



Transnet Freight Rail
an Operating Division of
TRANSNET LIMITED
(Registration No. 1990/000900/06)

REQUEST FOR PROPOSAL (“RFP”)

RFP NUMBER: HOAC-HOS-6230

**PROVISION OF webMethods and Aris Professional Services (Skilled Resources on a
Time and Materials basis)
FOR A PERIOD OF 2 Years**

Issue date : 20 April 2010

Closing Date : 18 May 2010

Closing time : 10:00

Option date : 30 August 2010

**Please note that late responses and those delivered or posted
to the incorrect address will be disqualified.**



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SCHEDULE OF DOCUMENTS

Section

- 1. Notice to Bidders**
- 2. Background, Overview and Scope of Requirements**
- 3. Proposal Form**
- 4. Resolution of Board of Directors (Respondent's Representative)**
- 5. Certificate of Acquaintance with RFP Documents**
- 6. Service Fees and Costs**
- 7. General Tender Conditions (CSS5 – Services)**
- 8. Standard Terms and Conditions of Contract (US7 - Services)**
- 9. Certificate of Attendance of RFP Briefing**
- 10. Non-Disclosure Agreement**
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SECTION 1

RFP NUMBER: HOAC-HOS-6230

PROVISION OF webMethods and Aris Professional Services (Skilled Resources on a Time and Materials basis) FOR A PERIOD OF 2 Years

NOTICE TO BIDDERS

1. Proposals are requested from interested persons, companies, close corporations or enterprises (hereinafter referred to as the "**Respondent(s)**") to supply the above-mentioned required skills to Transnet.

On or after Tuesday, 20 April 2010 the RFP documents may be inspected at, and are obtainable from the office of TRANSNET FREIGHT RAIL, TENDER ADVICE CENTRE, INYANDA HOUSE 1, GOUND FLOOR, 21 WELLINGTON ROAD, PARKTOWN, JOHANNESBURG

A non-refundable tender fee of R750.00 (Inclusive of VAT) is applicable per tender. Payment is to be made to Transnet Freight Rail, Standard Bank Account number 203 158598, Branch code 004805. The deposit slip must reflect RFP: HOAC-HOS-6230 and the Company Name. Receipt/s to be presented prior to collection of the tender/s

NOTE: For specific queries before the closing of the RFP, the following Transnet employee(s) may be contacted by e-mail only:

Name : Tarryn Foster
Division : Supply Chain Services
E-mail : tarryn.foster@transnet.net

2. A compulsory briefing session will be conducted at Room 1408, Logistics House, 39 Wolmarans Street on Wednesday the **28th of April 2010** at **10:00** for a period of \pm 2 hours (10:00 to 12:00). Respondents must provide own transportation and accommodation, and can pre-arrange for parking by sending car make, registration number, colour and number of occupants to the e-mail address listed below.

Respondents failing to attend the compulsory briefing session will be disqualified.

Respondents without a valid RFP document in their possession will not be allowed to attend the briefing session.

The briefing session will start punctually at 10:00 on 28 Apr 2010 and Respondents arriving late will not be accommodated.



For a period of 3 weeks after the formal briefing session (29 Apr 2010 to 18 May 2010), Respondents that have specific further RFP clarification queries they should e-mail these to the Transnet employee indicated above.

In the interest of fairness and transparency the said information will then be made available to the other Respondents who have collected RFP documents. For this purpose all Respondents need to indicate their intention to respond by informing the above-mentioned Transnet employee (per e-mail only) of their contact numbers as soon as possible but before or on 30 Apr 2010.

3. Proposals in duplicate plus a CD copy must reach the Secretary, Transnet Acquisition Council before the closing hour on the date shown below, and must be enclosed in a sealed envelope which must have inscribed on the outside:

RFP No: HOAC-HOS-6230
Description: PROVISION OF webMethods and Aris Professional Services (Skilled Resources on a Time and Materials basis)
Closing date and time: 18 May 2010 at 10:00
Closing address (refer options paragraph 4 below)

4. DELIVERY INSTRUCTIONS FOR THIS RFP

- 4.1 **If posted**, the envelope must be addressed to the Secretary, Transnet Acquisition Council, P.O. Box 7784, Johannesburg 2000 and must be dispatched in time for sorting by the Post Office to reach the Secretary before the closing time of the RFP. In the event of the late receipt of a Proposal, the Respondent's franking machine impression will not be accepted as proof that the response was posted in time.
- 4.2 **If delivered by hand**, the envelope is to be deposited in the TRANSNET tender box which is located at the main entrance, Inyanda House 1, 21 Wellington Road, Parktown, 2193, Johannesburg, and should be addressed as follows:

**THE SECRETARY
TRANSNET ACQUISITION COUNCIL
INYANDA HOUSE 1
GROUND FLOOR
21 WELLINGTON ROAD
PARKTOWN
JOHANNESBURG**

The measurements of the "tender slot" are 500mm wide x 100mm high, and Respondents must please ensure that response documents or files are not larger than the above dimensions. Responses which are too bulky (i.e. more than 100mm thick) must be split into two or more files, and placed in separate envelopes.



It should also be noted that the above tender box is located at the main entrance and is accessible to the public 24 hours per day, 7 days a week.

- 4.3 **If dispatched by courier**, the envelope must be addressed as follows and delivered to the Office of The Secretary, Transnet Acquisition Council and a signature obtained from that Office.

**THE SECRETARY
TRANSNET ACQUISITION COUNCIL
INYANDA HOUSE 1
GROUND FLOOR
21 WELLINGTON ROAD
PARKTOWN
JOHANNESBURG**

5. Please note that this RFP closes punctually at 10:00 on Tuesday 18 May 2010.
6. If responses are not posted or delivered as stipulated herein, such responses will not be considered and will be treated as "UNRESPONSIVE."
7. NO E-MAIL OR FACSIMILE RESPONSES WILL BE CONSIDERED.
8. The responses to this RFP will be opened as soon as practicable after the expiry of the time advertised for receiving them.
9. Transnet shall not, at the opening of responses, disclose to any other company any confidential details pertaining to the Proposals / information received, i.e. service fees, deliverables, etc. The names and location of the Respondents will, however, be divulged to other Respondents upon request.
10. Envelopes must not contain documents relating to any RFP other than that shown on the envelope. All envelopes must reflect the return address of the Respondent on the reverse side.
11. No slips are to be attached to the response documents. Any additional conditions must be embodied in an accompanying letter. Subject only to clause 22 (*Alterations made by the Respondent to Tendered Prices*) of the General Tender Conditions, alterations, additions or deletions must not be made by the Respondent to the actual RFP documents.
12. **BROAD-BASED BLACK ECONOMIC EMPOWERMENT ("BBBEE")**
Transnet fully endorses and supports the Government's Broad-Based Black Economic Empowerment Programme and it is strongly of the opinion that all South African business enterprises have an equal obligation to redress the imbalances of the past.



Transnet would therefore prefer to do business with local business enterprises who share these same values and who are prepared to contribute to meaningful BBBEE initiatives (including, but not limited to subcontracting and Joint Ventures) as part of their RFP responses. Transnet will accordingly allow a “preference” in accordance with the 10% preference system, as per the Preferential Procurement Policy Framework Act, 5 of 2000 (as amended), to companies who provide a BBBEE Accreditation Certificate. All procurement and disposal transactions in excess of R30 000 (thirty thousand S.A. Rand) will be evaluated accordingly.

Consequently, when Transnet invites prospective suppliers to submit Proposals for its goods and services, it urges Respondents (Large Enterprises and QSE’s - see below) to have themselves accredited by any one of the various Accreditation Agencies available who do their BBBEE ratings in accordance with the **latest Codes (i.e. those promulgated on 9 February 2007)**.

Although no agencies have, as yet, been accredited by SANAS (South African National Accreditation System), Transnet will, in the interim, accept rating certificates of Respondents who have been verified by agencies who do their BBBEE ratings in accordance with the latest Codes as promulgated on 9 February 2007. This will be an interim arrangement only until such time as the SANAS List has been approved by the DTI. (Certificates are valid for a period of one year only).

12.1 Enterprises will be rated by such agency based on the following:

- (a) **Large Enterprises (i.e. annual turnover >R35 million):**
 - Rating level based on all seven elements of the BBBEE scorecard
- (b) **Qualifying Small Enterprises – QSE (i.e annual turnover >R5 million but <R35 million):**
 - Rating based on any four of the elements of the BBBEE scorecard
- (c) **Exempted Micro Enterprises – EME (i.e. annual turnover <R5 million):**
 - EMEs are exempted from BBBEE accreditation
 - Automatic rating of Level 4 BBBEE irrespective of race of ownership, i.e. 100% BBBEE recognition
 - Black ownership >50% or Black Women ownership >30% automatically qualify as Level 3 BBBEE, i.e. 110% BBBEE recognition
 - EME’s should only provide documentary proof of annual turnover (i.e. audited financials) plus proof of Black ownership if Black ownership >50% or Black Women ownership >30%

12.2 In addition to the above, Respondents who wish to enter into a Joint Venture or subcontract portions of the contract to BBBEE companies, must state in their RFPs the percentage, of the total contract value that will be allocated to such BBBEE companies, should they be successful in being awarded any business. A rating certificate in respect of such BBBEE JV-partners and / or sub-contractor(s), as well as a



breakdown of the distribution of the aforementioned percentage must also be furnished with the RFP response to enable Transnet to evaluate / adjudicate all RFPs received on a fair basis.

- 12.3 Respondents will be required to furnish proof of the above to Transnet. (i.e. a detailed scorecard as stipulated above in respect of Large Enterprises and QSEs, or proof of turnover in respect of EMEs). Failure to do so will result in a score of zero being allocated for BBEE.

Turnover : Kindly indicate your company’s annual turnover for the past year in rands.

- If annual turnover <R5m, please attach audited financials.
- If annual turnover >R5m please attach an accreditation certificate issued by an Accreditation Agency, together with all the relevant score sheets pertaining thereto.

13. SOCIO-ECONOMIC OBLIGATIONS FOR FOREIGN RESPONDENTS

Foreign Respondents’ socio-economic obligations under this procurement programme will fall under the associated Government initiative, namely, the Competitive Supplier Development Programme (“CSDP”) as developed by the Department of Public Enterprises, details of which are appended hereto at Annexure A.

14. COMMUNICATION

Respondents are warned that a response will be liable to disqualification should any attempt be made by a Respondent either directly or indirectly to canvass any officer(s) or employee of Transnet in respect of this RFP between the closing date and the date of the award of the business.

A respondent may, however, BEFORE THE CLOSING DATE AND TIME, direct any enquiries relating to the RFP to the Transnet employee as indicated in clause 2 above, and may also at any time after the closing date of the RFP, communicate with the Secretary of the Transnet Acquisition Council, at telephone number 011 308 3528 / 3522 or fax no. 011 308 2637 on any matter relating to its RFP response.

15. RFP SCHEDULE

Respondents will be contacted as soon as practicable with a status update. At this time short-listed Respondents may be asked to meet with Transnet representatives at a location to be agreed.

16. INSTRUCTIONS FOR COMPLETING THE RFP

- (i) Sign one set of documents (sign and date the bottom of each page). This set will serve as the legal and binding copy. A duplicate set of documents is required. This second set can be a copy of the original signed Proposal.
- (ii) Both sets of documents to be submitted to the address specified above.
- (iii) The following returnable documents must accompany all Proposals:
 - Respondent’s latest audited financial statements;
 - Respondent’s valid Tax Clearance Certificate.



- a CD copy of your RFP Proposal.

17. COMPLIANCE

The successful Respondent (hereinafter referred to as the “Supplier”) shall be in full and complete compliance with any and all applicable State and Local Laws and Regulations.

18. ADDITIONAL NOTES:

- All returnable documents as indicated in the Proposal Form (Section 3) must be returned with the response
- Respondents are to note that Proposals in which firm prices are quoted for the duration of any resulting contract may receive precedence over prices which are subject to adjustment
- Changes by the Respondent to its submission will not be considered after the closing date
- The person or persons signing the Proposal must be legally authorised by the Respondent to do so (Refer Section 4). A list of those person(s) authorised to negotiate on your behalf (if not the authorised signatories) must also be submitted along with the Proposal together with their contact details.
- All prices must be quoted in South African Rands
- Transnet reserves the right to undertake post-tender negotiations with selected Respondents or any number of short-listed Respondents and may wish to visit the Respondent’s place of work during this process.

NB: Unless otherwise expressly stated, all Proposals furnished pursuant to this Request shall be deemed to be offers. Any exceptions to this statement must be clearly and specifically indicated. Transnet reserves the right to reject any or all offers.

**FAILURE TO OBSERVE ANY OF THE AFOREMENTIONED REQUIREMENTS
MAY RESULT IN A PROPOSAL BEING REJECTED**

19. DISCLAIMERS

Respondents are hereby advised that Transnet is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of a Proposal in response to it. In particular, please note that Transnet reserves the right to:

- modify the RFP’s Services and request Respondents to re-bid on any changes
- reject any Proposal which does not conform to instructions and specifications which are detailed herein
- disqualify Proposals submitted after the stated submission deadline
- not necessarily accept the lowest priced Proposal



- reject all Proposals, if it so decides
- award a contract in connection with this Proposal at any time after the RFP’s closing date
- award only a portion of the proposed Services which are reflected in the scope of this RFP
- split the award of the contract between more than one Supplier
- make no award of a contract

Kindly note that Transnet will not reimburse any Respondent for any preparatory costs or other work performed in connection with this Proposal, whether or not the Respondent is awarded a contract.

20. LEGAL REVIEW

Any Proposal submitted by a Respondent is subject to review and negotiation of the proposed contract by Transnet’s Legal Counsel. Respondents to complete this section:

NAME OF RESPONDENT

PHYSICAL ADDRESS

.....

Respondent’s contact person:

Name

Designation

Telephone

Cell Phone

Facsimile

E-mail

Website

PRIEVIEW COPY ONLY

**Transnet urges its clients, suppliers and the general public
to report any fraud or corruption
on the part of Transnet’s employees to
TIP-OFFS ANONYMOUS : 0800 003 056**



SECTION 2

RFP NUMBER: HOAC-HOS-6230

**PROVISION OF webMethods and Aris Professional Services (Skilled Resources on a Time and Materials basis)
FOR A PERIOD OF 2 Years**

BACKGROUND, OVERVIEW AND SCOPE OF REQUIREMENTS

1. BACKGROUND

Transnet Freight Rail (TFR) made the decision to purchase webMethods as a corporate toolset for the deployment of Business Process Management (BPM)- and Service Oriented Architecture (SOA)-enabled processes across the entire organisation, and the implementation of SOA Governance. This decision was preceded by a thorough comparative evaluation of leading BPM / SOA toolsets against TFR's detailed evaluation criteria.

Subsequently effort was spent to develop a BPM / SOA roadmap and methodology for TFR, and to understand the requirements for successfully implementing BPM and SOA. In Dec 2008 TFR was ready for its first webMethods pilot project. After negotiation between the TFR ICTM department and TFR Business units, a decision was made to configure the end-to-end IOMS (Integrated Infrastructure Occupation Management system) process on webMethods, to develop the required enabling IT services with their required back-end system integration, and to unit test and regression test the entire solution.

During the BPM / SOA pilot project TFR already knew that IOMS would only be the first webMethods pilot project, and that further suitably skilled webMethods skills' support would be required for subsequent process implementations on webMethods.

To properly capitalize on the investment made in the toolset and the building of BPM / SOA skills in TFR to date, TFR needs skilled professional, certified webMethods resources to implement the first few BPM / BAM solutions on the toolset and to transfer these skills to TFR resources.

TFR has also made a decision to utilise the Aris product suite to support its enterprise architecture and business process configuration management activities. TFR currently uses the Aris 7.1 platform. TFR has a substantial number of configured process models in its Aris repository (more than 170 process models covering the entire TFR value chain). Recently Aris has been configured to support the chosen TFR Architecture Framework, whilst implementing BPMN 2.0 standards, with the purpose of supporting modelling and configuration management of a range of end-to-end SOA-enabled BPM solutions across TFR.

Late in 2009 SoftwareAG (world-wide distributors of webMethods) bought IDS-Scheer (German-based mother company distributing Aris worldwide). The merging of these 2 firms led to a new strategy and roadmap for



integrating the Aris and webMethods toolsets and capabilities. In the past support for these 2 environments were obtained from separate vendors. But going forward, TFR will require integrated support for both these merging environments. To avoid preferential treatment of any specific service provider for this support, this Time and Materials-based tender will request skilled, certified resources for both toolsets.

2. EXECUTIVE OVERVIEW

In 2007 TFR acquired the chosen BPM / BAM toolset (webMethods) that best suited its business requirements and was a best fit with the existing IT environment. In 2008 TFR started building the required BPM and SOA infrastructure, methodology and environment necessary to deploy all further BPM / BAM projects. This included acquisition of an integrated suite of Aris licenses to do process configuration management, enforce chosen modeling standards, and do process quality control and publishing. From Nov 2008 to Feb 2010 TFR designed and developed its first BPM solution on the webMethods toolset (for an Infrastructure Occupations Management System (IOMS)).

TFR is now ready to embark on subsequent SOA-enabled BPM projects, supported by Aris configuration and repository management capabilities, for prioritised processes. Over the next 2 years TFR will require assistance of a number of skilled, certified webMethods and Aris resources to do the following:

- Analyze, design, develop, test, deploy and support **SOA enabled BPM / BAM solutions** on the webMethods / CentraSite toolset for prioritised business processes. The service provider must supply TFR with suitably skilled resources to successfully deploy country-wide solutions and to transfer skills to appropriate TFR resources.
- Set up a **BPM / SOA Centre of Excellence** that will compile and implement required best practices, standards, guidelines and principles to guide analysis, design, development, testing, deployment and the improvement cycle of all BPM / SOA projects, including skills in the use of the Agile project management methodology.
- Set up and implement best practice-based **SOA Governance**. The service provider must provide TFR with suitably skilled resources to develop all aspects of the SOA governance lifecycle, including artefacts, standards and guidelines required by TFR, in order to guide the implementation of current and future webMethods projects.
- Set up proper **Aris configuration management** in TFR, including implementation of sound, best-practice-based repository management processes, enabling all Enterprise Architecture models to be appropriately modelled on Aris, user-friendly Aris publishing and querying, and proper integration of Aris with master / source data / artefacts and other repositories.
- All of the above must take cognizance of the recent merger between SoftwareAG (worldwide distributor of webMethods) and IDS Scheer (worldwide distributor of Aris), and the merged company's strategy of integrating the webMethods and Aris toolsets.

The goal of this 2 year Tender is to build TFR capacity and skills via effective service provider skills transfer, such that TFR will be competent to continue with all of the above on its own (without needing vendor support)



thereafter.

Instead of using a number of different service providers to achieve the above-listed goals, TFR's objective is to source all activity through one preferred supplier or an integrated consortium of suppliers capable of meeting all the above requirements.

The selected service provider(s) will share in the mission and business objectives of Transnet. These mutual goals will be met by meeting contract requirements and new challenges in an environment of teamwork, joint participation, flexibility, innovation and open communication. In this spirit of partnership, TFR and the chosen Service Provider(s) will study the current ways they do business to enhance current practices and support processes and systems. Such a partnership will allow TFR to reach higher levels of quality, service and profitability.

Specifically, TFR seeks to benefit from this partnership in the following ways:

- TFR must receive reduced cost of acquisition and improved service benefits resulting from the Supplier's economies of scale and streamlined service processes.
- TFR must implement high quality solutions that meets user needs while reducing costs for both Transnet and the chosen Supplier(s).
- TFR must receive proactive improvements from the Supplier with respect to provision of Services and related processes.
- TFR's overall competitive advantage must be strengthened by the chosen Supplier's leading edge skills, quality service delivery and skills transfer.
- TFR end users must be able to rely on the chosen Supplier's personnel for service enquiries, recommendations and substitutions.

3. SCOPE OF REQUIREMENTS

For the next 2 years, Transnet Freight Rail (TFR) will require the assistance of skilled, certified webMethods and Aris resources to implement SOA-enabled BPM- and BAM solutions for prioritised business processes, using these toolsets.

Deliverables

- (1) **Analysis, design, development, testing, deployment and support of SOA-enabled BPM / BAM solutions on the webMethods / CentraSite toolset for prioritised business processes**

The successful BPM- and BAM-enablement of prioritised business processes will provide the following business benefits:

- End-to-end simplified processes that are properly defined, documented according standards, integrated with TFR's master process repository, and workflow-enabled via simple, user-friendly navigable portal interfaces.



- Process metrics accurately assigned to detailed process activities, enabling real time process adherence monitoring by supervisors and rapid intervention capability.
- Risk and compliance controls are embedded in every process activity, enabling pre-defined mitigating controls / response plans to be activated in real time when a risk arises.
- Clear accountabilities are assigned to processes and activities, enabling a clear definition of exactly which outputs each role player will be responsible for, configured as tasks in each user's inbox.
- Standardisation of a consistent process country-wide, enabling well-defined measurement, process adherence control and continuous improvement of these processes.
- All personnel will know what they must do and how, enabling a significant increase in employee productivity, resource capacity utilisation and process output efficiency.
- Each process will be equipped with enabling system functionality, MIS, database queries, reports and information required by each user to perform every process step.
- The defined processes will interface appropriately with all enabling applications and role players.

(2) Setting up and Implementation of BPM / SOA Centre of Excellence (COE)

This COE will compile required best practices, standards, guidelines and principles to guide analysis, design, development, testing, deployment and the improvement cycle of all BPM / SOA projects.

A BPM / SOA COE will provide the following benefits:

- The analysis, design, development, testing and deployment of all BPM / SOA projects will conform to a common set of principles, guidelines and standards, ensuring efficient projects, high quality delivery and maximum re-use of developed artefacts, models and services
- The COE will develop a common set of standards and templates that will be used by all role players involved in a BPM / SOA project, ensuring speed of delivery, well-documented solutions that conform to best practice requirements, and rapid skills transfer to TFR, enabling TFR to configure and deploy new BPM / SOA solutions without any contracting support.
- Enhance the tempo of BPM project deployment, the level of user buy-in and understanding, and the efficiency of subsequent improvements and process changes
- Development and implementation of agile project methodologies including mentoring and skills transfer to TFR project managers
- Development and implementation of COE processes

(3) Proper Configuration and Implementation of SOA Governance

The chosen service provider(s) must provide TFR with suitably skilled resources to develop and implement a full SOA governance life cycle. The SOA Governance life cycle should consist of four phases, including the listed major activities per phase, namely:



- **Plan:** Determine the governance focus
 - Understand current state of documentation
 - SOA Business discovery
 - Define SOA vision and strategy
 - Identify SOA Business and IT principles
 - Tailor SOA governance to existing governance
 - Define scope of SOA governance and management model
 - Recommended processes and capabilities
- **Define:** Define the SOA governance model
 - Refine and update SOA principles
 - Recommendations for the Creation of the SOA COE
 - Define and document COE-based SOA governance mechanisms
 - Define new roles and responsibilities for COE organisation
 - Define or modify governance processes
 - Define processes to be governed and close SOA Governance capability gaps
 - Identify process metrics
 - Define tools and infrastructure building blocks for SOA governance
 - Create SOA governance plans
- **Enable:** Implement the SOA governance model
 - Execute transition plans
 - Implement defined SOA governance processes
- **Measure:** Refine the SOA governance model
 - Measure the effectiveness of the SOA governance process
 - Review and refine the operational environment
 - Review and refine SOA dashboards

The chosen service provider(s) must provide TFR with suitably skilled resources to develop all SOA artefacts, standards and guidelines required by TFR, in order to guide the implementation of current and future webMethods projects. It is envisaged that these artefacts will include the development of the Service Development Life Cycle and its associated standards, guidelines, policies and outputs, the Service Classification, the Services Metamodel, the Service Taxonomy Design, the set-up of the next few stages of TFR's SOA Roadmap,



the TFR SOA Reference Architecture, mapping of services to this Reference Architecture and implementation of services in CentraSite. Specific attention will be given to standards and guidelines for service design. The Service Provider(s) must also provide mentoring for how to design, plan and implement that portion of the SOA Governance lifecycle on CentraSite. The detailed standards, guidelines and approach for designing, planning and implementation of SOA Governance must be consulted with all impacted TFR stakeholders. Mentorship must include on-site experiential coaching to relevant TFR employees.

Benefits of SOA Governance Implementation:

- Ability to consistently deploy a full SOA governance life cycle across all BPM, BAM and IT projects
- Proper population and configuration of CentraSite SOA Governance will ensure that all processes and service are developed according to TFR's policies, standards and guidelines, that their designs are efficient, and that services are properly published and re-usable. This will eliminate duplication and ensure rapid re-configuration and re-deployment of BPM solutions when the business environment changes.
- Alignment of testing software with Centrasite governance
- Development and implementation of governance processes

(4) Aris Configuration Management and Repository Management

Service Provider support is required to assist TFR with setting up its total Aris configuration properly, including implementation of sound, best-practice-based repository management processes, enabling all TFR Enterprise Architecture models to be appropriately modelled on Aris, user-friendly Aris publishing and querying, and proper integration of Aris with master / source data / artefacts and other repositories.

webMethods Skills required

For prioritised BAM and BPM process implementation projects in TFR, the chosen service provider must provide skilled, certified resources and professional services to do the following and to transfer all relevant skills to TFR:

- Development of a **complete BPM and BAM Functional as well as non-Functional Specification** in the webMethods toolset, according to TFR's stated standards. This includes oversight and approval of the development of all required Business Analysis (BA) output templates and any other associated templates and documents associated with the BA statement of work.
- Performing of **gap analysis** on the existing TFR functional specification documentation
- Compile a **complete BPM and BAM Technical Specification** in the webMethods toolset, adhering to TFR's SOA design principles and governance
- Doing complete webMethods **CAF Development**
- **BPMS Development & BAM Configuration and Deployment**
- **Development and deployment of a BAM dashboard** exposing defined process and business KPIs
- **Development and deployment of all required IS and Integration services**, adhering to TFR's SOA design principles and governance



- **Development of test plans**
- **Unit Testing** of every component of the complete webMethods solution (CAF, BPM, IS and BAM)
- **Integration Testing** of the complete webMethods solution
- **UAT Assistance, Problem Log Resolution and Production Implementation Support**
- Assistance with **maintenance, monitoring and problem resolution of TFR's webMethods Infrastructure** (Development, Test, QA, UAT and Production environments)
- Mentoring, advice and consultation on all the above activities must involve all appropriate TFR stakeholders, and must include implementation of a deliberate, **structured skills transfer approach** for upskilling all relevant internal TFR resources to become completely vendor-independent over the next 2 years.
- **Project management** of all above activities, using an agile approach
- **SOA Governance**

Suitable vendor skills are also required for setting up and implementing a SOA / BPM Centre of Excellence in TFR, and for implementing proper SOA governance, covering the following:

- Development, workshopping and agreement of suitable BPM, BAM and SOA artefacts, standards and guidelines required by TFR to guide the implementation of current and future webMethods projects in TFR.
- Provision of Mentoring on the design, planning and implementation of SOA Governance on CentraSite. This will include advice and instruction on policies, standards, guidelines and approach for designing, planning and implementation of SOA Governance. Mentoring, advice and consultation should involve all appropriate TFR stakeholders, and include thorough skills and IP transfer to TFR, ensuring that TFR will be completely vendor-independent within 2 years.
- Advice and guidance on the required and customized TFR SOA roadmap, stages and steps.
- Documentation of the appropriate policies and guidelines and design standards associated with the SOA architecture, derived from the principles stated in the TFR SOA reference architecture and covering all areas of the TFR SOA reference architecture.
- Implementation of suitable tools / functionality to ensure seamless integration between current TFR systems and webMethods

To achieve the above deliverables, TFR requires professional services of the following skilled resources over the next 2 years:

- **Business Analysis Lead** with experience in webMethods Business Analysis best practices and templates X 1
- **Enterprise Architect** skilled in both Aris, webMethods and SOA X 1
- **BPM / SOA Governance Consultant** X 1
- **BPM / SOA Solution Architect** X 1



- **Certified webMethods CAF, BPM and BAM Developer** X n (based on project needs, typically 3 per project)
- **Certified webMethods Integration Developer** X n (based on project needs, typically 3 per project)
- **BPM / SOA Project Manager** X 1
- **webMethods Administrator** X 1
- **Greenhat Testing Consultant** X n

Please note that new skills resulting from the Aris-webMethods integration roadmap might also be required during the 2 year Tender period.

Aris Skills required

TFR will need skilled, certified resources and professional services to do the following and to transfer all relevant skills to TFR:

- Enable TFR to make the best possible use of its Aris product suite, equipping TFR to set up proper process models and standards in Aris, and train TFR resources in how to use them, doing effective skills transfer to TFR.
- Set up and implement best practices for Aris process repository management, Centrasite repository management, and Aris / CentraSite configuration management, process quality control, user-friendly publishing of Aris repository contents, proper Enterprise Architecture standards adherence assessment and performance of process simulations.

Since SoftwareAG acquired IDS Scheer, SoftwareAG has formulated a strategy and roadmap for how the company intends integrating the webMethods and Aris product suites over the next 18-24 months. Skill sets and certification pertaining to new integrated strategies and toolsets must be updated accordingly by the successful vendor. Hence an integrated approach and set of vendor skills will be required for the following:

- **Compile Aris convention manual** to include the primitives, composites, relationships, model types and modelling conventions required to address the full Enterprise Architecture requirements of TFR.
- **Implement detailed BPMN-based modeling standards in Aris**, and **update the TFR Aris filter** to reflect the changes made to the convention manual to enable users to apply the relevant agreed modelling techniques and standards.
- **Update TFR's Aris repository structures** to address its Enterprise Architecture requirements. This will entail reviewing the current repository structures and where necessary extending the repository structures to make provision for additional enterprise architecture related requirements.
- **Develop a web based training solution** that provides TFR access to a self study solution addressing the basic TFR ARIS modelling conventions and practices using the standard TFR HTML authoring tool.
- **Specify and build interfaces between relevant source master data and Aris** (eg EDRMS interface, Erwin data modeling interface, SAP HR master data interface, etc), taking cognizance of and capitalizing on future the webMethods-Aris product integration strategies.



- **Implement a set of best practice-based Enterprise Architecture and process repository management processes** within TFR, involving all appropriate TFR stakeholders, and including implementation of a deliberate, structured skills transfer approach for upskilling all relevant internal TFR resources to become completely vendor-independent over the next 2 years.
- Develop a TFR capability to **do quality assurance of process and Enterprise Architecture models**, to ensure that they adhere to the TFR modelling conventions and standards.
- **Define and implement a release and configuration cycle management solution** for TFR for all Aris / CentraSite artefacts and models.
- **Develop standard Aris reports**, based on prioritised requests from users on how they would like to query the Aris master repository.
- Define processes and techniques for the management of software product standards and application portfolios using **Aris IT Architect** and train TFR staff to perform these processes.
- Support TFR to **implement Aris Simulation**. This will entail extending TFR process modelling conventions to include the necessary attributes required to run Aris simulation on the process models, updating the ARIS filter accordingly, and doing suitable TFR skills transfer.
- Implement **customized Aris repository content publishing** on the TFR Intranet.
- Implement **integrated future webMethods-Aris scorecarding, performance monitoring, process improvement** (six sigma) and **SOA Architect models**

To achieve the above deliverables, TFR requires professional services of the following skilled resources over the next 2 years:

- **Aris / webMethods Integration Consultant X 1**
- **Aris / webMethods Configuration and Governance Consultant X n**
- **Aris / webMethods Technical Design / Scripting Consultant X n**

Key Requirements for all Professional Services

This vendor engagement will be done under TFR's appointed Project Sponsor's guidance and on a Time and Materials basis. Time and Materials will be spent towards stated deliverables or as stated by the project sponsor from time to time. These Deliverables will be determined on a monthly basis and it is understood that every deliverable may require further refinement, and that any specific deliverable may be enhanced in a future iteration. TFR may also, during the currency of this tender, determine specific Deliverables in addition to the defined deliverables above to replace the stated Deliverables. Such deliverables will be agreed and concluded on a monthly basis. Weekly timesheets must be submitted monthly, and these will be subjected to TFR project sponsor approval, based on assessed progress made with deliverables that were agreed for that month.

In figure 1 below a rough projected schedule of deliverables is provided:



	Jul-Sep 2010	Oct-Dec 2010	Jan-Mar 2011	Apr-Jun 2011	Jul-Sep 2011	Oct-Dec 2011	Jan-Mar 2012	Apr-Jun 2012	
Process Project 1	BPM & BAM Functional / Non-Func Spec & Design	Develop & Test	Deploy	Go-Live, Production Support & Gap Analysis					
		BPM & BAM Functional / Non-Func Spec & Design	Develop & Test						Deploy
	BPM & BAM Functional / Non-Func Spec & Design			Develop & Test					
			BPM & BAM Functional / Non-Func Spec & Design						Develop & Test
	BPM & BAM Functional / Non-Func Spec & Design			Develop & Test					
		BPM & BAM Functional / Non-Func Spec & Design	Develop & Test						Deploy
BPM & BAM Functional / Non-Func Spec & Design	Develop & Test			Deploy	Go-Live, Production Support & Gap Analysis				
		SOA-Enabled BPM / BAM Solutions for prioritised business processes will be produced in overlapping 3 month cycles, yielding a new deployable solution every 3 months. Effective Service Provider skills transfer to TFR will ensure that TFR becomes less vendor-dependent with every next BPM / BAM project.				BPM & BAM Functional / Non-Func Spec & Design	Develop & Test	Deploy	Go-Live, Production Support & Gap Analysis
				BPM & BAM Functional / Non-Func Spec & Design	Develop & Test				
						BPM & BAM Functional / Non-Func Spec & Design	Develop & Test	Deploy	Go-Live, Production Support & Gap Analysis
				BPM & BAM Functional / Non-Func Spec & Design	Develop & Test				
						BPM & BAM Functional / Non-Func Spec & Design	Develop & Test	Deploy	Go-Live, Production Support & Gap Analysis
				BPM & BAM Functional / Non-Func Spec & Design	Develop & Test				
Establish and Implement BPM / SOA Centre Of Excellence and SOA Governance; Implement Aris / CentraSite Repository Management									

TFR envisages that prioritised business processes will be chunked in size such that a complete SOA-enabled BPM / BAM solution for every next business process can be deployed to the business every 3 months. This will be possible if process projects are implemented in overlapping 3 month cycles. With every subsequent project, TFR resources will become more skilled (due to effective skills transfer from the Service Provider(s)), and will become less dependent on Service Provider skills.

Minimum qualifications, certifications and experience for Required Skills

The set of minimum skills, qualifications and certifications listed per skill role below provides an indication of ideal skills sets. The Service Provider(s) will have to submit CVs for suitable skilled resources. TFR will have the right to review submitted CVs, to shortlist promising candidates and to interview shortlisted candidates, to ascertain who best meets TFR’s requirements. TFR will have the right to reject all interviewed resources whose skills / experience sets are not deemed adequate.

The skills list provided below is an indicative list of skills deemed necessary by TFR, but the successful vendor can also propose alternative skills to meet TFR’s requirements.

(1) Business Analysis Lead X 1

- Bachelor of Science or National Diploma in a computer- or business process-related field



- 10+ years of general experience in IT business solutions
- 5+ years of specialised experience with the webMethods platform
- Certified on webMethods BPMS and BAM version 7 or higher
- 5+ years experience implementing BPM solutions in a SOA environment
- Familiar with Transport Industry business processes
- Minimum of 1 year experience documenting business requirements using webMethods Business Analysis best practices and templates
- Excellent presentation skills
- Excellent verbal and written communications skills

(2) Enterprise Architect skilled in both Aris, webMethods and SOA X 1

- Bachelor of Science or National Diploma in a computer- or business process-related field
- 10+ years of general experience in IT business solutions
- 5+ years experience designing and implementing integrated BPM solutions in a SOA environment
- 5+ years experience in designing and implementing enterprise architecture models and solutions; recognized Enterprise Architecture Certification is preferred
- Minimum of 1 year experience of doing configuration / repository management in Aris
- Excellent presentation skills
- Excellent verbal and written communications skills

(3) BPM / SOA Governance Consultant X 1

- Bachelor of Science or National Diploma in a computer- or business process-related field
- 5+ years of general experience in IT business solutions
- 1+ years of specialised experience with BPM business solutions in a SOA environment
- 2+ years experience implementing SOA governance solutions, including CentraSite and Aris
- Excellent presentation skills
- Excellent verbal and written communications skills

(4) BPM / SOA Solution Architect X 1

- Bachelor of Science or National Diploma in a computer- or business process-related field
- 10+ years of general experience in IT business solutions
- 5+ years of specialised experience with BPM business solutions in a SOA environment



- 3+ years experience implementing SOA governance solutions
- Excellent presentation skills
- Excellent verbal and written communications skills

(5) Certified webMethods CAF, BPM and BAM Developer X n

- Bachelor of Science or National Diploma in a computer- or business process-related field
- Certified on webMethods CAF and/or BPMS version 7 or higher
- Has completed at least 1 prior successful project on the webMethods platform

(6) Certified webMethods Integration Developer X n

- Bachelor of Science or National Diploma in a computer- or business process-related field
- Certified on webMethods Integration version 7 or higher
- Has completed at least 1 prior successful project with the webMethods platform
- Minimum of 1 year experience of building and testing integration services / solutions to / from webMethods

(7) BPM / SOA Project Manager X 1

- Bachelor of Science or National Diploma in a computer- or business process-related field
- PMP Certified Professional (PMBOK)
- Familiar with Transport Industry business processes
- Minimum of 1 year experience successfully managing development and implementation of SOA-enabled BPM / BAM solutions on the webMethods platform
- Excellent presentation skills
- Excellent verbal and written communications skills

(8) webMethods Administrator X 1

- Bachelor of Science or National Diploma in a computer- or business process-related field
- 5+ years of general experience in IT systems administration
- 1+ years of specialised experience with webMethods platform
- Has attended the webMethods 7 Administration Workshop
- Preferred Certified on webMethods BPMS version 7 or higher

(9) Greenhat Testing Consultant X n

- Strong Object Oriented Development and Design, and SOA background



- 5+ years of experience in IT Development and programming
- A minimum of 1 year's experience on the webMethods platform
- Experience with Greenhat testing tools on the webMethods platform
- Appropriate Greenhat testing toolset training
- Excellent verbal and written communications skills

(10) Aris / webMethods Integration Consultant X 1

- Bachelor of Science or National Diploma in a computer- or business process-related field
- Certified on Aris toolset version 7 or higher
- Has completed at least 1 prior successful implementation project using the Aris Controlling, Design and Implementation Platforms
- Minimum of 1 year experience of building and testing integration services / solutions to / from Aris and webMethods

(11) Aris / webMethods Configuration and Governance Consultant X n

- Bachelor of Science or National Diploma in a computer- or business process-related field
- 10+ years of general experience in business analysis
- 5+ years of specialised experience with the Aris platform
- Certified on Aris toolset version 7 or higher
- Minimum of 1 year experience implementing Aris Enterprise Architecture / process configuration models
- Excellent presentation skills
- Excellent verbal and written communications skills

(12) Aris / webMethods Technical Design / Scripting Consultant X n

- Bachelor of Science or National Diploma in a computer- or business process-related field
- Certified on Aris toolset version 7 or higher
- Minimum of 2 years experience in Aris scripting / creation of customized Aris reports and publishing
- Has completed at least 1 prior successful project to create customized reports, models and publishing on the Aris platform

Further TFR Vendor engagement Requirements for the appointed successful vendor:

- Appointed contractors will report to the vendor project manager.



- The appointed TFR project manager and TFR sponsor will agree monthly deliverables with the vendor project manager.
- Monthly work packages will be agreed to and signed off by the vendor.
- The Vendor Project manager will be responsible for an updated project plan and Work Breakdown Structure, including allocated resources, and this project plan and its resourcing will be agreed to between the vendor project manager and the TFR sponsor.
- The vendor project manager will prepare and verify time sheets against the agreed work packages and schedules.
- When appointed vendor resources are sick or on leave for an extended period (eg more than 2 weeks), the vendor will proactively arrange for and provide replacement resources of equivalent skill and experience level; and allow TFR sufficient time to review CVs, interview and recommend most suitable replacement resources. The notice period in such cases should be 1 month.
- The TFR sponsor will be accountable for final sign-off of the quality of submitted monthly work packages (the TFR sponsor can appoint a panel of TFR specialists to assist him / her in doing so).
- When monthly work done is assessed to be unsatisfactory against agreed quality criteria, the TFR sponsor will have the right to withhold approval and signature of submitted monthly time sheets until such time as the indicated quality problems have been resolved to the satisfaction of the TFR sponsor.
- All submitted deliverables must be accompanied by any / all source documentation and / or code that support such deliverables. All submitted deliverables, code, designs and support documentation will become the property of TFR

4. GENERAL INFORMATION

The service provider(s) shall be fully responsible to Transnet for the acts and omissions of persons directly or indirectly employed by them.

The service provider(s) must provide the identified information requested and comply with the requirements stated in the RFP.

5. EXCHANGE AND REMITTANCE

The attention of the Respondents is specially directed to clause 7 (*Exchange and Remittance*) of the General Tender Conditions Form CSS5. The Respondent is also to note that the particulars of the exchange rate on which the Respondent has based its tendered price(s), is/are to be stipulated hereunder only if TFR is requested by the Respondent to effect payment overseas direct to the Respondent's principal/supplier.



(a) ZAR1.00 (South African currency) being equal to (foreign currency).
% in relation to tendered price(s) (.....) to be
 remitted overseas by Transnet.

(b) (Name of country to which payment is to be made)

(c) Beneficiary details :

Name (Account holder)

Bank (Name and branch code).....

Swift code

Country

(d) (Applicable date of Exchange Rate used)

6. NATIONAL RAILWAY SAFETY REGULATOR ACT

In compliance with the **National Railway Safety Regulator Act, 16 of 2002**, the successful Respondent (the “Supplier”) shall ensure that the Services to be supplied to Transnet, under the terms and conditions of a contract between the parties, comply fully with the specifications as set forth in this RFP, and shall thereby adhere to railway safety requirements and/or regulations. Permission for the engagement of a subcontractor by the Supplier, as applicable, both initially and during the course of a contract, shall be subject to a review of the capability of the proposed subcontractor to comply with the specified railway safety requirements and/or regulations. The Supplier and/or its subcontractor shall grant Transnet access, during the term of the contract, to review any safety-related activities, including the coordination of such activities across all parts of the organisation.

Accepted:

YES	NO
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7. SERVICE LEVELS

- Experienced national account representative/s to work with TFR’s sourcing / procurement department (no sales representatives are needed for individual department / locations). Additionally, there shall be a minimal number of people, fully informed and accountable for this agreement.
- TFR will have quarterly reviews with the Supplier’s account representative on an ongoing basis.



- TFR reserves the right to request that any member of the Supplier’s team involved on the Transnet account be replaced if deemed not to be adding value for TFR.
- Supplier guarantees that it will achieve a 95% service level on the following measures. If the Supplier does not achieve this level as an average over each quarter, TFR will receive a 1.5% rebate on quarterly fees payable in the next quarter:
 - Monthly deliverables (as agreed to at the beginning of the month between TFR and Service Provider(s) completed on time and to the quality specification required by TFR
 - Skills transfer was done and assessed as per the skills transfer plan agreed to between TFR and Service Provider(s)
 - All documentation pertaining to deliverables completed in a specific month was provided electronically to TFR
- Supplier must provide a toll-free number or alternative number for customer service calls.
- Failure of the Supplier to comply with stated service level requirements will give Transnet the right to cancel the contract in whole, without penalty, giving 30 (thirty) days’ notice to the Supplier.

Accepted:

YES		NO	
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8. CONTINUOUS IMPROVEMENT INITIATIVES AND VALUE ADD

Respondents shall indicate whether they are committed to participate in the continuous improvement initiatives of Transnet to reduce the overall cost of transportation within South Africa during the duration of the contract.

Accepted:

YES		NO	
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If “yes”, please specify.

Respondents must briefly describe their commitment to the continuous improvement initiatives and give examples of specific areas and strategies where cost reduction initiatives can be introduced. Specific areas and proposed potential savings percentages should be included. Additional information can be appended to the Respondent’s Proposal if there is insufficient space available.



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9. RISK

Respondents must elaborate on the control measures put in place by their company, which mitigate the risk to Transnet, pertaining to potential non-performance by a Supplier in relation to -

(i) quality of the Service(s) provided:

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(ii) continuity of provision of the Service(s) (refer clause 6.9 of Form US7)::



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(iii) compliance with the Occupational Health and Safety Act, 85 of 1993 (refer clause 8.1(f) of Form US7)

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(iv) compliance with the National Railway Safety Regulator Act, 16 of 2002 (refer clause 16 above)

.....

.....

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10. REFERENCES

Please indicate below the company names and contact details of existing customers whom TFR may contact to seek third party evaluations of your current service levels:

Name of Company	Contact Person	Telephone number

11. EVALUATION CRITERIA

Transnet will utilise the following criteria (not necessarily in this order) in choosing a Supplier, if so required:

- **Pricing (fees) and rates per required skill type** - Whilst not the sole factor for consideration, competitive pricing will be critical in indicating how much you value TFR’s business



- **Resource CVs** must meet the specified role skills (as listed in par 3 above)
- **Guaranteed resource quantities and availability** that will meet TFR's needs
- Service level and **service quality guarantees**
- An explicit **commitment to continuous improvement initiatives**
- **RFP Compliance** - Completeness of your responses and content of the Proposal will be considered
- **Financial strength**
- **Quality of References** and **Track Record** of Company with respect to previous successful delivery of similar deliverables than those stated in par 3 above
- **Maximum capped total price** per year
- **BBBEE status** of company
- Country-wide network (**national footprint**) / **International footprint** and track record
- **Quality of skills transfer plan** and strategy offered
- Additional **value-added services** offered

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SECTION 3

RFP NUMBER: HOAC-HOS-6230

**PROVISION OF webMethods and Aris Professional Services (Skilled Resources on a Time and Materials basis)
FOR A PERIOD OF 2 Years**

PROPOSAL FORM

I/We _____

(name of company, close corporation or partnership)

of (full address) _____

_____ carrying on business under style or title of (trading as)

represented by _____

in my capacity as _____

being duly authorised thereto by a Resolution of the Board of Directors or Members or Certificate of Partners, as the case may be, dated _____ a certified copy of which is annexed hereto, hereby offer to supply the above-mentioned Services at the prices quoted in the schedule of Service Fees in accordance with the terms set forth in the accompanying letter(s) reference _____ and dated _____ (if any) and the documents listed in the accompanying schedule of RFP documents.

I/We agree to be bound by those conditions in TFR's:

- (i) Standard Terms and Conditions of Contract, Form No. US7 - Services;
- (ii) General Tender Conditions, Form CSS5 – Services; and
- (iii) any other standard or special conditions mentioned and/or embodied in the Request for Proposal form; and;-

Respondent's Signature

Date and Company Stamp



I/We accept that unless TFR should otherwise decide and so inform me/us in the facsimile or letter of acceptance, this Proposal (and, if any, its covering letter and any subsequent exchange of correspondence), together with TFR's acceptance thereof shall constitute a binding contract between TFR and me/us.

Should TFR decide that a formal contract should be signed and so inform me/us in the facsimile or letter of acceptance, this Proposal (and, if any, its covering letter and any subsequent exchange of correspondence) together with TFR's letter of acceptance/intent, shall constitute a binding contract between TFR and me/us until the formal contract is signed.

I/We further agree that if, after I/we have been notified of the acceptance of my/our Proposal, I/we fail to enter into a formal contract if called upon to do so, or fail to commence the provision of the Services within 4 (four) weeks, TFR may, without prejudice to any other legal remedy which it may have, recover from me/us any expense to which it may have been put in calling for Proposals afresh and/or having to accept any less favourable Proposal.

I/We accept that any contract resulting from this offer will be for a period of a maximum of 2 years; and agree to a penalty clause to be negotiated with Transnet, which will allow Transnet to invoke a penalty (details to be negotiated) against us should the delivery of the Services be delayed due to non-performance by us.

The law of the Republic of South Africa shall govern the contract created by the acceptance of this RFP. The *domicilium citandi et executandi* shall be a place in the Republic of South Africa to be specified by the Respondent hereunder, at which all legal documents may be served on the Respondent who shall agree to submit to the jurisdiction of the courts of the Republic of South Africa. Foreign Respondents shall, therefore, state hereunder, the name of their accredited agent in the Republic of South Africa who is empowered to sign any contract which may have to be entered into in the event of their Proposal being accepted and to act on their behalf in all matters relating to the contract.

Respondent to indicate *domicilium citandi et executandi* hereunder:

NOTIFICATION OF AWARD OF RFP

As soon as possible after approval to award the contract/s, the successful Respondent (the Supplier) will be informed of the acceptance of its Proposal. Unsuccessful Respondents will be advised in writing of the name of the successful Supplier and the reason as to why their Proposals have been unsuccessful, for example, in the category of price, delivery period, quality, BBBEE status or for any other reason.



VALIDITY PERIOD

Transnet desires a validity period of a maximum of 3 months (from closing date) against this RFP. It should be noted that Respondents may offer an earlier validity period, but that their Proposals may be disregarded for that reason. Should Respondents be unable to comply with this validity period, an alternative validity period must be stated hereunder:

This RFP is valid until 30 August 2010.

TAX (VAT) REGISTRATION NUMBER

The Respondent must state hereunder the tax registration number which is applicable to Value-Added Tax:

TAX CLEARANCE CERTIFICATE

Respondents are required to forward a valid copy of their company's Tax Clearance Certificate with their Proposal.

Indicate tax clearance certificate expiry date: _____

BANKING DETAILS

BANK: _____

BRANCH NAME / CODE: _____

ACCOUNT HOLDER: _____

ACCOUNT NUMBER: _____

NAME(S) AND ADDRESS / ADDRESSES OF DIRECTOR(S) OR MEMBER(S)

The Respondent must disclose hereunder the full name(s) and address(s) of the director(s) or members of the company or close corporation (C.C.) on whose behalf the RFP is submitted.

(i) Registration number of company / C.C.

(ii) Registered name of company / C.C.

(iii) Full name(s) of director/member(s) Address/Addresses ID Number/s

.....
.....

Respondent's Signature

Date and Company Stamp



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REGISTRATION CERTIFICATE

Respondents must submit a certified copy of their company’s Registration Certificate with their Proposal.

NAME AND ADDRESS OF ACCREDITED AGENT

Provide hereunder, if applicable, details of the accredited agent in the Republic of South Africa appointed as local representative by foreign Respondents and whose address shall be regarded as the Respondent’s domicilium citandi et executandi in terms of the Standard Terms and Conditions of Contract, US7 – Services.

Name
Address

CONFIDENTIALITY

All information related to a subsequent contract, both during and after completion, is to be treated with strict confidence. Should the need however arise to divulge any information gleaned from provision of the Services, which is either directly or indirectly related to TFR’s business, written approval to divulge such information will have to be obtained from Transnet.

DISCLOSURE OF PRICES TENDERED

Respondents must indicate here **whether Transnet may disclose** their tendered prices and conditions to other Respondents:

YES	
-----	--

NO	
----	--

DECLARATION

Respondent’s Signature

Date and Company Stamp



Respondents to declare hereunder whether any family and/or direct relationship exists between any of the owners / members / directors / partners / shareholders (unlisted companies) of the responding company and any employee or board member of the Transnet Group:

YES		NO	
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If YES, please indicate below:

FULL NAME OF OWNER/MEMBER/DIRECTOR/
PARTNER/SHAREHOLDER

ADDRESS

Indicate nature of relationship (if any):

(Failure to furnish complete and accurate information in this regard may lead to the disqualification of a response and may preclude a Respondent from future business with Transnet)

PRICE REVIEW

The successful Respondent(s) will be obliged to submit to an annual price review. TFR will be benchmarking this price offering(s) against the lowest price received as per the benchmarking exercise. If the Respondent’s price(s) is/are found to be higher than the benchmarked price(s), then the Respondent shall match or better such price(s) within 30 days - failing which the Contract may be terminated at TFR’s discretion or the particular item(s) or service(s) purchased outside the contract.

RETURNABLE DOCUMENTS

Respondents are required to submit the following returnable documents with their responses (see tick):

Notice to Bidders – Section 1	√
Background overview – Section 2	√
Proposal Form – Section 3	√
Resolution of Board of Directors (Respondent’s Representative) - Section 4	√
Certificate of Acquaintance with RFP Documents – Section 5	√
Service Fees and Costs - Section 6	√



General Tender Conditions - Form CSS5 – Section 7	√
Conditions of Contract - Form US7 – Section 8	√
Audited Financials for previous year	√
Valid Tax Clearance Certificate	√
VAT Registration Certificate	√
BBBEE Accreditation Certificate	√
Certificate of attendance of RFP Briefing – Section 9	√
Non-Disclosure Agreement – Section 10	√
Supplier Declaration Form – Section 11	√
Supplier Code of Conduct – Section 12	√

NOTE: Sections 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11 and 12 as indicated in the footer of each page, must be signed and dated by the Respondent.

PREVIEW COPY ONLY

 Respondent's Signature

 Date and Company Stamp



By signing the RFP documents, the Respondent is deemed to acknowledge that he / she has made himself / herself thoroughly familiar with all the conditions governing this RFP, including those contained in any printed form stated to form part hereof and Transnet Limited will recognise no claim for relief based on an allegation that the Respondent overlooked any such condition or failed properly to take it into account for the purpose of calculating tendered prices or otherwise.

SIGNED at _____ on this _____ day of _____ 2010.

SIGNATURE OF WITNESSES:

ADDRESS OF WITNESSES:

1 _____ 1 _____

2 _____ 2 _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE:

NAME

DESIGNATION

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SECTION 4

RFP NUMBER: HOAC-HOS-6230

**PROVISION OF webMethods and Aris Professional Services (Skilled Resources on a Time and Materials basis)
FOR A PERIOD OF 2 Years**

SIGNING POWER : RESOLUTION OF BOARD OF DIRECTORS

NAME OF COMPANY: _____

It was resolved at a meeting of the Board of Directors held on _____ that

FULL NAME(S)	CAPACITY	SIGNATURE
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

in his/her capacity as indicated above is/are hereby authorised to enter into, sign, execute and complete any documents relating to Tenders, Proposals and/or Contracts for the supply of Goods.

FULL NAME _____

SIGNATURE CHAIRMAN

FULL NAME _____

SIGNATURE SECRETARY



SECTION 5

RFP NUMBER: HOAC-HOS-6230

**PROVISION OF webMethods and Aris Professional Services (Skilled Resources on a Time and Materials basis)
FOR A PERIOD OF 2 Years**

CERTIFICATE OF ACQUAINTANCE WITH RFP DOCUMENTS

NAME OF COMPANY: _____

I/We _____ do

hereby certify that I/we acquainted myself/ourselves with all the documentation comprising this RFP and all conditions contained therein, as laid down by Transnet Limited for the carrying out of the proposed supply/service/works for which I/we submitted my/our response.

I/We furthermore agree that Transnet Limited shall recognise no claim from me/us for relief based on an allegation that I/we overlooked any RFP/contract condition or failed to take it into account for the purpose of calculating my/our offered prices or otherwise.

SIGNED at _____ on this _____ day of _____ 2010

WITNESS : _____

SIGNATURE OF RESPONDENT



SECTION 6

RFP NUMBER: HOAC-HOS-6230

**PROVISION OF webMethods and Aris Professional Services (Skilled Resources on a Time and Materials basis)
 FOR A PERIOD OF 2 Years**

SERVICE FEES AND COSTS

As set out in Section 2 above, TFR will require Service Provider(s) to provide an hourly rate (stated in Rands, excluding VAT) for each of the following types of resources, an indication of number of resources per role that will be available during the Tender period of Two Years, and submission of CVs for suitably skilled resources in each category:

#	Resource Type / Role	Number of Resources Required	Hourly Rate
1	Business Analysis Lead	1 (might not be full-time, exact hours will be determined by TFR's available budget)	
2	Enterprise Architect	1 (might not be full-time, exact hours will be determined by TFR's available budget)	
3	BPM / SOA Governance Consultant	1 (might not be full-time, exact hours will be determined by TFR's available budget)	
4	BPM / SOA Solution Architect	1 (might not be full-time, exact hours will be determined by TFR's available budget)	
5	Certified webMethods CAF, BPM and BAM Developer	Exact number will be determined by number and size of prioritised BPM / BAM projects undertaken, and the experience and skill level of provided resources (typically 3 per BPM / BAM project)	
6	Certified webMethods Integration Developer	Exact number will be determined by number and size of prioritised BPM / BAM projects undertaken, and the experience and skill level of provided resources (typically 3 per BPM / BAM project)	
7	BPM / SOA Project Manager	1 (might not be full-time, exact hours will be determined by TFR's available budget)	
8	webMethods Administrator	1 (might not be full-time, exact hours will be determined by TFR's available budget)	

 Respondent's Signature

 Date and Company Stamp



#	Resource Type / Role	Number of Resources Required	Hourly Rate
9	Greenhat Testing Consultant	Exact number will be determined by number and size of prioritised BPM / BAM projects undertaken, complexity of solution, and the experience and skill level of provided resources	
10	Aris / webMethods Integration Consultant	1 (might not be full-time, exact hours will be determined by TFR's available budget)	
11	Aris / webMethods Configuration and Governance Consultant	Exact number will be determined by the total set of TFR's Configuration and Governance needs, as determined by the BPM / SOA COE. It will also depend on the experience and skill level of provided resources.	
12	Aris / webMethods Technical Design / Scripting Consultant	Exact number will be determined by the total set of TFR's Configuration and Governance needs, as determined by the BPM / SOA COE. It will also depend on the experience and skill level of provided resources	

Based on resources and skills provided from the chosen Service Provider(s), TFR will reserve the right to cancel appointment of any one or more of the above-stated resource types / roles. The exact quantity of resources per resources type / role, and also the quantity of hours per month / week, will be determined when concluding a formal contract between TFR and the chosen Service Provider(s), and will be dependent on TFR's available budget at that time.

PREVIEW COPY ONLY



SECTION 7

RFP NUMBER: HOAC-HOS-6230

PROVISION OF webMethods and Aris Professional Services (Skilled Resources on a Time and Materials basis)

FOR A PERIOD OF 2 Years

GENERAL TENDER CONDITIONS - SERVICES

Refer Form CS55 attached hereto.

PREVIEW COPY ONLY



SECTION 8

RFP NUMBER: HOAC-HOS-6230

**PROVISION OF webMethods and Aris Professional Services (Skilled Resources on a Time and Materials basis)
FOR A PERIOD OF 2 Years**

STANDARD TERMS AND CONDITIONS OF CONTRACT

FOR THE PROVISION OF SERVICES TO TRANSNET

Refer Form US7 attached hereto.

Respondents should note the obligations as set out in Clause 19 of the General Tender Conditions (Section 7) which reads as follows:

“The Supplier shall adhere to the Standard Terms and Conditions of Contract as set out in Form US7 - Services), a copy of which is attached hereto. Should the Respondent find any conditions unacceptable, it should indicate which conditions are unacceptable and offer an alternative. Please note that any alternative offered shall be compared with acceptance of the Form US7 conditions or alternatives offered by other Respondents.”



SECTION 9

RFP NUMBER: HOAC-HOS-6230

**PROVISION OF webMethods and Aris Professional Services (Skilled Resources on a Time and Materials basis)
FOR A PERIOD OF 2 Years**

**CERTIFICATE OF ATTENDANCE OF SITE MEETING / BRIEFING SESSION
ON 28 APRIL 2010 10:00 to 12:00**

It is hereby certified that -

1.
2.

Representative(s) of
(name of company)

attended the site meeting / briefing session in respect of the proposed Goods to be rendered in terms of this RFP on 28 April 2010.

PREVIEW COPY ONLY

.....
TFR'S REPRESENTATIVE

.....
RESPONDENT'S REPRESENTATIVE

DATE.....

DATE.....

Respondent's Signature

Date and Company Stamp



SECTION 10

RFP NUMBER: HOAC-HOS-6230

**PROVISION OF webMethods and Aris Professional Services (Skilled Resources on a
Time and Materials basis)
FOR A PERIOD OF 2 Years**

NON-DISCLOSURE AGREEMENT (“NDA”)

Complete and sign NDA attached hereto

PREVIEW COPY ONLY

Respondent's Signature

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Date and Company Stamp



SECTION 11

RFP NUMBER: HOAC-HOS-6230

**PROVISION OF webMethods and Aris Professional Services (Skilled Resources on a
Time and Materials basis)
FOR A PERIOD OF 2 Years**

SUPPLIER DECLARATION FORM

PRIEVIEW COPY ONLY

Respondent's Signature

44

Date and Company Stamp



SECTION 12

RFP NUMBER: HOAC-HOS-6230

**PROVISION OF webMethods and Aris Professional Services (Skilled Resources on a
Time and Materials basis)
FOR A PERIOD OF 2 Years**

SUPPLIERS CODE OF CONDUCT

PRIEVIEW COPY ONLY

Respondent's Signature

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Date and Company Stamp