

AMAJUBA DISTRICT MUNICIPALITY
T2024/05
PROVISION OF A SERVICE DELIVERY MANAGEMENT SYSTEM FOR AMAJUBA DISTRICT
MUNICIPALITY ENGINEERING SERVICES

The Amajuba District Municipality hereby invites service providers to submit bids for the provision of a service delivery management system. The service providers must be registered on the Central Supplier Database (CSD). Bid documents will be emailed to the bidder upon producing proof of payment of a non-refundable fee of R500.00 per document. Deposits must be made into the Amajuba District Municipality bank account: Standard Bank Account N° 062156624 with the reference number 000000002405. Bidders are required to email proof of payment, name of bidding company and its contact details before **12h00, 19 March 2024** to khethiwem@amajuba.gov.za. Evaluation of applications will be done on bid companies that submitted their proof of payment before the closing date **12h00, 19 March 2024**. Cash payments are not accepted at the Amajuba District Municipality office. The tender validity period is 90 days after tender closing date. Bidders are required to submit an original tax clearance or income tax reference number, security pin and TCC number. Bids will be evaluated on price and functionality according to ADM SCM policy where 80/20 points system will be applied wherein 80 points are for price and 20 for specific goals.

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Verification documents
HDI Points:		
1. Business owned more than 50% by black person.	5	1. CSD Report/ company registration certificate
2. Gender = Female	5	2. ID copies/CSD report
3. Youth	2	3. ID copies/CSD report
4. Disability	3	Attached municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is not older than 3 months
Specific goals:		
5. Promotion of business located within Amajuba District Municipality	5	

Completed applications in sealed envelopes endorsed “**T2024/05: PROVISION OF A SERVICE DELIVERY MANAGEMENT SYSTEM FOR AMAJUBA DISTRICT MUNICIPALITY ENGINEERING SERVICES**” must be deposited in the Municipality’s tender box located at the Reception of the Amajuba District Municipality, B9356 Amajuba Road, Section1, Madadeni, 2951 on or before the closing date, whereby applications will be opened in public. Applications that are not clearly marked, received after the due date and time will not be considered. All technical enquiries must be directed to **Siphamandla Mabizela** on 034 329 7200 or by email: siphamandlam@amajuba.gov.za and for enquiries regarding the Supply Chain Management procedures, kindly contact **Sabelo Zulu** on 0343297200 or by email: sabeloz@amajuba.gov.za

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Closing date: Wednesday, 20 March 2024 @ 12h00 noon



Mr. PM MANQELE
MUNICIPAL MANAGER

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF A SERVICE DELIVERY MANAGEMENT SYSTEM FOR AMAJUBA DISTRICT MUNICIPALITY ENGINEERING SERVICES

1 BACKGROUND

The Amajuba District Municipality (ADM) has established a Disaster Management Centre and has implemented a disaster management system to handle disaster incidents and services. ADM also handles diverse requests from the public related to water and billing services and provides water services and support. The Municipality requires a holistic view of the operations between the ADM Disaster Management system, a formal contact centre and water services operations maintenance. The Municipality also aims to implement a system to analyse incoming data, resolution methods, and the attendant time taken. Furthermore, a central point of contact for the citizens is required by ADM to ensure that their water, billing and disaster-related queries and complaints are attended to timeously and to improve the communication among stakeholders. ADM, therefore, requires a module of the ADM disaster management system (Citi-OS Enterprise Suite or Similar) so that the Disaster Management and Technical Services contact centre agents are utilising a single software platform to ensure effective and efficient operations and to avoid duplication of effort.

2 HIGH-LEVEL TECHNOLOGY OVERVIEW

- a) The system should be a module of the ADM disaster management system (Citi-OS Enterprise Suite or Similar) so that the Disaster Management and Technical Services contact centre agents are utilising a single software platform.
- b) The service provider should offer an end-to-end service delivery management system that can provide control over municipal operations by enabling the operations team to efficiently manage the disaster contact centre and the control room (dispatch) environment.
- c) The solution must provide an infrastructure capable of supporting a variety of data communication channels required to support the operation like voice, email, SMS, fax, web, social media etc. and must provide a simple, streamlined easy-to-use user interface.
- d) The system must also be able to integrate with all municipal systems, namely, GIS, financial and other Legacy systems.

3 DETAILED SPECIFICATIONS:

The solution must provide the modules listed below:

3.1 COMPLAINT AND TASK MANAGEMENT SYSTEM

- a) The solution should include a complaint and task management system that allows contact centre agents or control room users to resolve the incidents timeously and must be easily customisable for any changes.
- b) The task management system must prioritise the tasks, manage the field staff, provide proper complaint diagnosis, record the actions and feedback, provide escalations and task routing, allow splitting and sequencing of tasks, allow scheduled and recurring task management, and transferring of complaints/ tasks from one department to another.
- c) The system should display the Incidents and tasks in different colours based on their status.
- d) The system should allow monitoring of the job life cycle across all departments and should provide information to agents, control room and operational staff in 'real-time'.
- e) The system should manage the internal service level agreement and escalate if the SLA is not met.
- f) The system must allow smart allocation of jobs i.e., should provide the next best staff for the job / next best job for the staff.
- g) The system should support single sign-on authentication utilising AD integration.
- h) The system must allow the scheduling of field staff.
- i) The system must provide user-based security and data integrity.

3.2 MOBILE APPLICATION MODULE

- a) Citizens
 - I. Citizens/public should be able to log incidents and service requests via the mobile app on their smartphones (Apple, Android and Huawei).
 - II. Citizens/the public should be able to view the status of the incidents that they have logged.
- b) Field staff
 - I. The system must include a mobile app to communicate between the field staff and the control room users.
 - II. The system should be able to utilise Active Directory to authorise and authenticate the staff.

3.3 GIS MAPS AND LOCATION:

- a) The system must be integrated with GIS Maps for map representation of complaints and tasks.
- b) The GIS Maps should be used to locate the complaint and tasks.

3.4 MANAGEMENT AND REPORTING SERVICES

- a) The solution must allow supervisors to view the information by agent groups, queues, answering agents, etc.
- b) The system must provide historical reporting and real-time monitoring tools and must enable quick, effective staff management decisions that optimise agent and contact centre performance by comparing actual performance to goals and SLAs.
- c) The system must have a facility to import or export data in a given specific format.
- d) The system must also be able to integrate with all municipal systems such as GIS, SAGE and other Legacy systems.

- e) The system must support integration with various SMS Providers like Vodacom / MTN / Flash media.
- f) The system must support custom-developed reports and should be able to generate various management reports.
- g) The system should also display a dashboard with a different type of statistics.
- h) The solution must allow for the reports to be extracted online.
- i) The solution must be able to show various important information about incoming calls on a standard LCD / LED display, which must be a standard video monitor.

3.5 SOFTPHONE MODULE

- a) The solution must have integrated softphones that can run on a Windows-enabled desktop or laptop PC.
- b) The solution must have an auto-attendant capability.
- c) The solution must also have an Automatic Call Distribution (ACD) functionality.
- d) Wireless headsets are to be provided for agents.

3.6 INTERACTIVE VOICE RESPONSE (IVR) MODULE

- a) The solution must have a pre-integrated IVR function.
- b) The administration of the IVR must be password protected and have an event log.
- c) The IVR must have the capability to update and load new and pre-recorded IVR messages on-the-fly.
- d) The system must be able to back up the customisation above and restore or roll back after a change or an outage.

3.7 VOICE RECORDING MODULE

- a) The solution must provide a voice recording capability where incoming and outgoing calls are recorded, stored, archived and fully searchable.
- b) The supervisors must be able to download the calls recorded and should be able to playback them on their standard computers with speakers.

3.8 CALL ROUTING AND QUEUING MODULE

- a) The proposed solution should allow for the joint delivery of calls, voicemails, SMSs, emails and facsimiles to agents, using advanced routing mechanisms, including industry-standard routing rules (First In First Out, longest Wait, etc.).
- b) The proposed system must also be able to perform skills-based routing, for example, to handle different classes of customers and different language requirements.
- c) Calls from certain trunk groups or to certain dialled numbers must be able to assign a higher priority than other callers.
- d) The system should be able to route calls based on call prompting and IVR prompting.
- e) The system should allow for all possible routing and queuing facilities and not be restricted to the above.

3.9 MULTIMEDIA SOLUTION MODULE

- a) The proposed solution shall support multimedia and offer the ability to contact a caller via voice, SMS, WhatsApp, Facebook, Twitter and email, based on the caller's profile or preference.
- b) The proposed solution should be able to initiate outbound contacts (emails and SMS) based on input from the proposed solution for status updates etc.
- c) The proposed solution should escalate all emails and SMS that are not attended to, within a predefined threshold to the supervisor.

3.10 SYSTEM ARCHITECTURE

- a) The solution must have the option to host locally or cloud-based.
- b) The incident management system should be a Windows desktop application.
- c) The system should be a module of the ADM disaster management system (Citi-OS Enterprise Suite or similar) so that the Disaster Management and Technical Services contact centre agents are utilising a single software platform.

4. RETURNABLE DOCUMENTS.

Service providers are required to submit the following:

- Certified ID copies of all members/directors of company or sole proprietor
- Bank details (together with an original cancelled cheque/ bank stamp or original letter from financial institution)
- All Municipal Bid Documents (MBD) must be completed and returned, where applicable.
- Copy of CSD (Central Supplier Database).
- Copy of company registration documents.
- For Joint Venture Agreements, attach the CK's of each of the joint venture members (if applicable)
- ID(s) copies of company director(s).
- Copy of current municipal account for all Director/s and Company, not owing more than 90 days or copy of lease agreement from the relevant leasing authority. If the business is operated from the residence of one of the Director/s, an original affidavit, certified, must be submitted stating the address of the premises from your local SAPS office. In a case where the directors are not liable for the payment of rates/taxes, an affidavit commissioned by SAPS stating that the director is not liable for the payment of rates must be submitted. In case the director does not own property/is a tenant, leasing agreement should be submitted to confirm the place of residence. Tenders who are not registered with any municipality for the payment of rates and services due to their location may submit proof of residence / business address certified by a Municipal Councillor, but only if the residence is the same address as the business address, accompanied by an affidavit commissioned by SAPS.
- If the bidder's place of work or the address is located in rural settlement under traditional council, the bidder must submit the proof of resident certified by the traditional council leader and proof of resident certified by ward councillor.
- Printed copy of SARS Tax Pin for further verification.
- Completed and signed Municipal Bidding Document attached to the tender document.

Bids will be adjudicated in terms of the Council Supply Chain Management Policy on the 80/20 Preferential Point System. It is therefore compulsory that the municipal tender document be used. Amajuba District Municipality is not bound to accept the lowest or any quote

5. EVALUATION CRITERIA

Bids will be evaluated on price only as prescribed in the Preferential Procurement Policy Framework Act (No 5 of 2000) and Preferential Procurement Regulations of 2022 where 80/20 points system will be applied wherein 80 points are for price and 20 for specific goals.

5.1 FUNCTIONALITY CRITERIA:

The onus rests with the Tenderer to supply sufficient information to allow for evaluation and award of points detailed below.

NO	CRITERIA	EVIDENCE	WEIGHTING	SCORE
1.	100% Local content	SA Patent certificate	50	
2.	Similar Municipal projects)	Project References	30 Three references – 30 Two references - 20 One reference – 10	

Note:

1. Bids obtaining less than 60 points of the functionality criteria will be regarded as non-responsive and will not be evaluated further.
2. The certified copy of the Patent certificate must be attached, and a copy of the Appointment letter/Purchase order must be attached.

6 COMPLIANCE TO THE REQUIREMENTS

Bidders are required to complete and return the table below, as these are the minimum requirements will assist in determining the compliance of the proposed system, Amajuba DM will further invite the shortlisted bidders to demonstrate the compliance of the proposed system against the minimum requirements as listed below.

FUNCTION	YES	NO
(Bidders must indicate functionality of system)		
COMPLAINT AND TASK MANAGEMENT SYSTEM		
MOBILE APPLICATION MODULE		
GIS MAPS AND LOCATION		

MANAGEMENT AND REPORTING SERVICES		
SOFTPHONE MODULE		
INTERACTIVE VOICE RESPONSE (IVR) MODULE		
VOICE RECORDING MODULE		
CALL ROUTING AND QUEUING MODULE		
MULTIMEDIA SOLUTION MODULE		
SYSTEM ARCHITECTURE		

7. PRICING

ITEM	BID PRICE
Procurement of the system, including both the soft and hardware as required (within 2 months of the purchase order date)	
Installation and commissioning of the system, including purchasing of the required operational licences for a period of 36 months	
Operation and maintenance of the system over the duration of 36 months, cost to incorporate training of staff, and any system upgrade that may be deemed necessary over this period.	
VAT at 15%	
Total Bid Price	

The total bid price above should be the same as on MBD 1.

TERMS OF REFERENCE APPROVED/NOT APPROVED

**Mr. PM. MANQELE
MUNICIPAL MANAGER**