



14 MAY 2026

## **NOTICE TO TENDERERS – NO 2.**

**TENDER NUMBER :** 203S/2025/26

**BOX NUMBER:** Box Number 242

**ADVERTISED CLOSING DATE:** 1 June 2026 @ 10h00am

**EXTENDED CLOSING DATE OF TENDER:** 01 July 2026 @ 10h00am

**DESCRIPTION:** SUPPLY, INSTALL AND MAINTAIN, AN EMERGENCY POLICING & INCIDENT CONTROL SYSTEM, AN INVESTIGATIVE CASE MANAGEMENT SYSTEM AND A CONTRAVENTIONS SYSTEM FOR THE CITY OF CAPE TOWN

Tenderers should take note of the following:

### **CLOSING DATE EXTENSION:**

Closing date extended from 01 June 2026 to 01 July 2026

Tenderers are to return a signed copy of this notice with the submission of their Tender. **Failure to return a signed copy of the Notice may result in the Tender being declared non-responsive.**

### **NOTICE 1 TO TENDERERS:**

Notice 1 has been made available on the City of Cape Town Tender Portal and the National Treasury eTender Publication Portal.

### **COMPULSORY BRIEFING SESSION DEMO VIDEO:**

The recording of the compulsory briefing session is available to assist tenderers in the preparation of their submissions. The link will be available until 21 May 2026 after which it will be removed.

Access to the recording can be obtained via the following link:

[Compulsory Clarification Meeting Recording](#)

### **REPLACEMENT PAGES:**

Replacement pages 44R, 59R, & 60R.

### **QUESTIONS OF CLARITY:**

Please see the responses to the questions of clarity to date below:

#	Questions of Clarity Received	Response
1.	<b>Evaluation Criteria &amp; Demo:</b> The evaluation criteria allow to score 0 or 1 or 2 points for mandatory requirements. However, as per the page 11, it is required that all mandatory requirements with YES in Column G are required to be included in the video and failing to provide the demo for all the minimum functional requirements will render the tenderer non-responsive. Does it mean, that there's zero tolerance for all mandatory features required to be covered in the demo	<b>Minimum Technical Specification (Eligibility)</b> The returnable <b>Schedules F.13.A.1, F.13.B.1 and F.13.C.1</b> list the minimum technical specifications that a tendered solution must provide for Schedules A, B and C respectively. Depending on the Schedule you are responding to, the tendered solution must meet the minimum technical specification. This Schedule also includes whether a Demo is required or not. The answer is a "Yes" or "No" in Column F and Column G indicates if you need to provide a demo or not on the line item. <b>Technical Fit Scoring (Functionality)</b>

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	and therefore they're always expected to score 2 points?	<p>The returnable <b>Schedules F.13.A.2, F.13.B.2 and F.13.C.2</b> requires bidders to indicate how the tendered solution can provide this functionality by completing <b>Column G</b> and selecting either "Vendor Customisation, Low Code Development, Configuration or Standard Functionality" for items marked "<b>Technical Fit</b>" in <b>Column E</b>. Points are allocated to functional scoring based on your selection.</p> <p><b>Additional Capability Scoring (Functionality)</b>  The returnable <b>Schedules F.13.A.2, F.13.B.2 and F.13.C.2</b> requires bidders to indicate if the tendered solution can provide additional capabilities by completing <b>Column G</b> and selecting either "Vendor Customisation, Low Code Development, Configuration, Standard Functionality or Not Supported" for items marked "<b>Additional Capability</b>" in <b>Column E</b>. Points are allocated to functional scoring based on your selection.</p>
2.	A.1.1.1 (a) Please describe expectations around PABX integration and what PABX system is currently in use -	The current PBX is Sinch. At the time of implementation, a new Channel Management solution will be in place which will include telephony. Please refer to Pg 76, Figure 3. Your proposed Schedule A solution must integrate with the telephony solution in place at the time to fulfil the requirements of A.1.1.1. The respective implementer will have to work with the Channel Management implementer to ensure integration is successful.
3.	A.1.1.3 (e) What location services are available and expected to be integrated? (AML / LBS / base station detection)	No location services are currently in use but we expect the solution to be able to integrate with any future location-based services that become available to the City.
4.	A.1.1.4 (a) Is it expected to integrate an external contact directory?	Yes, please see integration touch points on pg.112. Additional integration with other contact directories may be required.
5.	Please explain the difference between categorisation and classification of incidents using examples	<p>The current EPIC categorisation structure is a 4-tiered one consisting of:</p> <ol style="list-style-type: none"> <li>1. Type</li> <li>2. Sub-type</li> <li>3. Category</li> <li>4. Sub-category</li> </ol> <p>The 5<sup>th</sup> level is a classification level that offers additional information pertaining to the above categorisation. This is used to group incidents under a single classification e.g. COVID 19.</p> <p>It is our intention to restructure the categorisation/classification environment which will be done in design workshops with the successful bidder. The excel workbooks labelled Appendix A, B &amp; C contain the demo data which provide examples of categorisation in Sheet 9 "Detailed Incident Category".</p>
6.	Please specify if and how should the system rely on internet connectivity (requirements mention WhatsApp, Teams, so some internet access seems needed).	Under the correct security protocols, break out to the internet is available.
7.	A.1.2.3 (b) Are there specific use-cases for API for third party apps or only feature domains as specified?	Current third-party applications are listed which use API integrations. Please refer to pg. 114.
8.	Many of the mandatory requirements (especially around API design) are very specific and yet expected to be delivered without development or customization. Please clarify the expectation	<p>The expectation is that the requirement must be achieved. The manner of how it must be achieved is not stipulated under mandatory requirements.</p> <p>The manner of achieving same is tested under functionality i.e. standard functionality, configuration, low code development or customisation.</p>
9.	A.1.3 Please specify the expected implementation approach for integrating surveillance sensors (cameras) and live feeds. Is	VMS is in place and the expectation is that integration to this VMS would be achieved. Please refer to pg. 107, clause 5.3.1.9.3.

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	VMS in place or is it expected that the bidder proposes a VMS? (There is an existing camera platform mentioned).	
10.	A.1.3.1 Display of camera feed / footage is mandatory, while the integration with an existing camera platform is non-mandatory. Please clarify.	Please refer to integration touch points – A.1.3 on pg. 115 (Camera System).
11.	A.1.3.2 (b) Does saving of camera footage for specific time imply that the bidder is expected to provide a video processing technology or is there an existing API available? If it's an API, how is it expected to be demonstrated in the video?	No, we do not expect the bidder to provide a video processing technology. There is no requirement for integration via API to be demonstrated.
12.	A.4.5 Please clarify expectations around video calls implementation. Is the bidder expected to provide a video conferencing technology? (e.g. there's an additional requirement for integration with Teams, which, however, would imply a requirement of having the system partially open to the Internet)	The expectation is that the solution for Schedule A will integrate into a Channel Management solution that is available at the City at the time of implementation. There is no mandatory requirement to integrate into Microsoft Teams.
13.	Will customers provide all necessary APIs and licenses or are any expected to be the bidder's responsibility?	API's are available for all existing integrations to the current EPIC system. It is expected that the bidder will provide its own API for their proposed solution.
14.	A.4.1.1 (c) Please specify the expected mechanism of linking a radio recording to the RFS. Is it expected to be automated via some API or is it expected to be a manual user action?	We are responding to A.1.4.1 (c) and not A.4.1.1 (c). See integration touchpoints for A.1.4, pg. 116.
15.	A.4.1 There's a requirement to potentially include TETRA radio tracking. Please specify how the API will be provided.	We responding to A.1.4 and not A.4.1. The API will be provided by CCT.
16.	F.1.1.6 (c) Please clarify how routing and traffic information is expected to be implemented. Should it rely on the provided ArcGIS server? Are / will the necessary services commissioned?	Currently Turn by Turn notification is provided by google maps to mobile devices. Route information is also printed and provided to Fire on dispatch via the "Ibase" system which is provided by an instance of SAP CRM 7.0. SAP CRM 7.0 will not be available to provide this functionality for the tendered solution. Future route information could be provided by ArcGIS or google maps as an example.
17.	Please clarify expected high availability topology. Are two sites expected or more? Is the site's infrastructure ready for high availability (e.g. redundant connectivity)? Is there expected to be a failover arbiter on an additional site (cloud)?	CCT has two Datacentres, the proposed solution design must cater to be highly available and include failover in its design. There is no expectation to failover to a third site or cloud.
18.	Regarding the requirement for field access via mobile devices, we note the City's existing investment in the TETRA network. Does the City require the CAD solution to provide a native voice gateway (bridging mobile broadband devices to TETRA talkgroups) as a mandatory functional requirement, or will this be evaluated as a non-mandatory value-added capability during the technical scoring phase?	Don't require native voice gateway.
19.	<b>Resource/Workplace Planner:</b> Is the Resource/Workplace Planner responsible for the actual unit dispatch for the pre-planned events or he only allocates the units meaning that he creates a recommendation of the units to be dispatched? Are the units dispatched automatically on a designated date/time or does a dispatcher perform the actual units	The pre-planned events can be created by multiple roles e.g. Workforce Planner, Dispatcher, Supervisor. Units can be allocated / dispatched to pre-planned events by multiple roles e.g. Same as above. Once allocated/dispatched, tasks are created in the system and automatically allocated to the respective unit.

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	dispatch for the pre-planned events? (Ref: TABLE A.1).	
20.	<b>Reporting User:</b> Could the role of Reporting user be described in details? What are the responsibilities of the Reporting user and his access to the system? (Ref: TABLE A.1).	This role provides access to the built-in standard reporting. This role will be assigned to a wide range of staff across the organisation in different positions.
21.	Please could you share the necessary powerpoint presentations and recordings from the tender briefing session held in Cape town on the 23rd of April?	Has been shared via Notice 1 on the 30 <sup>th</sup> of April 2026.
22.	Would it be possible to provide the bidders with the excel spreadsheets for the mandatory and additional capability compliance matrix.	All eligibility and functionality spreadsheets are available on the City portal and eTender portal.
23.	During the briefing session, the presentation showed excel spreadsheets which included drop down menus for the compliance schedule of the tender.  Would it be possible for you to forward me the excel spreadsheets as we only have them in pdf format.	All eligibility and functionality spreadsheets are available on the City portal and eTender portal.
24.	Could you please confirm which COP map should be used for the proposal demo video?	The COP map functionality being proposed can be used to demonstrate your solutions capabilities aligned to the demo requirements.
25.	Is it mandatory to use maps specifically from Cape Town, or may we use map data from other countries or regions?	Any map can be used to demonstrate your solutions capabilities aligned to the demo requirements.
26.	If a Cape Town map is required, kindly provide the relevant map data or direct us to the appropriate source.	Cape Town map not required to be used.
27.	A.1.1.3 (e) How does the as-is EPIC system obtain a caller's location? (e.g. AML, LBS, or other method?)	The only caller location the current EPIC system receives is via the "Citizen app" which has an opt-in feature that provides GPS co-ordinates should a user activate this feature. This is only possible when incidents are logged via the Citizen app.
28.	A.6.1.2 (d) 1. Is the shift pattern same for permanent employees and temporary employees? 2. If not same, how to configure the shift patterns for the temporary employees	Shift patterns are the same for temporary or permanent employees.
29.	F.1.1.1 (j) Please give what SLA items the current EPIC is using ? The proposed EPIC offers SLAs including call taking time out, dispatching time out, etc	All incident statuses should preferably have an SLA that is configurable. Priority and categorisation can dictate the SLA value.
30.	A.5.1.1 (a) What are the usage scenarios for "Resolve RFS" and "Close RFS," and what are their differences?	In the incident / RFS lifecycle there are two 'phases' near the end of the cycle that move the incident towards finalisation. 1) Resolve the RFS which consists of several actions (as per tender document) and results in the RFS status being put into 'Complete' status – this means that service has been delivered on scene and that the resources are physically leaving the scene. This is the end of the management of the 'acute' incident. 2) In order to move the incident into 'Closed' status requires that any follow up activities have been registered, and all required administrative / paperwork / incident forms have been properly submitted.
31.	A.5.1.2 (b) What is the purpose of this feature? Please clarify its specific usage scenario.	Ongoing Status - Certain incidents attended to by different agencies have different timelines - i.e.: Fire extinguishers the

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		fire, packs up and leave the scene, but Disaster Risk Management stays on scene for a lot longer. The incident can be put in 'Ongoing Status' to provide better situational awareness and to support effective map filters, status management, reporting etc. This status is measured individually and is a precursor to the 'Close' Status.
32.	5.2.1.5 Must we provide 3 sets of EPIC Transactional System, and deploy them as Production, Quality Assurance/Test, and Development ? Or we only show we have the capability that our proposal can be deployed into 3-tier environment, namely Production, Quality Assurance/Test, and Development. Please clarify.	There is no need to demonstrate that you can support a three-tier architecture for Development, QA/Test and Production. You must confirm that your solution will be deployed as a three-tier system to fulfil the requirements of the tender specification.
33.	5.2.1.6 1. Should this training instance be deployed under the test environment? 2. Please specific the number of users for the training instance, such as how many call takers, dispatchers, etc.	The Training instance cannot be deployed to the Production instance. A small instance is required to address training requirements for 25 users per role with the exception of mobile users which is 500.
34.	5.1.3.2.1 Please share demo video for the EPIC Mobile App	The recording of the compulsory clarification meeting will be made available to all attendees.
35.	B.1.1.2 (b) Please give an example to clarify this feature and its specific usage scenarios.	Not all incidents captured on the ICM system end up as investigations and requires approval from an authorised person. Certain incidents get escalated to investigations and an investigation case number is allocated immediately.
36.	B.1.1.3 (a) Please share demo video for the ICM application, and ICM Mobile	A demo of the ICM application was not provided at the compulsory clarification meeting. There is no ICM mobile app currently in use.
37.	5.2.3.5 Should we provide 3 sets of ICM application, and deploy them as Production, Quality Assurance/Test, and Development ?	There is no need to demonstrate that you can support a three-tier architecture for Development, QA/Test and Production. You must confirm that your solution will be deployed as three-tier system to fulfil the requirements of the tender specification.
38.	5.2.3.5 1. Should this training instance be deployed under the test environment? 2. Please specific the number of users for the training instance, such as how many Investigator, Investigation Case Manager, etc.	The Training instance cannot be deployed to the Production instance for ICM. A small instance is required to address training requirements for 10 users per role.
39.	1. Can you please clarify if a concurrent licensing model can be offered for Schedule A1 page 45-46 of the tender. 2. If concurrent license model can be offered, can you please indicate that maximum number of users per role that will be logged in at the same time per shift? 3. If a concurrent pricing can't be provided, a per user cost can be supplied as requested, however, maximum concurrent sessions per specified role type will be required from the City.	Please complete the "Price Tables" provided and respond accordingly. Do <b>Not</b> alter the price tables in any way or form. Failure to comply with pricing instructions may result in the tender being declared non-responsive.
40.	<b>Primary Question:</b> Could the City please confirm whether a Software-as-a-Service deployment model with in-country cloud hosting would be considered acceptable for Schedule B, provided the proposed Investigative Case Management solution fully complies with all mandatory functional, technical, security, jurisdictional,	Only on-premise perpetual solutions will be considered and is described in the tender specifications. Any alternative solution will be considered a material deviation from the requirements of the specifications and will be declared non-responsive.

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	evidentiary, auditability, integration, support, and performance requirements?	
41.	<p>If a tenderer is able to solve for all three schedules, how do you want us to cost overarching programme and project management, managed services / support, and any other overarching / transversal services that are in scope? Do we duplicate all cost components across all responded to schedules individually, implying duplication of costs across the overall submission?</p> <p>o Furthermore, if more than one schedule can be delivered via a single solution, how must license costing be split across the impacted schedules A, B, and C?</p>	Each schedule will be assessed and awarded as an individual schedule in its entirety. <b>Refer to Clause 2.1.5.1 on Pg. 5.</b>
42.	Is any integration required for control room wallboards?	No
43.	<p>Are there any fleet management / ALV / vehicle tracking integration requirements, and if so, to what platforms?</p> <p>o Further to this, are there any related requirements for shift start vehicle and/or equipment checklists, or fleet management interface driven functionality to add/remove vehicle shift availability due to planned/unplanned maintenance, withdrawal due to breakdowns / accidents?</p>	<p>Yes, there is a Fleet Management system, but no integration currently. Information is shared via manual download of a flat file and uploaded to the current CAD system. Current platform is SAP for fleet information.</p> <p>Yes, there are vehicle tracking systems, but no integration currently. Current Platform is C-Track.</p>
44.	What telephony system is currently used in control room / contact centre?	Current telephony system is Sinch. Sinch will be replaced with a new solution, with an anticipated implementation start date of April 2028.
45.	What are the current workstation hardware & software configurations for call takers and dispatchers? What screen sizes / ratios are being used?	17 processor, 34" and 27" wide screen and the desktop operating system is Windows 11.
46.	What digital evidence and video management solutions are currently in use and will they remain in use?	Teleste for CCTV.
47.	<p>For user license pricing, please confirm whether either named user quantities or concurrent licenses can be quoted? If the latter, please provide relevant numbers per the below:</p> <ul style="list-style-type: none"> <li>CAD:</li> </ul> <p>If the latter, per 5.2.1.4, please clarify concurrent CAD user quantities for all identified user groups.</p>	<p>Please complete the "Price Tables" provided and respond accordingly. Do <b>Not</b> alter the price tables in any way or form. Failure to comply with pricing instructions may result in the tender being declared non-responsive.</p> <p>Estimated Quantities per schedule are provided for each role in the tender document.</p>



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48.	<p>Additionally for CAD, what are the definitions/role descriptions of Fieldworkers, Reporting and Commander/Supervisor from a CAD requirements perspective?</p> <p>What are the particular RFP specified roles / user quantities (named and/or concurrent) required for workforce planning, specifically:  1 – managing workforce definitions / master data i.e. responders, vehicles, equipment, unit definitions, etc?  2 – defining and managing supervisor, call taker, dispatcher, and responder shift schedules?</p>	<p><b>Workforce Planner:</b>  This role is assigned to a wide range of staff across the different departments. These are users who would manage organisational data such as HR, fleet, units, shifts and other information to ensure that the workforce is accurately reflected in the solution and is ready to be utilised in proactive and reactive work. The role allows them to create pre-planned work in advance, allocate the units accordingly and manage these RFSs' through to completion.</p> <p><b>Call Taking:</b>  This role is given to Call Takers in the Public Emergency Contact Centre and Fire Control Room predominantly. It provides these users with the functionality to handle incoming voice calls and other channels and log the RFS accordingly.</p> <p><b>Dispatcher:</b>  This role is given to control room staff across the operational departments (Policing, Fire &amp; Rescue and Disaster Management) and allows them to transact on the system and dispatch resources to incidents. The role (and/or their organisational assignment) should provide them with the functionality to transact only with the work and units assigned to their departments.</p> <p><b>Fieldworkers:</b>  This role is for the frontline, operational staff in the departments who work in the field and predominantly engage the proposed solution with the provided mobile application. This role allows them to receive tasks and manage these to completion.</p> <p><b>Reporting:</b>  This role provides access to the built-in standard reporting. This role will be assigned to a wide range of staff across the organisation in different positions.</p> <p><b>Commander/Supervisor:</b>  This role provides middle to senior management across the different departments with an oversight ability to manage their departments, the units allocated to it, the workload, and other associated data.</p>
49.	<p><b>ICM</b>  Per 5.2.3.4, please clarify ICM user quantities for all identified user groups, both named and concurrent.</p> <p><b>Contraventions</b>  Per 5.2.4.3, please clarify Contraventions user quantities for all identified user groups, both named and concurrent.</p>	<p>Please complete the "Price Tables" provided and respond accordingly. Do <b>Not</b> alter the price tables in any way or form. Failure to comply with pricing instructions may result in the tender being declared non-responsive.</p> <p>Estimated Quantities per schedule are provided for each role in tender document.</p>

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50.	For ICM and Contravention data migration, who will be responsible for cleansing and testing?	CCT will be responsible for data cleansing and User Acceptance Testing.
51.	Are there any historical transaction data migration requirements for CAD based on the 3 million incidents managed via EPIC?	A green fields approach is to be used for the CAD solution with regards to transactional data.
52.	For Contraventions data migration in 5.2.4.2 – What is the data volume for the SAP CRM Oracle DB per the excerpt from the RFP below?	The estimated total Oracle DB size for Contraventions is 1TB. The estimated total content server size is shown on pg. 180.
53.	Can money flow analysis capabilities as required in ICM be explained in some further detail? What capabilities from the platform are expected?	This would be the ability to analyse uploaded financial documentation to provide insight into the flow of money between entities and individuals.
54.	Does the City have any remote call taker / dispatcher requirements, i.e. work from home should the call centre be out of commission?	Yes, this ability is achieved via VPN connection.
55.	Does the City use any remote call taker / dispatcher command vehicles? If so, how many vehicles exist and what are their physical and technical configurations?	No.
56.	Will contraventions be used by all or only some agencies working under COCT? o For each in-scope agency, what by-law frameworks must be catered for and are they available digitally, or will they need to be manually configured in a contraventions solution?	The Safety and Security Directorate will only use the Contraventions system. All by laws have been configured manually and will be provided by the City for the relevant agencies.
57.	When creating a contravention in the field, must a CAD incident/RFS be auto created?	Yes
58.	Are there any billing requirements for consumables used in an RFS/incident?	Yes, which is dependent on the details captured on the incident form.
59.	Can you please provide user descriptions of each role type and per Schedule A, B and C? We need to have a better understanding of each role and what system functions they need to perform to match the correct software module(s), which will influence pricing.  • Schedule A Can you please clarify what is expected from the Commander/Supervisor role P45? Are they required to have dispatching capabilities?	Refer to row # 48 for CAD role clarification.  Commander/Supervisor do not have dispatch capabilities.  <b>ICM Roles</b> <b>Case Administrator:</b> This role is assigned to office-based staff who administer the cases through their creation and lifecycle management. These users will assign others to the cases and manage timelines etc.  <b>Investigator:</b> This role is assigned to the investigative workforce including field and office-based staff who perform full range of investigative actions including capturing evidence, and the ongoing management of cases assigned to them.  <b>Evidence Officer:</b> This role is assigned to staff responsible for the management of the lifecycle of digital evidence including uploading, searching and tagging.



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		<p><b>Intelligence Analyst:</b> This role will allow assigned staff to analyse all data within the system to determine where links exist and provides updates to cases and management.</p> <p><b>Contraventions Roles</b>  <b>Contraventions Administrator:</b> This role is provided to users who oversee user access, contravention management and reporting tools.</p> <p><b>Field Officer / Staff:</b> This role is for frontline staff who issue electronic fines / by-laws / contravention notices.</p> <p><b>Contraventions Manager:</b> This role is for middle and senior management staff who need to have an overview of the Contraventions system and access reports relating to utilisation of their applicable staff.</p> <p><b>System Administrator:</b> This role is for users who oversee the configuration of the system and its utilisation.</p>
60.	Can you please clarify what is expected from the reporting user? What needs to be reported and who should they report to? What type of reporting will be required, dashboards and/or documented type reports.	Refer to row # 20
61.	Can you please clarify in more detail the difference between A 1.8 and A 1.9 on page 46? Will a license be required for the vehicle and for each responder/person in the vehicle?	The expectation is to complete the licence table as explained in the clarification meeting. If licences for the mobile application is included in the user roles, then state "Included" within the total price column.
62.	Should bidders include the integrations of vehicle tracking (via C-Track) and TETRA location tracking (via Motorola DIMETRA)? If yes, please provide required capacity (no. of subscribers)	Please refer to the tender document pg. 84 for tracking specifications. Approximately 3000 vehicles and 6000 TETRA devices.
63.	Kindly provide detailed definitions of user roles, their responsibilities and expected knowledge in context of EPIC, so it's clear for they need to be trained for.	Refer to row # 48 for role clarification.
64.	As per 5.3.1.9.4 Drones, it will be required in the future that the drone locations will be tracked GIS. Please clarify if this feature must be included in the bid and whether CoCT will ensure the necessary API compatible with the type of utilized drones.	To be catered for as additional capability in the bid. CCT will provide the API when this function is required in the future.
65.	Kindly clarify which Functional Technical Specifications are related to ILM integration	System implementer will need to work with the Identity Lifecycle Management provider to ensure successful integration between the two systems, to achieve identity management.
66.	<p>Schedule A Sizing and Roles Sizing and Roles for Investigative Case Management:</p> <p>1. Workforce Planner: 1200 2. Call Talking: 460 3. Dispatcher: 350 4. Fieldworkers: 5450 5. Reporting: 800</p>	<p>Estimated Quantities per schedule are provided for each role in the tender document.</p> <p>Refer to row # 48 for CAD role clarification.</p> <p>Refer to row # 59 for ICM role clarification.</p>

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	<p>6. Commander/Supervisor: 880</p> <p>1. Please confirm the number of users per shift or the total number of users for all shifts in the table?</p> <p>2. Please confirm whether there are three shifts in a day?</p> <p>3. The number of Commanders/Supervisors needs to be specified. How many call taking supervisors and dispatch supervisor, Unit Commanders are there, etc?</p>	<p>The figures provided are estimated overall totals. There are approximately 4 shifts and users are spread evenly across the shifts. Each shift is generally 12 hours but this needs to be configurable.</p>
67.	<p>Schedule A Maintenance and Support Services Requirements for Maintenance and Support Services. Please specific how many years of maintenance service for EPIC transactional should be provided from OEM</p>	<p>For the duration of the contract (15 years).</p>
68.	<p>Schedule A Data Migration Services The following items is about Data Migration Requirements from the tender document. Data Migration Requirements for Investigative Case Management Data Migration for Contraventions</p> <p>After reviewing the tender document, we note that both Schedule B and Schedule C clearly specify requirements for data migration. Please give clarification on whether data migration is also required for Schedule A.</p>	<p>Refer to row # 51.</p>
69.	<p>Schedule B Sizing and Roles Sizing and Roles for Investigative Case Management:</p> <p>1. Case Administrator: 55 2. Investigator: 320 3. Investigations Manager: 35 4. Evidence Officer: 40 5. Intelligence Analyst: 40</p> <p>1. Please confirm the number of users per shift or the total number of users for all shifts in the table?</p> <p>2. Please confirm whether there are three shifts in a day?</p> <p>3. The number of users for ICM mobile needs to be specified.</p>	<p>Estimated Quantities per schedule are provided for each role in the tender document.</p> <p>Refer to row # 59 for ICM role clarification.</p> <p>The figures provided are estimated overall totals. Normal shifts and standby apply but this needs to be configurable.</p> <p>ICM mobile users are estimated at 320.</p>
70.	<p>Schedule B Maintenance and Support Services Requirements for Maintenance and Support Services. Please specific how many years of maintenance service for ICM should be provided from OEM</p>	<p>For the duration of the contract (15 Years).</p>
71.	<p>Schedule A &amp; B Managed Services Please confirm whether the Managed Services should be provided by the integrator.</p>	<p>The requirement set out in the tender is for a Managed Service to be provided to the City.</p>

#	Questions of Clarity Received	Response
72.	<p>Schedule A &amp; B Professional Services SCHEDULE A.6: PROFESSIONAL SERVICES OF THE EMERGENCY POLICING &amp; INCIDENT CONTROL SYSTEM</p> <p>Which professional services will be provided by the integrator, and which will be provided by the vendor? Needs to be confirmed with the integrator.</p>	<p>The requirement set out in the tender is for Professional Services to be provided to the City.</p>
73.	<p><b>P14 – A.3: Tendering Entity Experience.</b> Specifically, we would like to understand how project references will be evaluated in the following scenarios:</p> <ol style="list-style-type: none"> <li>1. Will project references from sub-contractors be recognised and scored under the prime bidder's submission?</li> <li>2. If not, would it be necessary to formalise a consortium or joint venture arrangement for such references to be considered for scoring purposes?</li> <li>3. Alternatively, will only project references of the prime tendering entity be recognised for evaluation?</li> </ol> <p>Furthermore, please confirm whether all qualifying references must be submitted directly under the prime tendering entity, or whether supporting documentation from sub-contractors would be acceptable.</p>	<ol style="list-style-type: none"> <li>1. References of the bidding entity will be considered.</li> <li>2. Yes</li> <li>3. Yes</li> </ol>
74.	<p>We are writing as we have an inquiry regarding the submission process and conditions, for we are a foreign company (Egyptian based) and we would like to know the possibility for applying directly in the tender without being registered in the supplier database, as we have tried so but we are afraid the requirements do not apply in our case (required a work permit number), Geomakani is a pioneer system integrator company, established in 2019, specializes in the integration of Geospatial technologies, innovative Geospatial solutions and business development. We offer a range of costumed services and solutions with the distribution of Hexagon Public Safety, Infrastructure and Geospatial Products in the Middle East and Africa. Our fields of work cover the web, AI, and GIS applications, as well as public safety services and solutions, remote sensing services as image processing, digital maps, land survey and land management system among others. We wish to be part of this project, as we possess the expertise and technology required therein, therefore, we kindly ask for a confirmation of the possibility to apply without a CCT Supplier Database Registration at the moment.</p>	<p>The requirements in the tender document pertaining to CCT Supplier database registration as well as CSD as stipulated on page 7, paragraphs 2.1.7 and 2.1.8 of the tender document.</p>

SCMTDCRS13

On behalf of the Director SCM

**ACKNOWLEDGEMENT OF RECEIPT FOR AND ON BEHALF OF THE TENDERER IN RESPECT OF TENDER NO 203S/2025/26**

At ..... on this ..... Day of .....2026.

**Signature:** .....

**Name of Signatory:** .....  
(In ink and capitals)

**Tenderer:** .....  
(Name of firm in ink and capitals)