SCM SUBMISSION: SPECIFICATION / SCOPE OF WORK	
PURPOSE OF SUBMISSION	THE APPOINTMENT OF A CONTRACTOR FOR THE DESIGN, SUPPLY, INSTALLATION, AND MAINTENANCE OF THE INTELLIGENT OPERATION CENTER AND AI PLATFORM FOR PRASA, AS AND WHEN REQUIRED, FOR A PERIOD OF 36 MONTHS
DESCRIPTION OF GOODS / SERVICES / WORK	THE SCOPE OF WORK COVERS PRASA'S NATIONAL OPERATIONAL FOOTPRINT.
DIVISION	PRASA CORPORATE
USER DEPARTMENT	ICT

1 INTRODUCTION

The purpose of this submission is to appoint a contractor for the design, supply, installation, and maintenance of PRASA's Intelligent Operations Centre (IOC) and AI Platform for a period of 36 months. The scope of the IOC will include data visualisation for train tracking, business operations, and digital infrastructure management. The AI Platform will include an external passenger-facing customer service chatbot, as well as an AI-assisted coding platform and related resources for PRASA staff.

PRASA has already deployed a private cloud-based data platform, which enables data aggregation and integration across various business domains. Accordingly, the proposed IOC and AI Platform will be developed and deployed on this existing data platform as extended use cases.

As both the IOC and AI Platform will leverage and share the data integrated within the data platform, they will be procured together under this RFP to ensure seamless data exchange, efficient integration with PRASA's existing environment, and overall technical compatibility.

Specifically, the proposed solution will cover the following use cases:

The IOC will consolidate multi-source operational data and provide visualisation of train operations, business performance, and digital infrastructure. It will serve as PRASA's unified management platform, providing a single view of operations to improve operational visibility, enhance decision-making efficiency, and support coordinated management across regions.

The external-facing AI chatbot will operate as a controlled digital front door rather than an unconstrained, general-purpose assistant. It must rely exclusively on PRASA-approved content and authorised connected systems, clearly indicate the source and the date and time of the latest update for operational information, distinguish verified information from information that is unavailable or cannot be confirmed, and must not infer, generate or fabricate timetables, fares, incident information, safety advice or case outcomes.

The internal AI-assisted coding service will provide PRASA staff with controlled access to AIenabled development capabilities and related computing resources, helping to accelerate software development, improve coding efficiency and quality, and enhance internal productivity while complying with PRASA's security and governance requirements.

Given the growing need for real-time monitoring, data-driven operations, and service optimisation, the implementation of these platforms is required as a matter of urgency.

2 BACKGROUND

This section provides the technical background and context for the procurement under this RFP. To build a safe, efficient, and passenger-centric railway transport system, PRASA is accelerating its digital transformation to address long-standing challenges such as operational inefficiencies, data silos, and safety risks caused by fragmented systems and manual processes.

Against this background, PRASA has established a unified Private Cloud Platform and deployed a Data Platform based on the Huawei Cloud Stack (HCS) architecture, which serves as the foundation of its digital infrastructure. These platforms enable centralised resource management and support core services such as computing, storage, networking, and security, thereby reducing system fragmentation and resource inefficiencies. Furthermore, they establish a standardised and well-governed data environment that enhances data accessibility, integration, and analytics, effectively eliminating previous data silos and inconsistencies in reporting.

The following figure 1 illustrates PRASA's current system architecture.

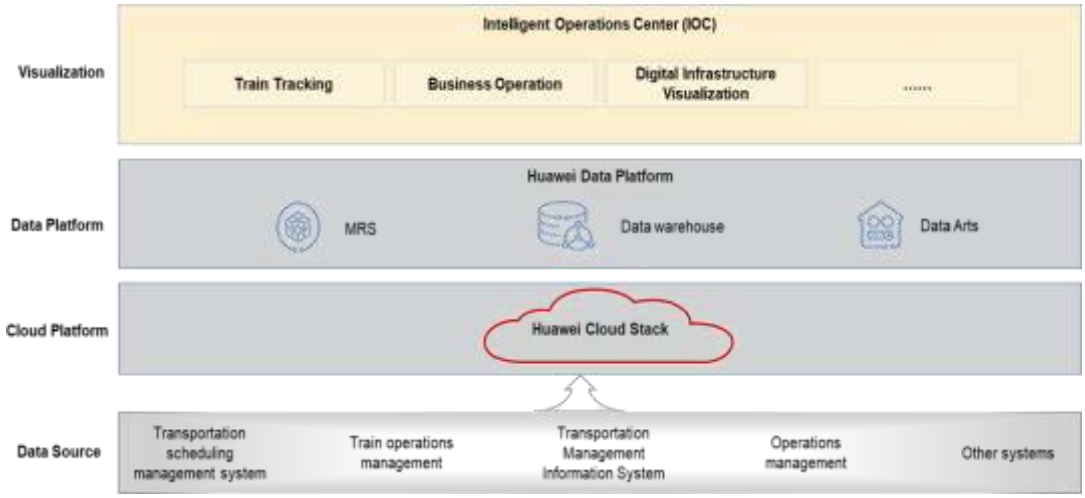


Figure 1: PRASA Cloud Platform and Data Platform Architecture

However, PRASA still faces persistent challenges, including limited real-time data sharing, underutilisation of data value, and insufficient integration of digital management systems. These issues continue to hinder PRASA's ability to advance data-driven business operations, enhance the passenger experience, optimise operational resource allocation, improve internal productivity, and achieve coordinated management and emergency response across regions. At the same time, PRASA's passengers and employees have yet to fully benefit from the efficiency gains and enhanced user experiences enabled by advanced data and AI technologies.

To address these challenges, PRASA intends to implement the proposed IOC and AI Platform as extended use cases of its existing Private Cloud Platform and Data Platform. Both platforms will be developed and deployed on the existing HCS-based architecture and will leverage the data already integrated within the Data Platform. This approach will enable the IOC and AI Platform to share a common data foundation, ensure seamless data exchange and efficient integration with PRASA's existing environment, and further realise the value of PRASA's current digital infrastructure investments.

The IOC will consolidate and visualise multi-source data relating to train operations, business performance, and digital infrastructure, providing PRASA with a unified, real-time view of its operations. This will improve operational visibility, support data-driven decisionmaking, and enable coordinated management across business functions and regions.

Furthermore, as a public passenger mobility service provider, PRASA depends on timely, consistent, and accessible communication throughout the passenger journey. Passengers require authoritative information before travelling, while at stations, during service disruptions, and after completing their journeys. PRASA therefore intends to implement an external-facing AI chatbot that uses PRASA-approved content and connected systems to provide trusted self-service information, support selected transactions, capture service requests, and transfer passengers to human support when required.

The AI Platform will also provide an internal AI-assisted coding service, enabling PRASA staff to access controlled AI-enabled software development capabilities and related computing resources. This will help accelerate software development, improve coding efficiency and quality, and enhance internal productivity while complying with PRASA's security and governance requirements.

3 OBJECTIVE OF THE PROPOSED PROJECT

3.1 Intelligent Operation Center (IOC)

The objective of implementing the IOC under this RFP is to consolidate multi-source data from train operations, business systems, and digital infrastructure, and to deliver the following modules:

1) **Train Tracking Visualization Single View** – providing comprehensive visualization and monitoring of train operations, including demonstrating with Passenger Counting information;
2) **Business Operation Single View** – enabling financial, operational, and resource performance visualization through PRASA business system;
3) **Digital Infrastructure Visualization Single View** – offering unified visibility of ICT and cybersecurity infrastructure status;
4) **Data Platform Capabilities Enhancements** – strengthening data integration, visualization, and spatial analytics capabilities;

5) **Professional Services Support** – covering planning, deployment, project management, and knowledge transfer to ensure effective implementation and sustainable operation.

3.2 AI Platform

The objectives of implementing the AI Platform under this RFP are twofold.

The first component is an external-facing AI chatbot that will provide passengers with a conversational interface through PRASA-approved digital channels. It will deliver the following capabilities:

1) **Trusted information:** Provide consistent responses grounded in PRASA-approved timetables, fares, service notices, station information, policies, and knowledge articles.
2) **Real-time awareness:** Provide verified service-disruption information and status updates from authorised operational sources, with clear timestamps and appropriate limitations.
3) **Self-service:** Enable passengers to resolve common enquiries and complete selected service processes without contacting a customer service agent.
4) **Assisted service:** Transfer conversations and relevant contextual information to a human agent or case-management process where automation is inappropriate or unsuccessful.
5) **Inclusive experience:** Support accessible, user-friendly, and plain-language passenger journeys based on priorities agreed by PRASA.
6) **Operational insight:** Provide privacy-conscious analytics on passenger intentions, content gaps, unresolved journeys, sentiment, and service demand.

The second component is an internal AI-assisted coding platform and related computing resources for PRASA employees. It will enable internal teams to develop digital applications more rapidly and efficiently, improve software-development quality and productivity, and support agile innovation within PRASA's approved security, architecture, data-governance, and access-control requirements.

Together, these applications and services will enable intelligent monitoring, more efficient management, an enhanced passenger experience, and improved internal applicationdevelopment and staff productivity, supporting PRASA’s objective of building a safer, smarter, and more efficient passenger rail transport system.

4 PROJECT BENEFITS TO PRASA

1) Provide visualization of train operations and asset status through GIS maps and 3D modeling.
2) Enable integrated monitoring and command of trains, stations, and key operational facilities.
3) Support data-driven business management through financial and operational dashboards.
4) Enhance decision-making efficiency and operational coordination across regions.
5) Improve reliability and reduce downtime through unified infrastructure and security monitoring.
6) Reduce operational risks and costs by identifying and resolving issues proactively.
7) Strengthen service quality and passenger experience through real-time situational awareness and resource optimization.
8) Enhance commuter experience and real-time service visibility through the AI chatbot to deliver instant updates on train schedules, delays, fare inquiries, and ticketing via accessible channels like WhatsApp, significantly reducing station congestion and improving passenger trust during service disruptions.
9) Accelerate software modernization and legacy system integration through AI coding to empower PRASA's ICT team to rapidly update, refactor, and maintain critical operational software, while reducing bugs and speeding up the delivery of new digital services.

5 SCOPE OF WORK AND AREAS OF FOCUS

5.1 Intelligent Operation Center (IOC)

PRASA plans to leverage its existing Cloud Platform and Data Platform to build and enhance the Integrated Transportation Visualization and Monitoring Platform, the scope of the project is as follows:

1) Module 1 - Train Tracking Visualization Single View:

The application shall provide a comprehensive visualization of PRASA railway operations through GIS maps and 3D visualization. It shall support tracking of train routes and vehicle locations, display station structures and surrounding facilities using 3D modeling of key transportation hubs, and enable integrated monitoring of line operations, vehicle positions, and station conditions to support operational scheduling, command decision-making, and service optimization. It should also display Passenger Counting information.

2) Module 2 - Business Operation Single View:

The application shall provide an overview of PRASA core business data, including finance, projects, budgets, sales, and human resources. It shall show the operational performance, analyzing revenue, cost, profit, cash flow, investment, debt, and human resources to support real-time monitoring, resource utilization, and data-driven decision-making.

3) Module 3 - Digital Infrastructure Visualization Single View:

The application shall build a unified visual operation and maintenance view based on PRASA ICT network and security systems. It shall consolidate monitoring data from networks, data centers, and cybersecurity, displaying equipment status, network performance, storage resources, and security posture. Through unified alarm, event, and metric management, the system shall enable rapid identification and resolution of abnormal conditions.

4) Module 4 - Data Platform Capabilities Enhancements:

To deploy the IOC solution, several new functional modules and software components will need to be introduced on top of PRASA's existing Data Platform to enhance its capabilities and enable IOC visualization. These enhancements include the following: advanced visualization engine capabilities, data integration, transformation, real-time processing, dynamic data anonymization, spatial data feature enablement, data sharing and exchange, and data asset management. These enhancements shall enable standardized, traceable, and secure data operations, supporting real-time analysis, intelligent decision-making, and operational optimization across PRASA.

5) Module 5 - Professional Service Support:

The professional service support shall provide basic planning, deployment guidance, training, and to ensure smooth platform implementation and knowledge transfer to PRASA personnel, enabling sustainable operations and system management.

5.2 AI Platform

In accordance with PRASA's established AI Framework, the AI Platform covered under this RFP comprises two use cases.

5.2.1 User Case 1: AI Chatbot

The AI chatbot shall provide passengers with convenient access to PRASA information and services exclusively through PRASA's official website and WhatsApp. It shall use only data and content that PRASA has made available and authorised or approved for chatbot use. It shall not implement any function that depends on PRASA data unless PRASA has confirmed that the required data can be provided and has authorised or approved the intended use.
The AI chatbot shall provide the following functions:

1) **Journey planning and passenger information:** Allow passengers to plan journeys using origin, destination, travel date and time, and provide route, transfer, timetable and last-service information using data made available by PRASA and authorised or approved for chatbot use.

2) **Live service information:** Provide service-status information, including delays, cancellations, disruptions, planned works and alternative travel guidance, where the relevant operational data has been made available by PRASA and authorised or approved for chatbot use.

3) **Fares, ticketing and station information:** Provide fare and ticket-product information, available purchase channels, station locations, station weather and operating information, platform information, interchange options, facilities, accessibility information, parking information and relevant contact details, using data made available by PRASA and authorised or approved for chatbot use.

4) **Frequently asked questions and knowledge search:** Answer common passenger questions using content and data made available by PRASA and authorised or approved for chatbot use, and enable authorised PRASA users to add, update, approve and publish chatbot knowledge content.

5) **Conversational experience and accessibility:** Support natural-language enquiries, retain relevant context during a conversation, ask clarifying questions where needed and provide a clear, responsive and accessible passenger experience, including keyboard navigation and screen-reader compatibility.

6) **System integration:** Integrate the chatbot with relevant timetable, service-status, fare, weather, ticketing, station, CRM/case-management, contact-centre and other systems or interfaces. Any system, interface or data source to be integrated shall be made available and approved by PRASA before implementation.

5.2.2 User Case 2: AI Coding Platform

PRASA also requires an **AI Coding Platform** delivered through a Model-as-a-Service (MaaS) model to provide enterprise-grade AI capabilities for software development and application modernisation. The service will provide controlled, usage-based access to Large Language Models (LLMs), enabling authorised PRASA developers to securely access AI models through

managed API credentials and integrate AI capabilities into existing development environments, toolchains, and workflows.

Through the MaaS model, developers will be able to leverage LLMs for AI-assisted application development, code generation, debugging, code review and optimisation, testing, documentation, and other approved development activities. These capabilities are expected to improve developer productivity and software quality, accelerate application delivery and modernisation, and reduce the effort associated with repetitive manual development tasks.

6 SPECIFICATION OF THE WORK / PRODUCTS / SERVICES REQUIRED (USER REQUIREMENT SPECIFICATION)

Bidders' products must comply with the specifications that are contained in Stage 1C.

7 EVALUATION AND SCORING METHODOLOGY

Bids will be evaluated in accordance with PRASA's applicable Supply Chain Management processes, the Preferential Procurement Policy Framework Act (PPPFA), the applicable Preferential Procurement Regulations, National Treasury prescripts and PRASA's internal governance requirements. The applicable 90/10 preference point system will be determined in accordance with the applicable procurement prescripts and the estimated value of the procurement. Interested bidders shall be evaluated in terms of administrative responsiveness, mandatory compliance, technical/functionality capacity and price and specific goals. The evaluation process will be conducted in stages. A bidder must pass each preceding stage in order to proceed to the next stage.

Stage	**Evaluation Area**	**Description**	
Stage 1A	Mandatory Substantive Compliance	Verification of mandatory returnable documents and compulsory eligibility requirements.	
Stage 1B	Administrative Responsiveness	Verification of basic administrative compliance documents and completeness of submission.	
Stage 1C	Mandatory Technical Compliance	Verification that the bidder meets all mandatory technical, service, security and SLA requirements stated in Section 5.	
Stage 2	Technical / Functional Evaluation	Scored evaluation of bidder capability, proposed solution, company experience, certified personnel, project manager, project methodology, migration approach and service management capability.	

Stage 3	Price and Specific Goals	Evaluation of price and specific goals in accordance with the applicable preference point system.	

Only bidders that pass Stage 1A, Stage 1B and Stage 1C and meet the minimum threshold for Stage 2 will proceed to Stage 3.

7.1 STAGE 1A: MANDATORY SUBSTANTIVE COMPLIANCE REQUIREMENTS

Stage 1A will test compulsory eligibility and substantive responsiveness requirements. Failure to submit or comply with any mandatory item listed below will result in automatic disqualification.

No.	Mandatory Requirement	Minimum Requirement	Evidence Required	Evaluation Outcome
1	Relevant and Applicable OEM Certifications	The IOC platform and AI platform should integrate seamlessly with PRASA Cloud Platform and Data Platform and shall be certified by the relevant OEM to ensure compatibility.	The bidder shall provide an official OEM certification or proof, from the relevant OEM of PRASA Cloud Platform and Data Platform, as proof of compliance. Prasa reserves the right to validate evidence submitted.	

7.2 STAGE 1B: ADMINISTRATIVE RESPONSIVENESS REQUIREMENTS

Stage 1B will test basic administrative responsiveness. PRASA may allow bidders to submit certain administrative documents within a specified period where permitted by applicable procurement rules. However, PRASA reserves the right to declare a bid non-responsive where administrative deficiencies are material, affect fairness or prevent proper evaluation.

No.	DESCRIPTION OF REQUIREMENT	Evaluation Outcome
1	Supply of valid SARS Pin	
2	CSD supplier Registration number	
3	Completion of ALL RFT documentation (Include All)	
4	Joint Venture, Consortium Agreement or Partnering Agreement signed by all Parties (if applicable). The Agreement should indicate the leading Bidder where applicable	

7.3 STAGE 1C: MANDATORY TECHNICAL COMPLIANCE REQUIREMENTS

Stage 1C will test mandatory technical responsiveness. The bidder must comply with the specifications below. Failure to meet any mandatory technical requirement will result in disqualification. A mere “Yes” response will not be sufficient. The bidder must submit evidence that is clear, traceable and sufficient for evaluation.

7.3.1 Specification of Intelligent Operation Center (IOC)

Noted：*The following spec for the IOC is used to evaluate the bidders' capabilities. The scope of each module, visualized display content, data sources, interface modes, indicators, and acceptance criteria to be presented by the IOC shall be confirmed in after in-depth research during the project design and implementation phases.*

Evidence requirements: For each specification and key functional requirement, the bidder must clearly identify the relevant page and section of the submitted Technical Proposal, High-Level Design (HLD), or applicable product or solution documentation that demonstrates compliance with the requirement.

No.	Specification Description	Key Functional Requirements	Comply Y/N	Evidence
8.3.1.1 Module 1 - Train Tracking Visualization Single View				
8.3.1.1.1	Train Tracking and Trajectory Query	The IOC solution proposed by the bidder should demonstrate its capability to visualize train operational status and query train trajectories, based on data available and accessible from PRASA source systems. Such capability should include GIS-based visualization, querying and analytics of train locations, operational statuses, trajectories and other relevant operational information.		

8.3.1.1.2	3D Modeling and Visualization of Transportation Stations	The IOC solution proposed by the bidder should demonstrate its capability to provide 3D modelling and visualization for three medium-to-large transport stations, to be confirmed by PRASA. The solution should demonstrate scalable capability to develop 3D station models and integrate available and accessible operational data from relevant source systems, including video feeds, equipment status, alarms and other operational information, thereby enhancing situational awareness and improving incident localization efficiency.		
8.3.1.1.3	Railway Line and Station Distribution Visualization	The IOC solution proposed by the bidder should demonstrate its capability to provide GIS-based spatial visualization of railway lines and stations. Such capability should include the display, querying, spatial localization and tracking of detailed information relating to railway lines, stations and associated operations.		
8.3.1.1.4	Train Operation Statistics and Analysis	The IOC solution proposed by the bidder should demonstrate its capability to provide multidimensional statistical analysis of train operational performance, based on available and accessible operational data from relevant PRASA source systems. Such capability should include comprehensive statistical and trend analysis of operational efficiency, transport capacity, operational status and passenger transport performance across different management levels, including group, regional and railway-		

		line levels, to support operational management and decision-making.		
8.3.1.2 Module 2 - Business Operation Single View				
8.3.1.2.1	Revenue Overview and Segmentation	The IOC solution proposed by the bidder should demonstrate its capability to provide comprehensive revenue analysis based on available and accessible financial data from relevant PRASA source systems. Such capability should include the visualization, aggregation, classification, trend analysis and structural analysis of total and itemized revenue, including fare revenue and other operating revenue. It should also support revenue comparisons and operational performance analysis using available business data, thereby supporting operational management and decision-making.		
8.3.1.2.2	Profitability and Cash Flow Analysis	The IOC solution proposed by the bidder should demonstrate its capability to provide comprehensive profitability and cash-flow analysis based on available and accessible financial data from relevant PRASA source systems. Such capability should include trend, structural and comparative analyses of profitability, cash flow and relevant operational indicators to support business performance evaluation and management decision-making.		

8.3.1.2.3	Revenue Sources and Payment Channels	The IOC solution proposed by the bidder should demonstrate its capability to provide comprehensive analysis of revenue sources and payment channels based on available and accessible financial data from relevant PRASA source systems. Such capability should include classification, comparative and trend analyses of		
		revenue sources and payment channels, as well as the ability to query and analyse the relevant data across different time periods.		
8.3.1.3 Module 3 - Digital Infrastructure Visualization Single View				
8.3.1.3.1	Network Operation and Maintenance Integration	The IOC solution proposed by the bidder shall have the capability for comprehensive monitoring of network operation status, supporting the unified display and analysis of network operation status, and alarm information.		
8.3.1.3.2	Data Center Equipment Monitoring	The IOC solution proposed by the bidder shall have the capability for comprehensive monitoring of data center operation status, supporting the unified display and analysis of the operation status and alarm information.		
8.3.1.3.3	Network Bandwidth and Usage Monitoring	The IOC solution proposed by the bidder shall have the capability for comprehensive monitoring of network resources and link status, supporting the unified display and analysis of the operation and bandwidth data of network equipment and links.		
8.3.1.3.4	O&M Data Analysis and Reporting	The IOC solution proposed by the bidder shall provide comprehensive analysis and reporting capabilities for operation and maintenance (O&M) data. It must support the aggregation, statistics, and analysis of relevant O&M information.		

8.3.1.3.5	Cybersecurity Dashboard and Threat Visualization	The IOC solution proposed by the bidder shall have the capability for network security situation visualization, supporting the unified display and analysis of security events, alarms and risk information.		
8.3.1.4 Module 4 - Data Platform Capabilities Enhancements				
8.3.1.4.1	Visualization Engine Capabilities	The IOC solution proposed by the bidder should demonstrate its capability to orchestrate and maintain 3D visualization pages and to access, parse and process business and GIS data. Such capability should include 3D scene management and editing functions, including scene management, environmental effects template configuration, scene roaming and interfaces for secondary development. The solution should also demonstrate its capability to provide integrated business editing functions covering project management, visualization page orchestration, 3D spatial component library management, parameterized component configuration and dynamic event editing. Furthermore, it should demonstrate cloud-rendering management capabilities to enable efficient rendering and loading of 3D applications.		
8.3.1.4.2	Data Masking Capability	The system shall support data anonymization with customizable anonymization rules. It shall allow the configuration of different anonymization strategies for different user roles and ensure that anonymized data remains computable but not visible. The product document and official website link are required.		

8.3.1.4.3	Spatial Data Feature Enablement	The system shall provide GIS spatiotemporal data storage and analysis capabilities. The product document and official website link are required.		
8.3.1.5 Module 5 -Professional Service Support				
8.3.1.5.1	Implementation and Deployment Services	The bidder shall be responsible for installation, deployment, configuration, debugging, and testing of the IOC system. The bidder shall ensure the system has high availability and stability of all functions in real business scenarios and seamless integration with existing business systems and data platforms.		
8.3.1.5.2	Project Management Services	The bidder shall be responsible for full lifecycle project management, including schedule control, resource coordination, risk management, and quality assurance, to ensure capability expansion and completion of IOC system according to plan and with high quality. The bidder shall strictly review and accept key milestones, module deliverables, and integration results to guarantee overall system functionality, availability, and stability.		
8.3.1.5.3	O&M Support Services	The bidder shall ensure stable system operation through continuous monitoring, timely issue resolution, and preventive maintenance to minimize downtime and sustain performance. The bidder shall provide regular updates, patch management, and technical support, ensuring system availability and sustainability to enhance operational capability.		

8.3.1.5.4	Training and Knowledge Transfer	The bidder shall conduct system training for PRASA internal operations, business, and data management personnel, covering use, operation, and daily management of the IOC system. The training scope should also include leadership digital transformation training and comparable IOC site visits. The bidder shall provide knowledge transfer and comprehensive documentation support to enable PRASA teams to independently operate, manage, and optimize the expanded capabilities and module functions for long-term sustainable operations.		

7.3.2 Specification of AI Platform (Covering Use Cases 1 and 2)

No.	Specification Description	Key Functional Requirement	Comply Y/N	Evidence
8.3.2.1	Relevant AI Platform Experience	The bidder or its proposed OEM shall demonstrate successful delivery experience in comparable technology, AI platform, chatbot, AI agent, LLM-access projects globally by providing at least one illustrative use case.		

8.3.2.2	Scalable AI Platform	The bidder shall provide a modular, API-first AI platform comprising channel, conversation orchestration, model, knowledge, integration, analytics and administration components. The platform shall support segregated environments, controlled model selection, versioning and rollback, and integration through documented APIs.		
8.3.2.3	Integration with PRASA's Existing Data Platform	The bidder shall integrate the chatbot solution with PRASA's existing Data Platform and use only data that PRASA has made available and authorised or approved as information inputs for the chatbot.		

No.	**Specification Description**	**Key Functional Requirement**	**Comply Y/N**	**Evidence**

8.3.2.4	Knowledge Intelligence and RAG	The bidder shall provide a Retrieval-Augmented Generation knowledge service using only content and data that PRASA has made available and authorised or approved for chatbot use. The service shall support content ingestion, metadata, ownership, versioning, effective and expiry dates, source traceability, freshness checks, quality evaluation and authorised content review, approval and publishing.		
8.3.2.5	Contextual Conversation Management	The bidder shall ensure that the chatbot can recognise agreed passenger intents and relevant entities, maintain context during a conversation, ask clarifying questions where required, provide clear fallback responses when an enquiry cannot be completed and reset or separate context between users and sessions.		
8.3.2.6	PRASA Passenger Information and	The bidder shall implement chatbot functions for journey planning; service-status, delay, cancellation and disruption		

No.	Specification Description	Key Functional Requirement	Comply Y/N	Evidence
	Self-Service Functions	information; fares, ticket products and purchase channels; station, platform, interchange, facility, accessibility, parking and contact information; and passenger FAQs and knowledge search. Each function shall use only the applicable data and content made available by PRASA and authorised or approved for chatbot use.		
8.3.2.7	Channels, Languages and Accessible Passenger Experience	The bidder shall provide a responsive chatbot accessible through PRASA's official website and WhatsApp. The chatbot shall operate in English. The passenger experience shall support naturallanguage enquiries, keyboard navigation, screen-reader compatibility, clearly visible focus indicators, adequate colour contrast and clear, plain-English responses.		
8.3.2.8	MaaS Coding Platform and Developer Functions	The bidder shall provide enterprise-grade Model-as-aService access to supported Large		

		Language Models through		
No.	**Specification Description**	**Key Functional Requirement**	**Comply Y/N**	**Evidence**
		managed standard APIs and API keys. The service shall provide controlled, usage-based access for authorised PRASA developers and approved applications and support application development, code generation, debugging, code review and optimisation, testing, documentation, chatbot integration and other approved development activities.		

7.4 STAGE 2: TECHNICAL / FUNCTIONAL EVALUATION

Bidders that pass Stage 1A, Stage 1B and Stage 1C will proceed to Stage 2 technical/functionality evaluation. Stage 2 will evaluate the bidder's demonstrated experience, key technical skills, delivery capacity and suitability to deliver the required Integrated Operations Centre (IOC), AI Chatbot and MaaS-based AI development and coding resources, together with the associated implementation, integration and support services.

Each criterion shall be assigned a rating from 0 to 5. The weighted score shall be calculated as: Weighted Score = (Evaluator Rating / 5) x Criterion Weight.

No.	Evaluation Criterion	Weight
1	Proposed technical solution and capability	20

2	Relevant IOC, AI Chatbot and MaaS solution experience	30
3	Key certified technical personnel and delivery capacity	30
No.	**Evaluation Criterion**	**Weight**
4	Project Manager experience and governance capability	10
5	Implementation, O&M, training and project methodology	10
	TOTAL	**100**

A bidder must achieve a minimum threshold of 80% to proceed to the next stage. Evaluators must provide comments and identify the evidence supporting each score awarded.

No.	Descriptions	Evaluation Criterion	Scoring	Weight	Evaluator Score
1	Proposed technical solution and capability	The bidder also provides a clear technical solution architecture demonstrating how the solution will be implemented, integrated, and managed within PRASA's existing private cloud environment. The bidder must provide a technical solution architecture that is fully aligned with PRASA's existing Data Platform and private cloud infrastructure. The solution must cover a minimum of the following **key functionality**: 1. Train Tracking Visualization Single View 2. Business Operation Single View 3. Digital Infrastructure Visualization Single View	5 = Bidder demonstrates all 5 required functional capabilities with verifiable evidence. 4 = Bidder demonstrates 4 of the 5 required functional capabilities with verifiable evidence. 3 = Bidder demonstrates 3 of the 5 required functional capabilities with verifiable evidence. 2 = Bidder demonstrates 2 of the 5 required functional capabilities with verifiable evidence. 1 = Bidder demonstrates 1 of the 5 required functional capabilities with verifiable evidence. 0 = No functional capability is demonstrated, or no verifiable evidence is provided.	20	

		4. Data Platform Capabilities Enhancements & Integration 5. Specification of AI platform covering case 1 and 2 For each specification and key functional requirement, the bidder must clearly identify the relevant page and section of the submitted Technical Proposal, HighLevel Design (HLD), or applicable product or solution documentation that demonstrates compliance with the requirement.			
2	Relevant passenger transport, IOC, AI Chatbot/AI Agent and MaaS-based AI development experience	The following four experience areas will be evaluated: 1) The bidder itself has delivered or supported at least one project in the passenger railway or passenger busservices industry in South Africa. 2) The bidder and/or its proposed OEM or partner has delivered or supported at least one IOC or comparable data-visualisation	5 = Qualifying experience and an acceptable illustrative use case are demonstrated for all four specified areas. 4 = Qualifying experience and acceptable illustrative use cases are demonstrated for any three specified areas. 3 = Qualifying experience and acceptable illustrative use cases are demonstrated for any two specified areas.	30	

		solution globally. 3) The bidder and/or its proposed OEM or partner has delivered or supported at least one AI Chatbot, AI Agent or comparable AIenabled application globally. 4) The bidder and/or its proposed OEM or partner has delivered or supported at least one MaaS-based AI development, AI coding assistant or comparable solution globally. For each area claimed, the bidder shall submit at least one illustrative use case indicating the country, customer industry, project period, relevant solution scope, delivery status and the role of the bidder, OEM or partner. Illustrative use cases may be submitted in the form of presentation slides, project profiles, case-study documents, solution briefs or other comparable documentary formats.	2 = Qualifying experience and an acceptable illustrative use case are demonstrated for any one specified area. 1 = None of the specified experience areas is adequately demonstrated, or the submitted information is insufficient to establish a qualifying use case. 0 = No relevant illustrative use case or supporting information is submitted.		
3	Experience and	The bidder shall propose technical	5 = At least two available resources hold valid	30	

	Certifications of Key Technical Personnel	personnel with relevant implementation experience and valid HCIE-Cloud or HCIPCloud certifications issued by the relevant OEM of PRASA's existing Private Cloud and Data Platform. The bidder shall submit the CV, valid certification and project role of each resource. A resource will be counted only where both the CV and the applicable valid certification are submitted.	HCIE-Cloud certifications. 4 = At least one available resource holds a valid HCIE-Cloud certification and at least three available resources hold valid HCIP-Cloud certifications. 3 = Awarded where either of the following conditions is met: At least one available resource holds a valid HCIE-Cloud certification, supported by fewer than three additional available resources holding valid HCIP-Cloud certifications; or At least three available resources hold valid HCIP-Cloud certifications, with no available resource holding a valid HCIE-Cloud certification. 2 = At least two available resources hold valid HCIP-Cloud certifications, with no available resource holding a valid HCIE-Cloud certification. 1 = At least one available resource holds a valid HCIP-Cloud certification, with no available		

			resource holding a valid HCIE-Cloud certification. 0 = No available resource with a qualifying valid certification (HCIE-Cloud or HCIP-Cloud) is demonstrated.		
4	Project Manager Experience	The proposed Project Manager shall have relevant experience managing enterprisescale technology. The bidder shall submit the proposed Project Manager's CV, valid PMP/PRINCE2 certificate, where applicable, and details of relevant projects, including the project scope, responsibilities performed and duration of experience.	5 = Valid PMP or PRINCE2 certification and at least five years of relevant project-management experience. 4 = Valid PMP or PRINCE2 certification and at least four years but less than five years of relevant project-management experience. 3 = Valid PMP or PRINCE2 certification and at least three years but less than four years of relevant project-management experience. 2 = Valid PMP or PRINCE2 certification and at least two years but less than three years of relevant project-management experience. 1 = At least two years of relevant projectmanagement experience without a valid PMP or PRINCE2 certification.	10	

			0 = Neither a valid PMP or PRINCE2 certification nor at least two years of relevant projectmanagement experience is demonstrated.		
5	Implementation, O&M, training and project methodology	The bidder shall provide a practical, PRASA-specific approach covering the following five elements: 1) Design and implementation approach 2) Project schedule and governance 3) Testing, commissioning and acceptance 4) Handover and O&M support 5) Training and knowledge transfer Generic or template-based content is not evidence of delivery capability. The bidder shall submit a PRASA-specific methodology and project schedule identifying the principal activities, responsibilities, deliverables and timelines.	5 = Comprehensive and PRASA-specific approach covering all five methodology elements. 4 = Detailed and PRASA-specific approach covering four elements. 3 = Adequate and substantially PRASA-specific approach covering three elements. 2 = Partially developed approach covering two elements. 1 = Generic or materially incomplete approach covering only one element. 0 = No credible methodology submitted.	10	
Total				100	

7.5 STAGE 2 TECHNICAL THRESHOLD

The minimum qualifying threshold for Stage 2 is 80%. Bidders that score below 80% will be deemed technically non-responsive and will not proceed to Stage 3. PRASA reserves the right to verify all information submitted, including certifications, CVs, project experience, coverage claims, proposed personnel and service capability and other information submitted. PRASA may request clarification where permitted by applicable procurement rules; however, clarification shall not be used to allow a bidder to materially improve, amend or substitute its bid after closing.