

REQUEST FOR QUOTATION

**PROVISION OF 50 PORTABLE HANDHELD POINT-OF-SALE
TICKETING DEVICES WITH EMBEDDED PRASA-COMPATIBLE
SOFTWARE, PAYMENT FACILITATOR AND GATEWAY,
INCLUDING SUPPORT AND MAINTENANCE
FOR A DURATION OF 6 MONTHS**

1 INTRODUCTION

Introduction

The Passenger Rail Agency of South Africa (PRASA) invites quotations from suitably qualified and authorised service providers for the supply of 50 portable handheld point-of-sale (PoS) ticketing devices to support station, bus and train operations. Each device must run PRASA-compatible ticketing software and include an embedded, EMV-compliant payment facilitation, clearing and switching capability that supports all South African banks or integrate to PRASA's existing services where applicable. These devices are critical to PRASA's revenue collection framework, enabling efficient ticketing operations and improving the passenger experience.

Scope of work

The required solution comprises the following connected components: -

- Supply of 50 NEW9220 smart PoS devices of the same specification registered to operate in South Africa and additional to existing estate utilised for ticketing within PRASA, with protective pouches and charging accessories.
- An embedded payment facilitator, gateway and / or processor enabling cash and cashless ticket sales, with bespoke clearing and switching service provided on demand across all South African banks or integrated to PRASA's existing services where applicable.
- This should include software licensing, software governance, certification and integration of the devices to PRASA's existing bus and rail ticketing systems; inclusive of maintenance and support and EMV Level 3 fees for PRASA devices over the contract period; and
- A non-MTN SIM card with a 2 GB monthly data bundle for each device for the 6-month contract period.

The solution must ensure secure and auditable cashless transactions, centralised reconciliation and reporting, and full compatibility with the PRASA Ticketing Android Package Kit (APK). It must also adhere to Enterprise Architecture Committee (EAC) Principle 1: maximise existing infrastructure utilisation, integration and interoperability.

2 BACKGROUND

PRASA Context

PRASA is a state-owned entity tasked with delivering reliable and efficient passenger rail and long-distance bus services nationwide. Its modernisation programme seeks to improve operational efficiency, service quality and the passenger experience through the adoption of appropriate technology. Strategically, PRASA seeks to support a wide range of payment methods across all omni-channel customer platforms, including PoS devices, mobile applications, USSD, WhatsApp and internet-based channels, to ensure inclusive passenger access and strengthen revenue assurance.

Current Handheld Device Environment

PRASA has replaced its legacy handheld ticketing devices, which reached end-of-life on the de-supported Windows CE platform and contributed to revenue losses and operational inefficiencies. PRASA has standardised on the NEW9220 smart PoS terminal running on Android as the national standard for station, train and bus ticketing operations. Approximately 1,000 NEW9220 devices have been deployed across the country and are fully integrated into PRASA's ticketing environment.

Immediate Need

Current device numbers do not meet operational demand. This request for quotation is aimed at augmenting the standardised fleet with 50 additional devices to strengthen operational continuity and expand device availability. The devices must be supported locally and certified by South African banks to enable acceptance of Visa and Mastercard transactions. In line with the National Department of Transport (NDoT) requirements for Account-Based Ticketing (ABT), the devices must support approved mediums applicable in South Africa, such as MIFARE, EMV and CIPURSE, to validate tickets and control access to stations and buses.

To ensure governance and compliance, all software versions must be registered, digitally signed by the service provider and distributed through a secure terminal management platform. All devices must be registered, tracked and centrally managed to safeguard revenue and support audit readiness.

3 SCOPE OF WORK AND MINIMUM REQUIREMENT

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

3.1 OBJECTIVES AND REQUIRED OUTCOMES

Assignment Objectives

The objectives of the assignment are to: -

- Supply 50 portable PoS handheld devices of the specification in section 3.4, compatible with the PRASA Ticketing APK and able to process cash and cashless tickets.
- Provide an embedded payment facilitator and payment gateway that supports the full payment lifecycle, including authorisation, clearing, switching, settlement and reconciliation across all South African banks, or integrate to PRASA's existing services where applicable.
- Provide licensing, EMV Level 3 fees, maintenance and support for the supplied devices over the contract period to ensure operational continuity.
- Register, certify and sign off the software version operating the devices to ensure standardisation, compatibility with existing devices and compliance with NDoT requirements.
- Integrate the devices seamlessly with PRASA's existing ticketing and back-end systems.
- Support compliance with POPIA, PCI DSS, EMV and SARB requirements for customer and financial data; and
- Transfer knowledge to PRASA ICT and operational staff to strengthen internal capability.

3.2 SCOPE OF WORK

The service provider shall perform the activities below and provide all certificates, configuration information, technical documentation, reports and support records required for acceptance.

Device Supply

- Supply 50 NEW9220 smart PoS devices, or devices of the same specification registered to operate in South Africa, compatible with the PRASA Ticketing APK.
- Deliver protective pouches for all supplied devices to safeguard equipment in daily ticketing operations, together with charging cables or charging stations.
- Make the devices available immediately after appointment or award.

Provide or Integrate to an existing Payment Facilitation, Payment Gateway, Payment Processor and Bespoke Clearing

- Provide embedded software to facilitate the full payment lifecycle and switching between banks, meeting the payment gateway requirements in section 3.4.
- Provide automated settlement and reconciliation with banks
- Provide PoS payment processing and bespoke clearing on demand, including card processing, chargeback, dispute and refund handling, provide fees in Annexure A.2.

Licensing, Maintenance and Support

- Provide licensing, including EMV Level 3 fees, for all 50 devices over the contract period.
- Provide comprehensive maintenance and support for the supplied devices over the 6-month contract period.

Software Governance and Lifecycle Management

- Register, certify and sign off the software version that will operate the devices, ensuring compatibility with existing devices, standardisation and compliance with NDoT requirements.
- Ensure ongoing compatibility with the PRASA APK and seamless integration with PRASA's bus and train ticketing systems.

Connectivity

- Provide a SIM card from a network operator other than MTN for each device, for the 6-month contract period, with a monthly data bundle of 2 GB.

Compatibility Testing

- Provide one device for testing to validate integration and compatibility with PRASA's existing ticketing and back-end systems prior to final award.

Knowledge Transfer

- Provide training sessions, user guides and technical documentation for PRASA ICT and operational staff covering device operation, payment processing, reconciliation and first-line support.

3.4 Minimum Solution Capability

The table below states the minimum 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	Device supply	50 PoS devices of the specification in section 3.4, with protective pouches and charging accessories, available within one week of appointment.
2	Payment facilitation and gateway	Embedded EMV-compliant payment facilitation, clearing and switching across all South African banks, or integrate to PRASA's existing services where applicable.

No.	Capability	Minimum Requirement
3	Payment processor and bespoke clearing	On-demand card processing and clearing, including chargeback, dispute and refund handling.
4	Licensing and EMV Level 3	Software licensing and EMV Level 3 fees for all supplied devices over the contract period.
5	Maintenance and support	SLA-driven maintenance and support, including repair and replacement, over the 6-month contract period.
6	Software governance	Registered, certified and digitally signed software versions distributed through a secure terminal management platform.
7	Integration	Integration with PRASA's existing ticketing and back-end systems, with full compatibility with the PRASA Ticketing APK.
8	Connectivity	Non-MTN SIM card with a 2 GB monthly data bundle per device for 6 months.
9	Monitoring and reporting	Monthly device transaction, settlement, reconciliation, incident and SLA reports.
10	Knowledge transfer	Training, user guides and technical documentation for PRASA ICT and operational staff.

3.5 DELIVERABLES AND DELIVERY TIMELINE

Delivery Parameters

The contract period is 6 months. The devices must be available within one week of appointment. Licensing, maintenance, support, SIM connectivity and payment gateway services will run throughout the contract period.

Required Deliverables

Table 1: Required Deliverables

No.	Deliverable	Minimum Content	Timing
1	Test device	One device for integration and compatibility testing with PRASA's ticketing and back-end systems.	Before award
2	Mobilisation and delivery plan	Delivery schedule, configuration approach, escalation paths, support arrangements and reporting.	At inception
3	Device supply	50 devices of the specification in section 3.4 with protective pouches and charging accessories, configured with the PRASA Ticketing APK.	Within one week of appointment
4	Software governance and certification	Registered, certified, digitally signed and signed-off software version, distributed through a secure terminal management platform.	Before deployment
5	Provide or Integrate to an existing payment facilitator, gateway, processor and clearing	Operational payment gateway, PoS payment processor and bespoke clearing, bank certification, switching, settlement and reconciliation. This must meet requirements in section 3.4.	Before deployment; clearing on demand
6	Connectivity	Non-MTN SIM card with 2 GB monthly data bundle per device.	Throughout 6 months
7	Licensing, maintenance and support	Licensing, EMV Level 3 fees, maintenance and support for all 50 devices, with support logs and incident records.	Throughout 6 months
8	Reporting	Device, transaction, settlement and reconciliation reports, plus incident and SLA reports.	Monthly
9	Knowledge transfer and handover	Training, user guides, technical documentation and handover material for PRASA ICT and operational staff.	Throughout / by close

3.5 SERVICE LEVELS AND ACCEPTANCE

Service Governance and Reporting

- The service provider shall maintain current incident, problem, change, risk and issue records for the supplied devices and payment gateway.
- All devices must be registered, tracked and centrally managed through the terminal management platform.
- All software versions must be registered, digitally signed and approved by PRASA before distribution to devices.
- The named key resource must remain available for support activities, technical workshops, incident escalations and governance engagements.
- All configurations, integrations and software versions must be documented and transferred to PRASA ICT as part of the engagement.

Acceptance Conditions

- Acceptance will be based on successful integration testing with PRASA's existing back-end systems, delivery of the devices, and objective evidence such as certificates, configuration records, test results and support logs.
- Any change in agreed scope, quantities or commercial assumptions must be formally approved through PRASA governance and procurement processes.

3.6 MINIMUM PROJECT TEAM

Required Resource

The bidder must assign a qualified resource with a minimum of 7 years' relevant experience to support the devices and embedded payment software. A CV must be submitted with a signed consent letter (Annexure B) dated not older than 60 days from publication of the RFQ.

Table 1: Required Resource

No.	Role	Minimum Experience	Qualification / Evidence
1	PoS Device and Embedded Payment Software Support Specialist	Minimum 7 years' experience in developing, supporting and maintaining handheld PoS devices and embedded payment software, including experience with the NEW9220 smart PoS with 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 with internal ticketing systems.	CV, certifications and qualifications. A reference letter from a passenger rail or bus client is recommended.

3.7 PROJECT GOVERNANCE AND CONTRACT PERIOD

Contract Period

The contract period is 6 months from the date of appointment.

Governance and Reporting

- The service provider shall provide monthly device, transaction, settlement, reconciliation, incident and SLA reports to PRASA.
- The service provider shall participate in technical and governance engagements required to resolve incidents, implement approved software versions and maintain service continuity.
- Knowledge transfer to PRASA ICT and operational staff is an explicit requirement of the engagement.

3.8 COMMERCIAL AND CONTRACTUAL REQUIREMENTS

Pricing and Cost Disclosure

- Bidders must complete Annexure A in full, including device costs, licensing and support, connectivity, and the PoS payment processor and bespoke clearing fees.
- Prices must be stated excluding and including VAT where indicated in the pricing schedule.
- The total 6-month price must be clearly stated.
- Prices must remain fixed for the contract period.

Supporting and Resource Evidence

- Authorisation letter or certificate to distribute and sell the proposed solution, not older than two years.
- Copies of the compulsory certifications listed in Table 2.
- Client references demonstrating that the proposed devices have been proven in rail and bus ticketing, including payment integration (Annexure C).
- The CV for the key resource must demonstrate the required experience and be accompanied by a signed consent letter (Annexure B) dated not older than 60 days from publication of the RFQ.

3.9 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.

The bidder with the highest Stage 3 points will proceed to Stage 4 device testing.

Item	Criterion	Weight
1	Relevant Company Experience in PoS Device Supply, Payment Facilitation in Bus and Rail Ticketing	35
2	Provide or Integrate to an existing Payment Facilitator, Gateway, Processor and Clearing Solution	10
3	Software Licensing, Software Governance, Certification, Device Integration and Security	10
4	Six-Month Delivery, Support and Maintenance Methodology	10
5	Capability of Key Resource	35
	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
Device Availability	Within one week of appointment
Contract Period	6 months (supply, support and maintenance)

7 EVALUATION PROCESS

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

Table 7: Evaluation Stages

Evaluation Stage	Basis
Stage 1A - Mandatory Compliance	Substantive responsiveness; mandatory returnables.
Stage 1B - Basic Compliance	Administrative responsiveness.
Stage 1C - Mandatory Technical Compliance	Full compliance with the device specification, certifications, payment gateway requirements and resource requirement.
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.
Stage 4 - Device Testing	The bidder with the highest Stage 3 points presents a device for integration testing with PRASA's existing back-end systems.

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.

TECHNICAL AND NON-FUNCTIONAL REQUIREMENTS

Bidders' products must comply with the specifications below. Failure to comply will lead to immediate disqualification.

Table 1: Minimum Technical and Acceptance Requirements

No.	Area	Minimum Requirement	Comply (Y/N)
1	Device platform	Android-based device meeting the specification in Tables 1 to 4 and compatible with the PRASA Ticketing APK.	
2	Payment compliance	PCI DSS, EMV Level 3 (Mastercard and Visa CID 49223), SARB and NDoT Integrated Fare System requirements.	
3	Security and privacy	POPIA-aligned controls, encryption and tokenisation, least-privilege access, multi-factor authentication and audit logging.	
4	Availability and resilience	Offline transaction capability, load balancing and redundancy for the payment gateway, and documented service-restoration arrangements.	
5	Data and reconciliation	Transaction traceability, automated bank settlement and reconciliation, and customised referencing per terminal shift close-off.	
6	Integration	Secure integration with PRASA's existing ticketing and back-end systems using approved API / middleware approaches.	
7	Device management	Registration, tracking and central management of all devices through a secure terminal management platform.	
8	Reporting	Monthly device, transaction, settlement, reconciliation, incident and SLA reporting.	
9	Knowledge transfer	Documentation and training sufficient for PRASA ICT and operational staff to operate and support the devices and payment solution.	

PoS Device Specification

Bidders' products must comply with the specifications below. Failure to comply will lead to immediate disqualification. The reference device is the NEWPOS 9220.

Table 2: PoS Device Specification

Item	Detail	Comply (Y/N)
CPU	Quad-core Cortex-A53	
Operating system	Android 10.x	
Memory	2 GB RAM + 16 GB ROM; supports Micro TF card up to 256 GB	
Display	5.5" HD	
Card reader	Magnetic card reader; smart card reader; contactless card reader	
Communication	4G, Wi-Fi, GPS, Bluetooth	
Location	GPS / BeiDou / GLONASS	
Camera	Front: 0.3 MP; Rear: 5 MP; reads 1D and 2D codes	
Printer	High-speed thermal printer; paper width 58 mm; roll diameter 40 mm	
Peripheral ports	1 x Type-C USB, including charge cable / charging station	

Item	Detail	Comply (Y/N)
Buttons	Power button; volume +/-	
Biometric	Fingerprint reader (see Tables 3 and 4)	
Card slots	2 x SIM + 1 x SAM	
Battery	Rechargeable Li-ion battery; 7.2 V / 2600 mAh	
Power	Input: 100-240 V, 50/60 Hz; Output: 5 V DC, 2 A	
Dimensions	L x W x H (mm): 192 x 84 x 63.5; weight: 486 g	
Certifications	PCI PTS 6.x, EMV Level 1 and 2, PBOC 3.0, Visa payWave, Mastercard PayPass, American Express ExpressPay, Discover, JCB, UnionPay, CE, ABT Top-up Certificate, Hyphen Aggregator Interface Compliance, ABT Fare Validation Equipment Certificate	
Working environment	Temperature: 0 °C to 50 °C (32 °F to 122 °F); humidity: 10% to 90% (non-condensing)	
Storage environment	Temperature: -20 °C to 60 °C (-4 °F to 140 °F); humidity: 5% to 95% (non-condensing)	
Mobile connectivity	Non-MTN SIM card with 2 GB monthly data bundle for 6 months	

Compulsory Certifications

Table 3: Compulsory Certifications

Certification	Comply (Y/N)
EMV Level 3 Mastercard with CID: 49223	
EMV Level 3 Visa with CID: 49223	
PBOC 3.0	
Visa payWave	
Mastercard PayPass	
American Express ExpressPay	
Discover	
JCB, UnionPay	
ABT Top-up Certificate and Hyphen Aggregator Interface Compliance	
ABT Fare Validation Equipment Certificate	

NB: The device must integrate with PRASA's existing back-end systems. This will be tested during the procurement process before the appointment is made.

Fingerprint Reader

Table 4: Fingerprint Reader

Item	Detail	Comply (Y/N)
Certified	FBI PIV specification, Mobile ID FAP 10; STQC certified	
Standards	ISO 19794-2, ISO 19794-4, ANSI 378, ANSI 381 and WSQ supported	
Adaptation	Good adaptation for dry, moist and rough fingerprints	
Image quality	Capacitive fingerprint technology with superior image quality	
Operating system	Minimum Android 10.x	
SDK	Comprehensive software development kit for integration	
Authentication and correction	Supports auto-correction and 360-degree rotation authentication	

Table 5: Fingerprint Parameters

Item	Detail	Comply (Y/N)
Dimensions (L x W x H)	35 x 23 x 3.5 mm; 27.6 x 21.6 x 3.0 mm (black bezel)	
Capture mode	Capacitive touch	
Platen size	14.5 x 19.7 mm	
Sensing area	12.80 x 18.0 mm	
Fingerprint image size	256 x 360 pixels	
Image resolution	508 dpi	
Grey level	256 levels	
Communication interface	UART (TTL 115200 bps default); USB 1.1 / 2.0; SPI	
Working voltage	3.8 V - 5 V	
Working current	50 mA	
Operating temperature	0 °C to 55 °C	
Operating humidity	20% - 90% RH	
ESD	Contact: ±6 kV; air: ±8 kV	
Certification	FBI PIV specification, Mobile ID FAP 10 / STQC	
Supported OS	Minimum Android 10.x	

Payment Facilitator and Payment Gateway Requirements

Minimum Functional and Technical Requirements for Payment Processing

The payment facilitator and payment gateway / processor must meet the requirements below for commuter rail and long-distance bus ticketing. Bidders must indicate compliance and provide evidence or a reference for each numbered requirement, including each sub-requirement.

Table 6: Payment Facilitator and Payment Gateway / Processor Requirements

No.	Requirement for Commuter Rail and Long-Distance Bus Ticketing Payment Gateway / Processor	Comply (Y/N)	Evidence / Reference
1	Regulatory and Compliance The gateway / processor must meet all legal and industry standards, including: -		
1.1	PCI DSS for card security.		
1.2	POPIA for data privacy.		
1.3	EMV for chip-and-PIN transactions.		
1.4	SARB guidelines for financial integrity.		
1.5	NDoT's Integrated Fare System requirements for account-based ticketing across rail and bus.		
1.6	Universal access standards to ensure inclusivity for all passengers.		
2	Security and Risk Assurance Passengers and operators must trust the system. This means: -		
2.1	End-to-end encryption and tokenisation.		
2.2	AI-driven fraud detection.		
2.3	Strong access controls and multi-factor authentication.		
2.4	Comprehensive audit logs for transparency and accountability.		
3	Operational Integration The gateway / processor must work seamlessly across all channels and physical infrastructure: -		
3.1	Mobile app, web portal, kiosks and depot PoS.		
3.2	Account-based ticketing for stored-value cards, mobile wallets and passes.		
3.3	Integration with existing rail and bus scheduling / payment system hardware and software.		
3.4	Offline capability to ensure service continuity. Key considerations for offline transactions include: - - Risk: the primary risk is that the transaction may be declined later if the card has insufficient funds, is expired or is invalid, as real-time authorisation is not performed. - Process: the business typically accepts the liability for declined payments in this mode. - Convenience: it allows the business to keep selling during internet outages or in locations with poor connectivity.		
3.5	Automated settlement and reconciliation with banks.		
3.6	Customised referencing per terminal shift close-off / settlement.		

No.	Requirement for Commuter Rail and Long-Distance Bus Ticketing Payment Gateway / Processor	Comply (Y/N)	Evidence / Reference
5	Customer Experience The system must feel effortless for passengers: -		
5.1	Multiple payment options (cards, EFT, mobile wallets, PRASA card).		
5.2	Instant ticket issuance.		
5.3	Clear refund and chargeback processes.		
5.4	Interfaces in South Africa's official languages.		
5.5	Accessibility features for persons with disabilities.		
5.6	Fast transaction speeds (under three seconds).		
6	Scalability and Performance The gateway / processor must grow with demand: -		
6.1	Handle peak volumes without disruption.		
6.2	Use load balancing and redundancy for resilience.		
6.3	Deploy on hybrid or multi-cloud for uptime assurance.		
6.4	Support future innovations such as dynamic pricing, loyalty programmes and cross-border ticketing.		
6.5	Align with NDoT's National Rail Master Plan and IPTN roll-outs.		

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

Bidders must fully meet the mandatory technical requirements below to be evaluated further. These will be subject to verification. Failure to meet any mandatory technical requirement will result in automatic disqualification.

Table 8: Mandatory Technical Compliance Requirements

No.	Area	Minimum Requirement	Evidence Required	Comply (Yes/No)
1	Authorisation	The bidder must hold the requisite authorisation to distribute and sell the proposed solution.	Authorisation letter or certificate not older than two years.	
2	Proven solution	The proposed devices must have been proven in rail and bus ticketing architecture, including payment integration with industry ticketing systems.	Annexure C and client reference letters.	
3	Device specification	Full compliance with the PoS device and fingerprint reader specifications in Tables 1, 3 and 4.	Completed Tables 1, 3 and 4; product datasheet.	
4	Certifications	All devices must hold EMV Level 3 Mastercard CID: 49223 and EMV Level 3 Visa CID: 49223, together with the compulsory certifications in Table 2.	Copies of certificates.	
5	Payment facilitator and gateway	Software to facilitate the full payment lifecycle and switching between banks, meeting the requirements in Table 5.	Completed Table 5 with evidence.	
6	Support resource	PoS Device and Embedded Payment Software Support Specialist with a minimum of 7 years' relevant experience, meeting the requirement in Table 7.	CV, certifications, qualifications and consent letter.	
7	Connectivity	Non-MTN SIM cards with 2 GB monthly data bundle per device for 6 months.	Confirmation in the proposal.	
8	Availability and testing	One test device before award; 50 devices available within one week of appointment.	Signed undertaking.	

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	Max. Score
Relevant Company Experience in PoS Device Supply, Payment Facilitation and Bus and Rail Ticketing	Completed Annexure C; signed client reference letters; appointment/contract evidence demonstrating the supply, deployment and support of handheld PoS devices with integrated EMV payment processing in a live ticketing or transport environment.	No compliant reference = 0 1 compliant reference = 1 2 compliant references = 2 3 compliant references = 3 3 compliant references, including EMV payment processing = 4 3 compliant references covering bus/rail ticketing plus EMV payment processing and ticketing-system integration = 5	35
Provide or Integrate to an existing Facilitator, Gateway, Processor Payment and Clearing Solution	Solution description against Table 5 covering a) full payment lifecycle and switching across South African banks, b) EMV and PCI DSS compliance, c) encryption, tokenisation and fraud detection, d) offline capability, e) automated settlement and reconciliation per terminal shift close-off, f) chargeback, dispute and refund processes, g) multiple payment options (cards, EFT, mobile wallets, Travel card, and h) scalability, load balancing and redundancy.	No solution description = 0 Solution with 2+ required elements = 1 Solution with 4+ required elements = 2 Solution with 6+ required elements = 3 Solution with 7 required elements = 4 Solution with all 8 required elements = 5	10
Software Licensing, Software Governance, Certification, Device Integration and Security	Approach covering a) integration with ticketing and back-end systems, b) Ticketing APK compatibility, c) software registration, certification and digital signing, d) secure terminal management platform, e) device registration, tracking and central management, and f) POPIA-aligned access control and audit logging.	No approach = 0 Approach with 1 required element = 1 Approach with 2 required elements = 2 Approach with 3-4 required elements = 3 Approach with 5 required elements = 4 Approach with all 6 required elements = 5	10
Six-Month Delivery, Support and Maintenance Methodology	Plan to cover a) mobilisation, b) delivery of devices within one week of appointment, c) device configuration and deployment, d) testing and acceptance, e) SLA-based support and maintenance, including repair and replacement turnaround, f) local support footprint, g) monthly reporting, and h) risk management.	No plan = 0 Plan with 2+ required elements = 1 Plan with 4+ required elements = 2 Plan with 6+ required elements = 3 Plan with 7 required elements = 4 Plan with all 8 required elements = 5	10
Capability of Key Resource	CV, certifications, qualifications and signed consent letter for the PoS Device and Embedded Payment Software Support Specialist in Table 7. A CV with less than 7 years' relevant experience is non-compliant.	Non-compliant CV (less than 7 years' relevant experience) = 0 7 years' relevant experience = 1 8 years' relevant experience = 2 9 years' relevant experience = 3 10+ years' relevant experience = 4 10+ years' relevant experience, plus a reference letter from a passenger rail or bus client = 5	35
TOTAL			100

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 the key resource 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	

7.4 STAGE 4 - DEVICE TESTING

The bidder with the highest points from Stage 3 will be required to present a device to PRASA for testing. The device will be tested to confirm that it integrates with PRASA's existing back-end systems. A bidder whose device fails integration testing will not be recommended for award, and PRASA may invite the next-ranked bidder to present a device.

ANNEXURE A: PRICING SCHEDULE

Bidders must complete all items below. Prices must remain fixed for the 6-month contract period. The total price will be evaluated in accordance with the final RFQ conditions.

A.1 Devices, Licensing, Support and Connectivity

Description	Quantity	Unit Price Excl. VAT (ZAR)	Total Excl. VAT (ZAR)
PoS devices with protective pouches and charging accessories for stations, bus and train reservations	50	R _____	R _____
Provide or Integrate to an existing Payment Facilitator, Gateway, Processor and Clearing Solution	1	R _____	R _____
Software Licensing, Software Governance, Certification, Device Integration and Security	50	R _____	R _____
Six-Month Delivery, Support and Maintenance Methodology	1	R _____	R _____
Capability of Key Resource	1	R _____	R _____
Total Excluding VAT			R _____
VAT (15%)			R _____
Total Including VAT			R _____

A.2 PoS Payment Processor and Bespoke Clearing - On Demand

A.2.1 Card Processing Fee

#	Transaction Cost	% per Transaction
1	Card processing fee	_____ %

A.2.2 Other Applicable Costs

#	Cost Element	Cost Excl. VAT (ZAR)	VAT Amount (ZAR)	Total Incl. VAT (ZAR)
1	Gateway set-up	R _____	R _____	R _____
2	Monthly gateway fee (6 months, if applicable)	R _____	R _____	R _____
3	Other costs (if applicable)	R _____	R _____	R _____
	Total Amount	R _____	R _____	R _____

A.2.3 Other Transaction Fees

#	Transaction Cost	Cost Excl. VAT per Transaction (ZAR)	Cost Incl. VAT per Transaction (ZAR)
1	Chargeback fee	R _____	R _____
2	Fixed fee per dispute	R _____	R _____
3	Refund fee	R _____	R _____

Prices 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 demonstrating that the proposed devices have been proven in rail and bus ticketing, including payment integration with industry ticketing systems.

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