

20 OCTOBER 2026

**REQUEST FOR QUOTATIONS TO
MAINTAIN AND SUPPORT RSR'S BUSINESS APPLICATIONS ON AN AS-AND-WHEN
REQUIRED BASIS FOR TWELVE (12) MONTHS**

1. Purpose

- 1.1. The purpose is appointing a suitable service provider be appointed for 12 months to provide maintenance and support on RSR's business applications on an as-and-when-required basis

2. Considerations/background

- 2.1. The primary legislative mandate of the Railway Safety Regulator (RSR) is to oversee and enforce railway safety performance in South Africa, including the operations of railway operators from neighbouring states that enter South Africa
- 2.2. The RSR operates several business applications, comprising bespoke applications and commercial off-the-shelf solutions, to support its regulatory and corporate business processes. These applications automate workflows, improve operational efficiency and provide information to support service delivery and decision-making
- 2.3. The application landscape supports regulatory operations, corporate services, finance, human resources and enterprise information management. Continued support and maintenance are necessary to maintain system availability, data integrity and effective business operations
- 2.4. The systems are mostly web-based applications developed using Microsoft C# and the .NET Framework. The organisation uses Microsoft SQL Server as its database management platform and Microsoft SharePoint Online, hosted within the Microsoft 365 environment
- 2.5. The ICT Department requires access to specialist technical expertise to address application

incidents, resolve defects and undertake maintenance activities beyond the capacity or expertise available internally

- 2.6. It is therefore proposed that a suitable service provider be appointed for 12 months to provide maintenance and support on an as-and-when-required basis. Work will be assigned according to actual operational requirements and will require prior written authorisation by the RSR.

3. Scope of work / Specification

The successful service provider shall provide the following services on an as-and-when- required basis for twelve (12) months from the agreed commencement date

- 3.1. Support and maintenance of both functional and technical activities.
- 3.2. Database upgrade, Service packs; Patching, Health, Bug fixes and maintenance.
- 3.3. Document daily challenges and solutions, track changes and provide monthly/quarterly reports.
- 3.4. Review and update the existing system documentation (source code, functional specification, and technical specification) in line with the business processes.
- 3.5. Transfer skills to two (2) internal RSR ICT personnel to provide 2nd and 3rd line support.
- 3.6. Develop refresher user training content and assist in facilitating the training.
- 3.7. Ensure that RSR can be supported remotely and can offer call-out services whenever required.
- 3.8. Be able to connect to our RSR seamless call logging system to assist with service requests.

4. Mandatory Requirements

- 4.1 Service Providers must meet all the mandatory requirements to be considered for price
Failure to meet all the mandatory requirements will result in your quotation not being considered.

4.2 The mandatory requirements are:

- a. Submit a minimum of three (3) relevant reference letters
- b. Submit Certified copies of minimum qualification NQF Level 7 not older than 6 months
- c. Submit/Attach a CV of a developer with relevant minimum of eight (8) years' experience
(N.B. Only one developer is required)

No	Requirements
1.	REFERENCE LETTERS The reference letters must demonstrate the company's proven track record of delivering enterprise web-based systems developed using any of the following(C#, VB.NET, F#, Visual Basic,ASP.NET, MVC, Razor Pages, Blazor, Web API, SignalR). The service provider /bidder must submit a minimum of three(3) relevant reference letters as evidence. The Reference Letter submitted should include the client's name, contact person, email, phone number, detailed description of related services rendered, and duration (from yyyy/mm/dd to yyyy/mm/dd). NB: RSR reserves the right to contact the references to verify the information provided
2.	TECHNICAL TEAM QUALIFICATION &EXPERIENCE: DEVELOPER The service provider/ bidder must have a developer with a minimum NQF level 7 and eight (8) years or more of application development experience in any of the following: C#, .NET Framework, C#, VB.NET, F#, Visual Basic,ASP.NET, MVC, Razor Pages, Blazor, Web API, SignalR). CVs and certified copies of qualifications must be submitted. NB: Certified copies must not be older than 6 months. Failure to submit certified copies will lead to disqualification

5. FINANCIAL PROPOSAL

5.1 Prospective service providers are required to submit their quotations in accordance with the pricing schedule below:

ITEM / SERVICE	UNIT	RATE (INCL VAT) if applicable
Support and maintenance of RSR's business applications, as specified in the scope of work (3.1 to 3.8)	Per hour	

5. Administrative / Compliance Requirements

- 5.1. Registration on National Treasury CSD report
- 5.2. Comprehensive quotation (prices must be VAT Inclusive)
- 5.3. Tax Pin & Tax clearance certificate
- 5.4. Fully Completed and signed Standard Bidding Documents (SBD) forms documents
- 5.5. A valid BBBEE certificate or sworn affidavit (on sworn affidavit indicate the day, month and year of the financial year period ie, 31 March 2022)
- 5.6. Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC)
- 5.7. A Copy of the identity document of the company owner(s)
- 5.8. Valid Medical Certificate
- 5.9. Valid South African Social Security Agency (SASSA) registration **(Where applicable)**
- 5.10. Valid National Council for Persons with Physical Disability in South Africa registration

(NCPDSA)

Failure to submit valid documents listed above (No - 4.5, 4.6, 4.7, 4.8, 4.9, 4.10) for proof of claim specific goals as stipulated in Section 6 below will lead to the service provider not being awarded points for specific goal.

6. Evaluation 80/20 Preference Point System

- 6.1. The price quotations will be evaluated in accordance with the pre-scripts of the Preferential Procurement Policy Framework Act (PPPFA) and its regulations, in particular Preference Procurement Regulation 2022 which stipulate **80/20 preference point system for acquisition of goods or services with Rand value equal to or below R50 million (inclusive of all applicable tax).**
- 6.2. **A maximum of 80 points for price and 20 points for the specific goal specified on the request for quotation may be awarded to a Service Provider.**
- 6.3. **Points for the specific goal will be awarded as specified on the table below:**

NO	SPECIFIC GOALS	PREFERENCE POINT (OUT OF 20)	PROOF OF CLAIM
1	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which	10	• Copy of the identity document of the owner(s) • A valid SANAS accredited BBEE certificate or a valid BBEEE sworn affidavit (whichever is applicable)

	is <i>at least 51% owned by black people</i>		• Central Supplier Database (CSD) report • Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC)
2	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is <i>at least 51% owned by black women</i>	5	• Copy of the identity document of the owner(s) • A valid SANAS accredited BBEE certificate or a valid BBEE sworn affidavit (whichever is applicable) • Central Supplier Database (CSD) report • Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC)
3	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is <i>at least 51% owned by youth</i>	3	• Copy of the identity document of the owner(s) • A valid SANAS accredited BBEE certificate or a valid BBEE sworn affidavit (whichever is applicable) • Central Supplier Database (CSD) report

			Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC)
4	An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is at least 51% owned by person(s) with disabilities	2	- Copy of the identity document of the owner(s) - A valid SANAS accredited BBEE certificate or a valid BBEE sworn affidavit (whichever is applicable) - Central Supplier Database (CSD) report - Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC) - Valid Medical Certificate - Valid South African Social Security Agency (SASSA) registration (Where applicable) - Valid National Council for Persons with Physical Disability in South Africa registration (NCPDPSA)

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

7. Technical Enquiries

7.1. **SCM Enquiries**

Ms Lesego Nkambule

lesegod@rsr.org.za

7.2. **Project Manager Enquiries**

Mr Evans Namanyana

evans.namanyana@rsr.org.za

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

- 8.1. The request will be **closed on 27 October 2026 at 15h00**. Responses may be emailed to lesegod@rsr.org.za