



**INVITATION FOR PROSPECTIVE
BIDDERS**

**Prospective service providers with
proven track records are invited to
tender as follows:**

Bid No.	BID DESCRIPTION	No Compulsory Site Briefing	Non-Refundable Fee	Contact Person for Technical Enquiries	Closing date	Publication date
MHLM/SCM/MIG/10/2022/23	Data cleansing	N/A	R 300.00	boitumelom@maquassihills.org 018 596 0010	16 September 2022 @ 12h00pm	29 August 2022

Bids marked with reference number on the outside of the sealed envelope must be placed in the Bid Box of Maquassi Hills Local Municipality on or before 16 September **2022; 12H00 Noon**. Enquiries can be sent to the revenue manager on e-mail as provided for on the bid document. Bid Documents are obtainable from the 29th of August 2022 for a non-refundable fee of **R300.00 at the Cashiers Office**, 19 Kruger Street, Wolmaransstad, 2630 **OR** can be **downloaded free of charge at www.etender.gov.za or www.Maquassi Hills.gov.za**.

Bids will be evaluated based on the Preferential Procurement Policy Framework Act 5 (PPPFA) of 2000 and the municipal's Supply Chain Management. Bidders must be registered on the Central Supplier Database (CSD) for Government.

Failure to complete and submit the following MBD forms:

- MBD 1
- MBD 4
- MBD 6.1
- MBD 6.2
- MBD 6.4
- MBD 8
- MBD 9

For B-BBEE points Bidders must attach an **ORIGINAL OR CERTIFIED B-BBEE** Status level Contribution Certificate authorized by **SANAS, IRBA** or a **Sworn Affidavit** (Commission of Oath).

- The appointment of the bidder will be subject to successful signing of GCC
- The appointment will be subjected to price negotiations inline with 2017 PPPFA regulations,
- The Municipality reserve the right not to appoint the lowest bidder based on risk assessment,

SCOPE OF WORK

The scope of project will be delivered in sequential phases, with the earlier phases informing subsequent phases. The following are services required to be provided to Maquassi Hills Local Municipality in the area of billing revenue:

Phase 1: Customer Data Cleansing

The scope of work to be undertaken is as follows:

- Obtain Title Deed information per property.

Organs of State	301
Farms	2 852
Residential	27 461
Business	752
Late Estate	2 038
Properties	33 404

- Debtor information and debtor classification
- Investigate all debtors by type and reclassify debtors that are incorrectly identified on the billing system
- Verify account status (active/inactive) and include as reporting indicator
- Provide update customer information
- Verify households in need of indigent support from the Indigent Register and include as reporting indicator
- Consolidation of duplicated customer profile/accounts
- Correctly categorise each account according to the correct and responsible debtor
- Reflect areas per account according to ageing and by service
- Analyse the arear debt in the municipal books in order to determine whether there are accounts that are untraceable, inaccurate, etc. and require some writing – off or any adjustments
- Prepare a list of all accounts that may require to be written off for a Council approval
- Investigate all accounts which appear to have incorrect billing, e.g. tenant accounts with assessment rates
- Establish sound business rule for the maintenance and updating of consumer data with specific reference to the following:
 - Debtor types
 - Property and suburb identifiers
 - Account indicators (active/inactive and owner/tenant)
 - Service categories
 - Payment arrangement and credit control

Phase 2: (a) Billing Data Cleansing (timeframe – until end of October 2022)

The scope of work to be undertaken will be determined at the conclusion of Phase 1 and may be limited to specific areas and/or debtor groupings and will be as follows:

- Comprehensive data cleansing of properties to ensure billing integrity
- Verifying service coverage per site, through assessing billing status per registered ERF against scheme coverage and level of service
- Obtaining infrastructure details and linking it to individual properties (Verifying meter installation – domestic, commercial, industrial, through assessing meter information as per billing system against meter audit data per registered ERF)
- Review service and tariff code structure and provide documentary support to the validity and completeness of all billable charges per debtor as it relates to the financial year
- Identify accountholders whose meters not have been read for a long time
- Identify and report houses operating as businesses and provide information
- Analyse data on pre-paid systems and ensure that all customer details are captured and match customer information in the billing system and erf files
- Identify and verify accounts in the pre-paid systems that are redundant and have not made any purchases over a period of time and make recommendations.

Phase 3: (b) Door to door survey (timeframe – until end of November 2022)(Option will be determined by Municipality)

Assistance is required to perform a door-to-door survey to ascertain critical billing information. The requirement here is that local labour must be used for this door-to-door survey.

The following information will be verified and obtained from each property per site visit:-

Property information:	Erf No, physical address, property usage
Occupant information:	Name, ID, contact details and other relevant information;
Owner information:	Name, ID, contact details and other relevant information;
Electricity Meter:	Serial number and reading, faults;
Water meter:	Serial number and reading, faults; Refuse Bin information:
	Number of bins per property;
Access to property:	Property accessible, if not, reason

The Data Loggers will be programmed with the required information as agreed and will be linked to a specific location providing the street address and location.

The Data Logger will prompt the fieldworker to follow a pre-determined sequence of steps to collect the agreed upon data:-

- On arrival at location log location and determine if property is accessible;
- If access is not possible:
 - * Place notice to access (letter from Municipality with contact detail) on

front door or gate.

- * Take a date and time stamped photo of request to show request clearly on door or gate and also of gate and lock if applicable. This will act as prove that a visit has taken place.
- A second and third visit will take place when field worker has completed the area or has been contacted by the Occupant or Owner to arrange for a visit.
- If access is possible, record the following information as agreed with Municipality
 - * Property information;
 - * Occupant information;
 - * Electricity meter information
 - * Owner information
 - * Electricity meter information;
 - * Water meter information;
 - * Refuse bin information;
 - * Access to property;
 - * Date and time stamped photo of property
- After every working day the data captured on Loggers will be downloaded by a GIS specialist and made available to a Reconciliation Team in EXCEL format for analyses and reconciliation with existing data received from Municipality.
- The reconciliation team will make the reconciled data available to the Project Manager for quality assurance.

A report will be drafted for inclusion in the Close Out Report to the Municipality which will outline any data inconsistencies arising from the survey with recommendations on further action and correction/amendment of data on the financial management system.

Implementation

A Project Steering Committee (PSC) should be formed at the municipality to give direction to the project, monitoring progress and measuring the quality of outputs. The PSC will be assembled by the CFO and comprise the Revenue Manager, Technical Services manager, Service Provider and other members to be determined by the CFO from time to time.

Monitoring of progress and analysis of all data will be done by means of the Municipal Data analysis model based on regular data extracts over the project period. Special monitoring reports will be developed for the implementation of internal data cleansing and system improvement activities. Data changes (improvement of the integrity of the current billing data) will be facilitated by service provider and may require the input from the billing system administrators and municipal staff. The implementation of the comprehensive project should be supported by a dedicated professional team. The success of the project and the achievement of the financial benefits are dependent on the direct support and participation of the PSC and their functional departments.

Phase 3: Annual updating and data cleansing

Annual customer data updating and data cleansing of billing samples for a period of 3 years.

MINIMUM FUNCTIONALITY SCORE

Service provider must score 70/100 to qualify

Qualifications and experience	Degree/Btech in Finance (NQF 7) plus 3 years or more senior management experience.	30	30
	Degree/Btech in Finance (NQF 7) plus 5 years or more middle management experience	20	
Competence and experience of the Service Provider/ Company in data cleansing and analysis or other related field	<p>Experience in billing data cleansing services</p> <p>1 - Municipality – 10 points</p> <p>2- Municipalities – 20 points</p> <p>3 – or more municipalities - 30 points</p> <p>Completion certificates to be attached.</p>		30
Skills transfer, methodology and empowerment plan	<p>Skills transfer plan for municipal officials and local skills transfer:</p> <ul style="list-style-type: none"> • Methodology for execution • Organogram – (1x Project Manager, 3x technical support, 15 field workers) 		10
LOCALITY	<p>Local - 30 points</p> <p>Within the district - 25 points</p> <p>Within the province - 15 points</p> <p>Outside the province –10 points</p>		30

MS N.P KARELSE

ACTING MUNICIPAL MANAGER

MAQUASSI HILLS LOCAL MUNICIPALITY