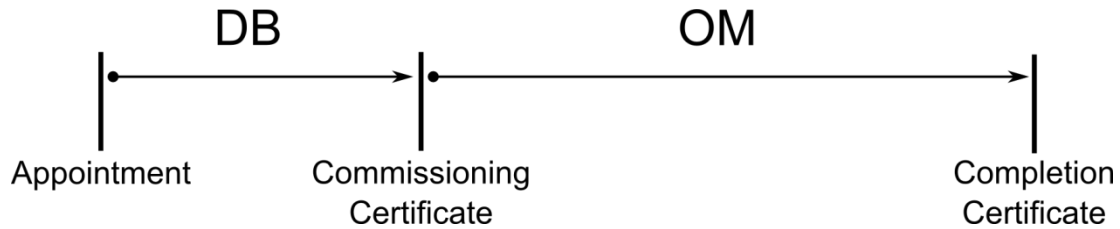


Figure 3: Staged approach of the POC

- 4.9.5. Performance information should be provided weekly for the first six (6) months of the contract, thereafter the reports should be submitted fortnightly through to the contract's end. A performance monitoring regime is also required throughout the duration of the contract, for which submission frequencies shall be agreed upon with the successful bidder. The system must be comprehensive and compatible with scheduled and unscheduled operations namely Zonal system, distance based, flat fare and time-based.
- 4.9.6. The Service Provider is responsible for ensuring that the installed equipment will not impair the operations of the vehicles with respect to, but not limited to power supply, data integrity and Original Equipment Manufacturer requirements. This is inclusive of auxiliary battery requirements. Bidders must indicate the method to be followed by the Service Provider for equipment at switch off or whether all equipment is permanently online. The Service Provider must manage the risk of data loss, equipment malfunction and device condition at all times.
- 4.9.7. The proposed system shall link to the Transport Management Centre (TMC) through data platforms, customer service channels and an available physical space. All ICT infrastructure requirements should be supplied by the bidder. The Service Provider should ensure that should there be loss of connectivity to the TMC at any time, the transaction data will be safely backed-up using options at the Service Provider's disposal.

- 4.9.8. The Bidder must specify the Investigation turnaround time methodology with timeframes. There should be an indication of:
- 4.9.8.1. The timeframe to obtain footage.
 - 4.9.8.2. How long the footage will remain accessible.
 - 4.9.8.3. The playback speed.
 - 4.9.8.4. Who can get access to the footage.
 - 4.9.8.5. What equipment will be needed in the vehicles to enable this function and its supply.
 - 4.9.8.6. What equipment will be needed at the stations to enable this function and its supply.
 - 4.9.8.7. How the backup vehicle information will be done to more permanent storage.

The Service Provider must verify the current installation positions of the CCTV cameras in the Gautrain Midibuses and ensure alignment thereof with the new system requirements. The expected functionality of the CCTV cameras is for security and passenger count and the Service Provider must ascertain that the system which they propose will be able to cater for this requirement.

5. SUBMISSION REQUIREMENTS FOR BIDDERS TO TAKE NOTE OF AND ACTION

- 5.1. Bidders must demonstrate company experience in providing the required services and systems as per Section 9 of this RFP. Bidders must have a minimum of three (3) years' experience in providing all the required products and services or equivalent products and services.
- 5.2. Bidders must be OEM accredited (if they are not the OEM) to supply, install, and maintain the proposed solutions.
- 5.3. Bidders must provide detailed CVs of the team members who will form part of the design and implementation process. For each individual team member, clearly indicate the relevant qualifications, certifications, and experience in providing the proposed solutions.

- 5.4. The project team members must have a minimum of three (3) years' experience in providing the required services to similar clients. Bidders must ensure the CVs submitted are for the individuals who will be committed to carry out the works as specified by this RFP. In the event that these team members are not available for the execution of the project, they must be replaced with equivalent or better qualified individuals.
- 5.5. Bidders must submit and maintain a complete safety file as per health and safety requirements for the duration of the project.
- 5.6. Bidders must demonstrate the reliability and accuracy of the proposed solutions.
- 5.7. Bidders must a list of other projects where a similar proposal has been implemented.
- 5.8. Bidders will be responsible for the project management of the project, including the planning, deployment, integration, testing, commissioning, and training phases of the project, following Project Management Body of Knowledge (PMBOK) guidelines.
- 5.9. The warranty on the provided infrastructure should cover the period of the ABT POC.
- 5.10. Where possible, the layout of the available vehicles and detailed floorplans of the stations will be provided at the site survey.
- 5.11. All the components of the proposed solution that are required to make the solution work must be specified and supplied by the bidder.

6. NON-COMPLUSORY BRIEFING SESSION

- 6.1. Detailed information with regards to the vehicles for the system and operations will be supplied at the non-compulsory briefing session.
- 6.2. Bidders who wish to attend the. briefing session must submit the following documents in order to gain access to the briefing session to tenderenquiries@gautrain.co.za:
 - 6.2.1. The signed non- disclosure agreement which is annexed to this RFP.
 - 6.2.2. The full name, ID number, contact number and e-mail address of the

representative that will be attending the briefing session.

6.2.3. Bidders must ensure that they send relevant suitably qualified representatives to the briefing session.

6.3. Bidders who do not have confirmation of attendance, or the required identification as per 6.2 above, will not be allowed into the briefing session.

7. NON-COMPULSORY SITE SURVEY

7.1. After the non-compulsory briefing session, bidders who wish to continue to participate in the tender will be encouraged to attend a non-compulsory site survey at the Gautrain stations. This site survey is meant to enable bidders to take measurements of vehicles, ticketing kiosks, station infrastructure, and obtain other relevant information for them to determine exactly what will be required for their proposed solution to work.

7.2. Bidders who wish to attend the non-compulsory site visit must submit the following documents in order to acquire a slot to tenderenquiries@gautrain.co.za:

7.2.1. The signed non-disclosure agreement which is annexed to this RFP.

7.2.2. The full name and e-mail address of the representative (s) that will be attending the site survey.

7.2.3. Bidders must ensure that they send relevant suitably qualified representatives to the site survey.

7.3. GMA will send a confirmation of attendance to the bidder's representative via e-mail.

7.4. Bidder representatives who have received confirmation of attendance must present the attendance confirmation.

7.5. Bidders who do not have confirmation of attendance, will not be allowed into the site.

8. SECURITY SCREENING

8.1. For security assurance purposes, the appointed Service Provider must adhere to the following requirements:

- 8.1.1. Compliance with the relevant South African laws and GMA's security policies, procedures and standards are mandatory.
- 8.1.2. The Service Provider may, with due regard to competition laws, be subjected to periodic information security assurance assessments. The Service Provider will be responsible to address any shortcomings identified during these assessments at their own expense. GMA reserves the right to review, and reject or approve, the changes implemented to address the shortcomings.
- 8.2. The assessments will be based on the level of access to GMA's security systems that is granted to the Service Provider and may include:
 - 8.2.1. Information Security Governance, Risks and Controls assessments which shall cover the following areas:
 - 8.2.1.1 Information security and related policies, procedures, and processes.
 - 8.2.1.1. Physical and logistical access control measures.
 - 8.2.1.2. Information handling processes.
 - 8.2.1.3. Staff and contractor on-boarding and termination processes.
 - 8.2.1.4. Information security breach record; and
 - 8.2.1.5. Incident and disaster management and communication plans.
- 8.3. Social engineering exercises which form part of the GMA's penetration testing regime and shall include typical social engineering tactics and techniques aimed at the service provider's staff and/or contractors to gain information of, or access to, GMA information systems.
- 8.4. A Service Provider may be subjected to probity screening, based on the level of access to the GMA's security systems that is granted to the Service Provider, which screening may cover the service provider, its personnel, and/or contractors engaged in the discharge of the service provider's contractual obligations to the GMA. Where applicable, the service provider shall be responsible for facilitating signature of requisite consent/s by its individual employees/ contractors. In the event that consent is not obtained for an individual employee/ contractor, or that an employee/ contractor fails the

probity screening, the GMA reserves the right to demand that the relevant resource be replaced with an equally suitable resource at the service provider's cost. The screening may include:

8.4.1. For companies:

- 8.4.1.1. Company Checks;
- 8.4.1.2. Company Fraud Checks;
- 8.4.1.3. Company World-Checks;
- 8.4.1.4. AFIS Criminal checks;
- 8.4.1.5. CCMA Checks;
- 8.4.1.6. Bank Account Verification;
- 8.4.1.7. Treasury Non-Preferred Supplier Database; and
- 8.4.1.8. Company Media Searches.

8.4.2. For individuals:

- 8.4.2.1. General Background Checks;
- 8.4.2.2. AFIS Criminal checks;
- 8.4.2.3. CCMA Checks; and
- 8.4.2.4. Verification of educational qualifications and/ or relevant work experience.

9. SUBMISSION REQUIREMENTS

Bidders must provide the following information that forms part of the evaluation:

9.1. Company Experience and Expertise

- 9.1.1. Detailed company experience and expertise presented in a tabular format, supported by an infographic summarising key project milestones (such as project timelines, achievables) and portfolio in providing equivalent products and services to the ones that are requested in this RFP.
- 9.1.2. Evidence in the form of a signed letter of Bidder's OEM (Original Equipment Manufacturers) accreditation, relevant to the solutions or products that will be implemented.

9.1.3. Evidence in the form of a signed letter of Bidder's authority to supply, install/commission and maintain the proposed products from the relevant OEMs and/or distributors.

9.1.4. Evidence in a form of a signed letter from of a client or facility where a similar solution as proposed in this RFP, has been implemented and is currently in operation.

9.2. Project Team Qualifications and Experience

9.2.1. Detailed CVs of the full and required team members who will be tasked to implement, maintain, and support the proposed solution showing relevant experience.

9.2.2. Evidence in the form of a letter or certificate detailing members name, for each of the proposed project team members OEM accreditation, relevant to the solutions or products that will be implemented.

9.2.3. A breakdown of the project team members indicating their roles and responsibilities in the project (organogram).

9.3. Project implementation plan

9.3.1. Bidders must submit a comprehensive and detailed project plan and methodology to describe the program for the required scope of work as set out in every aspect of Section 4 of this RFP will be executed to meet all the requirements and must include the following:

9.3.2. Draft project plan indicating timelines and resources.

9.3.3. The approach and methodology that will be adopted in the execution of these services.

9.3.4. A definition of the success criteria to be used to evaluate the success of the ABT POC.

9.4. Supply, install and commission validator devices in the Midibuses

9.4.1. The bidders must propose a detailed solution that would address all the requirements as detailed in this RFP.

9.5. Supply, install and commission a vending platform

9.5.1. The bidders must propose a detailed solution that would meet all the requirements as detailed in this RFP.

9.6. Design, build and commission a cloud based back-end system

9.6.1. The bidders must propose a detailed solution that would meet all the requirements as detailed in this RFP.

9.7. Design, build and commission a suite of applications including:

9.7.1. Customer application

9.7.2. Driver application

9.7.3. Public Transport Operator application

9.7.4. Transport Authority application

9.7.5. Operations and Maintenance application

9.7.6. The bidders must propose a detailed solution that would address all the requirements as detailed in this RFP.

9.8. Integration and testing

9.8.1. A proposal of a suitable integrated ABT POC solution that meets all the requirements detailed in section 4 of this document.

9.9. Operation, support, and maintenance of entire solution

9.9.1. The bidders must propose a clear and detailed solution that would meet all the requirements as detailed in this RFP.

9.10. Training and Documentation

9.10.1. The bidders must propose a clear and detailed solution that would meet all the requirements as detailed in this RFP.

10. Evaluation Criteria

10.1. Stage 1.1: Administrative Compliance Requirements

10.1.1. Bidders must submit with their bids, fully completed, and signed Standard Bidding Documents ("SBDs"). If a bidder fails to provide the completed and signed SBD's on a specified given time, it will result in disqualification of the bid.

10.2. Stage 1.2: Mandatory Requirements

10.2.1. The following requirements are mandatory, failure to meet these requirements will result in disqualification of the bid:

10.2.1.1. Bidders must provide evidence of their company's OEM accreditation, relevant to the solutions or products that will be implemented

10.2.1.2. Bidders must provide evidence of their company's authority to resell, install and maintain the proposed products from the relevant OEMs and/or distributors.

10.2.1.3. Bidders must provide evidence that the proposed project team members have received the requisite OEM training to ensure compliance and competence in installing and maintaining the proposed system. The training status must be up to date and not expired. accreditation relevant to the solutions or products that will be implemented.

10.3. Stage 2: Technical/Functionality Evaluation

10.3.1. All requirements will be scored individually as indicated in the table below. Bidders must ensure that adequate evidence or information (or both), is provided to enable the evaluation panel to score each requirement.

Failure to do so may result in low or no scores being awarded to that requirement.

10.3.2. The minimum requirements threshold is 70 points. Only bids meeting the minimum threshold will be considered for further evaluation.

Table 1: Functional/Technical Evaluation

CRITERIA	SUB-CRITERIA	SUB-WEIGHT	TOTAL WEIGHT
1. COMPANY EXPERIENCE AND EXPERTISE	Detailed company experience, track record of at least 3 years and expertise in providing equivalent products and services <i>(Ref to 5.1 to 5.2 and 9.1.1 to 9.1.3)</i>	2.5	5
	Bidders must provide at least 3 reference letters from clients where such a solution has been implemented. The reference letters should be no more than 5 years old and clearly detail the design of the solution provided. <i>(Ref to 9.1.4)</i>	2.5	
2. PROJECT TEAM	Bidders must provide detailed CVs in relation to the project intent. The CVs must indicate and detail the following skill sets: Technical support and field engineering services required for the project. The team member roles relating to the system Design, Commissioning and	2	5

CRITERIA	SUB-CRITERIA	SUB-WEIGHT	TOTAL WEIGHT
	Implementation, roles relating to system maintenance and support. The CV must also indicate the amount of experience in years for each member. <i>(Ref to 5.3 to 5.4 and 9.2.1 to 9.2.2)</i>		
	Bidders must provide a breakdown of the project team members indicating their roles and responsibilities in the project (organogram). The roles will need to clearly identify the project lead individual, the project engineer with experience working on AFC system and the field team that shall provide the maintenance support. <i>(Ref to 5.4 and 9.2.3)</i>	3	
3. PROJECT IMPLEMENTATION PLAN	Bidders should indicate clearly how they intent to deliver the proposed solution. The approach should entail a clear detailing of the allocations of all the project requirements, like resources and equipment mobilization plans. <i>(Ref to 5.8</i>	5	10

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

CRITERIA	SUB-CRITERIA	SUB-WEIGHT	TOTAL WEIGHT
	<i>and 9.3.1 and sections 9.3.1.2 to 9.3.1.3)</i>		
	Detailed project implementation plan, inclusive of the management and the project schedule (<i>refer to 9.3.1 and section 9.3.1.1)</i>)	3	
	Project schedule (<i>Refer to 4.9.2 and 9.3)</i>)	2	
4. SUPPLY, INSTALL AND COMMISSION VALIDATOR DEVICES TO BE INSTALLED IN THE MIDIBUSES.	Detailed design of the units to be installed and known design limitations. This should include a description of the solution proposed and required auxiliary support systems for the Midibus. (<i>Refer to 4.2)</i>)	10	14
	Project schedule (<i>Refer to 4.9.2 and 9.3)</i>)	4	
5. SUPPLY, INSTALL AND COMMISSION VENDING AND	Detailed design of the topological layout of the system. Inclusive of the monitoring and communication channel and	4	5

CRITERIA	SUB-CRITERIA	SUB-WEIGHT	TOTAL WEIGHT
CONTROL DEVICES AT THE ABT POC TICKETING KIOSK	details descriptions of solution. <i>(Refer to 4.3)</i>		
	Project schedule <i>(Refer to 4.9.2 and 9.3)</i>	1	
6. DESIGN, BUILD AND COMMISSION A CLOUD BASED BACK-END	Detailed design of the functional and topological layout of the system. Inclusive of the monitoring and communication channel and details descriptions of solution. <i>(Refer to 4.4)</i>	10	14
	Project schedule <i>(Refer to 4.9.2 and 9.3)</i>	4	
7. CUSTOMER APPLICATION	Detailed design of the functionality of the proposed solution. Inclusive of the monitoring and communication channel and details descriptions of solution <i>(Refer to 4.5.4)</i>	4	5
	Project schedule <i>(Refer to 4.9.2 and 9.3)</i>	1	
8. DRIVER APPLICATION	Detailed design of the functionality of the proposed solution. Inclusive of the monitoring and communication	4	5

CRITERIA	SUB-CRITERIA	SUB-WEIGHT	TOTAL WEIGHT
	channel and details descriptions of solution <i>(Refer to 4.5.5)</i>		
	Project schedule <i>(Refer to 4.9.2 and 9.3)</i>	1	
9. PUBLIC TRANSPORT OPERATOR APPLICATION	Detailed design of the functionality of the proposed solution. Inclusive of the monitoring and communication channel and details descriptions of solution <i>(Refer to 4.5.6)</i>	4	5
	Project schedule <i>(Refer to 4.9.2 and 9.3)</i>	1	
10. TRANSPORT AUTHORITY APPLICATION	Detailed design of the functionality of the proposed solution. Inclusive of the monitoring and communication channel and details descriptions of solution <i>(Refer to 4.5.7)</i>	4	5
	Project schedule <i>(Refer to 4.9.2 and 9.3)</i>	1	
11. OPERATION AND MAINTENANCE APPLICATION	Detailed design of the functionality of the proposed solution. Inclusive of the monitoring and communication	4	5

CRITERIA	SUB-CRITERIA	SUB-WEIGHT	TOTAL WEIGHT
	channel and details descriptions of solution <i>(Refer to 4.5.8)</i>		
	Project schedule <i>(Refer to 4.9.2 and 9.3)</i>	1	
12. INTEGRATION AND TESTING	Detailed testing, validation and documentation plan for the various system integration points. <i>(Ref to 4.5 to 4.5.3.7 and 4.6)</i>	6	9
	Details of system critical failure point in the proposed integrated solution <i>(Ref to 4.6.1 and 4.6.2)</i>	2	
	Project schedule <i>(Refer to 4.9.2 and 9.3)</i>	1	
13. OPERATION, SUPPORT AND MAINTENANCE OF THE ENTIRE SOLUTION	Detailed maintenance schedules. The proposed maintenance schedules should detail any additional OEM recommended maintenance activities <i>(Ref to 4.7.6)</i>	3	6
	Support turnaround time for: Failure and system recovery. Information queries for investigation purposes. System performance analysis and related queries <i>(Ref 4.7.1 to 4.7.5.3.6.)</i>	3	

CRITERIA	SUB-CRITERIA	SUB-WEIGHT	TOTAL WEIGHT
14. TRAINING AND DOCUMENTATION	Information on the continues training regime as recommended by the system OEM(s). Inclusive of the training plan <i>(Ref to 4.8 and section 4.8.1 to 4.8.2)</i>	3	7
	List of project initiation documents to be provided. Detailing the stages leading up to the commencement of system operations <i>(Ref to 4.8 and sections 4.8.3 to 4.8.4)</i>	2	
	List of project operation documents to be provided. Detailing recorded system operation data and overall performance. <i>(Ref to 4.8 and sections 4.8.5 to 4.8.6))</i>	2	
TOTAL POINTS			100
MINIMUM THRESHOLD			70

10.3.3. Functionality evaluation scale

10.3.3.1. The scoring for evaluation in table 1 related to submission requirements in section 5 of the RFP will be as per the functionality evaluation scale in table 2 below:

Table 2: Functionality Evaluation Scale

Rating (as % weight of criterion)	Definition	Score
0 (No Response)	No information provided. Does not meet any part of the criterion. No supporting evidence.	0
30 (Very Poor)	The bidder's response is majorly deficient and/or the bidder provides little supporting evidence.	1
50 (Poor)	Bidder's response is marginally deficient and/or the supporting evidence does not demonstrate that the bidder meets the criteria.	2
70 (Good)	Bidder's response meets the minimum criterion with sufficient supporting evidence.	3
90 (Very Good)	Bidder's response exceeds the criterion in some aspects with minor additional benefits. Above-average, a demonstration by the Bidder of the relevant qualifications, ability, understanding, experience, skills, resource, and methodology/quality measures required to meet the criterion, with supporting evidence.	4
100 (Excellent)	Bidder's response significantly exceeds the criterion; demonstration by the Bidder of the relevant qualifications, ability, understanding, experience, skills, resources, and methodology/quality measures required to meet the criterion. The proposal identifies factors that will offer potential added value, with supporting evidence.	5

10.4. Stage 3: Preference and Price Evaluation

10.4.1. Bids that have met the minimum threshold of seventy points (70) shall be evaluated further on Price and Preference Point System.

10.4.2. The preference point system to be applied in this tender is 80/20 as per the Procurement Regulations of 2022 and the GMA approved SCM Policy.

10.5. Stage 4: Award Criteria

10.5.1. Given the strategic nature of this project to the overall mandate of the GDRT, objective criteria as envisaged in the Preferential Procurement Policy Framework Act (PPPFA) 2005 s2(1)(f) may be applied as award criteria for this tender.

10.5.2. PPPFA s 2(1)(f), reads: "the contract must be awarded to the tenderer who scores the highest points, unless objective criteria in addition to those contemplated in paragraphs (d) and (e) justify the award to another tenderer".

10.5.3. Any of the following objective criteria may be applied as award criteria for this tender:

10.5.3.1. **Discrepancy in value for money** - where the difference between final scores is relatively low and the difference in functional scores is high, the award may be made to the bidder that did not score the highest total points.

10.5.3.2. **Risk of additional scope creep** – where the bidder with the highest points has quoted an abnormally low-priced bid, the award may be made to the bidder that did not score the highest total points.

10.5.3.3. **Risk of GDRT incurring irregular, fruitless, and wasteful expenditure** – where results of a risk-based due diligence check on the bidder with the highest total points reveal findings that may impact successful delivery of the project, in turn, strategic

objectives of the GDRT, the award may be made to the bidder that did not score the highest total points.

11. COSTING INSTRUCTION

- 11.1. The successful Bidder must execute the required services as articulated in Section 4 of this RFP optimally such that the time and resources are planned, deployed, and monitored to maximum efficiency and minimum costs.
- 11.2. Bidders must return their proposals inclusive of a detailed pricing schedule indicating the cost per deliverables as follows:
 - 11.2.1. Supply, install and commission validator devices in the Midibuses, operations workstations, vending platforms, back-office equipment for the entire ABT system solution. Pricing should be indicated for all vehicle types.
The quoted system should be scalable.
- 11.3. Services such as project management must be included in the price for each section - it is not a separate item.
- 11.4. Bidders should use the pricing matrix below for price proposals. If applicable, Bidders must indicate price annual escalations.
- 11.5. For price comparison purposes at the bid evaluation stage, annual escalation must not exceed 6%.
- 11.6. For the successful Bidder, price annual escalations will be within Consumer Price Index (CPI) as published by Statistics South Africa.

Table 2: Pricing Matrix

Item	Unit type	Unit price (excl. VAT)	Unit price (incl. VAT)	Quantity	Total price (excl. VAT)	Total price (incl. VAT)
Base cost (CAPEX) – Once off Implementation Fee (Negotiable)						
Supply validator devices	Each					
Install and commission validator for midibus	Each					
Supply Payment and vending platform	Each					

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

Install and Commission payment vending platform	Each					
Design, build and commission a cloud-based back-end system	Each					
Design, build and commission a suite of applications including: 1.Customer application 2. Driver application 3. Public Transport Operator application 4. Transport Authority application 5. Operations and Maintenance application	Each					
Integration, testing and whole system acceptance and Commissioning	Each					
System design and whole solution implementation documentation	Each					
CAPEX Project manager	Per hour					

Base cost (OPEX) – Monthly Operations (for 24 months), Performance monitoring and Maintenance support

Midibus operation, support, and maintenance of entire solution	Each					
Raw system Performance data Storage	GB					
Licence 1	Each					
Licence ...	Each					
Periodic System performance analysis and reporting.	Each					
Project closure documentation	Each					
OPEX Project manager	Per hour					

Base cost for Decommissioning of the system

Decommission validator for the Midibus	Each					
Decommission the Payment and vending platform	Each					
Decommission the cloud-based back-end system	Each					
Decommission the suite of applications	Each					

Total CAPEX and OPEX Cost:

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12. CONTRACT PERIOD

The services as set out in Section 4 of this RFP will be rendered for the duration of the project of 24 months.

13. COMPLIANCE TO THE PROTECTION OF PERSONAL INFORMATION ACT (“POPI ACT”)

13.1. Definitions

13.1.2. **“Data”** means all data, information, texts, drawings, and other records, which are embodied in any medium, and will include, but not be limited to, Personal Information and Electronic Data;

13.1.3. **“Data Subject”** means any persons to whom personal information relates;

13.1.4. **“Personal Information”** shall mean the race, gender, sex, pregnancy, marital status, national or ethnic origin, colour, sexual orientation, age, physical or mental health, disability, religion, conscience, belief, culture, language and birth of a person; information relating to the education or the medical, financial, criminal or employment history of the person; any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person; the biometric information of the person; the personal opinions, views or preferences of the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; the views or opinions of another individual about the person whether the information is recorded electronically or otherwise;

13.1.5. **“POPI Act”** means the Protection of Personal Information Act 4 of 2013, as amended from time to time; and

13.1.6. **“Processing”** means any operation or set of operations, including collecting, recording, organising, storing, updating, modifying, retrieving, consulting, using, disseminating, analysing, or studying data, including the copying, transmission, distribution or making available to any third party in any form, merging, linking, as well as blocking, erasing, or destroying any such data; and the words: "Process" and "Processed" will have corresponding meanings.

13.2. Bidders' Consent

- 13.2.1. The Gautrain Management Agency ("GMA") collects information directly from the bidders when submitting the Personal Information of the Data Subject during the submission of the bids. The bidders understand and agree that all information provided, whether personal or otherwise, may be used and processed by the GMA.
- 13.2.2. The Bidders' consent to the GMA collecting and processing the Personal Information pursuant to any of the GMA's ICT policies in place insofar as Personal Information of the Data Subject is contained in relevant electronic communications.
- 13.2.3. The GMA respects the right to privacy and therefore aims to ensure that it complies with the legal requirement of the POPI Act in collecting, processing, storing, sharing, and destroying any personal information which is provided to the GMA.
- 13.2.4. The GMA will only collect Personal Information submitted by the bidders, for the purposes of evaluating the submitted proposals for the relevant advertised tender, the awarding of the tender to the preferred bidder and for the purposes of fulfilling its obligations in terms of the awarded contract.
- 13.2.5. The bidders further agree to the disclosure of the Personal Information for any reason enabling the GMA to carry out or to comply with its business obligation insofar as it is relevant to the tender.
- 13.2.6. The Bidders are required to comply with the provisions of the POPI Act fully. Furthermore, where applicable, the GMA expects that the Bidders should have obtained consent from Data Subjects to release their personal information to third parties.
- 13.3. The GMA agrees that it will not transfer or disclose the Data Subject's Personal Information to a third party, unless where the GMA has a legal or contractual duty to disclose such information, or it is required for its legitimate business requirements and shall comply strictly with legislative stipulations in this regard. The GMA undertakes that it has adequate controls in place to

protect/safeguard the Data Subject's Personal Information it receives from the Bidders.

14. CONFIDENTIALITY

- 14.1. The appointed Service Provider acknowledges and/or undertakes that . through occupying the positions required by this RFP; the Service Provider shall have access to confidential information; that includes but is not limited to information, documents, data, and materials of whatever nature of the parties provided in writing;
- 14.2. The Service Provider to maintain the strictest confidentiality for:
- i. all information that may reasonably be regarded as confidential, being information not in the public domain, whether such information is oral or written, recorded or stored by electronic, magnetic, electro-magnetic or other form or process, or otherwise in a machine readable form, translated from the original form, recompiled, made into a compilation, wholly or partially copied, modified, updated or otherwise altered, originated or obtained by, or coming into the possession, custody or knowledge of either party; or
 - ii. any information relating to either GMA' s, present and future research, analysis, compilations and studies, development of any system, business or financial activity, product, services, market opportunities, existing and potential customers and clients, marketing or promotion of any products, product pricing, contractual arrangements, technical knowledge, strategic objectives and planning, data, plans, designs, drawings, software or hardware, know-how, methods, trade secrets, trademarks, techniques, functional and technical requirements and specifications, financial statements, budgets, costs and financial projections, accounting procedures or financial information, including know how and Trade Secrets relating to the operation of the Gautrain

15. DECLARATION OF INTEREST

15.1. Service Providers must submit a declaration of any conflict of interest, any other involvement in the Gautrain Rapid Rail Link Project; as well as any other conflicts arising from awarding of pending bids, that may affect the discharge of responsibilities in this RFP.

15.1.1. The bidders further agree to the disclosure of the Personal Information for any reason enabling the GMA to carry out or to comply with its business obligation insofar as it is relevant to the tender.

15.1.2. The Bidders are required to comply with the provisions of the POPI Act fully. Furthermore, where applicable, the GMA expects that the Bidders should have obtained consent from Data Subjects to release their personal information to third parties.

15.2. The GMA agrees that it will not transfer or disclose the Data Subject's Personal Information to a third party, unless where the GMA has a legal or contractual duty to disclose such information, or it is required for its legitimate business requirements and shall comply strictly with legislative stipulations in this regard.

15.3. The GMA undertakes that it has adequate controls in place to protect/safeguard the Data Subject's Personal Information it receives from the Bidders.

RFP - PART C:

BIDDERS DECLARATION

All responses must be provided within the specified boxes, must comply with the word and page limits imposed and must respond to this RFP Part B in accordance with the Conditions of Tendering in this RFP Part A. All Annexures form part of the Bidders Response and must be completed in full and signed.

BIDDERS DECLARATION	
<p>I the undersigned _____ (full name) hereby certify that:</p> <p><input type="checkbox"/> I have read, understood and accept the conditions contained in this RFP.</p> <p><input type="checkbox"/> I have supplied all the required information, and all the information submitted as part of the RFP is true and correct.</p>	
NAME OF THE BIDDER	
IDENTITY NUMBER	
POSITION	
AUTHORISED SIGNATORY	

BIDDERS RESPONSE				
FULL NAME				
POSTAL ADDRESS				
PHYSICAL ADDRESS				
ENTITY REGISTRATION NUMBER				
VAT REGISTRATION NUMBER				
CONTACT PERSON'S FULL NAME				
TELEPHONE NUMBER 1	CODE		NUMBER	
TELEPHONE NUMBER 2	CODE		NUMBER	
FACSIMILE NUMBER	CODE		NUMBER	
CELLULAR PHONE NUMBER				
E-MAIL ADDRESS				
TAX CLEARANCE CERTIFICATE	YES		NO	
REGISTERED ON NATIONAL TREASURY CENTRALISED SUPPLIER DATABASE	YES		NO	
FULL NAME OF AUTHORISED SIGNATORY				
TITLE OF AUTHORISED SIGNATORY				

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

SIGNATURE OF AUTHORISED SIGNATORY	
DATE OF SIGNATURE	
ALTERNATIVE TENDER	<i>Word limit – [500] words</i>
Where a Bidder also submits an Alternative Tender, it must include any supplementary material, together with associated prices, which demonstrates in detail that such an alternative will fully achieve and/ or exceed all the specifications or requirements together with references as to why the alternative proposal/s may be advantageous. This should be cross-referenced to the Specification.	
CONFLICT OF INTEREST	
Provide details of any interests, relationships or clients which may give rise to a conflict of interest and the area of expertise in which that conflict of interest may arise.	<i>Complete as attached in SBD 4</i>

Register on the Central Supplier Database for Government managed by National Treasury

With effect from **1 April 2016** the Central Supplier Database (CSD) will serve as the single source of key supplier information for all spheres of government providing consolidated, accurate, up-to-date, complete and verified supplier information to procuring organs of state.

The establishment of a CSD will result in one single database to serve as the source of all supplier information for all spheres of government. The purpose of centralising government's supplier database is to reduce duplication of effort and cost for both supplier and government while enabling electronic procurement processes.

Prospective suppliers interested in pursuing opportunities within the South African Government and those that are already registered on the GMA supplier database are encouraged to **self-register** on the CSD. This self-registration application represents an expression of interest from the supplier to conduct business with the South African Government. Once submitted, your details will be assessed for inclusion on the CSD.

Access the CSD site on www.csd.gov.za

Contact National Treasury for further clarity on the process:

Email: csd@treasury.gov.za

Telephone: 012 315 5509

Bidders must submit with their proposals proof of registration on CSD. The proof of registration must indicate the following:

- CSD Supplier Number
- CSD Unique RRN

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

SBD 1 (A)

INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE GAUTRAIN MANAGEMENT AGENCY					
BID NUMBER:	GMA/004/25	CLOSING DATE:	30 JANUARY 2025	CLOSING TIME:	11H00
DESCRIPTION	SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS)				
BID RESPONSE DOCUMENTS MAY BE SUBMITTED THROUGH A WEB-BASED AUTOMATED TENDER SYSTEM (ATS)					
Link address: https://eprocurement.gautrain.co.za/					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	KEVIN TSHABALALA		CONTACT PERSON	KEVIN TSHABALALA	
TELEPHONE NUMBER	011 086 3500		TELEPHONE NUMBER	011 086 3500	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	tenderenquiries@Gautrain.co.za		E-MAIL ADDRESS		
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
-----------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------	---------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES
☐ NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐
 YES ☐ NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐
 YES ☐ NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? ☐
 YES ☐ NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

SBD 1 (B)

TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT.**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

.....

DATE:

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

SBD 3.1

PRICING SCHEDULE

Name of Bidder:		Ref Number: GMA/004/25
Closing Time: 11H00 AM	Closing Date: 30 January 2026	

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

Bidders are required to submit a separate detailed price proposal.

PRICING DECLARATION

Dear Sir/Madam

After having carefully read through and examined this RFP Reference Number GMA/004/25 in its entirety together with all the provisions contained in each section of the RFP document,

We hereby offer to supply, install, operate, and maintain a Proof of Concept for an Automated Fare Collection-Account Based Ticketing solution for the Gautrain Midibus Feeder and Distribution Services (MFDS) to the GMA as per requirements stated in the Terms of Reference (TOR) section of the REQUEST FOR PROPOSAL document:

IN AMOUNT: R _____ (including VAT)

IN _____ WORDS:
R _____ (including VAT)

We confirm that this price covers all costs associated with supplying, installing, operating and maintaining a Proof of Concept for an Automated Fare Collection-Account Based Ticketing solution for the Gautrain Midibus Feeder and Distribution Services (MFDS) to the GMA for a period of two years as per the requirements in the TOR.

We confirm that GMA will incur no additional costs whatsoever over and above this amount.

We undertake to hold this offer open for acceptance for a period of 90 (ninety) days from the date of submission of offers. We further undertake that upon final acceptance

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

of our offer, we will commence with the provision of service when required to do so by the Client.

Moreover, we agree that until formal Contract Documents have been prepared and executed, this Form of Tender, together with a written acceptance from the Client shall constitute a binding agreement between us, governed by the terms and conditions set out in this REQUEST FOR PROPOSAL.

We understand that you are not bound to accept the lowest or any offer and that we must bear all costs which we have incurred in connection with preparing and submitting this tender. We hereby undertake for the period during which this tender remains open for acceptance not to divulge to any persons, other than the persons to which the tender is submitted, any information relating to the submission of this tender or the details therein except where such is necessary for the submission of this tender.

**PRICE DECLARATION
(MANDATORY INFORMATION)**

I the undersigned _____ (full name) hereby certify that:

- ☐ I have read, understood and unconditionally accept that the conditions contained in above Section of this RFP.
- ☐ I have supplied all the required information, and all the information submitted as part of the Pricing Section of this RFP is true and correct.

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

NAME OF BIDDER	
IDENTITY NUMBER	
POSITION	
SIGNATURE OF AUTHORISED SIGNATORY	

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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 and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are 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. BIDDER'S DECLARATION

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state?

YES		NO	
-----	--	----	--

- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below:

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution?

YES		NO	
-----	--	----	--

2.2.1 If so, furnish particulars:

.....

.....

2.3 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	
-----	--	----	--

2.3.1 If so, furnish particulars:

.....

.....

3 DECLARATION

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

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

- 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 not to be true and complete in every respect,
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement, or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 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.
- 3.4 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.
- 3.5 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.
- 3.6 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 No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill, and knowledge in an activity for the execution of a contract.

12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....

Signature

.....

Date

.....

Position

.....

Name of bidder representative

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all bids invited. It contains general information and serves as a claim form for specific goal points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF BID AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2

- a) The value of this bid is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 preference point system shall be applicable; or

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) Specific Goal (B-BBEE Status Level of Contributor).

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS (B-BBEE STATUS LEVEL OF CONTRIBUTOR)	20
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good

practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;

- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
 - 1) B-BBEE Status level certificate issued by an authorized body or person;
 - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

80/20

Where

- Ps = Points scored for price of bid under consideration
- Pt = Price of bid under consideration
- Pmin = Price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

- 4.1 Specific goal points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

5. BID DECLARATION

- 5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

- 6.1 B-BBEE Status Level of Contributor: =(maximum of 20 points)
(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES		NO	
-----	--	----	--

7.1.1 If yes, indicate:

i) What percentage of the contract will be subcontracted.....%

ii) The name of the sub-contractor.....

iii) The B-BBEE status level of the sub-contractor.....

iv) Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES		NO	
-----	--	----	--

v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2022:

Designated Group: An EME or QSE which is at least 51% EME

QSE

owned by:

√

√

Black people

Black people who are youth

Black people who are women

Black people with disabilities

Black people living in rural or underdeveloped areas or townships

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

Cooperative owned by black people

Black people who are military veterans

OR

Any EME

Any QSE

8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name _____ of
company/firm:.....

8.2 VAT _____ registration
number:.....

8.3 Company _____ registration
number:.....

8.4 TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One person business/sole propriety
- ☐ Close corporation
- ☐ Company
- ☐ (Pty) Limited

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....
.....
.....
.....

8.6 COMPANY CLASSIFICATION

- ☐ Manufacturer
- ☐ Supplier
- ☐ Professional service provider
- ☐ Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
 - (a) disqualify the person from the bidding process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable

arrangements due to such cancellation;

- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:

SHE

SAFETY, HEALTH AND ENVIRONMENT

REQUEST FOR INFORMATION

1. SAFETY, HEALTH AND ENVIRONMENT

1.1	Do you have a Safety, Health and Environment (SHE) policy statement?	YES/NO Please provide a copy of the policy statement
1.2	Is your SHE programme aligned or certified to comply with the OHSAS 18001 and ISO 14001 standards?	YES/NO Please provide details
1.3	Would you be prepared to have your SHE standards audited or modified according to requirements?	YES/NO Please give reasons if applicable
1.5	How do you record and classify injuries sustained during operations?	Please provide details
1.6	How do you record and classify incidents both safety and environmentally related?	Please provide details
1.9	Does your company have any Health and Safety agreements with any major unions?	Please provide details
1.10	Is your company in good standing with a Workman's Compensation Authority?	Please provide a copy of the Letter of Good Standing which includes the registration number
1.12	Does your company employ a SHE/Q Manager and who does he/she report to?	YES/NO Please provide details of experience and qualifications of this individual
1.13	What ongoing training is conducted with regard to SHE?	Please provide details
1.14	Does your company have an active Safety Committee?	Please provide details
1.15	How does your company communicate issues/targets to the employees regarding SHE?	Please provide details
1.16	Does your company have a medical surveillance programme in place?	YES/NO Please provide details,

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

1.17	Have the management duties in terms of the OSHA been assigned by written appointment to specific individuals within your company?	YES/NO Please provide details of appointments in place.
------	-----------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------

2. TECHNICAL AND QUALITY ASSURANCE STANDARDS

2.1	Do you have a quality policy statement and Quality manual?	YES/NO Please provide a copy of the policy statement
2.2	Is your Quality Management aligned or certified to comply with the ISO 9001:2008?	YES/NO Please provide details
2.3	Would you be prepared to have your Quality Management system audited or modified according to requirements?	YES/NO Please give reasons if applicable
2.5	How do you record and classify incidents and non-conformances related to quality?	Please provide details
2.6	Does your company employ a Quality Manager and who does he/she report to?	YES/NO Please provide details of experience and qualifications of this individual
2.7	What ongoing training is conducted with regard to Quality?	Please provide details
2.10	Are you prepared to allow personnel to access your premises to perform a technical assessment of your capabilities?	YES/NO
2.11	How many different inspection agencies have visited your premises in the last 12 months	Please provide details
2.12	Do you have dedicated quality management resources and transparent processes to ensure quality in procured materials and equipment?	YES/NO Please provide a list of the dedicated resources and a description of the quality management processes.

NAME OF BIDDER	
-----------------------	--

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

POSITION	
AUTHORISED SIGNATORY	
DATE	

SUPPLIER CODE OF CONDUCT

ABBREVIATIONS, TERMINOLOGIES AND DEFINITIONS

ABBREVIATIONS	DEFINITIONS
B-BBEE	Broad-Based Black Economic Empowerment Act No 53 of 2003 as amended
CEO	Chief Executive Officer
CFO	Chief Financial Officer
GMA	Gautrain Management Agency
MANCO	GMA Management Committee
PFMA	Public Finance Management Act No. 1 of 1999 as amended
PPPFA	Preferential Procurement Policy Framework Act No. 5 of 2000
SCM	Supply Chain Management

TERMINOLOGIES	DEFINITIONS

BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

Brand Identity	Means the outward expression of a brand (which is the Gautrain) which includes its name, trademark, communication and visual appearance.
Conflict of Interest	Means a situation where a GMA official or Service Provider or Bidder is in a position of authority which requires him/her to exercise judgment or make decisions, or to participate in a body such as a committee which makes decisions, on behalf of GMA and also has (personal, financial or other) interests or obligations that might interfere with or influence the exercise of his/her judgement.
Five Pillars of Procurement	Means the holding foundation of a procurement system which are - fair, equitable, transparent, competitive and cost effective as mentioned in the Constitution of the Republic of South Africa, Act 108 of 1996, Section 217.
Purchase Order	Means a legally binding document between a GMA and a Supplier, detailing the items/services that GMA agrees to purchase at a certain price point. It also outlines the delivery date and terms of payment.
Suppliers	GMA suppliers and service providers, and their employees, agents, and subcontractors, including prospective suppliers and service providers, as well as their employees, agents, and subcontractors. (Collectively referred to as "Suppliers").
Visual Elements	Means the logo and framework or architecture which specifies how it is used.

PURPOSE OF SUPPLIER CODE OF CONDUCT

The purpose of this code of conduct is to define behaviours and actions which GMA suppliers must commit to abide by during SCM processes, and, where applicable, the discharge of their contractual obligations towards the GMA.

APPLICABILITY/SCOPE

This code of conduct is applicable to all GMA Suppliers.

PREAMBLE

Whereas the GMA is committed to SCM processes that are fair, equitable, transparent, competitive, and cost effective, and to receiving value for money from all its Suppliers; the GMA desires to outline standards to which its Suppliers are required to adhere to. The GMA further expects its Suppliers to replicate these standards further down their supply chains.

5 INTRODUCTION

The GMA aims to conduct its business in a manner that is fair, equitable, transparent, competitive and cost effective (five pillars) as underpinned by Section 217 of Constitution of the Republic of South Africa, and its core values. The five pillars are not only a prescription of standards of behaviour, ethics and accountability but are a statement of GMA's commitment to a procurement system which would enable the emergence of sustainable small, medium and micro business and sustainable environment, consequently adding to the common wealth of GMA and its stakeholders.

This Code of Conduct captures the principles that the GMA expects its Suppliers to uphold. It contains globally aligned standards and guidance in each of the following areas:

- Ethics
- Labour

- Safety, Health, Environment and Quality; and
- Management Systems

6 ETHICS

Suppliers are expected to conduct their business in an ethical manner and act with integrity. Where unethical practice comes to light, a Supplier commits to taking appropriate action to report and remedy it. Ethical requirements include the following aspects without limitation:

6.1 Business Integrity

Suppliers are expected not to practice or tolerate any form of corruption, extortion, embezzlement, dishonesty, or unethical conduct of any kind. Consequently, Suppliers commit not offer or accept bribes or any other incentives that may nullify the Five Pillars of Procurement. A Supplier is expected not to donate, on behalf of the GMA, the GMA's employees/ agents/ board members, or offer or accept any gratification that may appear to be aimed at influencing a decision of the GMA or the GMA's current and potential business partners in the Supplier's favour. Suppliers are, furthermore, required to comply with all legal requirements applicable to them.

6.2 Conflict of Interest

Suppliers must avoid potential or actual conflict of interest. GMA must not deal directly or indirectly, with any Supplier with a conflict of interest that has been established. In the event of a Supplier becoming aware of any potential interest, during the course of a procurement process, negotiating the Supplier agreement or performing the Supplier's contractual obligations, the Supplier shall declare the interest to the GMA's management who shall take appropriate action to conduct a materiality assessment of the declared interest depending on the particular circumstances of each case. Where conflict is established management shall continue to give effect to the foregoing principle.

Failure to disclose known interest by the Supplier or submitting a false declaration shall be perceived as an attempt by the Supplier to abuse GMA SCM policies and result in disqualification from the procurement process or cancellation of contract.

6.3 Fair Competition

Suppliers shall not engage in collusive bidding, price fixing, price discrimination, or other unfair trade practices not in line with fair competition and in accordance with all applicable anti-competition laws that govern the jurisdiction in which it conducts business.

6.4 Privacy and Intellectual Property

Suppliers must safeguard and maintain confidential and proprietary information or trade secrets of the GMA and use such information only for the authorised purpose. Suppliers shall, to the foregoing end, implement measures aimed at restricting access to the GMA's confidential and proprietary information to persons requiring such access for the purpose of discharging the Supplier's obligations towards the GMA.

6.5 Reputation Management

Suppliers must acknowledge the importance and relevance of the Gautrain Brand Identity (the Brand) and visual identity. Suppliers shall, to the foregoing end, follow relevant GMA policies, procedures, directions and guidelines to ensure that the Brand and corporate visual elements is reflected positively and appropriately in order to maintain a good reputation of the GMA.

7 LABOUR AND HUMAN RIGHTS

Suppliers are expected to give effect to the human rights of their employees and treat them with dignity and respect. This includes the following aspects without limitation:

7.1 Diversity and Inclusion

The GMA encourages Suppliers to provide an inclusive and supportive working environment and to exercise diversity when it comes to their employees as well as their decisions to select subcontractors. Suppliers are expected to act lawfully in this regard.

7.2 Child Labour Avoidance

The GMA does not subscribe to child labour. Suppliers must, therefore, comply with all minimum working age laws or regulations and not use child labour. Suppliers cannot employ anyone under the legal minimum working age for employment. The GMA only supports the development of legitimate workplace apprenticeship programs, for the educational benefit of young people, and will not do business with those who abuse such systems. Workers under the legal working age cannot perform hazardous work and may be restricted from night work, with consideration given to educational needs.

7.3 Freedom of Association

Suppliers must comply with all applicable laws that pertain to freedom of association and collective bargaining and will not discriminate on the basis of affiliation or non-affiliation. Suppliers will respect employees' rights to seek representation and will not disadvantage employees who act as workers' representatives.

7.4 Abuse/Harassment/Disciplinary Action

While the GMA recognizes and respects cultural differences, Suppliers are required to provide their employees a workplace free of harsh and inhumane treatment, without any sexual harassment, sexual abuse, corporal punishment or torture, mental or physical coercion or verbal abuse of employees or threat of any such treatment. Suppliers must treat all employees with respect and dignity and comply with applicable legislation on disciplinary practices.

7.5 Fair and Equal Treatment

Suppliers' terms and conditions of employment, including hiring, training, working conditions, compensation, benefits, promotions, discipline, termination or retirement are based on the individual's qualifications, performance, skills and experience.

7.6 Forced Labour

Suppliers will employ all employees on a voluntary basis and do not use any prison, slave, bonded, forced labour or engage in any other forms of slavery or human trafficking.

7.7 Working Hours

Suppliers commit to complying with all applicable laws regarding regular working hours, rest periods and overtime hours. Suppliers will not force employees to work overtime and employees will not be punished, penalised or dismissed for refusing to work overtime.

7.8 Compensation and Benefits

Suppliers will fairly compensate all employees by providing wages and benefits in accordance with all applicable laws.

8 SAFETY, HEALTH, ENVIRONMENT AND QUALITY

Suppliers are expected to provide a safe and healthy working environment and, if applicable, safe and healthy company living quarters, and to operate in an environmentally responsible and efficient manner. Suppliers will comply with all applicable laws and regulations pertaining to health, safety, environment and quality in the workplace. GMA recognizes its social responsibility to protect the environment and expects its Suppliers to share its commitment by responding to challenges posed by climate changes and working toward protecting the environment. Suppliers commit to continuously strive to improve performance in all these areas by integrating sound

safety, health and quality management practices into all aspects of business without limitation:

8.1 Occupational Health and Safety

Suppliers will protect their employees from any chemical, biological and physical hazards and physically demanding tasks in the workplace as well as from risks associated with any infrastructure used by their employees. Suppliers will provide appropriate controls, safe working procedures and preventative maintenance and necessary technical protective measures to mitigate health and safety risks in the workplace.

8.2 Product Safety

Suppliers will make available material safety data sheets containing all necessary safety-relevant information for all hazardous substances and will be provided to GMA and other parties in case of legitimate need.

8.3 Resource Conservation and Climate Protection/Waste and Emissions

Suppliers will minimise or eliminate negative impact on the environment and climate at their source or by practices such as the modification of production, maintenance and facility processes, material substitution, conservation, recycling, material reutilisation, use of climate-friendly products, processes to reduce power consumption and greenhouse gas emissions. Suppliers will have systems in place to ensure safe handling, movement, storage, recycling, reuse and management of waste, air emissions and wastewater discharges. Suppliers will have systems in place to prevent or mitigate accidental spills and releases into the environment.

8.4 Quality Requirements

Suppliers will meet generally recognised or contractually agreed quality requirements in order to provide goods and services that consistently meet GMA's needs, perform as warranted and are safe for their intended use.

9 MANAGEMENT SYSTEMS

Suppliers are encouraged to fulfil the expectations set forth in this Supplier Code of Conduct by implementing management systems to facilitate compliance with all applicable laws and to promote continuous improvement and sustainability performance. Suppliers must communicate the principles set forth in this Supplier Code of Conduct to their employees and supply chains, and are expected to take disciplinary action against any of its employee or business partner, involved in discharging the Supplier's obligations towards the GMA, who acts contrary to the letter or spirit of this Code of Conduct.

Suppliers are expected to self-monitor and demonstrate their compliance with this Code of Conduct. Where non-compliance is detected, the GMA may, at its sole discretion:

- immediately remove from GMA premises, a Supplier who behaves in a manner that is inconsistent with this Code of Conduct or any GMA policy; or
- suspend any Purchase Order from the Supplier until satisfactory corrective action is implemented;
- terminate its relationship with the Supplier;
- facilitate the listing of the Supplier in the National Treasury Register of Restricted Suppliers or its equivalent; and/or
- report the Supplier to appropriate authorities or associations.

Suppliers are responsible for prompt reporting of actual or suspected fraud, corruption, theft, financial misconduct, dishonesty, or unethical conduct, relating to SCM processes in which they are involved, or the discharge of their contractual obligations towards the GMA, to the GMA's management, or the GMA's Fraud Hotline.

10 ROLES AND RESPONSIBILITIES

Responsibility	Designation	Level of Responsibility / Accountability
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BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

Accounting Officer	Chief Executive Officer (CEO)	<ul style="list-style-type: none"> The Chief Executive Officer is responsible for articulating the core values for the GMA.
Responsible Authority	Chief Financial Officer (CFO)	<ul style="list-style-type: none"> Responsible for communicating this code to the Suppliers and providing guidance on the management of exceptions to this code. Responsible for implementing suitable systems to support the implementation of this code of conduct.
Executing Authorities	All GMA employees and Suppliers	<ul style="list-style-type: none"> Responsible for upholding and putting into action this code of conduct. Responsible for ensuring compliance and reporting non-compliance to this code of conduct.
Administrative/Revisions/Amendments Responsibility	Executive Manager: SCM	<ul style="list-style-type: none"> Responsible for the annual review of the code and/or amending of the code as necessary.
Enquiries	Chief Financial Officer (CFO)	<ul style="list-style-type: none"> Responsible for the overall management and implementation of GMA SCM policies. Proposed Corrections and/or amendments to this document must be forwarded to the Executive Manager: SCM in the Finance Department.

11 RELATED DOCUMENTS

Content of this Code of Conduct is informed by the following legal standards:

- i. The Constitution of the Republic of South Africa, act 108 of 1996, Section 217;
- ii. Occupational Health and Safety Act, 1993;
- iii. Public Finance Management Act (PFMA) of 1999;
- iv. Preferential Procurement Policy Framework Act (PPPFA) of 2000 and its related Regulations;
- v. Construction Industry Development Board Act of 2000 and its related Regulations;
- vi. Prevention and Combating of Corrupt Activities Act of 2004;
- vii. Gautrain Management Act of 2006;
- viii. Broad-Based Black Economic Empowerment Act (B-BBEE) and Codes of Good Practice of 2013 and its related Regulations;
- ix. GMA Supply Chain Management Policy;
- x. GMA Fraud Prevention and Whistle Blowing Policy;
- xi. GMA Brand Policy; and
- xii. GMA Strategic Plan for 2018/19 to 2022/23.

12. REVIEW OF THE SUPPLIER CODE OF CONDUCT

This will be reviewed as and when there are regulatory or GMA business changes which impact on the principles articulated in this document.

The bidder hereby declares to comply with the GMA Supplier Code of Conduct.

NAME OF BIDDER	
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BID NO. GMA/004/25 - PROPOSAL FOR A SERVICE PROVIDER TO DESIGN, SUPPLY, INSTALL, OPERATE, AND MAINTAIN A PROOF OF CONCEPT FOR AN AUTOMATED FARE COLLECTION-ACCOUNT BASED TICKETING SOLUTION FOR THE GAUTRAIN MIDIBUS FEEDER AND DISTRIBUTION SERVICES (MFDS).

POSITION	
AUTHORISED SIGNATORY	
DATE	