



RFP46/2022

SUPPORT AND MAINTENANCE OF CENTLEC ON-LINE PREPAYMENT VENDING SYSTEM

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1. Invitation

CENTLEC (SOC) LTD, a municipal entity distributing electricity in Mangaung and other municipalities invites suitable service providers to support and maintain the existing on-line pre-payment vending system for a period of thirty-six (36) months.

2. Minimum Submission Requirements

Any omission of the below listed items would render and automatic disqualification

- 2.1 Supply unique security personal identification number (PIN) from SARS for TAX compliant status.
- 2.2 Supply municipal services (water, sanitation, rates and electricity) bill(s) not owing more than thirty (30) days; or valid municipal clearance certificate.
 - 2.2.1 The lease agreement must be signed by the applicable stakeholders. In an event that the Bidder utilizes prepaid services (e.g. water and or electricity) a valid municipal clearance certificate(s) must still be provided.
 - 2.2.2 Bidders that are CENTLEC (SOC) Ltd customers are also expected to attach a valid electricity clearance certificate.
- 2.3 A valid letter of good standing from the Compensation Commissioner, Department of Labour.
- 2.4 Submit proof of registration on the National Treasury Centralized Supplier's Database.

3. ABBREVIATIONS

- 3.1 SOAP – Simple Object Access Protocol
- 3.2 TSM – Transportation System Management
- 3.3 STS – Standard Transfer Specification
- 3.4 MSCOA – Municipal Standard Chart of Accounts
- 3.5 APN – Access Point Name

4. APPLICABLE STANDARDS

The following standards shall refer and apply as stipulated in the specification:

- a) NRS009-6-10 / XMLVend
- b) NRS 009-6-10: Electricity sales systems – Part 6: Interface Standards – Section 10: On-Line Vending Server – Vending Clients
- c) IEC 62055-xx: Electricity Payment Metering Systems
- d) STS Parts 1,2 and 3: Standard Transfer Specification
- e) NRS 009-2-1: 1995 Electricity Sales Systems:
 - o Part 2: Functional and Performance Requirements
 - o Section 1: System Master Stations
- f) NRS 009-2-2:1995 Electricity Sales Systems:
 - o Part 2: Functional and Performance Requirements
 - o Section 2: Credit Dispensing Units
- g) NRS 047–2: 2001 Electricity quality of supply service.
- h) NRS 055: 2011 Revenue Protection
- i) NRS049: 2011 Advance Metering Infrastructure

5. Scope of Work

The scope of this RFP includes the following requirements and services relating to the support of prepayment vending systems:

The following services are with annual license subscriptions:

- 5.1 A full prepayment vending service technical reconfiguration (where applicable).
- 5.2 Vending System Security.

- 5.3 Vending System Database, Admin and Maintenance.
- 5.4 Vending Backup and Disaster recovery configurations.
- 5.5 Load-Balancing Configuration.
- 5.6 Maintenance of the Interface to 3rd Party vending service providers.
- 5.7 As the reliability is inherent to the vending equipment and software installed, the availability of the systems must be sustained by maintenance.
- 5.8 The Service Provider/Contractor will provide support onsite as well as show the capability to remotely support the vending system.
- 5.9 The Service Provider shall take note that everything done as part of the Scope of work shall comply with the STS specification document to be in compliance.
- 5.10 The service provider would be required to interface with Solar Financial system in compliance with the MSCOA requirements as well as with Geographical Information(GIS) Systems and Asset Management System.
- 5.11 To be able to maintain the total data integrity (Data Analytic and Data Purification) of the system, all the necessary components and options of a comprehensive support package for the Prepayment Vending System must be in line.

6. Technical Specification

- 6.1 Prepayment vending Technical capabilities for the following:
 - 6.1.1 Encryption Services
 - 6.1.1.1 SOAP Standard
 - 6.1.1.2 System support TSM 500i
 - 6.1.1.3 Recharging Tokens
 - 6.1.1.4 Manage Tokens
 - 6.1.1.5 Change encrypt key token
 - 6.1.1.6 Factory default encrypted key token
 - 6.1.1.7 Test token
 - 6.1.1.8 Windows 2008 server and .Net Framework 4.0 Client Profile
 - 6.1.2 Cisco Switch Services
 - 6.1.2.1 Cisco Switch 2960s
 - 6.1.2.2 Cisco configurations

6.1.3 Web Server Services

- 6.1.3.1 System login through a web application
- 6.1.3.2 Vending Cycle Management
- 6.1.3.3 SGC File
- 6.1.3.4 Vendors Management

6.2 Database Management

- 6.2.1 Data Synchronization between main server and disaster recovery server
- 6.2.2 SQL Server Management
- 6.2.3 Configuration rules check
- 6.2.4 Database Maintenance Plan
- 6.2.5 Database Backup and Restore

6.3 Load-Balancing

- 6.3.1 Configure WAN IP Address
- 6.3.2 Maintenance of Barracuda Load Balancer

6.4 Communication

- 6.4.1 The communication network will be CENTLEC preferred service provider (APN Network).
- 6.4.2 System should allow a fail over communication network.

6.5 Maintenance Support Activities

- 6.5.1 Maintenance Support Activities shall consist of the daily maintenance of the existing system.

6.7 Software Maintenance and Support

6.7.1 General Support

This support shall include: system software maintenance and upgrades as well as minor updates to the current version of the prepayment vending system and Technological developments of the system

6.8 System Management

6.8.1 Customized Software

Top-priority response to accommodate new features required by CENTLEC with Extended System Support Agreements.

6.8.2. Customized Software – Mobile Engineering Client

System interface with online, GPRS- based mobile meter Engineering applications.

6.8.3. Power and module failures

Support the system to auto- restart after a power failure and report on all individual component failures, with automatic alert.

6.8.4 Meter Management

Assist with meter management, the system shall have the ability to Record, in a free- form field, a meter status.

Meter management processes shall be performed via a user-friendly, iconic graphical user interface depicting a certain task. minimum number of pre-defined meter management task shall be:

- a) Receive a meter from stores
- b) Send a meter to Centlec (SOC) Ltd employee/ bidder for repair
- c) Scrap a meter
- d) Install a meter
- e) Remove a meter
- f) Change status
- g) Update status of a meter
- h) Create a location
- i) Update a location details
- j) Link a consumer with a location/meter

Meter management processes to automatically change the modes of the operations associated with a meter.

System to be customized in real-time and in such a way that processes could be adaptable to utility's unique process flows and needs.

Changes to active meter linked to a location shall not be possible without selecting a pre-defined task and performing the steps indicated.

Support the system to allow for unlimited number of meter locations with real-time.

6.8.5. Training

Ongoing training by service provider to be given to CENTLEC's representative/s and administrators (one-on-one training), with regard to the operation of the prepayment vending system software module, data mining and software as part of the Support Agreement.

On-site training for all administrators shall be part as compulsory to the offer and be included as part of a Bill of Quantities (priced separately).

7. SYSTEM EXPANSION

The Service Provider/Contractor shall inform CENTLEC timeously when any expansion or upgrade will be required to be synchronized with the municipal budget cycle. This will include expansions on CENTLEC's, software, hardware and/or any equipment that will be used in conjunction with prepayment vending SYSTEM.

8. CURRENT DEVELOPMENT

- 8.1.1 Ability to interface with the following: Automatic Meter Reading, Advance Metering Infrastructure and Energy Balancing

9. FUTURE DEVELOPMENT

Future developments of the system is inclusive in 2% per sale fee (no additional charge for any developments)

10. Defective Work

- 10.1.1 Faulty or unsatisfactory work will be referred back to the successful bidder who will be required to give immediate attention to defective work as reported.
- 10.1.2 CENTLEC will not consider further payment in regard to additional work affected in the above-mentioned cases.
- 10.1.3 The decision from CENTLEC Executive Manager: Retail's office in these matters will be final.

11. General Conditions

The successful bidder will also be required to comply with the following:

- 11.1 Will be expected to enter into a Service Level Agreement with CENTLEC for thirty-six (36) months. Bidder will provide annual licensing subscription for the system.
- 11.2 Will be required to submit a Health and Safety file, detailing what regulations the bidder will implement to enforce compliance to the OHS Act 85 of 1993, before the commencement of duties. The Health and Safety file will have to meet the CENTLEC standard that forms part of this specification and it will have to be submitted within two weeks of receiving the appointment letter.
- 11.3 Must have an internal health and safety department to assist with specific on-site requirements.
- 11.4 Provide details of what type of PPE the contractor's staff will be wearing.
- 11.5 The successful bidder will have to ensure that the contractors to be appointed will be supplied with Safety Health Environment and Quality (SHEQ) specification.
- 11.6 The successful bidder will have to ensure that the SHEQ documentation is audited regularly for the duration of the contract.
- 11.7 The successful bidder shall submit a list of proposed team members including competent supervisor and highlight their experience and qualifications in rendering similar work.
- 11.8 The successful Bidder shall within seven (7) days of commencement of the contract, provide CENTLEC with a list of all employees appointed for this contract including supervisor(s) and site manager for **vetting** to be done by CENTLEC as the work will be carried out in a National Key Point area.
- 11.9 The successful bidder will be required to undergo and complete the applicable Standard Operating Procedure training associated with the project.
- 11.10 The successful bidder will be subjected to a twelve (12) months defects liability period on the work done.
- 11.11 Implementation delays: Upon receipt of the official order the successful bidder shall commence the work immediately and inform the CENTLEC project manager of any delay anticipated.
- 11.12 If it becomes apparent that delivery of goods or rendering of the services are likely to be delayed on account of unforeseen circumstances, full written particulars of the circumstances must immediately be submitted. The contractor at the same time must state the new date of delivery of services.

12. Evaluation Criteria

All proposals submitted will be evaluated in accordance with the criteria set out in the policy of Supply Chain Management of the Entity.

The most suitable candidate will then be selected. Please take note that CENTLEC (SOC) Ltd is not bound to select any of the firms submitting proposals.

Furthermore, technical competence is the principal selection criteria, CENTLEC (SOC) Ltd will evaluate the technical criteria first, and will only look at the price and BBEE level of contribution if it is satisfied with the technical evaluation. As a result of this, CENTLEC (SOC) Ltd does not bind itself in **any way** to select the firm offering the lowest price.

11.1 EVALUATION CRITERIA

		TOTAL	SCORE
1. Technical Skills	<p>Bidder must submit complete CV`s for the following permanent employees during the term of the contract:</p> <p>Database Developer with:</p> <ul style="list-style-type: none"> • Minimum of (5) year experience in DB developer • Knowledge of C#, java and C++, Oracle, .Net Framework, HTML, Integration development = 10 points <p>Database administrator with:</p> <ul style="list-style-type: none"> • Minimum of (5) year experience in DB administration • Knowledge of SQL, MySQL, XQuery, T-SQL = 5 points <p>System Support</p> <ul style="list-style-type: none"> • Minimum of (5) year experience in System administration • Knowledge of A+, CompTIA, MSCE, Linux server, Storage = 5 points <p>Business Analyst</p> <ul style="list-style-type: none"> • Minimum of (5) year experience in Business Analysis and Design Processes • Knowledge of SQL, MySQL, JAD, BI = 5 points <p>Data analyst</p> <ul style="list-style-type: none"> • Minimum of (5) year experience in Data Analysis and Reporting • Knowledge of SQL, MySQL, XQuery, T-SQL,BI,PYTHON,ECONOMICS,FINANCE = 10 points 	35	

2. Local (Mangaung) operational capability and economic investment	<p>Does the bidder have a local office with operational capability and will they use local resources and procure from local businesses? Or what is their plan to do this during the duration of this project?</p> <p>Local Office with Operational Capability = 15 Points</p> <p>Remote office with operational Capability = 5 points</p>	15	
3. Capacity Building and Skills Transfer	<p>Evaluate the capacity building and skills transfer plan</p> <p>Submit detailed training plan with milestones and deliverables per milestone: Plan = 5 points Deliverables with milestones = 10 points Implementation Timeframe within first 9 (nine) months = 5 points</p> <p>Rollout plan (system and processes) in preparation towards implementation and upgrade of the existing system to be STS 6 compliant = 10 points</p>	30	
4. Membership	<p>Bidder should be a registered member of the STS (Standard Transfer Specification) Association Yes = 20 Points</p>	20	
TOTAL		100%	

Table 11.1 – Evaluation criteria

A bidder who gets a minimum of **90** points and above will qualify to the next stage. Individual tenders would have to be evaluated according to the preferential point system.

The bidder must score minimum points as follows:

- Item 1 – 35 points
- Item 2 – 5 points
- Item 3 – 30 points
- Item 4 – 20 points

The point system applicable to this project will be: 90/10

90 points for Price

10 points for BBEEE certificate from accredited verification agencies.

The price that will be used for evaluation will be the total sum of the total monthly and annual Support and Maintenance costs (Annexure A)

1. On request, service provider will be expected to present their proposals to the evaluation committee which will be compulsory.

11.2 Price and referential points scoring – (Stage 2)

A Maximum of 90 Points is allocated for price on the following basis:

$$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

- P_s = Points Scored for comparative price of bid under consideration
- P_t = Comparative Price of bid under consideration
- P_{min} = Comparative Price of lowest acceptable bid

In terms of Regulation 5(2) and 6(2) of the Preferential Procurement Regulations, Preference points must be awarded to a bidder for attaining the B-BBEE status Level of contribution in accordance with the table below.

B-BBEE Status Level of Contributor	Number of Points (90/10 System)
1	10
2	9
3	6
4	5
5	4
6	3
7	2
8	1
Non-Compliant Contributor	0

Table 11.2 - BBEE level status

11.3 PRICE EVALUATION:

SCHEDULE OF COSTS FOR SUPPORT AND MAINTENANCE

The Bidder will provide these services while transferring the knowledge to CENTLEC staff and may continue with some of the service at the end of the one-year period when the knowledge transfer is expected to be realized.

EXTENDED SYSTEM SUPPORT SERVICE FOR PREPAYMENT VENDING SYSTEM

Description	Percentage
Monthly fee not exceeding (2%) of sales	_____%

12 Contact details

12.1 For any further technical information regarding the document contents please contact Mr. Olebogeng Modiakgotla e-mail: olebogeng.modiakgotla@centlec.co.za

Such queries must be done in writing, the email address provided serves this purpose. The answer to one question will be sent to all the other prospective bidders that have bought the bid documents.

12.2 For Supply Chain Related questions, please contact Ms. Palesa Makhele at 051 412 2753 or e-mail Palesa.Makhele@centlec.co.za