



Guidelines on Specification for Procuring Services

1. Guideline for Terms of Reference

- Appointment of Meter Reading Services Company for a Period of Three Years

A. Scope of Work / Terms of Reference

This relates to water and electricity metering service for Moghaka Local Municipality. The areas to be read are as follows:

1. Kroonstad;
2. Maokeng;
3. Brentpark;
4. Small Holdings and Farms;
5. Schools;
6. Viljoenskroon;
7. Rammulotsi;
8. Steynsrus; and
9. Matlwangtlwang.

The meter reading process can be described as physical collection of water and electricity readings in selected areas of the Municipality and processing of the meter readings, reading dates & provision of information to the Municipality.

Monthly Reports to Finance Department:

- Defective and damaged meters;
- Leaking meters;
- Unauthorized devices used by consumers on meters;
- Obvious dangerous circumstances;
- Tampered meters;
- New meters spotted by field personnel;
- Electronic faults discovered or reported;
- Monthly reports on public enquiries and/or complaints;
- Meter reference number discrepancy and/or meter identifications plate missing.

C. A Meter Reading process will unfold as follows:

Target Dates - The Contractor will read water and electricity meters in the areas identified by the Municipality once every month. The Contractor will attempt to keep the period between consecutive meter readings as near as possible to thirty (30) days.

The Contractor will follow a work schedule to ensure that target dates are met. In the case of extremely unfavorable weather conditions or severe public unrest, the Contractor cannot be held responsible for not meeting the target dates.

Re-reading and test readings - Where meter reading would not be obtained during the first round, the Contractor will attempt to obtain these readings in a second round (within same period). The Contractor will leave notices containing its contact information at the premises where meter reading could not be obtained. Owners whose property remains inaccessible for readings to be taken, they must submit the readings either by phone, email or physically submit to the enquiry desk. The municipality will confirm the readings.

Re-reading may also be undertaken where variance reports show discrepancies in the meter reading data. Special readings may be taken on request of either the public or the Municipality on an ad-hoc basis. Alternatively, the public can phone in readings or provide them via e-mail. The Contractor will take and verify these readings. Meter-reading system (e.g. hand-held terminals) will be used.

Identification of Meter Readers - All meter readers of the Contractor will wear photo identification cards (with contact information of the Contractor and ID numbers), blue overall suits and light blue shirts.

Access to meters - The Municipality will provide the Contractor with the necessary keys and remote controls to access meters and meters located in mini-substations.

Premises - The Municipality will provide the Contractor with an office and basic furniture, preferably in the Municipal Buildings, telephone line to receive calls and internet will be for the account of the Contractor. The meter reading operation will be coordinated from there.

Meter Reading Software - The Contractor must have a meter reading management software that will be used for the management of staff, record keeping of clients, meters, properties, consumers, meter reading and printing of various reports.

Meter reading software handles both water and electricity meter data. Meter information will be added to the system on a “per meter” basis or bulk import. All information concerning a particular meter will be kept on this system for historical reference purposes (e.g. number, type, size). Each meter is linked to a property, enabling quick reference to the history of a specified property.

Reports on the meter readings, reading dates, meters not read and duplicate meters per area, customer book or reader book may also be requested. Meter information on the system will also be updated by importing data from the Municipality (in fixed length or delimited text file format).

Meter reading software that allows for a factor, which can be set to calculate the actual consumption will be used. A similar conversion is available for electronic meters with CT ratio calls based on a factor.

The focus of the meter reading software is data quality. Information obtained from the Municipality will be evaluated by the system, which then converts it to the appropriate format for the meter readers and evaluates the information again before sending it back to the Municipality for billing purposes.

Data Processing - Using the meter reading software, the Contractor will capture and verify field data. This includes the processing of data collected by municipal meter readers. The Contractor will provide the Municipality with the processed information, in accordance with the target dates.

The Contractor will handle and provide feedback on telephonic and other public enquiries. The Contractor will examine and report meter tampering (on grounds of data provided by the meter readers). The Contractor will provide support to employees of the Municipality in connection with general meter problems.

Data transfer (export/import) - The Contractor will update the data on its computer on a monthly basis with data from the Municipality. The Municipality will provide such data in a download (import) file. In the case of data uploaded (export) to the Municipality's system,

file will be in a format compatible with that of the SOLAR financial system (provided by Business Connexion) used by the Municipality.

Data Security - The Contractor 's computer system must be protected by an anti-virus program linked to the internet, which continuously monitors for the newest forms of computer viruses and also checks electronic mail. The Contractor's computer system in different locations may be linked to enable direct communication. This enhances the Contractor's ability to handle problems from distant locations.

Archives - All meter reading sheets, and variance reports must be made available for audit purposes.

Equipment - The Contractor will provide its own communication facilities, computer equipment and software, thereby retaining ownership of these items.

Assignment - The Contractor shall not assign, in whole or part, its obligations to perform under the contract, except with the Municipality's prior written consent.

Insurance and Guarantees - The Contractor should have a professional insurance policy. The policy must include public liability protection worth at least ten million Rand (R 10 000 000). Proof of insurance to be submitted with the bid document.

Reporting - The successful bidder will report directly to the Revenue Manager, who is the project manager. The successful service provider will be required to report on the status of the project. On ad-hoc basis, the contractor might be required to report to the Chief Financial Officer.

Reading Statistics for Moqhaka Local Municipality:

READING AREA	WATER METERS	ELECTRICITY METERS
STEYNSRUS/MATLWANGTLANG	1 786	163
VILJOENSKROON/RAMMULOTSI	7 408	285
SCHOOLS	81	59
SMALL HOLDINGS/FARMS	245	145
BRENT PARK	857	44

KROONSTAD/TOWN	5 677	1 319
MAOKENG	12 937	147
TOTALS	28 991	2 162

TOTAL METERS = 31 153

2. Preferential Points System

Indicate whether the tender will be evaluated in terms of 80/20 below 50 million and 90/10 above 50 million.

80/20

3. Duration of the Contract

State how long the contract will take

Three Years

4. Functional or Technical Evaluation Criteria (If Applicable)

See examples of Functional Evaluation Criteria below in Annexure A

ANNEXURE "A"

Technical or Functional Evaluation Criteria and Functional Evaluation Report Guideline

Only those tenderers who score a minimum of 70 points in respect of the following criteria will be eligible for further evaluation.

CRITERIA	WEIGHT	POINTS	DOCUMENTS TO BE SUBMITTED AS PROOF OF SCORING
Successfully completed projects with Municipalities 0 to 1 project 2 to 3 projects 4 to 5 projects 6 to 7 projects 8 and above projects	 1 2 3 4 5	 50	 Bidder must attach evidence such as copy of appointment letter for current/completed projects with Municipalities Bidders must attach reference letters
Staff Members Experience: 0 to 1 yr 2 to 3 yrs 4 to 5 yrs 6 to 7 yrs 8 & above	 1 2 3 4 5	 25	 Attach curriculum vitae of Project Manager, Supervisors and Staff to be involved

<p>Meter Reading Software & Handheld Devices:</p> <p>Software & 10 Devices</p> <p>Software & 15 Devices</p> <p>Software & 20 Devices and above</p>	<p>1</p> <p>2</p> <p>3</p>	18	<p>Meter Reading software should be compatible with Solar billing System & be available at the time of bidding.</p> <p>Attached brochure of handheld devices that will be used in project</p> <p>Confirmation letter indicating the number of handheld devices that will be used in project</p>
<p>Locality</p> <p>Within Moqhaka</p> <p>Within Fezile Dabi</p> <p>Within Free State</p> <p>Outside of Free State</p>	<p>5</p> <p>3</p> <p>1</p> <p>0</p>	7	
Total		100	

