

## **REQUEST FOR QUOTATION**

### **PROVISION OF COMPREHENSIVE BUS AND RAIL TICKETING SYSTEMS SUPPORT, MAINTENANCE, ENHANCEMENTS, INTEGRATION AND UPGRADES FOR A DURATION OF 6 MONTHS**

## **1 INTRODUCTION**

### **Introduction**

The Passenger Rail Agency of South Africa (PRASA) invites quotations from suitably qualified and experienced service providers to deliver comprehensive bus and rail ticketing systems support, maintenance, enhancements, interoperability and integration to existing platforms as and when required. The appointed service provider must support PRASA's revenue-critical production ticketing environment, ensure operational continuity and system reliability, and provide the specialist capability required to protect passenger sales, payment processing, reconciliation and revenue collection while PRASA progresses its broader ticketing modernisation and digital-channel programme.

### **Scope of work**

The required service comprises the following connected support streams: -

- provide six months of support and maintenance for PRASA bus and rail ticketing systems, including the NEW9220 smart POS devices;
- provide system enhancements and upgrades in response to evolving business needs and modernisation priorities;
- support embedded EMV-compliant payment facilitation, clearing and switching software and associated ticketing integration;
- provide incident management, fault resolution, preventive maintenance, compliance reviews, disaster-recovery readiness and operational reporting; and
- provide knowledge transfer to PRASA ICT personnel and integration assurance across PRASA platforms.

The service must guarantee system availability, compliance and operational assurance while ensuring secure interoperability with PRASA's existing platforms, including SAP, STAR, TOMS, TDMS, GIS, Omni-Channels and legacy systems. The service provider must provide a dedicated support team with relevant experience in bus and rail ticketing systems, financial reconciliation and omnichannel integration.

## **2 BACKGROUND**

### **PRASA Context**

The Passenger Rail Agency of South Africa (PRASA) is a state-owned entity tasked with delivering reliable and efficient passenger rail services nationwide. Its rail network connects metropolitan hubs and outlying communities. PRASA's modernisation programme seeks to improve operational efficiency, service quality and the passenger experience through the adoption of appropriate technology.

### **Current Ticketing Environment**

PRASA currently relies on bus and rail Interim Ticketing Systems that have been in use for several years as part of passenger service operations. The systems remain central to day-to-day passenger sales, revenue collection and customer service, and provide a platform for ongoing improvements in ticketing operations during a period in which digital channels are being expanded, revenue controls strengthened and modern Point-of-Sale (PoS) devices plus other channels deployed across bus and rail operations.

### **Immediate Support Need**

Customer Services, Finance and other business areas require consistent application support, have identified critical enhancements and upgrades required to strengthen reporting, improve operational efficiency and address audit findings. These improvements are required to support compliance, safeguard revenue and enhance the passenger experience. PRASA seeks to establish an integrated long term support model for its ticketing applications, channels and payment environment. Until the longer-term service is established, a time-bound support intervention is required to maintain business continuity, stabilise the current production environment, protect revenue targets and avoid a support gap that could increase the risk of unresolved incidents, service instability, interrupted ticket sales, payment-processing and reconciliation issues, and delayed priority enhancements and integrations.

## **3 SCOPE OF WORK AND MINIMUM REQUIREMENT**

Bidders will be expected to fulfil all work requirements and provide the deliverables, resources and supporting evidence stated below.

### **3.1 OBJECTIVES AND REQUIRED OUTCOMES**

#### **Assignment Objectives**

The objectives of the assignment are to: -

- provide resources for the delivery of support and maintenance for bus and rail ticketing systems, including the NEW9220 smart POS devices and embedded EMV-compliant payment facilitation, clearing and switching software, over a six-month period;
- deliver system enhancements and upgrades based on evolving business needs and modernisation priorities;
- ensure operational continuity and system reliability across PRASA's ticketing environment, protecting passenger sales, payment processing, reconciliation and revenue collection;
- provide preventive maintenance, compliance audits, system-health and data-quality reviews, and disaster-recovery readiness to strengthen audit readiness and operational resilience;
- support compliance with POPIA and PCI DSS for customer and financial data;
- transfer knowledge to PRASA ICT staff to strengthen internal capability; and
- provide integration assurance and secure interoperability with PRASA's existing and future platforms, including priority GIS integration and Omni-Channels integration to relevant legacy systems.

## 3.2 SCOPE OF WORK

The service provider shall perform the activities below and provide all service records, support logs, technical documentation, reports, configuration information and knowledge-transfer material required for acceptance.

### Helpdesk and Incident Management

- Provide helpdesk support during PRASA Rail and LDPT operating hours.
- Provide SLA-driven incident logging, prioritisation, escalation, troubleshooting and resolution, supported by traceable incident records and closure evidence.

### Ticketing System Support, Maintenance, Enhancements and Upgrades

- Deliver six months of SLA-driven bus and rail ticketing systems support, maintenance, enhancements, integration and upgrades, with continuity controls focused on passenger sales, revenue collection, payment processing and reconciliation.
- Implement approved enhancements and upgrades based on evolving business needs, identified operational gaps and modernisation priorities, including priority GIS integration and Omni-Channels integration to relevant legacy systems where approved by PRASA.

### NEW9220 Smart POS and Embedded Payment Software

- Support and maintain the NEW9220 smart POS devices used within the ticketing environment, including the secure operation of cash and cashless ticket-sales capability.
- Provide specialist support for embedded EMV-compliant payment facilitation, clearing and switching software, including integration to internal ticketing systems, payment processing, reconciliation support and defect resolution.

### Preventive Maintenance and Compliance

- Perform quarterly compliance audits, system health checks and data-quality reviews to support audit readiness, service stability and operational resilience.
- Support compliance with POPIA and PCI DSS requirements applicable to customer and financial data and maintain the controls required for secure ticketing and payment operations.

### Monitoring, Reporting and Disaster Recovery

- Provide monthly governance, KPI and SLA-compliance reports and supporting logs, including visibility of incident trends, service performance and material continuity risks.
- Maintain disaster-recovery readiness and provide the required disaster-recovery drill and reporting where applicable during the contract period.

### Knowledge Transfer and Integration Assurance

- Provide training sessions, manuals and workshops for PRASA ICT staff.
- Ensure secure interoperability with PRASA's existing and future platforms, including SAP, STAR, TOMS, TDMS, GIS, Omni-Channels and relevant legacy systems, reducing the risk of interface failures, data inconsistencies and fragmented customer journeys.

## 3.3 SUPPORT CAPABILITY MATRIX

### Minimum Support Capability

The table below states the minimum support capability required for the six-month engagement. Bidders may propose additional capability but may not reduce the stated minimum requirements.

| No. | Capability       | Minimum Requirement                                  |
|-----|------------------|------------------------------------------------------|
| 1   | Helpdesk support | Required during PRASA Rail and LDPT operating hours. |

| No. | Capability                       | Minimum Requirement                                                                                                                                                                     |
|-----|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2   | Incident management              | SLA-driven fault logging, escalation, resolution and closure evidence during PRASA Rail and LDPT operating hours.                                                                       |
| 3   | Ticketing systems support        | Six months of support and maintenance for bus and rail interim ticketing systems.                                                                                                       |
| 4   | System enhancements and upgrades | Required in response to approved business needs and modernisation priorities, including priority GIS and Omni-Channels integration to relevant legacy systems where approved.           |
| 5   | NEW9220 smart POS support        | Required, including secure cash and cashless ticket sales, embedded EMV-compliant payment facilitation, clearing and switching software, payment processing and reconciliation support. |
| 6   | Preventive maintenance           | Quarterly compliance audits, system health checks and data-quality reviews.                                                                                                             |
| 7   | Monitoring and reporting         | Monthly governance, KPI and SLA-compliance reporting and logs.                                                                                                                          |
| 8   | Disaster recovery                | Disaster-recovery readiness, drill and reporting as required.                                                                                                                           |
| 9   | Knowledge transfer               | Training sessions, manuals and workshops for PRASA ICT staff.                                                                                                                           |
| 10  | Integration assurance            | Secure interoperability with PRASA existing and future platforms, including SAP, STAR, TOMS, TDMS, GIS, Omni-Channels and relevant legacy systems.                                      |

### 3.4 TECHNICAL AND NON-FUNCTIONAL REQUIREMENTS

#### Minimum Technical and Acceptance Requirements

| No. | Area                            | Minimum Requirement                                                                                                                                                                         |
|-----|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Technology stack                | Capability to support Linux, SQL databases, MySQL, SQL Server, Java, Android Mobile, C# and AngularJS where applicable to the supported environment.                                        |
| 2   | Payment support                 | Specialist capability for EMV-compliant payment facilitation, clearing and switching software embedded in the NEW9220 smart POS environment.                                                |
| 3   | Ticketing domain                | Demonstrable experience developing, supporting and maintaining bespoke bus and rail ticketing systems, including POS devices.                                                               |
| 4   | Solution Design and Integration | Experience in solution design with middleware, APIs and other interoperability and integration approaches across legacy and modern technologies.                                            |
| 5   | Operational continuity          | Support arrangements must protect system availability, passenger sales, payment processing, reconciliation, business continuity and revenue collection throughout the six-month engagement. |
| 6   | Privacy and compliance          | Support must align to POPIA, PCI DSS and applicable PRASA control requirements for customer and financial data, with evidence supporting audit readiness and operational resilience.        |
| 7   | Reporting                       | Maintain support logs and provide monthly KPI and SLA-compliance reports.                                                                                                                   |
| 8   | Knowledge transfer              | Provide documentation, training and workshops sufficient to strengthen PRASA ICT capability.                                                                                                |

### 3.5 DELIVERABLES AND DELIVERY TIMELINE

#### Delivery Parameters

The contract period is six months. Support and maintenance services will run throughout the contract period, with enhancements, upgrades and integration work delivered in accordance with approved priorities and change controls. Priority integration work may include GIS integration and Omni-Channels integration to relevant legacy systems. Monthly reporting and the periodic maintenance activities stated below form part of the engagement, with the overall delivery intended to preserve a controlled transition to PRASA's longer-term ticketing support model.

#### Required Deliverables

| No. | Deliverable                                      | Minimum Content                                                                                                                                                                                              | Timing                    |
|-----|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 1   | Mobilisation and Support Plan                    | Confirmed support approach, team, governance, escalation paths, environments, assumptions, risks and reporting arrangements.                                                                                 | At inception              |
| 2   | Helpdesk and Incident Management                 | Active helpdesk support, incident logs, escalation and resolution records.                                                                                                                                   | Throughout 6 months       |
| 3   | Ticketing Systems Support and Maintenance        | Operational support, corrective maintenance, fault resolution and continuity support for bus and rail ticketing systems.                                                                                     | Throughout 6 months       |
| 4   | Enhancements, Upgrades and Priority Integrations | Approved system enhancements, upgrades and integration activities, including GIS and Omni-Channels integration to relevant legacy systems where prioritised, with associated technical documentation.        | As prioritised            |
| 5   | NEW9220 POS and Payment Support                  | Support for NEW9220 smart POS devices and embedded EMV-compliant payment facilitation, clearing and switching software, including secure cash/cashless sales, payment processing and reconciliation support. | Throughout 6 months       |
| 6   | Preventive Maintenance and Compliance Reviews    | System health checks, data-quality reviews, compliance audit evidence and controls supporting POPIA, PCI DSS, audit readiness and operational resilience.                                                    | Quarterly / as applicable |
| 7   | Governance and SLA Reporting                     | KPI, SLA-compliance, incident and service performance reports and logs.                                                                                                                                      | Monthly                   |
| 8   | Disaster Recovery Readiness and Drill            | Disaster-recovery readiness support, drill and report where due during the contract period.                                                                                                                  | As required               |
| 9   | Knowledge Transfer and Handover                  | Training, manuals, workshops, final handover material and transition support sufficient to strengthen PRASA ICT capability and support movement to the longer-term ticketing support model.                  | Throughout / by close     |

### 3.6 SERVICE LEVELS AND ACCEPTANCE

#### Service Governance and Reporting

- The service provider shall maintain current incident, problem, change, risk and issue records for the supported environment.
- SLA-driven support must be evidenced through ticket logs, escalation records, resolution records and monthly KPI and SLA-compliance reporting.
- Named key resources must remain available for the relevant support activities, technical workshops, incident escalations and governance engagements.
- All material enhancements, upgrades and integrations must be documented and transferred to PRASA ICT as part of the engagement.

## Acceptance Conditions

- Acceptance will be based on delivery of the required support services and objective evidence such as support logs, technical records, reports, maintenance evidence, enhancement documentation and knowledge-transfer outputs.
- Any change in agreed scope, resources or commercial assumptions must be formally approved through PRASA governance and procurement processes.

## 3.7 MINIMUM PROJECT TEAM

### Required Team Composition

The bidder must assign qualified and experienced candidates to deliver the engagement. CVs must be submitted for the roles below and must meet the minimum certification and experience requirements. Every category of resources must be covered, and each CV must be accompanied by a signed consent letter dated not older than 60 days from publication of the RFQ.

| No. | Role                                                                              | Minimum Experience                                                                                                                                                                                                                                                                                                                                                                                                  | Qualification / Evidence                                                           |
|-----|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| 1   | Project Manager                                                                   | Minimum 10 years in project management, including application development projects covering support and maintenance, system enhancements, integrations, upgrades and Point-of-Sale devices.                                                                                                                                                                                                                         | Recognised project management certification such as PRINCE2 or PMP.                |
| 2   | Application Development Lead (Solution Design)                                    | Minimum 10 years in solution design and application development, with proven expertise designing and developing ticketing solutions in Java and Linux environments in SQL, Java, Android mobile development, C# and AngularJS required.                                                                                                                                                                             | Java, Linux SQL, Java, Android mobile development, C# and AngularJS certification. |
| 3   | Business and Process Analyst                                                      | Minimum 7 years in business analysis, including business-process mapping and optimisation.                                                                                                                                                                                                                                                                                                                          | Business Analysis and Business Process Modelling certification.                    |
| 4   | Senior Integration Specialist                                                     | Minimum 8 years in application and systems integration, including Linux, SQL databases, MySQL, SQL Server, Java and C#.                                                                                                                                                                                                                                                                                             | Linux Operating System certification.                                              |
| 5   | Senior Applications Developer                                                     | Minimum 8 years in application development, support, maintenance and system enhancements, with Java, Linux SQL, Java, Android mobile development, C# and AngularJS expertise. Proven experience in passenger rail and bus ticketing environments.                                                                                                                                                                   | Java, Linux SQL, Java, Android mobile development, C# and AngularJS certification. |
| 6   | Intermediate Applications Developer                                               | Minimum 7 years in application development, support, maintenance and enhancements. Experience in SQL databases, Java, Android mobile development, C# and AngularJS required.                                                                                                                                                                                                                                        | Java, Linux SQL, Java, Android mobile development, C# and AngularJS certification. |
| 7   | PoS Device plus embedded NDoT / EMV Compliant Payment Software Support Specialist | Minimum 7 years developing, supporting, maintaining and enhancing handheld PoS devices. Experience with the NEW9220 smart POS, EMV Level 3 Mastercard CID 49223 and EMV Level 3 Visa CID 49223, embedded e-Commerce cashless payment facilitation, clearing and switching software, and integration to internal ticketing systems is required. A reference letter from a passenger rail and bus client is required. | Evidence of specialist POS and payment-software capability.                        |

### 3.8 PROJECT GOVERNANCE AND CONTRACT PERIOD

#### Contract Period

The contract period is six months and is intended as a time-bound continuity measure while PRASA progresses its longer-term ticketing support model.

#### Governance and Reporting

- The service provider shall provide a dedicated support team with expertise in bus and rail ticketing systems, financial reconciliation and omnichannel integration.
- Monthly governance, KPI and SLA-compliance reports and logs must be provided to PRASA.
- The service provider shall participate in technical and governance engagements required to resolve incidents, implement approved enhancements and integrations, maintain service continuity and support an orderly transition to PRASA's longer-term ticketing support model.
- Knowledge transfer to PRASA ICT staff is an explicit requirement of the engagement.

### 3.9 COMMERCIAL AND CONTRACTUAL REQUIREMENTS

#### Pricing and Cost Disclosure

- Bidders must complete Annexure A using the resource categories and monthly hours stated in the pricing schedule.
- Hourly rates and monthly costs must include VAT where indicated in the pricing schedule.
- The total six-month price must be clearly stated.
- Prices must remain fixed for the contract period.

#### Resource Evidence

- CVs must demonstrate the experience and technical skills required for the proposed roles.
- Each required CV must be accompanied by a signed consent letter dated not older than 60 days from publication of the RFQ.
- Reference letters required for the Senior Applications Developer and POS / Payment Software Support Specialist must be submitted with the bid.

### 3.10 SUBMISSION CHANNEL

Proposals and clarification questions must be submitted only through the official PRASA Supply Chain Management channel stated in the RFQ invitation. Bidders must use the prescribed RFQ subject and reference number.

## 4 EVALUATION CRITERIA

Bidders that meet all Stage 1 compliance requirements will be evaluated on the technical / functionality criteria below. The minimum Stage 2 threshold is 70 points out of 100. Bidders that achieve the technical threshold will proceed to Stage 3, where the 80/20 preference point system will apply for price and specific goals.

| Item | Criterion                                                                          | Weight |
|------|------------------------------------------------------------------------------------|--------|
| 1    | Relevant Company Experience in Bus and Rail Ticketing Systems Support              | 30     |
| 2    | Ticketing Support Service Management, Operational Continuity and Revenue Assurance | 20     |
| 3    | Solution Design, Integration, Security and Payment Support                         | 10     |
| 4    | Six-Month Support Delivery Methodology and Transition Plan                         | 10     |

| Item | Criterion                   | Weight |
|------|-----------------------------|--------|
| 5    | Capability of Key Resources | 30     |
|      | TOTAL                       | 100    |

## 5 SUPPLIERS BRIEFING

### Briefing Arrangement

- No briefing session.

### Clarification Process

- Bidders must submit clarification questions through the official SCM channel within the period stated in the RFQ invitation.

## 6 TIMELINES

| Event                         | Timeline                                 |
|-------------------------------|------------------------------------------|
| RFQ Invite                    | To be confirmed by SCM                   |
| Briefing Session / Site Visit | To be confirmed by SCM                   |
| Questions and Answers         | To be confirmed by SCM                   |
| RFQ Closure                   | To be confirmed by SCM                   |
| Evaluation                    | To be confirmed by SCM                   |
| Award / Appointment           | To be confirmed by SCM                   |
| Contract Period               | 6 months (time-bound continuity support) |

## 7 EVALUATION PROCESS

Bids will be evaluated for administrative responsiveness, mandatory technical compliance, technical / functionality and preference points. Failure to meet a mandatory Stage 1 requirement will result in disqualification where stated.

**Table 5: Evaluation Stages**

| Evaluation Stage                          | Basis                                                                                              |
|-------------------------------------------|----------------------------------------------------------------------------------------------------|
| Stage 1A - Mandatory Compliance           | Substantive responsiveness; mandatory returnables.                                                 |
| Stage 1B - Basic Compliance               | Administrative responsiveness.                                                                     |
| Stage 1C - Mandatory Technical Compliance | Mandatory ticketing-support, POS/payment, integration, security and service-management capability. |
| Stage 2 - Technical / Functionality       | Quality and delivery capability. Minimum threshold: 70 points out of 100.                          |
| Stage 3 - Price                           | 80 points.                                                                                         |
| Stage 3 - Specific Goals                  | 20 points.                                                                                         |

### 7.1 STAGE 1 - MANDATORY AND BASIC COMPLIANCE REQUIREMENTS

#### Stage 1A - Mandatory Compliance Requirements

Failure to submit any returnable identified below as mandatory will result in automatic disqualification.

**Table 6: Stage 1A Mandatory Compliance Requirements**

| No. | Description of Requirement                                                                                                                                 | Evidence Required                                                                                                                   |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| a)  | Completion and signature of all RFQ documentation, declarations and Standard Bidding Documents, including Commissioner of Oaths signatures where required. | Completed and signed RFQ returnables, declarations and applicable SBDs.                                                             |
| b)  | Signed Joint Venture, Consortium, Subcontracting or Partnering Agreement, where applicable.                                                                | Signed agreement. If not applicable, state "Not applicable".                                                                        |
| c)  | Demonstrated delivery of production support, maintenance, enhancements and/or integration for a live passenger rail and/or bus ticketing environment.      | Completed Annexure C plus signed client reference letter(s) and supporting appointment letter, purchase order or contract evidence. |

**Stage 1B - Basic Compliance Requirements**

Failure to submit a basic compliance document may result in disqualification. Where permissible, PRASA may request an outstanding document within a specified period in accordance with applicable procurement requirements.

**Table 7: Stage 1B Basic Compliance Requirements**

| No. | Description of Requirement                                                                                                                                                                                                           | Evidence Required                                                         |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| a)  | Original or certified B-BBEE certificate issued by a SANAS-accredited verification agency, or the applicable sworn affidavit for an EME or QSE. A JV/consortium must submit a combined certificate in the name of the JV/consortium. | Valid certificate or affidavit; combined certificate for a JV/consortium. |
| b)  | Central Supplier Database registration number.                                                                                                                                                                                       | CSD supplier number or registration report.                               |
| c)  | Valid Tax Compliance Status PIN issued by SARS.                                                                                                                                                                                      | Valid SARS Tax Compliance Status PIN.                                     |
| d)  | Company registration documents.                                                                                                                                                                                                      | CIPC company registration documents.                                      |
| e)  | Copies of directors' identity documents.                                                                                                                                                                                             | Copies of directors' identity documents.                                  |

**Stage 1C - Mandatory Technical Compliance Requirements**

Failure to meet any mandatory technical requirement below will result in automatic disqualification.

**Table 8: Minimum Technical and Acceptance Requirements for Ticketing Support**

| No. | Area                             | Minimum Requirement                                                                                                                                                  | Comply (Yes/No) |
|-----|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 1   | Ticketing support service        | Six months of SLA-driven support and maintenance for PRASA bus and rail ticketing systems, with continuity controls for passenger sales and revenue collection.      |                 |
| 2   | Helpdesk and incident management | Business-hours helpdesk with traceable fault logging, prioritisation, escalation, troubleshooting, resolution and closure evidence.                                  |                 |
| 3   | NEW9220 POS and payments         | Specialist support for NEW9220 smart POS devices and embedded EMV-compliant payment facilitation, clearing and switching software, including reconciliation support. |                 |
| 4   | Enhancements and upgrades        | Capability to implement approved application enhancements, upgrades and fixes without compromising the stability of the live production environment.                 |                 |
| 5   | Availability and resilience      | Documented continuity, backup/recovery, disaster-recovery readiness and controlled restoration arrangements for supported services.                                  |                 |
| 6   | Preventive maintenance           | Quarterly compliance reviews, system-health checks and data-quality reviews, with evidence and remediation tracking.                                                 |                 |
| 7   | Security and privacy             | POPIA-aligned support controls, secure access, least privilege, auditability and protection of customer and operational data.                                        |                 |
| 8   | Payment compliance               | PCI DSS-aligned support for payment-processing components and controls applicable to customer and financial data.                                                    |                 |
| 9   | Monitoring and reporting         | Operational logs, service monitoring, incident trends, KPI and SLA reporting, with monthly governance reporting to PRASA.                                            |                 |

| No. | Area                                 | Minimum Requirement                                                                                                                                                                     | Comply (Yes/No) |
|-----|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 10  | Data and reconciliation              | Support for data-quality controls, shift closures, shift shortages and recon, transaction traceability, reconciliation references and investigation of revenue-impacting discrepancies. |                 |
| 11  | Integration                          | Secure interoperability with SAP, STAR, TOMS, TDMS, GIS, Omni-Channels and relevant legacy systems using approved middleware/API approaches.                                            |                 |
| 12  | Technology capability                | Capability across the applicable Linux, SQL/MySQL/SQL Server, Java, Android, C# and AngularJS technology stack supporting the ticketing environment.                                    |                 |
| 13  | Knowledge transfer and documentation | Structured technical and operational knowledge transfer, manuals, workshops and current support/integration documentation for PRASA ICT.                                                |                 |

## 7.2 STAGE 2 - TECHNICAL / FUNCTIONALITY REQUIREMENTS

Bidders that meet all Stage 1 requirements will be evaluated on technical / functionality. The minimum threshold is 70 points out of 100. Only the stated scoring bands will be awarded; no intermediate scores will apply. For each criterion, the raw band score from 0 to 5 will be converted proportionately to the maximum score allocated to that criterion.

**Table 9: Stage 2 Technical and Functionality Scoring**

| Criterion                                                                          | Evidence Evaluated                                                                                                                                                                                                                                                                         | Scoring Bands                                                                                                                                                                                                                                                               | Maximum Score |
|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| Relevant Company Experience in Bus and Rail Ticketing Systems Support              | Completed Annexure C; signed client reference letters; appointment/contract evidence demonstrating live ticketing support, maintenance, enhancements, POS/payment and integration capability.                                                                                              | No compliant reference = 0<br>1 compliant reference = 1<br>2 compliant references = 2<br>3 compliant references = 3<br>3 compliant references, including POS/payment support = 4<br>3 compliant references covering rail/bus ticketing plus POS/payment and integration = 5 | 30            |
| Ticketing Support Service Management, Operational Continuity and Revenue Assurance | PRASA-specific support approach covering a) helpdesk/incident management, b) SLA and major-incident escalation, c) preventive maintenance, d) revenue/payment reconciliation support, and e) continuity and service-restoration controls f) POS Support                                    | No approach = 0<br>Approach with 1 required element = 1<br>Approach with 2 required elements = 2<br>Approach with 3 required elements = 3<br>Approach with 4 required elements = 4<br>Approach with all 5+ required elements = 5                                            | 20            |
| Architecture, Integration, Security and Payment Support                            | a) support architecture, b) APIs/middleware, c) SAP/STAR/TOMS/TDMS integration, d) GIS/Omni-Channels/legacy integration, e) security, f) POPIA, g) PCI DSS, h) NEW9220/EMV payment support, i) resilience/DR, and j) monitoring/observability.                                             | No architecture/support approach = 0<br>Approach with 2+ required elements = 1<br>Approach with 4+ required elements = 2<br>Approach with 6+ required elements = 3<br>Approach with 8+ required elements = 4<br>Approach with all 10 required elements = 5                  | 10            |
| Six-Month Support Delivery Methodology and Transition Plan                         | a) mobilisation, b) six-month workplan, c) staffing/helpdesk coverage, d) escalation model, e) preventive-maintenance schedule, f) enhancement/change control, g) testing/release control, h) governance/reporting, i) knowledge transfer and handover, and j) risk/transition management. | No proposal = 0<br>Proposal with 2+ required elements = 1<br>Proposal with 4+ required elements = 2<br>Proposal with 6+ required elements = 3<br>Proposal with 8+ required elements = 4<br>Proposal with all 10 required elements = 5                                       | 10            |
| Capability of Key Resources                                                        | CVs, consent letters, certified qualifications/certifications where applicable, relevant ticketing-support project roles and availability of the seven key resources in section 3.7.                                                                                                       | No compliant resources = 0<br>1 compliant resource = 1<br>2-3 compliant resources = 2<br>4-5 compliant resources = 3<br>6 compliant resources = 4<br>All 7 compliant resources = 5                                                                                          | 30            |
| <b>TOTAL</b>                                                                       |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                             | <b>100</b>    |

**Important evaluation rules: The minimum Stage 2 threshold is 70 points out of 100. A score of zero for any main criterion will result in disqualification. PRASA may verify references, request demonstrations or supporting evidence, interview key resources and validate the bidder's stated technical capability.**

### 7.3 STAGE 3 - PRICING AND SPECIFIC GOALS

The 80/20 preference point system will apply. A maximum of 80 points will be allocated for price and 20 points for the specific goals stated below, subject to the final RFQ conditions issued by PRASA SCM.

**Table 10: Stage 3 Point Allocation**

| Details        | Points |
|----------------|--------|
| Price          | 80     |
| Specific Goals | 20     |
| Total          | 100    |

Points awarded for price will be calculated as follows:

$$Ps = 80 [1 - ((Pt - Pmin) / Pmin)]$$

Where:

Ps = Points scored for price of quotation under consideration

Pt = Price of quotation under consideration

Pmin = Price of lowest acceptable quotation

#### POINTS AWARDED FOR SPECIFIC GOALS

For the purposes of this RFQ, preference points will be allocated based on the specific goals below and supported by the stated returnable evidence.

**Table 11: Specific Goals**

| Specific Goal                                | Returnable Evidence                                                                           | Points Allocated | Points Claimed |
|----------------------------------------------|-----------------------------------------------------------------------------------------------|------------------|----------------|
| Black Women Owned                            | Certified copies of identity documents of the owners.                                         | 4                |                |
| Black Youth Owned                            | Certified copies of identity documents of the owners.                                         | 4                |                |
| Owned by Black People with Disabilities      | Certified copies of identity documents and medical practitioner's confirmation of disability. | 4                |                |
| B-BBEE Contributor Status Level 2 or better  | Valid B-BBEE certificate or applicable affidavit.                                             | 4                |                |
| EME or QSE with at least 51% Black Ownership | Audited annual financial statements and/or valid B-BBEE certificate or applicable affidavit.  | 4                |                |

## ANNEXURE A: PRICING SCHEDULE

### A.1 Resource-Based Support Pricing

Bidders must complete the hourly rate and monthly cost for each resource. Prices must include VAT as indicated and remain fixed for the six-month contract period. The total six-month price will be evaluated in accordance with the final RFQ conditions.

| Resource                            | Hourly Rate Including VAT (ZAR) | Hours per Month | Monthly Cost Including VAT (ZAR) |
|-------------------------------------|---------------------------------|-----------------|----------------------------------|
| Project Manager                     | R _____                         | 80              | R _____                          |
| Application Lead (Solution Design)  | R _____                         | 120             | R _____                          |
| Senior Developer                    | R _____                         | 160             | R _____                          |
| Business Analyst                    | R _____                         | 120             | R _____                          |
| Intermediate Application Developer  | R _____                         | 80              | R _____                          |
| Integration Support Specialist      | R _____                         | 160             | R _____                          |
| PoS Device / Application Specialist | R _____                         | 120             | R _____                          |

| Pricing Summary                                              | Amount  |
|--------------------------------------------------------------|---------|
| <b>Total Monthly Cost (total monthly x 6) Excluding VAT</b>  | R _____ |
| <b>VAT (15%)</b>                                             | R _____ |
| <b>Total Over 6 Months (total monthly x 6) Including VAT</b> | R _____ |

Price must remain fixed for the contract period.

## **ANNEXURE B: CONSENT LETTER TEMPLATE**

Dear Sir/Madam

Permission letter to submit my CV for \_\_\_\_\_ position.

I \_\_\_\_\_ (full names), ID Number \_\_\_\_\_, give \_\_\_\_\_ (bidder company name) the right to use my Curriculum Vitae for submission at PRASA for \_\_\_\_\_ (insert RFQ name and number).

Kind regards

Signature: \_\_\_\_\_

Mr/Ms: \_\_\_\_\_

Date: \_\_\_\_\_

## ANNEXURE C: REFERENCES

Bidders must provide contactable references relevant to the bus and rail ticketing systems support, maintenance, enhancement, POS and integration capabilities required by this RFQ.

| Company Name | Contract Name | Contract Size (R value) | Period and Duration | Contact Person | Contact Details (Telephone Number and Email) |
|--------------|---------------|-------------------------|---------------------|----------------|----------------------------------------------|
|              |               |                         |                     |                |                                              |
|              |               |                         |                     |                |                                              |
|              |               |                         |                     |                |                                              |