



**ETHEKWINI WATER AND SANITATION UNIT
DEVELOPMENT, SUPPORT & MAINTENANCE OF BESPOKE SYSTEMS AT ETHEKWINI
ELECTRICITY ICT, FOR A PERIOD OF THIRTY-SIX (36) MONTHS.**

CONTRACT NO. 32286 (5E)

04 MARCH 2026

ADDENDUM

Tenderers for the above-mentioned contract are hereby notified as follows:

- This addendum serves changes made to the page formatting of Tender Document 32286 (5E), pages 41-44 of the posted document on the portal. Pages were meant to appear as follows..

SECTION 7: SCOPE AND SPECIFICATION OF REQUIRED SUPPLY / SERVICES

Introduction / Background

The Energy Management Directorate of eThekweni Electricity relies on several bespoke information and communication technology (ICT) systems to support its operational, administrative, and decision-making processes. These systems play a critical role in enabling effective business performance, data management, and service delivery across the electricity value chain.

To ensure continued functionality, system reliability, and alignment with evolving business requirements, the Directorate requires a dedicated service for the development, maintenance, and technical support of its bespoke applications. The appointed Service Provider will be responsible for providing comprehensive support services, including incident resolution, system enhancements, data integration, and the development of new functionality in response to operational needs.

Currently, there is no active support and maintenance contract in place for these applications. This tender therefore seeks to appoint a qualified Service Provider to deliver ongoing support and maintenance services in collaboration with internal ICT resources. The engagement will ensure system stability, business continuity,

and technological modernization across the application environment.

The portfolio of systems requiring support includes several business-critical applications such as the Bonus Incentive, NER Reporting (Faultsman), Site Survey Mapping, Tender Tracking, Customer Service Questionnaire, Training Venue Booking System, and various Distribution Applications. These applications are primarily built on Microsoft .NET Framework (C#, ASP.NET, PHP, MS SQL, and Oracle) technologies and will require seamless integration with existing enterprise platforms, including the Revenue Management System, JDE, and Ellipse.

The scope of work further extends to the development of new business applications and enhancement of existing ones, using standardized technologies and methodologies approved by the eThekweni Electricity ICT Department. Planned developments include upgrades and second-phase rollouts of existing systems, such as Site Survey Mapping (Phase 2), Bonus Incentive (Phase 2), and NER Reporting (Phase 2).

This initiative forms part of Energy Management's broader objective to maintain a robust, secure, and adaptable ICT ecosystem capable of supporting both operational efficiency and strategic growth within the Energy Management Directorate.

Scope of Work

The Service Provider will provide support, maintenance, and development services.

This should include:

- Software patches to repair known problems with the application
- Upgrades to enhance the product over the period of the contract
- Telephonic & ad-hoc second line support. This may be on a 24x7x365 basis or on normal business hours

A company providing these types of services will be expected to enter into a maintenance agreement for that product.

The Service Provider will have available resources to conduct routine monitoring and assist business users with any problems or incidents for the specified application. Any calls will be logged and forwarded via the eThekweni service desk. The services required may include:

- Regular maintenance and monitoring to ensure the health and optimal functioning of the application.
- Ad-hoc maintenance based on service incidents forwarded via the service desk. These may include system changes as authorized by business users but not requiring additional software development, assistance with the use of the product.
- Development and Implementation of change requests as authorized. These will be authorized via the change request procedure and will generally require changes to software such as additional development of reports, data extracts or additional development.

It is envisaged that these services will take the form of a time and materials contract to a maximum of 36 months. Resources will need to be provided on site at eThekweni Electricity (Head Quarters / Springfield IT Project Office) unless otherwise agreed. The Municipality envisages that the following categories of resource will be required to deliver the services and in the tender response hourly rates

should be provided together with number of resources per resource type:

1. Business Analyst
2. Software Developer
3. Project Manager
4. Software Quality Assurance Tester
5. Software Database Developer

The resources tendered for must comply with all mandatory requirements as specified below.

The response form SECTION 8: RESOURCE SCHEDULE, in the tender document must be completed and the required documentation provided.

| Resource | Mandatory Requirements | Response (Y/N) |
|--------------------|--|----------------|
| Company | Must have more than 5 years experience developing and maintaining applications using : Back-end tools (Visual Studio - MS.NET Framework C#, ASP.NET, MVC) include reference sites | |
| | 5 years' experience developing and maintaining applications using : Front-end (Java Script and Java Scripts libraries, e.g : JQuery, Node.js include reference sites | |
| | 5 years' experience developing and maintaining applications using : PHP include reference sites | |
| | 5 years' experience developing and maintaining applications using : Databases (MS SQL and Oracle) Include reference sites | |
| | Software Development Standards | |
| Business Analyst | 3 Year IT qualification (Degree/Diploma) | |
| | Minimum of 3 Years experience working with Software Development Life Cycle methodologies | |
| | Minimum of 3 Years Business Analysis Experience | |
| Software Developer | 3 Year IT qualification (Degree /Diploma) | |
| | 1 Year development experience using Power BI Integration tools | |
| | 1 Year development experience using iReports (Jasper Reports) tools | |

| | | |
|-----------------------------------|---|--|
| | 1 Year development experience Git bash | |
| | 5 Years development experience using .NET / Microsoft Visual Studio framework | |
| | 3 Years development experience using MS SQL | |
| Project Manager | 3 Year IT qualification (Diploma/Degree) | |
| | 5 Year Project Management experience in an IT environment | |
| | 3 Year Project Management using PRINCE2 methodology | |
| | 3 Year Project Management using ITIL | |
| | 3 Year experience using Office 365 | |
| Software Quality Assurance Tester | 3 Year IT qualification (Diploma/Degree) | |
| | Certified Tester Foundation Level (CTFL) from ISTQB | |
| | Minimum of 3 Years experience in Software Testing | |
| Software Database Developer | 3 Year IT qualification (Diploma/Degree) | |
| | Minimum of 5 Years development experience using Oracle SQL | |
| | Certified Oracle Database 11g and above/Certified Microsoft SQL Data base | |

SECTION 8: BILL OF QUANTITIES / SCHEDULE OF RATES / ACTIVITIES

| Item | Description / Item Code | Unit of Measure | Estimated Quantity Required | * Price Year 1 (excl) | | * Price Year 2 (excl) | | * Price Year 3 (excl) | |
|------|--|-----------------|-----------------------------|-----------------------|---|-----------------------|---|-----------------------|---|
| | | | | R | c | R | c | R | c |
| 1 | Software Developer - 4 Resources | Hr | 7680 | | | | | | |
| 2 | Software Quality Assurance – 1 Resource | Hr | 1920 | | | | | | |
| 3 | Software Database Developer – 2 Resource | Hr | 3840 | | | | | | |
| 4 | Business Analyst - 2 Resources | Hr | 3840 | | | | | | |
| 5 | Project Manager- 1 Resource | Hr | 960 | | | | | | |

| | Year 1 | Year 2 | Year 3 |
|--------------|--------|--------|--------|
| Sub-Totals : | | | |

| | |
|--|--|
| Sub-Total (excl) = Year1 + Year 2 + Year 3: | |
| VAT: | |
| Total (incl) carried forward to the Tender Form: | |

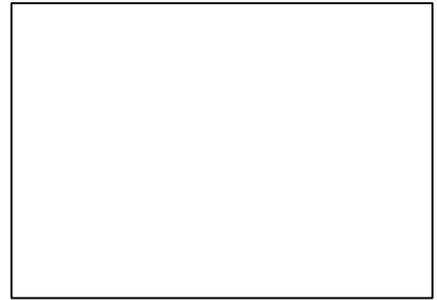
Please acknowledge receipt of this notice by signing and returning page 1 of 1, as part of a tender document on or by Friday, **02 APRIL 2026**. Failure of the tenderer to comply with the requirements of the addenda may result in the tender submission being made non-responsive.

Name of Authorized Signatory

Tenderer's Signature

Name of Firm

Date



Company Stamp