

TERMS OF REFERENCE/SPECIFICATION

CONTRACT NO: F (CC) 07/2019: Rendering of a Credit Control Services on an as an required basis for a period of three (3) years.

Included in the scope of work (not limited to): -

Data Management, Revenue Protection, Verification, Disconnections, Replacement and installation of faulty water and electricity meters. Addressing of Illegal and Tempering of related infrastructure, verification / auditing of consumer data.

Each proposal will be evaluated according to the criteria established by the MCLM for the selection of suitable service provider(s). MCLM reserves the right to reject or deny applications that do not meet the requirements that appear in this tender. The Technical Criteria provides the information required from each of the vendors and all supporting documents including certified proof of qualifications and registrations with relevant regulatory bodies.

MCLM reserve the right to appoint one (1) or more service provider(s). The price for this tender will only be considered after shortlisting vendors who meet the Technical Evaluation criteria.

1. **PURPOSE**

The purpose of these Terms of Reference (ToR) is to guide the appointment of well-Established **Service Provider** to assist the Local Municipality to render and sustain a complete **Revenue Enhancement Service** to improve **Revenue Collection and Service Delivery** consisting of the following aspects:

- 1.1. Credit Control;
- 1.2. Revenue Protection;
- 1.3. Development and Maintenance of the Indigent Management System

The Project shall be for a Period of three (3) Years and will focus on Revenue Enhancement and the financial stability of the Municipality as well as the protection of revenue by ensuring the implementation of good practices and innovations.

2. **STRATEGIC OBJECTIVES OF THE PROJECT**

The strategic objectives of this project are to introduce innovative systems and manage all processes and procedures supported by customized software for:

- 2.1. The operational management of credit control processes (all accounts included), procedures and field actions as well as the appointment, management and performance of the field actions.
- 2.2. Assist the **Municipality** through support from **Utility Management Services Department** to rectify **Malfunctioning Infrastructure** and **Non-Infrastructure** related anomalies in order to improve **Billing** and the **Collection of Arrears**. This may include provision of additional capacity & procurement to the municipality for the maintenance and repair of metered services installations (water & electricity) (pre-paid and conventional), to the specification of the relevant municipal departments., upon issue of a works order as and when required by the relevant department

- 2.3. Provide required and targeted assistance with billing by sending out account balances as well as reminders of the due date, pending credit control actions, etc. (SMS).
- 2.4. Render Professional Services to assist with the following: (This must fall under reporting)
 - 2.4.1 Debt book analysis in terms of collectability
 - 2.4.2 Arrears Collection Strategy and relevant by-laws
 - 2.4.3 Administration capacity enhancement
 - 2.4.4 Integration of processes information.
 - 2.4.5 Pre-Collection Processes
- 2.5. Data assessment and financial profiling to enhance revenue by implementing the following:
 - 2.5.1 Affordability studies to determine collectability of arrears versus cost to collect
 - 2.5.2 Data enrichment of the debtor's personal information
 - 2.5.3 Customer data base management
 - 2.5.4 Assurance of an all-inclusive tax base via stand data verification processes
 - 2.5.5 Develop a communication and capacity building programme to assist the Municipality with the revenue enhancement and revenue protection program
 - 2.5.6 Protect the revenue of the Municipality by the following:
 - 2.5.6.1 Meter Reading including managing exceptions as and when required and instructed by the municipality
 - 2.5..1. Installation and maintenance of water securing devices & secure electrical enclosures as an when required.

3. SCOPE OF WORK (CREDIT CONTROL)

The scope of work will cover the following main items, but may not be limited to these items:

- 3.1. Operational management of credit control processes, procedures and field actions. The Service Provider should have all the resources and materials including, but not limited to discharge or execute the Credit Control Functions in line with the Credit and Debt Control Policies.
 - 3.1..1. Sending SMS notifications to customers whose accounts are in arrears.
 - 3.1..2. The Delivery of Final Notices for accounts in arrears (all account types)
 - 3.1..3. Setting up an on-site operating office for the management of all credit control interventions.
 - 3.1..4. Implementing a management system to enforce policies, manage resources and different levels of work allocations effectively and efficiently.
 - 3.1..5. Maintaining the relevant databases required for all actions to ensure data integrity.
 - 3.1..6. Execute credit control actions according to the approved technical specifications, with the use of handheld devices for all actions which may include among others the following.

- 3.1..6.1. Delivery of Final Demand Notices with photographic and GPS coordinates
- 3.1..6.2. Electricity Disconnection Level 2: The circuit breaker is removed, properly tagged and securely stored for when reconnection is required.
- 3.1..6.3. Remove installation permanently: This action requires for the removal of the electricity supply cable.
- 3.1..6.4. Water Restriction: An instruction to restrict the water to a residential consumer with a flow-restricting device.
- 3.1..6.5. Water closure: An instruction to close the water supply to a business and install a securing device.
- 3.1..6.6. Delivering Final Notices & Illegal Consumption Inspections (ICI's), using Hand Held Devices with photographic evidence. Information must be kept and uploaded electronically. If found tampered, a follow up credit control action should be scheduled automatically.
- 3.1..7. Setting up direct communication links between the operating office system and the Municipality's financial debtor system at their own cost.
- 3.1..8. Training, instructing and managing technicians for credit control related tasks.
- 3.1..9. Managing daily schedule of work.
- 3.1..10. The successful service provider must be able to work after hours and during public holidays as and when the need arises.
- 3.1..11. Monitoring field operations.
- 3.1..12. Compliance with Service Level Agreements.
- 3.1..13. Quality Control (administrative, technical, inspecting, testing, field action inspections)
- 3.1..14. Daily real time recording and capturing of field information.
- 3.1..15. Establish and operate a project store, with minimum inventory levels, for water restrictions, water fitments, electrical wires, cables, circuit breakers, job cards, etc., especially for audit purposes.
- 3.1..16. Coordinate progress meetings at different levels.
- 3.1..17. Reporting on agreed intervals.
- 3.1..18. Executing ad-hoc service delivery related tasks, including functions in terms of Agreements on the Service delivery Process
- 3.1..19. The management of unsuccessful actions where credit control actions could not be performed and where meter readings cannot be obtained by the municipality's meter readers, by technically rectifying and marking the identified services installations.
- 3.1..20. Contribute towards implementation of the By-Laws enforcement processes.
- 3.1..21. Investigate and implement remedial actions in line with the applicable municipal By-Laws where meters are illegally tampered with and consumption indicated as exceptions by a predetermined ratio
- 3.1..22. Management of Final Readings and New Service Agreements in the following manner:
 - 3.1..22.1. Discontinuation of the applicable service.
 - 3.1..22.2. Take water readings

- 3.1..22.3. Attach service termination notice
- 3.1..22.4. Reconnection of services
- 3.2. Use a software system to the Municipality's debtor system to send monthly billing statements balances electronically by SMS to consumers and reminders of the due date. The service provider must propose to the Municipality how the software will be procured (by the Municipality) on a lease to own arrangement. See Required Functionality of the Software system under 3.13 below
- 3.3. Render additional Professional Service/s on as and when required basis but not limited to:- Debt book ito collectability and suggested write offs, arrears Collection strategy and relevant by-laws, Implementation of Credit Control and Debt Collection Policies and Pre-collection processes.
- 3.4. Data Enrichment and Financial Profiling

3.4..1. Collectability Study

Provide an online system whereby the Municipality can determine the risk to pay for services rendered and implement measures such as the installation of pre-paid water meters. It is also used to determine collectability of arrears versus cost to collect.

3.4..2. Data enrichment of the debtor's personal information

This process entails the process of extracting detail from the Debtor's Management System and uses the **validated** ID Number to obtain the following:

- 3.4..2.1. Recent Contact Numbers – Home/work and cell phone number
- 3.4..2.2. Addresses – postal and physical (*not necessarily the same physical address as stated in the FMS of the Municipality*)
- 3.4..2.3. Mortality status
- 3.4..2.4. Possible Indigent
- 3.4..2.5. Liquidated/Insolvent debtor's

3.4..3. Continuous Customer Data Base Management

After data enrichment the data base should be managed and maintained by verifying all accounts on a monthly, quarterly, bi-annually or annually basis to check for change such as deceased, status of the company or cell phone numbers.

3.4..4. Geo-Spatial Stand Audits

Verify/confirm all Services, Property and Customer info in relationship to all services /ownership data. Engagement and formalisation of the tribal authority areas, and formal survey of the current status quo with regard to the allotments of land submission to the Office of the Surveyor General.

This entails the following key elements:

- 3.4..4.1. Use of a spatial system that is web based
- 3.4..4.2. Live dashboards and reporting tools to be used by the municipality during data verification
- 3.4..4.3. Physical inspection of meter installations
- 3.4..4.4. Use of handheld technology to enable real time reporting
- 3.4..4.5. Analyse field findings to the billing data
- 3.4..4.6. Validate & Provide customer data to the billing system
- 3.4..4.7. Updated, accurate customer details and property information in the billing system.
- 3.4..4.8.

3.5. Field Information:

A stand number where possible will be used to conduct an in depth investigation whereby the Owner's detail, stand usage, municipal services, meters location, number and readings are confirmed. The meter detail is to be recorded as well as an inspection of the meter/installation. A photograph to confirm condition of the meter must be taken for record purposes. In addition to the already mentioned it also includes the detection and reporting of unmetered supply and unknown/unread meters as well as the GPS co-ordinates of the installation.

The commencement of the stands audit will be on a piecemeal basis (area by area), and the service provider will execute the audits upon instructions from the municipality

3.6. Ad hoc meter reading

Execute Meter Reading including managing exceptions as may be instructed by the Municipality from time to time

3.7. Maintenance and repair of metered services installations

3.7..1. Where applicable and when authorised by the CFO and EM: Utilities Management Services , provide additional capacity to the municipality for the maintenance and repair of metered services installations into the following:

- 3.7..1.1. Water meters – Conventional and pre-paid
- 3.7..1.2. Electricity – Conventional and pre-paid
- 3.7..1.3. Install water and electricity meters

3.8. Tamper detection and solutions

- 3.8..1. Supply water restriction and adjustment securing devices
- 3.8..2. Solutions for secure enclosures for electricity installations
- 3.8..3. Where applicable and when authorised, procurement of infrastructure related meters & material based on the specifications of the municipality
- 3.8..4. Activate the temper devices on the meters that have that capacity

3.9. Supply and Maintenance of a Workflow Management System

The Service Provider/ Successful Tenderer shall supply a work flow management system that manages the entire credit control, debt collection process as well as the revenue protection process. The core system must be able to generate and report on all revenue enhancement and revenue protection related tasks and results and will manage the entire process. The system must be web based.

REQUIRED FUNCTIONALITY OF THE WORKFLOW MANAGEMENT SOFTWARE/SYSTEM	STATEMENT OF COMPLIANCE (YES/NO)
The system must be a web-based work flow management system. The system must also be a singular system working off a single database	
Schedule various credit control actions according to the approved Credit Control Policy. This will include, but not limited to electricity/ water restrictions/ disconnections/normalisations, illegal consumption inspections as well as other ad hoc actions	
Must be easily integrateable with other systems e.g. debtor system to obtain arrears and payments data and to transfer credit control levies upon successful completion of actions, prepay services management system and services network management systems. (Integration can be achieved with the transfer of data in various formats, including .csv format)	

REQUIRED FUNCTIONALITY OF THE WORKFLOW MANAGEMENT SOFTWARE/SYSTEM	STATEMENT OF COMPLIANCE (YES/NO)
The system should verify payment status on an account before physical credit control or debt collection actions are performed.	
Information must be kept and uploaded electronically to the municipal billing system and must seamlessly communicate with the municipal system	
Reporting must be real time and the system must be hosted on the municipality's intranet so that it is easily accessible but must also be available on the internet should the municipality wish to access it after hours. The system must be accessible from various platforms i.e. desktop (via fixed line), cell phone, 3G/4G	
The software should have strict security measures in place linking people to roles and then to certain rights such as reports and reconnections. High security is an absolute requirement.	
The system must be flexible i.e. able to handle ad hoc and special requests by the municipality.	
Ability to send short messaging, (SMS's) to consumers regarding their account status (credit control -, notification that consumer is in arrears etc.), messages to the public about any issue (campaigns, request to apply as an indigent etc.). The system should allow for two-way communication and tracking of communication with consumers.	
The system must easily integrate with GIS system of the municipality	
Management and reporting on accounts handed over for debt collection	
Management of actions which could not be performed and need intervention from the municipality.	
The system must keep track of all actions for a consumer since entering the credit control process and have a full audit trail of activities.	
The system must allow for the printing of notices and the uploading of information from handhelds on an online basis. (Specify type of device used)	
Must allow for the functionality to record material used i.e. removal of devices for stock control purposes, etc.	
To assist Municipal staff to electronically instruct a services reconnection as well as the system to send this message to the field contractor automatically	
<p>Provide real time reports on the rand value of the reaction for the consumer for cash and separately for instalment/ arrangement for each of the following:</p> <ul style="list-style-type: none"> • The number of consumers reacting to the SMS/ Final Demand Notices as well as the rand value of the reaction and the levies billed. • The number on consumers reacting to different levels of electricity/ water restriction/disconnection actions as well as the monetary value of this reaction and the levies billed. • The number of consumers reacting to the Ad Hoc actions as well as the monetary value of this reaction and the levies billed • The total rand value of all the reactions 	

Comments:-

Signature of the bidder: _____

4. SCOPE OF WORK (FOR DEVELOPMENT, SUPPLY, INSTALLATION AND MAINTENANCE OF AN INDIGENT MANAGEMENT SYSTEM)

- 4.1. To design and develop an indigent management system that will be able to register, verify and conduct third-party screening applications for indigent.
- 4.2. The system must be able to capture, upload (images, documents) and process applications.
- 4.3. Comply with **national Indigent register** as required by **Cooperative Governance and Traditional Affairs (COGTA)** from all spheres.
- 4.4. The system must be able to generate reports for the indigent management office.
- 4.5. The system must comply with Mogale City Local Municipality Indigent management process/workflow and policy.

5. OVERVIEW OF INDIGENT MANAGEMENT SYSTEM REQUIREMENTS

The design and development phase must be able to fulfill the following functions:

- 5.1 The system must be able to search new and current application status anytime.
- 5.2 The system must be used to produce automated reports on a monthly, quarterly and annual basis.
- 5.3 Generate reports that will be sent to the approval committee for review of applications received and that will undergo approvals and disapprovals.
- 5.4 Send SMS notifications to applicants about their applications status and re-evaluation processes.
- 5.5 Uploading of documents and images to the system.
- 5.6 Send communication to applicants about the outcome of their application.
- 5.7 The system must be able to create a reliable Indigent Register database.
- 5.8 The system must be able to import and export files in formats required by the municipality.
- 5.9 The system must be able to execute the whole Indigent management process.
- 5.10 The system will be used to generate site inspection for verification of households and allow third-party screening of applicants and household members. Third party screening will include and not be limited to the Department of Labour, Home Affairs, South African Social Security Agency and Credit Bureau.
- 5.11 The system must be able to integrate with Mogale City Local Municipality's financial system.
- 5.12 Mogale City Local Municipality will host the system in its Data Centre.
- 5.13 The system must be able to generate outcome letters i.e. inform the applicant of the decision taken from the evaluation committee.
- 5.14 The system must be techno savvy, accessible to both computers and smart devices/phone.
- 5.15 Generate acknowledgement letters after applications, i.e. provide proof to applicant after he/she is been registered.
- 5.16 The system must be able to operate on a manual mode if the network is down.

5.17 The system must have levels of registrations included to eliminate inaccuracies during registration and must have prerequisite fields that may need required information before the application is complete

6. USER ROLES (Indigent Management System)

The system must allow for overlapping functionality for appointed users and management:

- 6.1 Allow information edit function i.e. (edit information incorrectly captured into the system).
- 6.2 Allow edit of uploaded documents captured into the system.
- 6.3 Secure access.
- 6.4 Search indigent management database.

7. SPECIAL CONDITIONS (Indigent Management System)

- 7.1 Mogale City Local Municipality to own the Indigent Management System.
- 7.2 Software licensing and all associated rights to the developed system must be known upfront.
- 7.3 Mogale City Local Municipality will provide the virtual machine infrastructure for the Indigent Management System.
- 7.4 The Indigent Management System will be hosted at Mogale City Data Centre.
- 7.5 Reports must be exportable into a Portable Document Format (PDF), Excel, and Word.
- 7.6 The service provider to quote for bulk SMS facility.
- 7.7 Formal training and skills transfer for up to six (6) Mogale City Local Municipality staff.

8. AUDIT TRAIL AND REPORTS

8.1 The solution must provide detailed audit trails, and reports must be generated. The solution must keep track of the 'who', 'what' and 'when' of the following:

- New Registrations.
- Renewal Registrations.
- Cancellations.
- Updates to existing content.
- Deletions.
- Approvals.
- Disapprovals.
- Outcome Letters

8.2 The solution must generate comprehensive usage which will include the following:

- Browsers being used for devices.
- Operating systems been used by devices.
- Geographic location
- Duration of new registrations and current registrations status and period.

9. REPORTING

The Municipality (and its various departments) must be updated on a regular basis of any development requiring action or attention by the municipality. Such updates include:

- 9.1 Successful and unsuccessful actions
- 9.2 Accounts referred for follow up actions
- 9.3 Report on levies, cash and arrangements

- 9.4 Reports on debt recovered
- 9.5 Executive overview and critical aspects of the project
- 9.6 Quantity of all credit control actions received and executed.
- 9.7 Number of debt collection actions executed
- 9.8 Revenue Protections report on all activities.
- 9.9 Stock Level report: Stock information per item of start quantities, issued, received and stock balance
- 9.10 Ward based breakdown of consumer consumption patterns (A map plus a report is required).
- 9.11 Four (4) project files to e kept up to date
- 9.12 Attend Steering Committee meetings
- 9.13 Provide secretariat function at all meetings
- 9.14 Render Professional Services to assist with the following: (This must fall under reporting)
 - 9.14.1.1 Debt book analysis in terms of collectability
 - 9.14.1.2 Arrears Collection Strategy and relevant by-laws
 - 9.14.1.3 Administration capacity enhancement
 - 9.14.1.4 Integration of processes information.
 - 9.14.1.5 Pre-Collection Processes
 - 9.14.1.6 Any other report requested by the Municipality

10. OFFICE SPACE

- 10.1 The Successful Service Provider will be expected to establish an Operations Centre **on site** of the MUNICIPALITY premises, which must be fully functional within 60 days from date of award.
- 10.2 The total cost to establish the centre, furniture, telephones, equipment, staff and any other resources will be borne by the Service Provider.
- 10.3 The facility will be handed over to the municipality upon completion of the contract. Notwithstanding the above, the service provider will be expected to commence with the project immediately after appointment.

11. FACILITIES AND EQUIPMENT REQUIREMENTS

All facilities, equipment and consumables are to be provided by the Successful Service Provider at his own office on his own costs, including but not limited to:

Computer workstation(s) suitable to handle the data and communication volumes required.

11.1 Laptop 15 Inch Specifications:

The laptop must have the following minimum specifications:

- Operating System: Windows 10 Pro 64
- Processor: Intel Core i3-8130U Processor
- Memory: 4GB DDR4 2400MHz SODIMM
- Internal drive: 500GB Hard Disk Drive, 7200rpm, 2.5", SATA3
- Optical drive: USB 2.0 DVDRW
- Display: 15.6 HD (1366x768) Antiglare Non-Touch
- Camera: 720p HD Camera with MIC
- Wi-Fi wireless LAN adapters: Intel Dual Band Wireless AC(2x2) 8265, Bluetooth
- Intel HD Graphics 610

- TPM Setting: Hardware dTPM2.0 Enabled
- USB Calliope Mouse Black
- Warranty (Parts-Labour-Onsite): Years (3-3-3)
- Laptop Bag

11.2 Desktop Specifications:

The fully assembled desktop computer must have the following minimum specs:

- Operating system: Windows 10 Pro 64
- Processor: Intel Core i3-6100 Processor
- Form Factor: Micro Tower
- Memory: 4GB DDR4 2400 UDIMM
- Internal drive: 500GB Hard Drive,7200 RPM,3.5",SATA
- Integrated Graphic Card
- Integrated Ethernet
- Internal Speaker
- Chassis Intrusion Switch
- On-board Graphics, Audio and LAN
- USB Traditional Keyboard Black
- USB Calliope Mouse Black
- 18.5 inch LED Monitor (VGA, 1366x768)
- Warranty (Parts-Labour-Onsite): Years (3-3-3)

11.3 Communication equipment to establish data communication with the Municipality for the required import, export and validation of information into the financial system.

11.4 Digital/Laser Printers for the printing of instructions and/or notices such as the Final Notices, disconnection notices etc

11.5 Desktop Printer Specification (Black & White):

The mono laser printer must have the following minimum specifications:

- Print speed black: Up to 30 ppm
- Print quality black (best): Up to 600 x 600 dpi
- Duty cycle (monthly, A4): Up to 25 000 pages
- Connectivity: Hi-Speed USB 2.0 port, IEEE 1284-compliant parallel
- Memory, maximum: 16 MB
- Warranty (Parts-Labour-Onsite): Years (3-3-3)

11.6 Desktop Printer Specification (Multifunction):

The multifunction (print/copy/scan) laser printer must have the following minimum specifications:

- Print speed black & colour: Up to 18 ppm
- Print quality black & colour (best): Up to 600 x 600 dpi
- Duty cycle (monthly, A4): Up to 30 000 pages
- Scanner type: Flatbed, ADF
- Scan resolution, optical: Up to 1200 x 1200 dpi
- Copy speed black & colour: Up to 18 cpm

- Copy resolution black & colour: Up to 600 x 600 dpi
- Connectivity: Hi-Speed USB 2.0 port, Fast Ethernet 10/100Base-TX network port
- Memory, maximum: 256 MB
- Warranty (Parts-Labour-Onsite): Years (3-3-3)

11.7 Appropriate vehicles, equipment (Including GPS's and Hand-Held devices) and tools at own costs.

11.8 Vehicles and staff to be clearly marked/identifiable.

11.9 All meter related fittings to be used must be approved by the Municipality to ensure they are in line with the existing network of the municipality

12. TECHNICAL EVALUATION CRITERIA

12.1 The evaluation criterion for measuring functionality, and the scoring attached to each criterion is listed in the table below.

12.2 This is done to determine the ability of each bidder to successfully execute the contract according to specification Failure to score the minimum of 56 points out of 100 will lead to non-compliance and the bidder will be rejected after this phase and not continue for price scoring.

12.3 If any total minimum score for any criteria is zero rated, the tender will be rejected, even if the required 56 out of 100 points is achieved.

Technical Evaluation Criteria			
No	Standard	Weighting	Min score
1	<p>Company Experience : (Submit completion letters from the Municipalities indicating value and duration)</p> <p>Similar work executed from the Municipalities – Credit Control, Revenue Enhancement, Indigent Management, Prepaid Metering System)</p> <ul style="list-style-type: none"> – 1 to 3 reference letters = 5 points – 4 to 6 reference = 7 points 7 and above reference =10 points 	10	5
2	<p><u>The team member experience and qualification</u></p> <p><u>1.Qualified Plumbers with 2 years relevant experience (Please provide copies of qualification and CVs)</u></p> <ul style="list-style-type: none"> – 3 Plumber = 3 points – 4-6 Plumbers = 5 points 	40	26

	<ul style="list-style-type: none"> - 7 and above Plumbers = 10 points <p><u>2. Supervisor with 3 years relevant experience = 10 points</u></p> <p>(proof of relevant qualification and CV'S Qualification)</p> <p><u>3. Qualified Electricians with minimum 2 years relevant experience (Please provide copies of qualification)</u></p> <ul style="list-style-type: none"> - 3 Electricians = 3 points - 4-6 electricians = 5 points - 7 and above electricians = 10 points <p><u>4. Supervisor with 3 years relevant experience and qualifications (proof of relevant qualifications and CV)</u></p> <p>Supervisor 3 years = 10 points</p> <p>Proof of relevant qualifications and CV's for each plumber and electrician and supervisor</p> <p>MBD 6.1 MUST BE COMPLETED</p>		
3	<p><u>Infrastructure and Resources:</u></p> <p>The operational centre must contain all the facilities and equipment required</p> <p><u>Vehicles</u> (Provide proof of ownership of hiring)</p> <ul style="list-style-type: none"> 2 Vehicle = 2 point 3 – 4 = 3 points 5 and above = 4 points <p><u>Computer Equipment</u></p> <ul style="list-style-type: none"> - 2 Computer = 2 point - 3 – 4 = 3 points - 5 and above = 4 points <p><u>Digital/Laser Printer</u></p> <ul style="list-style-type: none"> - 2 Laser = 2 point - 3 – 4 = 3 pints - 5 and above = 4 points 	20	10

	<p><u>Hand held devices (compliant)</u></p> <ul style="list-style-type: none"> - 2 Hand held device = 2 point - 3 – 4 = 3 pints - 5 and above = 4 points <p><u>Communication equipment [or Other Tools]</u></p> <ul style="list-style-type: none"> - 2 Communication = 2 point - 3- 4 = 3 points - 5 and above = 4 points 		
4	<p><u>Financial capability/viability</u></p> <ul style="list-style-type: none"> - 1 set of Audited AFS = 5 point - 2 set = 10 point - 3 set =15 points 	15	5
5	<p><u>Indigent management system Licence</u></p> <p>Submit proof of Indigent Management System Licence = 6</p> <p>Letter of Intent from reputable System Provider = 6</p>	6	6
6	<p><u>Technology / IT SOFTWARE</u></p> <p>Letter of intent = 4 points</p> <p>Proof of ownership = 9 points</p> <p>Attach proof of credit control management software system or letter of intent in order to score points. Failure to submit will lead to disqualification</p>	9	4
	TOTAL	100	56

13. PRICING SCHEDULE (CREDIT CONTROL AND REVENUE ENHANCEMENT)

13.1 Project Management

13.1.1 SMS and Final Notice Delivery.

ACTION TYPE	DESCRIPTION	RATE (EXCL. VAT)	MONTHLY RATE (EXCL. VAT)
Short Message (SMS)	Any other credit control and related communication to consumers		
Short Code (SMS functionality)	Ability for consumers to query predefined information via SMS notification enquiries		
Final Demand Notice	Urban/ Residential		
	Rural Areas, Small Holdings and Farms		
	Business		
Valid unsuccessful visits to premises (demolished buildings, invalid addresses etc.			

13.2 Electricity

13.2.1 Urban – Residential

ACTION TYPE	DESCRIPTION	RATE (EXCL. VAT)	RATE (EXCL. VAT) – AFTER HOURS
Disconnection	Disconnection of service with credit type / prepaid meter.		
Reconnection	Reconnection of service with credit type / prepaid meter.		
Removal of Installation Permanently (RIP)	Overhead to premises		
	Underground cable to premises		
	Underground reticulation		
Restoration of Supply	Overhead to premises (labour only)		
	Underground cable to premises (labour only)		
	Underground reticulation (labour only)		
	Underground reticulation 3 phase (labour only)		
Illegal Consumption Inspection (ICI) Ground Mounted DU	Electricity only		
Illegal Consumption Inspection (ICI) Aerial Mounted DU	Electricity only		
Ad Hoc Client Investigation Request			

13.2.2 Rural – Small Holdings/ Farms

ACTION TYPE	DESCRIPTION	RATE (EXCL. VAT)	RATE (EXCL. VAT) – AFTER HOURS
Disconnection	Disconnection of service with credit type / prepaid meter.		
Reconnection	Reconnection of service with credit type / prepaid meter.		
Removal of Installation Permanently (RIP)	Overhead to premises		
	Underground cable to premises		
	Underground reticulation		
Restoration of Supply	Overhead to premises (labour only)		
	Underground cable to premises (labour only)		
	Underground reticulation (labour only)		
	Underground reticulation 3 phase (labour		

ACTION TYPE	DESCRIPTION	RATE (EXCL. VAT)	RATE (EXCL. VAT) – AFTER HOURS
	only)		
Illegal Consumption Inspection (ICI) Ground Mounted DU	Electricity only		
Illegal Consumption Inspection (ICI) Aerial Mounted DU	Electricity only		
Ad Hoc Client Investigation Request			

13.2.3 Business

ACTION TYPE	DESCRIPTION	RATE (EXCL. VAT)	RATE (EXCL. VAT) – AFTER HOURS
Disconnection	Disconnection of service with credit type / prepaid meter.		
Reconnection	Reconnection of service with credit type / prepaid meter.		
Removal of Installation Permanently (RIP)	Overhead to premises		
	Underground cable to premises		
	Underground reticulation		
Restoration of Supply	Overhead to premises (labour only)		
	Underground cable to premises (labour only)		
	Underground reticulation (labour only)		
	Underground reticulation 3 phase (labour only)		
Illegal Consumption Inspection (ICI) Ground Mounted DU	Electricity only		
Illegal Consumption Inspection (ICI) Aerial Mounted DU	Electricity only		
Visits	Task not completed with reason		
Ad Hoc Client Investigation Request			

13.3 Water

13.3.1 Urban – Residential

ACTION TYPE	DESCRIPTION	RATE (EXCL. VAT)	RATE (EXCL. VAT) – AFTER HOURS
Flow reduction (15-20mm)	Install restrictive device (labour only)		
Activate Flow reduction mode on prepaid (15-20mm)	Install restrictive device (labour only)		
Normalise flow	Remove restrictive device (labour only)		
Illegal consumption Inspection (ICI)	Water only		
Visits	Task not completed with reason		
Ad Hoc Client Investigation Request			

13.3.2 Rural – Small Holdings/farms

ACTION TYPE	DESCRIPTION	RATE (EXCL. VAT)	RATE (EXCL. VAT) – AFTER HOURS
Flow reduction (15-20mm)	Install restrictive device (labour		

ACTION TYPE	DESCRIPTION	RATE (EXCL. VAT)	RATE (EXCL. VAT) – AFTER HOURS
	only)		
Activate Flow reduction mode on prepaid (15-20mm)	Install restrictive device (labour only)		
Normalise flow (15-20mm)	Remove restrictive device (labour only)		
Illegal Consumption Inspection (ICI)	Water only		
Visits			
Ad Hoc Client Investigation Request			

13.3.3 Business

ACTION TYPE	DESCRIPTION	RATE (EXCL. VAT)	RATE (EXCL. VAT) – AFTER HOURS
Closure of Water (15 -40mm)	Install restrictive/securing device (labour only)		
Normalise flow (15 - 40mm)	Remove restrictive/securing device (labour only)		
Closure of Water (50 -100mm)	Install restrictive/securing device (labour only)		
Normalise flow (50 - 100mm)	Remove restrictive/securing device (labour only)		
Illegal consumption Inspection (ICI)	Water only		
Visits			
Ad Hoc Client Investigation Request			

13.4 Management of Unsuccessful Actions: Non-Technical and Technical Actions

ACTION TYPE	RATE (EXCL. VAT)	RATE (EXCL. VAT) – AFTER HOURS
Non-Technical Intervention-per action (address-, meter detail incorrect, address not found etc.)		
Technical Intervention-per action (Field Visit and report)		
Restoration and/or normalization of meters and installations		
Ad Hoc Client Investigation Request		

13.5 Management of Final Readings and New Service Agreements

ACTION TYPE	DESCRIPTION	RATE (EXCL. VAT)	RATE (EXCL. VAT) – AFTER HOURS
Electricity/ Water meter readings	Take final/new water meter readings and attach notice		
(Water) Urban /Residential accounts			
Shut off Isolation Valve	Install restrictive device (Labour only)		
Normalise flow	Remove restrictive device		
(Water) Rural Areas, Small Holdings and Farms			
Shut off Isolation Valve	Install restrictive device (Labour only)		
Normalise flow	Remove restrictive device		
(Water) Business accounts			
Shut off Isolation Valve (15 - 40mm)	Install restrictive/securing device (Labour only)		
Normalise flow	Remove restrictive/securing device		

ACTION TYPE	DESCRIPTION	RATE (EXCL. VAT)	RATE (EXCL. VAT) – AFTER HOURS
Shut off Isolation Valve (50 - 100mm)	Install restrictive/securing device (Labour only)		
Normalise flow	Remove restrictive/securing device		
Electricity – Urban Residential			
Disconnection	Disconnection of service with credit type / prepaid meter.		
Reconnection	Reconnection of service with credit type / prepaid meter.		
Rural – Small Holdings/ Farms			
Disconnection	Disconnection of service with credit type / prepaid meter.		
Reconnection	Reconnection of service with credit type / prepaid meter.		
Electricity Business			
Disconnection	Disconnection of service with credit type / prepaid meter.		
Reconnection	Reconnection of service with credit type / prepaid meter.		

14. DETECTED

ACTION	DESCRIPTION	RATE (EXCL. VAT)
Site Visit	Verify information and establish condition status of the network installation and meter	
Case Docket	Compiling a case file comprising of all necessary evidence documentation	
All other related actions	Disconnections/Restrictions	

15. CREDIT CONTROL DEBT COLLECTION

ACTION	DESCRIPTION	RATE (EXCL. VAT)	RATE (EXCL. VAT) – AFTER HOURS
Physical delivery of Rental Demand notice	Fee to the owner of a property or sending via post a written Final Demand message for a consumer renting a property from the owner. Notice sent into Section 28 of the MPRA to demand the payment of the rent of the property to Council in the case where the owner did not pay his Rates account		
Monthly rental and maintenance	Workflow Management system		
Site inspection (to premises to confirm any information)	Physical visit to a property to collect information		
Fee for processing the blocking of sale of prepaid electricity on the prepaid system			

16. PROFESSIONAL SERVICES

SERVICE OFFERING	PER HOUR (EXCL. VAT)	PER ACCOUNT (EXCL. VAT)
Debt Book Analysis ito Collectability		
Administration Capacity enhancement		
Integration of processes information		
Admin/Data Capturer		
Verification of Indigent Status		
Quarterly Site Audit of Prepaid Water Meters (30 000 – 50 000) customers and Reporting		
Quarterly Site Audit of Electricity Prepaid Meter Installations and Reporting – 30 000 to 65 000		
Site Audit of Conventional Water Meter Status and Reporting		
Site Audit of Conventional Electrical Meter Status and Reporting		
Audit of Business / Industrial Consumptions (Water) and Reporting		
Audit of Business / Industrial Consumptions (Electrical) and Reporting		

16.1 Data Enrichment and Financial Profiling: Data Cleansing – All Accounts on the Billing System

SERVICE OFFERING	PER ACCOUNT (EXCL. VAT)
Affordability Study per account holder (ID number)	
Debtor's Personal Information per accounts holder (ID number)	

16.2 Data Enrichment and Financial Profiling: Continuous Customer Data Base Management – All Account on the Billing System

SERVICE OFFERING	PER ACCOUNT (EXCL. VAT)
Extract all data on Debtor system to identify deceased persons & Companies in liquidation – per account	

17. DEVELOP A COMMUNICATION AND CAPACITY BUILDING PROGRAM

DESCRIPTION	RATE (EXCL. VAT)
Develop a comprehensive Communication Strategy and Roll-out Plan in conjunction with the Municipality	
Print Material	
Planning, Facilitate and Execute Campaigns (hiring of equipment, distribution of pamphlets etc.)	

18. REVENUE PROTECTION

18.1 Meter Reading

DESCRIPTION	RATE (EXCL. VAT)	RATE (EXCL. VAT) – AFTER HOURS
Workflow Software system		
Meter Reading & Reporting – Electricity - Urban		
Meter Reading & Reporting - Electricity – Rural		
Meter Reading & Reporting – Water - Urban		
Meter Reading & Reporting– Water - Rural		
Reading & Reporting of Bulk Electricity Meters		
Reading and Reporting of Bulk Water Meters		

DESCRIPTION	RATE (EXCL. VAT)	RATE (EXCL. VAT) – AFTER HOURS
Re-reading of Electricity Meters		
Re-reading of Water Meters		
Meter Reading System		

18.2 Maintenance and Repair of Metered Service Installations

ITEM DESCRIPTION	RATE (EXCL. VAT)
Replacement of meters (damaged, tampered cannot be read)	
Repair of meters i.e. water leaks	
Purchasing of installation materials as required for meter installations	
Cleaning of meter boxes where the latter cannot be read due to foreign matter covering the meter	
User Interface replacement (for SMART Prepaid Meters)	
The control box and battery	
10 x 50Kg Cement 32,5N SANS 50197 – 1:2013	
10 x 50kg Cement 42,5N SANS 50197 – 1:2013	

18.3 Tamper detection and Solutions

DESCRIPTION	RATE (EXCL. VAT)
Procure and Supply Secure Electricity Enclosures	
Procure and Supply Water Restriction and Securing Devices	
Procure and supply all meter installation material, components and meters	
System for monitoring of pre-paid water and electricity meters	

ITEM :IT RELATED EQUIPMENTS	RATE (EXCL. VAT)
Laptop	
Computer printer	
Desktop	

Total for Credit Control and Revenue Enhancement Section: R_____ (Excl. Vat)

15 % VAT R_____

Total price inclusive of VAT _____

Signature of the Bidder: _____ Date: _____

19. PRICING SCHEDULE FOR THE INDIGENT MANAGEMENT SYSTEM

Item No.	Description	Rate (R – C)
18.1	Development and Supply of the Indigent Management System	
18.2	Installation and Configuration of the Indigent Management System	
18.3	Project Management and Acceptance Testing	
18.4	Maintenance / Support of the Indigent Management System for a Period of Three (3) Years	
18.5	Bulk SMS Facility	
18.6	External scans	
18.7	Training and Hand Over	
Total Excl. VAT		
15% VAT		
Total incl. VAT		

Total price inclusive of VAT _____

Summary of Pricing Schedule

Credit Control and Revenue Enhancement Component plus VAT	R _____
Indigent Management System plus VAT	R _____
Total Bid Price	R _____

Signature of the Bidder: _____ **Date :** _____