

Annexure B - Specifications

Business Requirements:

PRASA CRES has already commissioned automated electricity and water meters at various stations. It is imperative that at least the same data integrity on meter readings and reporting be achieved.

The minimum core requirements are:

- The system must support the appropriate metering technologies spanning a wide range of Original Equipment Manufacturers (OEM).
- Support of meter data management and vending for electrical power and water utilities across both STS and AMI equipment (prepaid and online meters).
- The current information architecture and system integrity will not be compromised in any format; similar or better than the current service provider.
- The system will operate in the same, auditable online environment that is already integrated with existing and matured electronic and retail purchase and vending channels, including: Online Credit Card, Bank Cash Deposit and EFT, and retails Points of Sale such as BP, SASOL, SPAR, Pick 'n Pay, SHOPRITE, Seven Eleven, Caltex, ENGEN, TOTAL, etc.
- An end-to-end solution is required such that transactions and vending are reflected and completed in "real-time", without batch processing, within a single relational database.
- End-to-end transparency is a pre-requirement, such that consumers are able to access the detail of their utility metering accounts and that authorized PRASA CRES staff must be able to access the system using any standard Web Browser within the PRASA ICT Architecture.
- Vendors/Service Providers are required to integrate fully with the current comprehensive service desk (e.g. telephonic and electronic) support to end consumers and the above authorized PRASA and PRASA CRES staff.
- Applicants must observe the current billing and metering management process being undertaken by an existing service provider and must indicate how it will interface/integrate with the current service provider.
- In all cases the current applicable ESKOM tariffs and Local Authorities' guidelines regarding the supply of water will apply.

Management System Requirements:

PRASA is implementing the SAP ERP architecture and it is essential that the billing and lease management systems be eventually integrated into SAP Property Management. It is therefore essential that the applicants observe the initial system be upgradeable without architecture changes into the SAP Property Management module.

The integrity of the current management system and management system reporting will not be compromised in any way. The following system requirements are applicable:

- The system must be capable of remote-control functions such as remote reading, remote programming, remote diagnosis, remote disconnect and reconnect.
- The system must be capable of detecting various events and generating appropriate alerts.
- The Vendor/Service Provider may be required to provide equipment specification and datasheets.
- The system must receive responsive support and exhibits a software maturation process that will integrate new technologies and processes as they become available in the industry.
- Real-time access to customer account activity, to include activity performed with a web browser.
- Provides a comprehensive user-friendly system that is accessible across geographically disperse locations.\
- Data collection, reporting and record keeping – assisting staff by reducing time and increasing efficiency in generating required reports.
- Consumer convenience – providing electronic and retail footprint that enables consumers to conveniently purchase utilities 24/7, 365 days a year.
- Provide monitoring to provide revenue protection and fraud detection with incident escalation.

Technical Requirements:

- The metering systems and equipment required for shall comply with the already established utility management processes for electricity and water that covers:
 - Metering (management of changes) process
 - Customer Contracts amend procedures
 - Application guidelines for Pre-paid and Post-Paid Meters
 - Meter reading and audit processes
 - Notification to tenant environments (connections and disconnections)
 - Customer Accounts Management

Vendor Requirements:

- For STS-based solutions and services the Vendor/Service Provider must be able to demonstrate membership or licensee membership of the STS Association.
- For STS-based systems and equipment, the Vendor must be able to demonstrate STS conformance by means of a Certificate of Conformance supplied by the STS Association.
- The Vendor must own their own technology stack in order to accommodate customization around PRASA CRES requirements.
- The Vendor/Service Provider must provide a comprehensive support (24/7, 365 email and telephonic support) to consumers and PRASA CRES management and staff.
- The Vendor/Service Provider will be responsible for project management and also the management of the process and report regularly to PRASA CRES management on progress and problems; both potential and current.
- The Vendor/Service Provider must be certified to supply and install power and water metering equipment associated with metering consumer service locations.
- PRASA CRES is seeking reliable, financially stable service providers who can meet its stringent cost, quality and service requirements. Amongst other, candidates will be evaluated on the following criteria:
 - o Competitive Pricing
 - o History of continuous improvement and ability to provide on-going cost improvement initiatives
 - o Previous performance, references and customer base
 - o Capacity to handle the volumes required by PRASA CRES
 - o Quality of product and services (e.g. ISO, SABS, PAS55)
 - o Delivery capability and lead times
 - o Payment terms
 - o Availability of a comprehensive after sales support service