

	BID CLARIFICATION	Form No: RW SCM 00041 F Revision: 03 Effective Date: 31 Jan 2023
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..Bid Number **RW10394588/25RR**
Clarification Number **01**

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Date: 25 April 2025

BID NUMBER RW10394588/25RR

BID DESCRIPTION:

ACQUISITION OF A SAAS HYDRAULIC MODELLING & SURGE ANALYSIS TOOL INCLUDING SUPPORT & MAINTENANCE FOR A DURATION OF 12 MONTHS

The pages referenced are the pages of the **RW10394588/25RR** bid document. **BID DESCRIPTION: ACQUISITION OF A SAAS HYDRAULIC MODELLING & SURGE ANALYSIS TOOL INCLUDING SUPPORT & MAINTENANCE FOR A DURATION OF 12 MONTHS**

This clarification consists of 13 pages following.

SIGNATURES

Buyer Name :

Sourcing Manager Name:

Sign :

Sign :

Supply Chain Manager Name :

Sign :

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Number 1

- Regarding Bid RW10394588/25RR for the ACQUISITION OF A SAAS HYDRAULIC MODELLING & SURGE ANALYSIS TOOL INCLUDING SUPPORT & MAINTENANCE FOR A DURATION OF 12 MONTHS, we would like to formally request an extension of time for submission, our reasons are as follows.
1. At the time that the tender was published on the afternoon of 8 April 2025 it allowed only 29 calendar days to complete the bid, remove the weekends and the many holidays during this period it leave only about 15 days (14 and half) to complete the tender which is barely enough for the requirements of this bid.
 2. The application integration part of the tender requires that we investigate and reach out to some of the vendors with which integration is sought, especially the ones who do not have any publicly available details of their development platforms and APIs. e.g. Autodesk requires that you join their developer network and pay an annual fee of ZAR 40,000.00 before you can access any information regarding developing/integrating with AutoCAD or any of their applications. While we figure out how to navigate these kinds of challenges, the bid requires a lot from bidders that depends on a number of external parties that the bidder cannot control when they respond to enquiries, how they make the requested information available and whether they will respond at all.
 3. Parts of the bid may require design as the SaaS part and the application integration has requirements that are

Addendum was issued on E- Tenders portal

Extended closing date: 22 May 2025

Time: 12:00PM

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unique to Rand Water and have not been implemented or completed by us or any of our global partners in the 3000+ implementation completed to date. This cannot be accurately investigated and costed in 15 days. Our team is currently working on the bid document and our clarification questions will be sent in the next 24hrs, however we do recognise that the time allowed for this is not sufficient to compile and present a comprehensive bid. An additional 30 calendar days would be our recommendation.	
Number 2 1. . T1.3.2 Functional Evaluation (Page 7) How critical is the minimum 70% response conformation to T1.3.2. Would you consider any bids further with a lower response score?	Bids with a lower response score will not be considered as 70% is the minimum required score
2. Paragraph T1.3.2 G Method Statement (Page 10) The 2-point scale is inconsistent. • If 100% assigned for a Good submission, then what is defined as a Good submission? Or is the actual percentage from Annexure A used?	A score of 100% represents the benchmark for a “Good” submission on the 2-point scale. For evaluation, the actual percentage achieved from Annexure A will be applied to the method statement weighting of 45%. This assessment includes the quality of the submitted Systems Integration Architecture diagram and the proposed support and maintenance methodology. As such, any percentage score between 1% and 100% derived from Annexure A will determine the final method statement score.

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3. Paragraph T1.3.2 G Method Statement (Page 10) How critical is the submission of API Integration Certificates as part of the submission?	The submission of API Integration Certificates under Paragraph T1.3.2 G – Method Statement is critical, as it provides verified evidence that the proposed software solutions can integrate with Rand Water’s existing systems, including AutoCAD, ArcGIS, Maximo, SAP, SCADA, and Oracle. These certificates demonstrate integration capabilities and support seamless data exchange across platforms.
4. Paragraph C3.2 Scope of Work (Page 58) How many customers points does Rand Water expect to model with the Hydraulic Modelling & Surge Analysis Tool with Digital Twin Capabilities?	Please see Annexure C2.2: Pricing Schedule / Bill of Quantities (BoQ) and Table C3.2.2: Required saas Software Solutions and the Viewer. For a detailed breakdown of how many users will be using the tool and which functions they will perform, please refer to Table C3.2.1: Topics to be Covered in Skills Transfer and Knowledge Sharing. Four (4) primary users will be responsible for modelling using the Hydraulic Modelling and Surge Analysis Tool with Digital Twin Capabilities.
5. How many sensors does Rand Water expect to model with the Hydraulic Modelling & Surge Analysis Tool with Digital Twin Capabilities?	There are no sensors that need to be directly modelled or connected to the Hydraulic Modelling and Surge Analysis Tool with Digital Twin Capabilities. The proposed software solutions must integrate with SCADA to enable access to all required data and parameters

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6. Paragraph C3.1 (Page 57) & C3.2 (Page 59) The date of 30 June 2027 is mentioned as handing over date. Does that imply this is expected completion date of the project?	This date includes the support and maintenance of 12 months after implementation, estimating that the implementation will take 9 months if work contract commences in September 2025 as outlined under section Part 3 – Scope work.
It is stated on Page 59, that 90% compliance with capabilities in Annexure A, must be in place before provision & installation. Is 30 June 2027 then considered as the date of provision & installation, by when 90% compliance must be reached? 6. Summarised Exclusions (Page 64)	No, 30 June 2027 is not considered as the date of provision and installation. It must be read in conjunction with the bullet point below. It means that: The bidder should ensure that the proposed solution meets at least 90% of the listed technical requirements before provision and installation. While this level of compliance is not mandatory, it is encouraged to help Rand Water achieve the intended outputs and benefits. The bidder must complete and submit Annexure A in full, demonstrating how their solution aligns with the specified technical requirements. The completed Annexure A will be reviewed and validated during the due diligence phase to assess whether the proposed system is technically sound, suitable, and reliable for Rand Water's operational needs.
7. Summarised Exclusions (Page 64) What is exactly mean here with the wording "Summarised Exclusions" in this context. Please clarify	1) The scope excludes the duplication or replacement of existing applications, including but not limited to: GIS, CAD, Water Consumption and Customer Billing Systems, Microsoft Office, Enterprise Resource Planning, Enterprise Asset Management Systems, Laboratory Information Management Systems, and SCADA. These systems are already in use

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	and are expected to integrate with the proposed solutions, as illustrated in Figure 1 – Architecture Depicting Existing and Required Applications Integration. 2) The scope excludes full-scale professional consulting services provided continuously over twelve months. 3) The provision of alternative tools that fall outside the scope of the specified solutions is excluded. However, value-adding add-ons or extensions developed by the bidder, which complement the proposed solutions and align with the required system architecture, may be considered at Rand Water’s discretion
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Number 3

T1.3.2 Functionality Evaluation

Record of Previous Experience:

Questions:

8. How will this part be scored, since SaaS, Hydraulic Modelling and Surge Analysis are 3 different things, how will this be scored if a bidder has completed a project(s) where they only successfully delivered one or two out of these three, how will that be score?

e.g. if a bidder has completed one Hydraulic Modeling Implementation (not SaaS) plus one Hydraulic Modeling Implementation (Saas) and One Surge Analysis Implementation, will these fulfil the 'at least three requirement'?

9. Also note that there is no mention of Digital Twin in the previous experience scoring, will this experience be scored, can we omit this for purposes of this score and submit only for the product technical feature section of the bid document.

Rand Water's scope is a combination of all three.

This is a typo, an Addendum will be provided in that regard, i.e. Digital Twin is part of the scope in the previous experience.

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Human Resource Capacity

Question:

10. Must each and every resource we submit against this bid had a minimum of 3 year in all 3 competencies i.e. Hydraulic Modelling, Surge Analysis and Digital Twin or can we submit say one has a experience in Digital Twin only and the other has experience in Hydraulic Modelling and Surge Analysis.

Yes

SECTION B: CONTRACT

Part C1: AGREEMENT AND CONTRACT DATA

Questions:

- 4 For avoidance of doubt, should the Bidder sign the form offer and acceptance at bid stage or at appointment stage (if their bid is successful)? This is especially directed at **Part C1.2 CONTRACT AGREEMENT** as it requires both parties to sign.
- 5 The able on page 51 which refers to clause 5.2 Time for payment, at what stage of the bid will the **percentage per annum** indicated there be discussed/agreed to?

Refer to prequalifier number 1 – form of offer.

If the bidder is successful, the bidder must sign C1.1.2

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Pricing Data 2.2 Pricing Schedules / Bill of Quantities (BoQ) Question: 6 In the case where Hydraulic Modeling solution and the Surge Analysis solution are one (sold and packaged as one named solution), should the bidder price this 20 times (13 + 7), in this case one license = HMA + SA? How many of the individual users that need HMA, also SA? Will 13 x HMA licenses that contain SA be sufficient is we do not quote for the SA as it is contained in the HMA (13 licensed will be available at any given time).	Thirteen (13) Yes
Part C3: Scope of Work C3.1. DATES FOR DELIVERY AND COMPLETION Question: 7 The tender state that the acquisition and support is for months, It is estimated or expected that the contract will be in place on or before 1 September 2025 yet the hand over deadline for software documentation is set at a date beyond the 12 months which is 30 June 2027. It further states that the contract will end when funds are exhausted or after 21 months (1 year and 9 months).	This date includes the support and maintenance of 12 months after implementation, estimating that the implementation will take 9 months if work contract commences in September 2025 as outlined under section Part 3 – Scope work.

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Question:

- 8 Upon signing the contract for this tender, is the contract valid for 12 months or is it valid for 21 months?

9 months implementation + 12 months support and maintenance = 21 months

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SCOPE OF THE BID

Provide and Install the Latest Tested and Stable Versions of:

- Hydraulic Modelling and Analysis Software.
- To construct hydraulic models within ArcGIS Pro and AutoCAD

Question:

9. In 2008 ESRI, Bentley and Autodesk signed an agreement to open their applications for out of the box collaboration (integration), this meant that certain applications would work directly inside another and leverage the feature of another in the interface of another, e.g. AutoCAD can operate inside ESRI and vice-versa and WaterCAD can operate in AutoCAD and ArcGIS and vice-versa. This collaboration has proven very useful and a success for all 3 vendors for many years, It has however always required that any 2 or all 3 applications to be deployed in the same environment e.g. same desktop, same server or same cloud where they can detect each other installation and automatically initiate their integration. This important feature will be lost to Rand Water is the different applications are deployed in different environments. Is Rand Water open to deploy all 3 of these applications in the same SaaS environment in order to exploit this already existing benefit?

Kindly indicate your proposed integrated deployment approach in the architecture diagram, clearly illustrating how the three applications will co-exist, whether within the same SaaS environment or across different environments, while ensuring seamless integration.

Figure: 1 ARCHITECTURE DEPICTING EXISTING AND REQUIRED APPLICATIONS INTEGRATION

Question:

10 In Figure 1 the heading refers to **Application integration** specifically and also depicts a bi-directional integration with the SaaS solutions sought. There is however no clear separation of where application integration should take place VS data integration. A number of listed applications such MS Excel, LIMS to some extent SCADA and AutoCAD will have a data relationship where the applications will share common sources but do not have any practical bi-direction communication/exchange. E.g. ‘- Rand Water users to automatically extract and present tabulated results and/or graphs in MS Excel for executives as needed – while this is the simplest example, the same also applies to the functions and relations the modelling software will have with others e.g. historians etc. Excel in this case is a data dump/repository. Meaning the relationship is with an Excel sheet not exactly the MS Excel application. Excel in this case does not send any reverse information/instruction to be categorized as bi-direction.

Does Rand Water have a detailed data integration diagram and a detailed application integration diagram of their expectations? Should the bidder design and provide according to their understanding of the practical relationship for both data Integration and Application integration

The bidder should design the architecture diagram to reflect how their proposed solutions are expected to integrate with Rand Water’s existing applications, ensuring clarity in system and/or data integration.

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Annexure A Questions: 11 In regards Annexure A, the last column calls for the following information to be provided "Substantiation of Compliance via Evidence Reference Documents, Videos, Narration, or Graphical Presentation to be provided by a Bidder". How would Rand Water like for the bidder to respond"? Should or could we provide hyperlinks to our Wiki content to substantiate our compliance? Or should we list the type of substantiation such as "documents, videos, narration, or graphical presentation" so Rand Water can request these documents at a later date?	Due Diligence will still be conducted to validate the listed types of substantiation such as "documents, videos, narration, or graphical presentation that were submitted as part of the bid response.
12 Related to question 1, on p. 59 the RFP states, "Pre-provision and Installation Requirements - Ensure that, before provision and installation, these solutions and the intelligent viewer are at least 90% compliant with the capabilities outlined in Annexure A..." This seems to indicate that Annexure A compliance should be answered with the assumption that product compliance should be achieved no later than the provisioning and installation period which is after June 2026. How does the substantiation requirements in Annexure A described in question #1 agree with this statement on p. 59?	No, 30 June 2027 is not considered as the date of provision and installation. It must be read in conjunction with the bullet point below. It means that: The bidder should ensure that the proposed solution meets at least 90% of the listed technical requirements before provision and installation. While this level of compliance is not mandatory, it is encouraged to help Rand Water achieve the intended outputs and benefits. The bidder must complete and submit Annexure A in full, demonstrating how their solution aligns with the specified technical requirements. The completed Annexure A will be reviewed and validated during the due diligence phase to assess whether the proposed

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	system is technically sound, suitable, and reliable for Rand Water's operational needs.
TABLE C3.2.2 REQUIRED SAAS SOFTWARE SOLUTIONS AND VIEWER 13 Refer to question asked in Pricing data about how to quantify licenses if both HMA and SA are in one solution.	Refer to pricing data above, i.e. number 6.
DATA HOSTING AFFIDAVIT Request: 14 The document refers to Annexure B or DATA HOSTING AFFIDAVIT and has in brackets ("SEE ATTACHED") yet there is no ANNEXURE B attached to the document, will you please share this ANNEXURE B	Data hosting affidavit attached as an Annexure B on E-tender portal.