



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Clarification Meeting

Tender 203S/2025/26

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

Closing Date: 01 June 2026

**23 April 2026
09:00 – 15:00**

Agenda

#	Item	Time	Time Allocation	Speaker
1.	Welcome and Introduction	09:00 – 09:05	5 minutes	Andrew Mortimer
2.	General Information	09:05 – 09:10	5 minutes	Andrew Mortimer
3.	Notices Issued to Tenderers			Andrew Mortimer
4.	Lessons Learnt	09:10 – 09:30	20 minutes	Mohammed Beni
5.	A Responsive Tender			Mohammed Beni
6.	Award Mechanism			Mohammed Beni
7.	Eligibility	09:30 – 10:15	45 minutes	Ashendran Naicker
8.	Functionality			Ashendran Naicker
9.	Pricing			Ashendran Naicker
10.	Returnables			Ashendran Naicker
11.	Questions	10:15 – 10:30	15 minutes	Questions
	Break	10:30 – 10:45	15 minutes	Break
12.	City of Cape Town Presentation	10:45 – 11:45	60 minutes	Andrew Mortimer
	Questions			
	Lunch Break	11:45 – 12:30	45 minutes	Lunch Break
13.	City of Cape Town Demonstration	12:30 – 14:30	120 minutes	Andrew Mortimer
14.	Questions	14:30 – 15:00	30 minutes	Questions

1. Welcome & Introduction

1. The purpose of this session is to provide clear and comprehensive information that will assist bidders to submit an accurate response to the 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 Tender 203S/2025/26.
2. Please confirm your attendance by posting the following information in the online chat:
 - a) Name and Surname
 - b) Position at Company
 - c) Company representing
 - d) Contact details (email and phone)
3. Please ensure the register has been signed which is available at the entrance.

2.a General Information

Tender Advertised	: 02 April 2026
Clarification Meeting	: Time: 09:00am to 15:00pm on Date: 23.04.2026 Compulsory hybrid meeting but physical attendance is highly recommended
Closing Date	: 01 June 2026 @ 10h00am
Contract Period	: A period of 15 years from date of commencement of contract (subject to approval of MFMA Section 33 process)
Tender Box	: Box Number 242
Tender Queries	: SCM.Tenders13@capetown.gov.za : CCT will issue meeting minutes, recording and answers to questions received by 30th April 2026 : No additional queries will be entertained after the 22nd of May 2026 : N.B. No notices will be issued during the last week of the tender period

2.b General Information

1. Tender submissions **must** be provided in both hard copy and soft copy, with the hard copy taking precedence in the event of any discrepancies (With the exception of the demonstration which must be submitted in duplicate on USB Drives).
 - It is recommended that documents be completed electronically and printed as proof in the hard copy.
2. Questions of Clarity (QOC's) refer to the City requesting clarity from bidders during the evaluation process. Tenderers must:
 - a) Respond to QOC's in a timely manner. Failure to respond to the QOC's within the designated timeframe will lead to non-responsive bids.
 - b) Provide **ALL** information requested in the response email.
 - c) Ensure contactable and accurate contact information, and if any changes, CCT must be notified based on contact details in the tender document.
 - d) NOT submit new information within QoC's nor can the offer be amended at this stage.

3. Notices Issued to Tenderers

PLEASE NOTE: The CCT will only issue tender documents through its Tender Distribution Office or make it available for download from the CCT Website (www.capetown.gov.za).

Bidders must ensure that they capture their details correctly and legibly on the attendance register at the Clarification Meeting.

- These details will be used to communicate Notices.
- Indicate the primary contact details on the attendance register

4. Lessons Learnt

The below are possible (but not exhaustive) reasons for a tender to be deemed non-responsive:

- Not providing sufficient content to constitute an offer
- Not attending compulsory clarification meeting
- Not replying to Questions of Clarity (QoC's) requests timeously or completely
- Not submitting required content or mandatory information
- Not complying with tender conditions (Non – Responsive Tender):
 - Not providing all items
 - Changing the offer during clarifications
 - Not completing all schedules fully
 - Changing the tender document
 - Proposing material deviations / assumptions such as changing commercial conditions
- Not including any returnable tender notices and/or replacement pages in bid submissions
- Errors in pricing the document:
 - Not pricing all mandatory items
 - Pricing based on assumptions (please clarify any uncertainty prior to submission)
 - Not ensuring that prices are all inclusive as detailed in the Pricing Instructions.
 - Changing the Unit of Measure (e.g. per named user instead of per seat)

5. A Responsive Tender

A responsive tender is one that conforms to all the terms, conditions, and specifications of the tender documents without material deviation or qualification.

p. 27 **Clause 2.3.7. Test for responsiveness**

A material deviation or qualification is one which, in the CCT's opinion, would:

- a) Detrimentially affect the scope, quality, or performance of the goods, services or supply identified in the Specifications,
- b) Significantly change the CCT's or the Tenderer 's risks and responsibilities under the contract, or
- c) Affect the competitive position of other Tenderers presenting responsive tenders, if it were to be rectified.
- d) The CCT will reject a non-responsive tender offer and not allow it to be subsequently made responsive by correction or withdrawal of any material deviation or qualification.

NOTE: (Not an additional tender clause)

1. Tenderers can communicate with the CCT to clarify any questions they may have up to one week (22nd May 2026) before the tender closing date of 01st June 2026.
2. Consider the award methodology being separate for each schedule (Responsiveness tested independently).

6. Award Mechanism

p. 5

2.1.5.1 General

The CCT intends to separately appoint two tenderers per schedule, the highest ranked tenderer (“the winner”) and in addition one “Standby tenderer” for the allocation of work for each of the Schedules as below:

Schedule	Description
SCHEDULE A	SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR EMERGENCY POLICING & INCIDENT CONTROL SYSTEM
SCHEDULE B	SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR INVESTIGATIVE CASE MANAGEMENT SYSTEM
SCHEDULE C	SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR CONTRAVENTIONS SYSTEM.

Tenderers may choose to bid for:

- Schedule A and/or
- Schedule B and/or
- Schedule C

Tenderers must indicate which schedule or schedules they are tendering for by completing the returnable schedule titled “Confirmation of Offer F.13.1”.

2.1.5.1.2 Schedule A, Schedule B and Schedule C shall be evaluated independently of each other.

2.1.5.1.3 Where a Tenderer elects to submit bids for more than one Schedule, whether proposing a single system solution applicable across multiple Schedules or several system solutions, the City will still assess each Schedule separately against its specific evaluation criteria.

If insufficient responsive bids are received, the CCT reserves the right to appoint fewer tenderers, or not to appoint any tenderers at all per schedule.

The contract period shall be for a period of 15 years from the commencement date of the contract.

Tenderers, do NOT make a conditional offer (e.g. the price is subject to you winning another schedule)

Returnable

7.a Eligibility

p. 8

2.2.1.1.2 Compliance with requirements of CCT SCM Policy and procedures

Only those tenders that are compliant with the requirements below will be declared responsive:

- a) A completed **Details of Tenderer** to be provided (applicable schedule below to be completed).
- b) A completed **Certificate of Authority for Partnerships/ Joint Ventures/ Consortiums** to be provided authorising the tender to be made and the signatory to sign the tender on the partnership /joint venture/consortium's (applicable schedule below to be completed).
- c) A copy of the partnership / joint venture / consortium agreement to be provided, where applicable.
- d) A completed **Declaration of Interest – State Employees** to be provided and which does not indicate any non-compliance with the legal requirements relating to state employees (applicable schedule below to be completed).
- e) A completed **Declaration – Conflict of Interest and Declaration of Bidders' past Supply Chain Management Practices** to be provided and which does not indicate any conflict or past practises that renders the tender non-responsive based on the conditions contained thereon (applicable schedules below to be completed).
- f) A completed **Certificate of Independent Bid Determination** to be provided and which does not indicate any non-compliance with the requirements of the schedule (applicable schedule below to be completed).
- g) The tenderer (including any of its representatives, directors or members), has not been restricted in terms of abuse of the Supply Chain Management Policy,
- h) The tenderer's tax matters with SARS are in order, or the tenderer is a foreign supplier that is not required to be registered for tax compliance with SARS.
- i) The tenderer is not an advisor or consultant contracted with the CCT whose prior or current obligations creates any conflict of interest or unfair advantage.
- j) The tenderer is not a person, advisor, corporate entity or a director of such corporate entity, who is directly or indirectly involved or associated with the bid specification committee.
- k) A completed **Authorisation for the Deduction of Outstanding Amounts Owed to the CCT** to be provided and which does not indicate any details that renders the tender non-responsive based on the conditions contained thereon (applicable schedules below to be completed);
- l) The tenderer (including any of its representatives, directors or members), has not been found guilty of contravening the Competition Act 89 of 1998, as amended from time to time.
- m) The tenderer (including any of its representatives, directors or members), has not been found guilty on any other basis listed in the Supply Chain Management Policy.

If applicable

These are standard, mandatory requirements. Failure to meet even 1 of these will lead to the tender being declared non-responsive.

7.b Eligibility

p. 8 & 9 1. Compulsory Clarification Meeting

2. OSM/OEM Accreditation

p. 9 & 10 2.2.1.1.4 OSM/OEM Accreditation Requirements

2.2.1.1.4 OEM/OSM Accreditation Requirements

The requirements below apply to any offer involving the supply, use, implementation or support of products, software, systems or components for which an Original Equipment Manufacturer(s)/Original Software Manufacturer(s) (OEM/OSM) exists.

Tenderers must submit, at closing date of tender the relevant documentation as described below, to sell, distribute, implement and support the proposed software solution and manage any warranty processes and escalations.

All letters submitted must adhere to the following requirements:

- Provide contact details of the OEM/OSM/Distributor/Reseller
- Validity period, clearly indicating explicit end date in the format - DD/MM/YYYY
- Include the proposed product name(s)

• OEM/OSM Declaration

If the tendering entity is the OEM/OSM, a declaration is required in the form of written confirmation on a letterhead, confirming that the tendering entity will supply, support and manage any warranty processes and escalations, as and when required.

• Direct Accreditation With OEM/OSM

If the tendering entity has direct Accreditation with the OEM/OSM, the tendering entity must provide valid proof of such accreditation. This proof must be submitted as an official written confirmation, issued on the OEM/OSM's letterhead, and must be valid as at the tender closing date. The confirmation must expressly authorise the tendering entity to resell the OEM/OSM's goods, support and manage any warranty processes and escalations, as and when required.

• Accreditation Through A Distributor

If the tendering entity has direct Accreditation with an accredited distributor, the tendering entity must provide **two** forms of documentary proof confirming such valid accreditations, on the respective entities' official letterheads, valid as at the tender closing date, and expressly authorising to resell goods, support and manage any warranty processes and escalations, as and when required.

The required documentation comprises:

- (a) an authorisation letter issued by the OEM/OSM to the accredited distributor; and
- (b) an authorisation letter issued by the accredited distributor to the tendering entity.

• Accreditation Through A Reseller

If the tendering entity has direct Accreditation with an accredited reseller, the tendering entity must provide **three** forms of documentary proof confirming such valid accreditations, on the respective entities' official letterheads, valid as at the tender closing date, and expressly authorising to resell goods, support and manage any warranty processes and escalations, as and when required.

The required documentation comprises:

- (a) an authorisation letter issued by the OEM/OSM to the accredited distributor; and
- (b) an authorisation letter issued by the accredited distributor to the accredited reseller; and
- (c) an authorisation letter issued by the accredited reseller to the tendering entity.

All of the above requested documents must be appended to **Schedule F.13.2 with your tender submission.**

TENDERERS ARE TO NOTE THAT FAILURE TO SUBMIT PROOF OF VALID ACCREDITATION AT TENDER CLOSING WILL RENDER THE TENDERER NON-RESPONSIVE FOR THE RESPECTIVE SCHEDULE.

The tenderer is referred to clause 2.3.10.5(d) whereby verifications of submitted information and documents may be conducted.

7.c Eligibility

3. Compliance to Mandatory Technical Specifications

p. 10 2.2.1.1.5 Compliance to Mandatory Technical Specifications

2.2.1.1.5 Compliance to Mandatory Technical Specifications

Evaluation of compliance with the mandatory technical specifications for each schedule tendered for will be based upon the information provided by tenderers in the returnable as stipulated below.

Returnable Schedule	Applicable for:
F.13.3.A1 Eligibility for Schedule A	SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR EMERGENCY POLICING & INCIDENT CONTROL SYSTEM
F.13.3.B1 Eligibility for Schedule B	SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR INVESTIGATIVE CASE MANAGEMENT SYSTEM
F.13.3.C1 Eligibility for Schedule C	SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR CONTRAVENTIONS SYSTEM

To be evaluated for compliance with the mandatory technical specifications, the tenderer must fully and accurately complete the applicable **Schedule(s) F.13.3.A1, F.13.3.B1, and/or F.13.3.C1** for the schedule(s) they are responding to. CCT will provide the Returnable Schedules electronically.

Tenderers shall ensure that all relevant information has been submitted at date of tender closing as fully completed schedules in the prescribed format, which includes both hard copy (printed) and soft copy (USB drive or external drive). Tenderers to supply 2 copies of the USB drive or external drive of which one will be utilised as a backup.

Instructions for completing the returnable schedules for eligibility compliance:

1. Minimum requirements for compliance are highlighted in *Column E (Mandatory)*.
2. **Column F (Comply Yes or No)** needs to be completed with a Yes / No. **If No is selected for any of the Mandatory requirements your bid will be declared non-responsive.**
3. *Column G (Requirement to be shown in the demonstration video)*. This column highlights which items need to be demonstrated through the process described in paragraph 2.2.1.1.6 below.
4. The evidence for confirming the mandatory requirements are met will be utilised from the explanations and evidence provided in *Column H (Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability)* of returnable schedules **F.13.3.A2, F.13.3.B2 and F.13.3.C2** respectively.

The information provided within the aforementioned returnable schedules must be demonstrated through the demonstration requirements provided below. The CCT will not be able to validate compliance to the specifications should these demonstrations and/or evidence not be provided.

TENDERERS ARE TO NOTE THAT FAILURE TO SUBMIT COMPLETED RETURNABLE SCHEDULES AT TENDER CLOSING DATE WILL RENDER THE TENDERER NON-RESPONSIVE FOR THE RESPECTIVE SCHEDULE.

F.13.3.A1 Eligibility for Schedule A, EPIC Transactional System						
Scope Item	Use case	Description	Req ID	Mandatory	Comply Yes or No	Requirement to be shown in the demonstration video
A.1.1	1. Initiate RFS from Call Centre	Create RFS initiated from an interaction on the multi-channel contact centre - launched automatically with pre-populated information and a reference to the interaction record. In the event of the soft phone not working then the agent will need to manually capture the interaction number generated in the contact centre.	A.1.1.1 (a)	Yes	Please Select	No
	2. Create/Edit/View Request For Service (RFS)	Assign a unique identifier in a pre-defined format - the RFS number.	A.1.1.2 (a)	Yes	Please Select	Yes
		Pre-populate fields such as date and time, call taker, channel.	A.1.1.2 (b)	Yes	Please Select	Yes
		Display inbound number and if known, the registered caller's information (such as name, address) appears automatically - the phone number must be stored against the RFS.	A.1.1.2 (c)	Yes	Please Select	Yes
		Call taker over-ride pre-populated information.	A.1.1.2 (d)	Yes	Please Select	Yes
		If an SMS, E-mail, WhatsApp or other text-based communication is received the description field is populated automatically and can be manually edited.	A.1.1.2 (e)	Yes	Please Select	Yes
	3. Identify RFS location	Display GIS map integrated to the RFS screen showing location and related information such as existing RFS in the area.	A.1.1.3 (a)	Yes	Please Select	Yes
		The solution should provide ability to use geo-location when receiving a call from the Citizen App to provide automatic location information - if customer opted in.	A.1.1.3 (d)	Yes	Please Select	No
		Use geo-locations when receiving a call from mobile device to registered emergency number (e.g. Google's ELS function). (Should geolocation be provided, the system must be able to accept that and use it as the coordinates for the RFS.	A.1.1.3 (e)	Yes	Please Select	No
		Use address, points of interest, crossroads and other search information to find a location using GIS search capabilities on the map.	A.1.1.3 (f)	Yes	Please Select	Yes



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

7.d Eligibility

4. Submission of Demonstration Video of the Proposed Solution

p. 11 2.2.1.1.6 Demonstration of the proposed Solution

2.2.1.1.6 Demonstration of the proposed Solution

Tenderers are required to submit a Demonstration of the proposed Schedules that they are responding to. The CCT has provided datasets, **Appendix A, Appendix B and Appendix C**, which should be utilised for the demonstration submitted.

All demonstrations must be supplied via a USB drive or external drive with your submission. Tenderers to supply 2 copies of the USB drive or external drive of which one will be utilised as a backup.

Schedule A:

The demonstration must be a narrated live video of a user utilising the solution, preferably no longer than 120 minutes that illustrates how identified mandatory technical specifications for the EMERGENCY POLICING & INCIDENT CONTROL SYSTEM will be met.

Schedule B:

The demonstration must be a narrated live video of a user utilising the solution, preferably no longer than 30 minutes that illustrates how identified mandatory technical specifications for the INVESTIGATIVE CASE MANAGEMENT SYSTEM will be met.

Schedule C:

The demonstration must be a narrated live video of a user utilising the solution, preferably no longer than 30 minutes that illustrates how identified mandatory technical specifications for the CONTRAVENTIONS SYSTEM will be met.

Tenderers bidding for more than one schedule are required to submit individual demonstration videos for each schedule.

The mandatory technical specifications that need to be demonstrated are clearly identified in Returnable **Schedules F.13.3.A1, F.13.3.B1 and F.13.3.C1**: Eligibility for Schedule A, B and C respectively. Each mandatory technical specification where a "Yes" has been captured in *Column G (Requirement to be shown in the demonstration video)* is required to be included in the demonstration video.

GUIDELINES:

- The live video must be custom made to the requirements stated above.
- The format of the video must be supported by Windows Media Player.
- Submission of marketing material will not be considered as acceptable evidence.
- The sequencing of the live video should follow the "use cases" as far as possible.
- It is recommended that captions and functional technical specification reference numbers are included as far as possible.
- The live video will be used as a verification tool for the demo of information provided in **Schedules F.13.3.A1, F.13.3.B1 and F.13.3.C1**.

TENDERERS ARE TO NOTE THAT FAILURE TO PROVIDE ACCEPTABLE DEMOS (THAT COVERS ALL THE MINIMUM FUNCTIONAL TECHNICAL SPECIFICATIONS LISTED IN THE RESPECTIVE SCHEDULES ABOVE) AT TENDER CLOSING DATE WILL RENDER THE TENDERER NON-RESPONSIVE FOR THE RESPECTIVE SCHEDULE.

Excel Demo Data



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

8. Functionality

1. There are **4 evaluation criteria** for each schedule:

p. 12

Evaluation Criteria for each Schedule

No.	Evaluation Criteria	Points
1.	Additional Capability	40
2.	Technical Fit	40
3.	Tendering Entity Experience	15
4.	Product Market Traction	05
Total		100

PLEASE NOTE: The minimum qualifying score for functionality is **70** out of a maximum of **100** points per schedule.

1. Schedule A: Supply, Implementation, Training, Maintenance And Support, Professional Services For Emergency Policing & Incident Control System

Item	Evaluation Criteria	Applicable values	Points
A.	<p>A.1 Additional Capability</p> <p>The score will be based on the percentage of Additional Capability that the proposed solution can meet, either through standard functionality, configuration, no-code/low-code development or customisation as indicated in <i>Column F (How would you deliver your proposed solution?)</i> of Returnable Schedule F.13.3.A2 Functionality for Schedule A.</p> <p>There are a total of 140 additional capability specifications.</p> <p>The evaluation will determine the tenderer's percentage score as follows:</p> <p>One (1) point for a 1,2,3 or 4 in <i>Column F (How would you deliver your proposed solution?)</i> that is substantiated in <i>Column H (Give an explanation and/or provide evidence of how you achieve this requirement and meet the Additional Capability)</i>.</p> <p>Zero (0) points for a 0 in <i>Column F (How would you deliver your proposed solution?)</i>.</p> <p>$\% Met = \left(\frac{\text{no. of Additional Capability met}}{140} \right) \times 100$</p> <p>The result will be rounded up to the nearest whole number.</p>	<p>100% = 40 points 90% to 99% = 36 points 80% to 89% = 32 points 70% to 79% = 28 points 60% to 69% = 24 points 50% to 59% = 20 points 40% to 49% = 16 points 30% to 39% = 12 points 20% to 29% = 08 points 10% to 19% = 04 points 00% to 09% = 00 points</p>	40
	<p>A.2 Technical Fit</p> <p>Technical Fit measures the extent to which the proposed solution can be provided off the shelf without requiring vendor customisation.</p> <p>Each of the 311 mandatory technical specifications will be scored according to the level of technical fit offered by the tenderer's proposed solution, as indicated in <i>Column F (How would you deliver your proposed solution?)</i> of Returnable Schedule F.13.3.A2 Functionality for Schedule A.</p> <p>Only one (1) option must be selected in <i>Column F (How would you deliver your proposed solution?)</i></p> <p>The level of Technical Fit will be assigned the following points:</p> <p>Two (2) points for Standard (Out-of-the-Box) Functionality / Configuration.</p> <p>One (1) point for no-code or low-code rapid development.</p> <p>Zero (0) points for vendor customisation.</p> <p>All points will be subject to substantiation in <i>Column H (Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit)</i>.</p> <p>The total technical fit score achieved by a tenderer will be converted into a percentage score, using the following formula:</p> <p>$\% Tech Fit Met = \left(\frac{\text{Total Score for Technical Fit}}{622} \right) \times 100$</p>	<p>100% = 40 points 90% to 99% = 36 points 80% to 89% = 32 points 70% to 79% = 28 points 60% to 69% = 24 points 50% to 59% = 20 points 40% to 49% = 16 points 30% to 39% = 12 points 20% to 29% = 08 points 10% to 19% = 04 points 00% to 09% = 00 points</p>	40

	<p>Where 622 represents the maximum possible score (311 mandatory technical specifications × 2 points each).</p> <p>The result will be rounded up to the nearest whole number.</p>		
	<p>A.3. Tendering Entity Experience</p> <p>Tenderers to demonstrate experience in the successfully completed implementation of Public Safety technology system projects for their clients.</p> <p><u>For this tender, the City requires a tenderer with experience in large to small scale Public Safety technology rollouts involving many users or vehicles or requests for services.</u> Tenderers to refer to Schedule F.13.4.A for completion.</p> <p><u>A maximum of 5 projects will be evaluated. A total score of 15 points can be awarded:</u></p> <p><u>For this tender large to small scale technology rollouts are defined as:</u></p> <p>Large Projects: Greater than 2000 users or Greater than 1000 vehicles or Greater than 500 requests for services per day (incidents)</p> <p>Medium Projects: 500 – 2000 users or 200 – 1000 vehicles or 200 – 500 requests for services per day (incidents)</p> <p>Small Projects: 50 – 499 users or 20 – 199 vehicles or 50 – 199 requests for services per day (incidents)</p> <p><u>For projects to qualify for assessment, they must have the following criteria:</u></p> <p><u>The solution must be currently operational and/or was deployed within the last 7 years.</u></p>	<p>Score allocation per project</p> <p><u>Qualifying Large projects will score 3 points per project.</u></p> <p><u>Qualifying Medium projects will score 2 points per project.</u></p> <p><u>Qualifying Small projects will score 1 point per project.</u></p>	15
	<p>A.4 Product Market Traction</p> <p>Tenderers to submit a maximum of 5 instances where the commercial off-the-shelf solution (product) being proposed has been implemented nationally or internationally (by any service provider). Tenderers to refer to Schedule F.13.4.D for completion.</p>	<p>5 instances = 5 points 4 instances = 4 points 3 instances = 3 points 2 instances = 2 points 1 instance = 1 point 0 instances = 0 points</p>	5
Total			100



2. Schedule B: Supply, Implementation, Training, Maintenance And Support, Professional Services For Investigative Case Management System

Item	Evaluation Criteria	Applicable values	Points
B.	B.1 Additional Capability The score will be based on the percentage of Additional Capability that the proposed solution can meet, either through standard functionality, configuration, no-code/low-code development or customisation as indicated in <i>Column F (How would you deliver your proposed solution?)</i> of Returnable Schedule F.13.3.B2 Functionality for Schedule B. There are a total of 41 additional capability specifications. The evaluation will determine the tenderer's percentage score as follows: One (1) point for a 1,2,3 or 4 in <i>Column F (How would you deliver your proposed solution?)</i> that is substantiated in <i>Column G (Give and explanation and/or evidence of how you achieve the requirement to meet the Additional Capability)</i> . Zero (0) points for a 0 in <i>Column F (How would you deliver your proposed solution?)</i> $\% \text{ Met} = \left(\frac{\text{no. of Additional Capability met}}{41} \right) \times 100$ The result will be rounded up to the nearest whole number.	100% = 40 points 90% to 99% = 36 points 80% to 89% = 32 points 70% to 79% = 28 points 60% to 69% = 24 points 50% to 59% = 20 points 40% to 49% = 16 points 30% to 39% = 12 points 20% to 29% = 08 points 10% to 19% = 04 points 00% to 09% = 00 points	40

B. Technical Fit Technical Fit measures the extent to which the proposed solution can be provided off the shelf without requiring vendor customisation. Each of the 45 mandatory technical specifications will be scored according to the level of technical fit offered by the tenderer's proposed solution, as indicated in <i>Column F (How would you deliver your proposed solution?)</i> of Returnable Schedule F.13.3.B2 Functionality for Schedule B. Only one (1) option must be selected in <i>Column F (How would you deliver your proposed solution?)</i> . The level of Technical Fit will be assigned the following points: Two (2) points for Standard (Out-of-the-Box) Functionality / Configuration. One (1) point for no-code or low-code rapid development. Zero (0) points for vendor customisation. All points will be subject to substantiation in <i>Column H (Give an explanation and/or provide evidence of how you achieve the requirement and meet the Technical Fit)</i> . The total technical fit score achieved by a tenderer will be converted into a percentage score, using the following formula: $\% \text{ Tech Fit Met} = \left(\frac{\text{Total Score for Technical Fit}}{90} \right) \times 100$ Where 90 represents the maximum possible score (45 mandatory technical specifications x 2 points each). The result will be rounded up to the nearest whole number.	100% = 40 points 90% to 99% = 36 points 80% to 89% = 32 points 70% to 79% = 28 points 60% to 69% = 24 points 50% to 59% = 20 points 40% to 49% = 16 points 30% to 39% = 12 points 20% to 29% = 08 points 10% to 19% = 04 points 00% to 09% = 00 points	40
B.3. Tendering Entity Experience Tenderers to demonstrate experience in the successfully completed implementation of Public Safety technology system or Investigative Case Management projects for their clients. <i>For this tender, the City requires a tenderer with experience in large to small scale Public Safety technology rollouts involving many users or vehicles or requests for services or relevant Investigative Case Management technology rollouts. Tenderers to refer to Schedule F.13.4.B for completion.</i> <i>A maximum of five (5) projects may be submitted for evaluation. These five (5) projects could fall either in the Public Safety category or the Investigative Case Management category or a combination of the two (2) categories. A total score of 15 points can be awarded.</i> <i>For this tender large to small scale technology rollouts are defined as:</i> Large Projects: Greater than 2000 users or Greater than 1000 vehicles or Greater than 500 requests for services per day (incidents)	Score allocation per project. <i>Qualifying Large projects will score 3 points per project</i> <i>Qualifying Medium projects will score 2 points per project</i> <i>Qualifying Small projects will score 1 point per project</i>	15

Medium Projects: 500 – 2000 users or 200 – 1000 vehicles or 200 – 499 requests for services per day (incidents) Small Projects: 50 – 499 users or 20 – 199 vehicles or 50 – 199 requests for services per day (incidents) Or For this tender, large to small scale Investigative Case Management technology rollouts are defined as: Large Projects: Greater than or equal to 100 users or Greater than 500 number of registered cases per month Medium Projects: 50 – 99 users or 101 – 500 number of registered cases per month Small Projects: 05 – 49 users or 10 – 100 number of registered cases per month <u>For projects to qualify for assessment, they must have the following criteria:</u> <u>The solution must be currently operational and/or was deployed within the last 7 years.</u>		
B.4 Product Market Traction Tenderers to submit a maximum of 5 instances where the commercial off-the-shelf solution (product) being proposed has been implemented nationally or internationally (by any service provider). Tenderers to refer to Schedule F.13.4.E for completion.	5 instances = 5 points 4 instances = 4 points 3 instances = 3 points 2 instances = 2 points 1 instance = 1 point 0 instances = 0 points	5
Total		100

p. 15, 16 & 17



CITY OF CAPE TOWN
ISIIXEKO SASEKAPA
STAD KAAPSTAD

3. Schedule C: Supply, Implementation, Training, Maintenance And Support, Professional Services For Contraventions System.

Item	Evaluation Criteria	Applicable values	Points
C.	C.1 Additional Capability The score will be based on the percentage of Additional Capability that the proposed solution can meet, either through standard functionality, configuration, no-code/low-code development or customisation as indicated in <i>Column F (How would you deliver your proposed solution?)</i> of Returnable Schedule F.13.3.C2 Functionality for Schedule C. There are a total of 13 additional capability specifications. The evaluation will determine the tenderer's percentage score as follows: One (1) point for a 1,2,3 or 4 in <i>Column F (How would you deliver your proposed solution?)</i> that is substantiated in <i>Column H (Give an explanation and/or provide evidence of how you achieve the requirement and meet the Additional Capability)</i> . Zero (0) points for a 0 in <i>Column F (How would you deliver your proposed solution?)</i> . The evaluation will determine the tenderer's percentage score as follows: $\% \text{ Met} = \left(\frac{\text{no. of Additional Capability met}}{13} \right) \times 100$ The result will be rounded up to the nearest whole number.	100% = 40 points 90% to 99% = 36 points 80% to 89% = 32 points 70% to 79% = 28 points 60% to 69% = 24 points 50% to 59% = 20 points 40% to 49% = 16 points 30% to 39% = 12 points 20% to 29% = 08 points 10% to 19% = 04 points 00% to 09% = 00 points	40
	C.2 Technical Fit Technical Fit measures the extent to which the proposed solution can be provided off the shelf without requiring vendor customisation. Each of the 92 mandatory technical specifications will be scored according to the level of technical fit offered by the tenderer's proposed solution, as indicated in <i>Column F (How would you deliver your proposed solution?)</i> of Returnable Schedule F.13.3.C2 Functionality for Schedule C.	100% = 40 points 90% to 99% = 36 points 80% to 89% = 32 points 70% to 79% = 28 points 60% to 69% = 24 points 50% to 59% = 20 points 40% to 49% = 16 points 30% to 39% = 12 points 20% to 29% = 08 points 10% to 19% = 04 points	40

<p>Only one (1) option must be selected in <i>Column F (How would you deliver your proposed solution?)</i>.</p> <p>The level of Technical Fit will be assigned the following points:</p> <p>Two (2) points for Standard (Out-of-the-Box) Functionality / Configuration.</p> <p>One (1) point for no-code or low-code rapid development.</p> <p>Zero (0) points for vendor customisation.</p> <p>All points will be subject to substantiation in <i>Column H (Give an explanation and/or provide evidence of how you achieve the requirement and meet the Technical Fit)</i>.</p> <p>The total technical fit score achieved by a tenderer will be converted into a percentage score, using the following formula:</p> $\% \text{ Tech Fit Met} = \left(\frac{\text{Total Score for Technical Fit}}{184} \right) \times 100$ <p>Where 184 represents the maximum possible score (92 mandatory technical specifications x 2 points each).</p> <p>The result will be rounded up to the closest whole number.</p>	00% to 09% = 00 points	
<p>C.3. Tendering Entity Experience</p> <p>Tenderers to demonstrate experience in the successfully completed implementation of Public Safety technology system or Contravention System projects for their clients.</p> <p><u>For this tender, the City requires a tenderer with experience in large to small scale Public Safety technology rollouts involving many users or vehicles or requests for services OR relevant Contravention System technology rollouts.</u> Tenderers to refer to Schedule F.13.4.C for completion.</p> <p><u>A maximum of five (5) projects may be submitted for evaluation. These five (5) projects could fall either in the Public Safety category or the Contraventions category or a combination of the two (2) categories. A total score of 15 points can be awarded.</u></p> <p><u>For this tender large to small scale Public Safety technology rollouts are defined as:</u></p> <p>Large Projects: Greater than 2000 users or Greater than 1000 vehicles or Greater than 500 requests for services per day (incidents)</p> <p>Medium Projects: 500 – 2000 users or 200 – 1000 vehicles or 200 – 499 requests for services per day (incidents)</p> <p>Small Projects: 50 – 499 users or 20 – 199 vehicles or 50 – 199 requests for services per day (incidents)</p> <p>Or</p>	<p><u>Qualifying Large projects will score 3 points per project</u></p> <p><u>Qualifying Medium projects will score 2 points per project</u></p> <p><u>Qualifying Small projects will score 1 point per project</u></p>	15

<p><u>For this tender, large to small scale Contravention System technology rollouts are defined as:</u></p> <p>Large Projects: Where the number of contraventions issued per day is greater than and equal to 2000</p> <p>Medium Projects: Where the number of contraventions issued per day is greater than and equal to 1000 but less than 2000</p> <p>Small Projects: Where the number of contraventions issued per day is greater than and equal to 200 but less than 1000</p> <p><u>For projects to qualify for assessment, they must have the following criteria:</u></p> <p><u>The solution must be currently operational and/or was deployed within the last 7 years.</u></p> <p>Tenderers to refer to Schedule F.13.4.C for completion.</p>		
<p>C.4 Product Market Traction</p> <p>Tenderers to submit a maximum of 5 instances where the commercial off-the-shelf solution (product) being proposed has been implemented nationally or internationally (by any service provider). Tenderers to refer to Schedule F.13.4.F for completion.</p>	<p>5 instances – 5 points 4 instances – 4 points 3 instances – 3 points 2 instances – 2 points 1 instance – 1 point 0 instances – 0 points</p>	5
Total		100

9.a Pricing

1. Schedule A: Supply, Implementation, Training, Maintenance And Support, Professional Services For Emergency Policing & Incident Control System

Schedule A.1: Supply Of Software And Licencing Of The Emergency Policing & Incident Control System

p. 45 & 46

SCHEDULE A.1: SUPPLY OF SOFTWARE AND LICENCING OF THE EMERGENCY POLICING & INCIDENT CONTROL SYSTEM

The table below is for the pricing to supply OEM/OSM products for an Emergency Policing & Incident Control System. Tenderers are reminded to complete **Schedule F.13.5.A** and attach the OEM/OSM Recommended Retail Price List where the OEM/OSM Price List is requested to be submitted together with the tender response.

TABLE A.1: SUPPLY OF SOFTWARE AND LICENCING OF THE EMERGENCY POLICING & INCIDENT CONTROL SYSTEM												
Item	Description	Estimated Quantity	Licence Model	Deployment Model	Licence Category	Unit of Measure	OEM/OSM Name(s)	OEM/OSM Pricelist Reference(s)	OEM/OSM Price(s)	Tenderer % Markup	Unit Price	Total Price
A.1.1	Core Platform 1. Workforce Management 2. Incident Registration 3. Incident Distribution 4. Incident Dispatching 5. Command & Control 6. Incident Management 7. Resolution forms 8. Incident Forms 9. Mobile Field Enablement	1	Perpetual	On-premises	Enterprise Site Licence	Once off	OEM A	0.1.2.a	R 100.00	5%	R105.00	R 105.00
A.1.2	Call Taker	460	Perpetual	On-premises	Named User	Per Estimated Quantity	OEM A	0.1.2.b	R 10.00	5%	R10.50	R 4830.00
A.1.3	Dispatcher	350	Perpetual	On-premises	Named User	Per Estimated Quantity	OEM A	0.1.2.c	R 10.00	5%	R10.50	R 3675.00
A.1.4	Commander/Supervisor	880	Perpetual	On-premises	Named User	Per Estimated Quantity	-----	-----	R INCLUDED	-----	R	R
A.1.5	Administrator	35	Perpetual	On-premises	Named User	Per Estimated Quantity	-----	-----	R INCLUDED	-----	R	R
A.1.6	Reporting User	800	Perpetual	On-premises	Named User	Per Estimated Quantity	-----	-----	R INCLUDED	-----	R	R
A.1.7	Resource / Workforce	1200	Perpetual	On-premises	Named	Per	-----	-----	R INCLUDED	-----	R	R

Total Price for Schedule A

RXX.00

9.b Pricing

1. Schedule A: Supply, Implementation, Training, Maintenance And Support, Professional Services For Emergency Policing & Incident Control System

TENDER NO: 203S/2025/26												
	Planner				User	Estimated Quantity						
A.1.8	Field Officer / Mobile Officer / First Responder	5450	Perpetual	On-premises	Named User	Per Estimated Quantity			R		R	R
A.1.9	Mobile Application Licence	5450	Perpetual	On-premises	Per Device	Per Estimated Quantity			R		R	R
A.1.10	Additional / Future Modules								To be provided upon request	15%		
Total											R	

Schedule A.1: Supply Of Software And Licencing Of The Emergency Policing & Incident Control System

9.c Pricing

1. Schedule A: Supply, Implementation, Training, Maintenance And Support, Professional Services For Emergency Policing & Incident Control System

Schedule A.2: Installation and Implementation of the Emergency Policing & Incident Control System

p. 47

SCHEDULE A.2: INSTALLATION AND IMPLEMENTATION OF THE EMERGENCY POLICING & INCIDENT CONTROL SYSTEM

The table below is for the pricing of services to implement and deploy the proposed OEM/OSM solution for the Emergency Policing & Incident Control System.

TABLE A.2: INSTALLATION AND IMPLEMENTATION OF THE EMERGENCY POLICING & INCIDENT CONTROL SYSTEM			
Item	Functional Technical Specification	Description	Total Price (Excluding VAT)
A.2.1	Mandatory	Installation and Implementation of the complete Emergency Policing & Incident Control System according to the implementation requirements, proposed project methodology and deliverables.	R
A.2.2	Additional Capability	Low-code no-code development or Vendor customisation for Additional Capability technical specifications.	R

9.d Pricing

1. Schedule A: Supply, Implementation, Training, Maintenance And Support, Professional Services For Emergency Policing & Incident Control System

Schedule A.3: Maintenance And Support Services Of The Emergency Policing & Incident Control System

SCHEDULE A.3 MAINTENANCE AND SUPPORT SERVICES OF THE EMERGENCY POLICING & INCIDENT CONTROL SYSTEM

The below table is for the pricing of services for maintenance and support of the proposed OEM/OSM solution for the Emergency Policing & Incident Control System.

Tenderers are to refer to 5.2.8 Requirements for Maintenance and Support Services.

TABLE A.3: MAINTENANCE AND SUPPORT SERVICES OF THE EMERGENCY POLICING & INCIDENT CONTROL SYSTEM			
Item	Description	Unit	Price per unit (Excluding VAT) Year 1
A.3.1	Maintenance and Support Services for the Emergency Policing & Incident Control System. Installation of: Bug fixes, security patches, new features updates, upgrades to newer versions, etc.	Per Annum	R
A.3.2	Onsite Level One (L1) Support Resources 24 hours per day, 7 days a week (24x7)	Per Month	R
A.3.3	Onsite Level One (L1) Support Resource 8 hours per day, 7 days a week (8x7)	Per Month	R

p. 48

9.e Pricing

1. Schedule A: Supply, Implementation, Training, Maintenance And Support, Professional Services For Emergency Policing & Incident Control System

Schedule A.4: Managed Services Relating To The Emergency Policing & Incident Control System

SCHEDULE A.4 MANAGED SERVICES RELATING TO THE EMERGENCY POLICING & INCIDENT CONTROL SYSTEM

The below table is for the pricing of managed services of the proposed OEM/OSM solution for the Emergency Policing & Incident Control System.

Tenderers are to refer to 5.2.9 Managed Services.

TABLE A.4: MANAGED SERVICES RELATING TO THE EMERGENCY POLICING & INCIDENT CONTROL SYSTEM			
Item	Description	Unit	Price per unit (Excluding VAT)
A.4.1	Onsite Managed Services Resource (Type 1 Resource)	Per Hour	R
A.4.2	Remote Managed Services Resource (Type 1 Resource)	Per Hour	R
A.4.3	Remote Level Two (L2) Support Resources (Type 2 Resource)	Per Hour	R
A.4.4	Remote Level Three (L3) Support Resources (Type 3 Resource)	Per Hour	R

p. 48

9.f Pricing

1. Schedule A: Supply, Implementation, Training, Maintenance And Support, Professional Services For Emergency Policing & Incident Control System

Schedule A.5: Pricing For Training On The Emergency Policing & Incident Control System

p. 49 & 50

SCHEDULE A.5: PRICING FOR TRAINING ON THE EMERGENCY POLICING & INCIDENT CONTROL SYSTEM				
All training prices must be based on a rate per Unit in the table below.				
Complete the table below by providing pricing for training services associated with the proposed solution.				
Tenderers are to refer to 5.2.6 Training Requirements.				
TABLE A.5: TRAINING ON THE EMERGENCY POLICING & INCIDENT CONTROL SYSTEM				
Item	Training Module	Type of Training / Delivery Method	Unit	Price per Unit (Excluding VAT)
A.5.1	System Administrator	On-Site, Instructor Led	Per Individual	R
A.5.2	Super User	On Site, Instructor Led	Per Course (up to 20 Users)	R
A.5.3	Call Taker	On-Site, Instructor Led	Per Course (up to 20 Users)	R
A.5.4	Call Taker	Virtual, Instructor Led	Per Course (up to 20 Users)	R
A.5.5	Call Taker	Self-Paced Web Based Training	Once off for Module	R
A.5.6	Train the Trainer for Call Taker	On-Site, Instructor Led	Per Course (up to 10 Users)	R
A.5.7	Dispatcher	On-Site, Instructor Led	Per Course (up to 20 Users)	R
A.5.8	Dispatcher	Virtual, Instructor Led	Per Course (up to 20 Users)	R
A.5.9	Dispatcher	Self-Paced Web Based Training	Once off for Module	R
A.5.10	Train the Trainer for Dispatcher	On-Site, Instructor Led	Per Course (up to 10 Users)	R
A.5.11	Workforce Planner (Duty Management)	On-Site, Instructor Led	Per Course (up to 20 Users)	R
A.5.12	Workforce Planner (Duty Management)	Virtual, Instructor Led	Per Course (up to 20 Users)	R
A.5.13	Workforce Planner (Duty Management)	Self-Paced Web Based Training	Once off for Module	R
A.5.14	Train the Trainer for Workforce Planner (Duty	On-Site, Instructor Led	Per Course (up to 10 Users)	R
49				
	Management)			
A.5.15	Manager	On-Site, Instructor Led	Per Course (up to 20 Users)	R
A.5.16	Manager	Virtual, Instructor Led	Per Course (up to 20 Users)	R
A.5.17	Manager	Self-Paced Web Based Training	Once off for Module	R
A.5.18	Train the Trainer for Manager	On-Site, Instructor Led	Per Course (up to 10 Users)	R
A.5.19	Field Staff	On-Site, Instructor Led	Per Course (up to 20 Users)	R
A.5.20	Field Staff	Virtual, Instructor Led	Per Course (up to 50 Users)	R
A.5.21	Field Staff	Self-Paced Web Based Training	Once off for Module	R
A.5.22	Train the Trainer for Field Staff	On-Site, Instructor Led	Per Course (up to 10 Users)	R

9.g Pricing

1. Schedule A: Supply, Implementation, Training, Maintenance And Support, Professional Services For Emergency Policing & Incident Control System

Schedule A.6: Professional Services Of The Emergency Policing & Incident Control System

SCHEDULE A.6: PROFESSIONAL SERVICES OF THE EMERGENCY POLICING & INCIDENT CONTROL SYSTEM

Tenderers are to refer to 5.2.7 Professional Resources.

TABLE A.6: PROFESSIONAL SERVICES OF THE EMERGENCY POLICING & INCIDENT CONTROL SYSTEM			
Item	Description	Unit	Price per unit (Excl. VAT)
A.6.1	Senior Project Manager	Per hour	R
A.6.2	Project Manager	Per hour	R
A.6.3	Architect	Per hour	R
A.6.4	Senior Architect	Per hour	R
A.6.5	Product Specialist	Per hour	R
A.6.6	Senior Product Specialist	Per hour	R
A.6.7	Report Writer	Per hour	R
A.6.8	Business Analyst	Per hour	R
A.6.9	Developer	Per hour	R
A.6.10	Content developer for training material	Per hour	R
A.6.11	Trainer	Per hour	R
A.6.12	Senior Trainer	Per hour	R
A.6.13	Integration Specialist	Per hour	R
A.6.14	Senior Consultant	Per hour	R
A.6.15	Consultant	Per hour	R
A.6.16	Junior Consultant	Per hour	R

p. 51

9.h Pricing

1. Schedule B: Supply, Implementation, Training, Maintenance And Support, And Professional Services For Investigative Case Management System

Schedule B.1: Supply Of Software And Licencing Of The Investigative Case Management System

p. 52 & 53

SCHEDULE B.1: SUPPLY OF SOFTWARE AND LICENCING OF THE INVESTIGATIVE CASE MANAGEMENT SYSTEM											
The table below is for the pricing to supply OEM/OSM products for an Investigative Case Management System. Tenderers are reminded to complete Schedule F.13.5.B and attach the OEM/OSM Recommended Retail Price List where the OEM/OSM Price List is requested to be submitted together with the tender response.											
TABLE B.1: SUPPLY OF SOFTWARE AND LICENCING OF THE INVESTIGATIVE CASE MANAGEMENT SYSTEM											
Item	Description	Estimate Quantity	Licence Model	Deployment Model	Licence Category	Unit of Measure	OEM/OSM Name(s)	OEM/OSM Pricelist Reference(s)	OEM/OSM Price(s)	Tenderer % Markup	Total Price
B.1.1	Core Platform 1. Case Intake & Management 2. Evidence Management and Chain of Custody 3. Investigations and Intelligence Analysis 4. Workflow and Task Assignment 5. Reporting and Analytics 6. Mobile Access	1	Perpetual	On-Premises	Enterprise Site Licence	Once off			R		R
B.1.2	System Administrator	15	Perpetual	On-Premises	Named User	Per Estimated Quantity			R		R
B.1.3	Case Administrator	55	Perpetual	On-Premises	Named User	Per Estimated Quantity			R		R
B.1.4	Investigations Manager	35	Perpetual	On-Premises	Named User	Per Estimated Quantity			R		R
B.1.5	Intelligence Analyst	40	Perpetual	On-Premises	Named User	Per Estimated Quantity			R		R
B.1.6	Evidence Officer	40	Perpetual	On-Premises	Named User	Per Estimated Quantity			R		R
B.1.7	Investigator	320	Perpetual	On-Premises	Named User	Per Estimated Quantity			R		R
B.1.8	Mobile Application Licence	320	Perpetual	On-Premises	Per Device	Per Estimated Quantity			R		R
B.1.9	Additional/Future Modules								To be	15%	
52											
TENDER NO: 203S/2025/26											
									provided upon request		
Total											R

9.i Pricing

1. Schedule B: Supply, Implementation, Training, Maintenance And Support, And Professional Services For Investigative Case Management System

Schedule B.2: Installation And Implementation Of The Investigative Case Management System

p. 54

SCHEDULE B.2: INSTALLATION AND IMPLEMENTATION OF THE INVESTIGATIVE CASE MANAGEMENT SYSTEM

The table below is for the pricing of services to implement and deploy the proposed OEM/OSM solution for the Investigative Case Management System.

TABLE B.2: INSTALLATION AND IMPLEMENTATION OF THE INVESTIGATIVE CASE MANAGEMENT SYSTEM			
Item	Functional Requirement	Description	Total Price (Excluding VAT)
B.2.1	Mandatory	Installation and Implementation of the complete ICM System according to the implementation requirements, project methodology and deliverables.	R
B.2.2	Additional Capability	Low-code no-code development or Vendor customisation for Additional Capability functional technical specifications.	R

9.j Pricing

1. Schedule B: Supply, Implementation, Training, Maintenance And Support, And Professional Services For Investigative Case Management System

Schedule B.3: Maintenance And Support Services Of The Investigative Case Management System

SCHEDULE B.3 MAINTENANCE AND SUPPORT SERVICES OF THE INVESTIGATIVE CASE MANAGEMENT SYSTEM

The below table is for the pricing of services for maintenance and support of the proposed OEM/OSM solution for the Investigative Case Management System.

Tenderers are to refer to 5.2.8 Requirements for Maintenance and Support Services.

TABLE B.3: MAINTENANCE AND SUPPORT SERVICES OF THE INVESTIGATIVE CASE MANAGEMENT SYSTEM			
Item	Description	Unit	Price per unit (Excluding VAT) Year 1
B.3.1	Maintenance and Support Services of the Investigative Case Management System Installation of: Bug fixes, security patches, new features updates, upgrades to newer versions, etc.	Per Annum	R
B.3.2	Onsite Level One (L1) Support Resources 24 hours per day, 7 days a week (24x7)	Per Month	R
B.3.3	Onsite Level One (L1) Support Resource 8 hours per day, 7 days a week (8x7)	Per Month	R

p. 55

9.k Pricing

1. Schedule B: Supply, Implementation, Training, Maintenance And Support, And Professional Services For Investigative Case Management System

Schedule B.4: Managed Services Relating To The Investigative Case Management System

p. 55

SCHEDULE B.4 MANAGED SERVICES RELATING TO THE INVESTIGATIVE CASE MANAGEMENT SYSTEM

The below table is for the pricing of managed services of the proposed OEM/OSM solution for the Investigative Case Management System.

Tenderers are to refer to 5.2.9 Managed Services.

TABLE B.4: MANAGED SERVICES RELATING TO THE INVESTIGATIVE CASE MANAGEMENT SYSTEM			
Item	Description	Unit	Price per unit (Excluding VAT)
B.4.1	Onsite Managed Services Resource (Type 1 Resource)	Per Hour	R
B.4.2	Remote Managed Services Resource (Type 1 Resource)	Per Hour	R
B.4.3	Remote Level Two (L2) Support Resources (Type 2 Resource)	Per Hour	R
B.4.4	Remote Level Three (L3) Support Resources (Type 3 Resource)	Per Hour	R

9.I Pricing

1. Schedule B: Supply, Implementation, Training, Maintenance And Support, And Professional Services For Investigative Case Management System

Schedule B.5: Pricing For Training On The Investigative Case Management System

SCHEDULE B.5: PRICING FOR TRAINING ON THE INVESTIGATIVE CASE MANAGEMENT SYSTEM

All training prices must be based on a rate per Unit in the table below.

Complete the table below by providing pricing for training services associated with the proposed solution.

Tenderers are to refer to 5.2.6 Training Requirements.

TABLE B.5: TRAINING ON THE INVESTIGATIVE CASE MANAGEMENT SYSTEM				
Item	Training Module	Type of Training / Delivery Method	Unit	Price per Unit (Excluding VAT)
B.5.1	System Administrator	On-Site, Instructor Led	Per Individual	R
B.5.2	Super User	On-Site, Instructor Led	Per Course (up to 20 Users)	R
B.5.3	Investigator	On-Site, Instructor Led	Per Course (up to 20 Users)	R
B.5.4	Investigator	Virtual, Instructor Led	Per Course (up to 20 Users)	R
B.5.6	Investigator	Self-Paced Web Based Training	Once off for Module	R
B.5.7	Train the Trainer for Investigator	On-Site, Instructor Led	Per Course (up to 10 Users)	R
B.5.8	Investigations Manager	On-Site, Instructor Led	Per Course (up to 20 Users)	R
B.5.9	Investigations Manager	Virtual, Instructor Led	Per Course (up to 20 Users)	R
B.5.10	Investigations Manager	Self-Paced Web Based Training	Once off for Module	R
B.5.11	Train the Trainer for Investigations Manager	On-Site, Instructor Led	Per Course (up to 10 Users)	R
B.5.12	Investigations Case Administrator	On-Site, Instructor Led	Per Course (up to 20 Users)	R
B.5.13	Investigations Case Administrator	Virtual, Instructor Led	Per Course (up to 20 Users)	R
B.5.14	Investigations Case Administrator	Self-Paced Web Based Training	Once off for Module	R
B.5.15	Train the Trainer for Investigations Case Administrator	On-Site, Instructor Led	Per Course (up to 10 Users)	R

p. 56 & 57

B.5.16	Evidence Officer	On-Site, Instructor Led	Per Course (up to 20 Users)	R
B.5.17	Evidence Officer	Virtual, Instructor Led	Per Course (up to 20 Users)	R
B.5.18	Evidence Officer	Self-Paced Web Based Training	Once off for Module	R
B.5.19	Train the Trainer for Evidence Officer	On-Site, Instructor Led	Per Course (up to 10 Users)	R
B.5.20	Intelligence Analyst	On-Site, Instructor Led	Per Course (up to 20 Users)	R
B.5.21	Intelligence Analyst	Virtual, Instructor Led	Per Course (up to 20 Users)	R
B.5.22	Intelligence Analyst	Self-Paced Web Based Training	Once off for Module	R
B.5.23	Train the Trainer for Intelligence Analyst	On-Site, Instructor Led	Per Course (up to 10 Users)	R

9.m Pricing

1. Schedule B: Supply, Implementation, Training, Maintenance And Support, And Professional Services For Investigative Case Management System

Schedule B.6: Professional Services Of The Investigative Case Management System

SCHEDULE B.6: PROFESSIONAL SERVICES OF THE INVESTIGATIVE CASE MANAGEMENT SYSTEM

Tenderers are to refer to 5.2.7 Professional Resources.

TABLE B.6: PROFESSIONAL SERVICES OF THE INVESTIGATIVE CASE MANAGEMENT SYSTEM			
Item	Description	Unit	Price per unit (Excl. VAT)
B.6.1	Senior Project Manager	Per hour	R
B.6.2	Project Manager	Per hour	R
B.6.3	Architect	Per hour	R
B.6.4	Senior Architect	Per hour	R
B.6.5	Product Specialist	Per hour	R
B.6.6	Senior Product Specialist	Per hour	R
B.6.7	Report Writer	Per hour	R
B.6.8	Business Analyst	Per hour	R
B.6.9	Developer	Per hour	R
B.6.10	Content developer for training material	Per hour	R
B.6.11	Trainer	Per hour	R
B.6.12	Senior Trainer	Per hour	R
B.6.13	Integration Specialist	Per hour	R
B.6.14	Senior Consultant	Per hour	R
B.6.15	Consultant	Per hour	R
B.6.16	Junior Consultant	Per hour	R

p. 58

9.n Pricing

1. Schedule C: Supply, Implementation, Training, Maintenance And Support, Professional Services For Contraventions System.

Table C.1P: Supply Of Software And Licencing Of The Contraventions System (On-Premise Perpetual)

SCHEDULE C.1: SUPPLY OF SOFTWARE AND LICENCING OF THE CONTRAVENTIONS SYSTEM (PERPETUAL LICENCE MODEL)

The table below is for the pricing to supply OEM/OSM products for a Contraventions System. Tenderers are reminded to complete Schedules F.13.5.C and attach the OEM/OSM Recommended Retail Price List where the OEM/OSM Price List is requested to be submitted together with the tender response.

Table C.1P: SUPPLY OF SOFTWARE AND LICENCING OF THE CONTRAVENTIONS SYSTEM (ON-PREMISE PERPETUAL)												
Item	Description	Estimated Quantity	Licence Model	Deployment Model	Licence Category	Unit of Measure	OEM/OSM Name(s)	OEM/OSM Pricelist Reference(s)	OEM/OSM Price(s)	Tenderer % Markup	Unit Price	Total Price
C.1P.1	Core Platform 1. Infringement Capturing 2. AARTO Compliance 3. Electronic Notice and Notification 4. Reporting and Analytics	1	Perpetual	On-Premises	Enterprise Site Licence	Once-off			R		R	R
C.1P.2	Field Officer / Staff	4100	Perpetual	On-Premises	Named User	Per Estimated Quantity			R		R	R
C.1P.3	Mobile Application Licence	4100	Perpetual	On-Premises	Per Device	Per Estimated Quantity			R		R	R
C.1P.4	System Administrator	15	Perpetual	On-Premises	Named User	Per Estimated Quantity			R		R	R
C.1P.5	Contraventions Manager	180	Perpetual	On-Premises	Named User	Per Estimated Quantity			R		R	R
C.1P.6	Contraventions Administrator	25	Perpetual	On-Premises	Named User	Per Estimated Quantity			R		R	R
C.1P.7	Additional/Future modules								To be provided upon request	15%		
59												
TENDER NO: 203S/2025/26												
Total											R	

OR

p. 59 & 60

9.o Pricing

1. Schedule C: Supply, Implementation, Training, Maintenance And Support, Professional Services For Contraventions System.

Table C.1S: Supply Of Software And Licencing Of The Contraventions System (Software-As-A-Service)

p. 60

Table C.1S: SUPPLY OF SOFTWARE AND LICENCING OF THE CONTRAVENTIONS SYSTEM (SOFTWARE AS A SERVICE)											
Item	Description	Estimated Quantity	Licence Model	Deployment Model	Unit of Measure	OEM/OSM Name(s)	OEM/OSM Pricelist Reference(s)	OEM/OSM Price(s)	Tenderer % Markup	Unit Price	Total Price
C.1S.1	Field Officer / Staff	4100	Subscription	Software as a Service, in country cloud hosting	Per Estimated Quantity			R		R	R
C.1S.2	Mobile Application Licence	4100	Subscription		Per Device			R		R	R
C.1S.3	System Administrator	15	Subscription	Software as a Service, in country cloud hosting	Per Estimated Quantity			R		R	R
C.1S.4	Contraventions Manager	180	Subscription	Software as a Service, in country cloud hosting	Per Estimated Quantity			R		R	R
C.1S.5	Contraventions Administrator	25	Subscription	Software as a Service, in country cloud hosting	Per Estimated Quantity			R		R	R
C.1S.6	Additional/Future Modules							To be provided upon request	15%		
Total											R

N.B.

The subscription items are to be priced **annually**. Replacement page will be issued via a notice with this pricing instruction.

Only applicable to Schedule C Tenderers, if you are providing Subscription based licences.

Tenderers must include this replacement page in the submission as part of Returnable Schedule F.12: Record of Addenda to Tender Documents

9.p Pricing

1. Schedule C: Supply, Implementation, Training, Maintenance And Support, Professional Services For Contraventions System.

Schedule C.2: Installation And Implementation Of The Contraventions System

SCHEDULE C.2: INSTALLATION AND IMPLEMENTATION OF THE CONTRAVENTIONS SYSTEM

The table below is for the pricing of services to implement and deploy the proposed OEM/OSM solution for the proposed Contraventions System.

TABLE C.2: INSTALLATION AND IMPLEMENTATION OF THE CONTRAVENTIONS SYSTEM			
Item	Functional Requirement	Description	Total Price (Excluding VAT)
C.2.1	Mandatory	Installation and Implementation of the complete Contraventions System according to the implementation requirements, project methodology and deliverables.	R
C.2.2	Additional Capability	Low-code no-code development or Vendor customisation for Additional Capability.	R

p. 61

9.q Pricing

1. Schedule C: Supply, Implementation, Training, Maintenance And Support, Professional Services For Contraventions System.

Schedule C.3: Maintenance And Support Services Of The Contraventions System

SCHEDULE C.3 MAINTENANCE AND SUPPORT SERVICES OF THE CONTRAVENTIONS SYSTEM

The below table is for the pricing of services for maintenance and support of the proposed OEM/OSM solution for the proposed Contraventions Solution.

Tenderers are to refer to 5.2.8 Requirements for Maintenance and Support Services.

TABLE C.3: MAINTENANCE AND SUPPORT SERVICES OF THE CONTRAVENTIONS SYSTEM			
Item	Description	Unit	Price per unit (Excluding VAT) Year 1
C.3.1	Maintenance and Support Services of the Contraventions System Installation of: Bug fixes, security patches, new features updates, upgrades to newer versions, etc.	Per Annum	R
C.3.2	Onsite Level One (L1) Support Resources 24 hours per day, 7 days a week (24X7)	Per Month	R
C.3.3	Onsite Level One (L1) Support Resource 8 hours per day, 7 days a week (8x7)	Per Month	R

p. 62

9.r Pricing

1. Schedule C: Supply, Implementation, Training, Maintenance And Support, Professional Services For Contraventions System.

Schedule C.4: Managed Services Relating To The Contraventions System

SCHEDULE C.4: MANAGED SERVICES RELATING TO THE CONTRAVENTIONS SYSTEM

The below table is for the pricing of managed services of the proposed OEM/OSM solution for the Contraventions System.

Tenderers are to refer to 5.2.9 Managed Services.

TABLE C.4: MANAGED SERVICES RELATING TO THE CONTRAVENTIONS SYSTEM			
Item	Description	Unit	Price per unit (Excluding VAT)
C.4.1	Onsite Managed Services Resource (Type 1 Resource)	Per Hour	R
C.4.2	Remote Managed Services Resource (Type 1 Resource)	Per Hour	R
C.4.3	Remote Level Two (L2) Support Resources (Type 2 Resource)	Per Hour	R
C.4.4	Remote Level Three (L3) Support Resources (Type 3 Resource)	Per Hour	R

p. 62

9.s Pricing

1. Schedule C: Supply, Implementation, Training, Maintenance And Support, Professional Services For Contraventions System.

Schedule C.5: Pricing For Training On The Contraventions System

SCHEDULE C.5: PRICING FOR TRAINING ON THE CONTRAVENTIONS SYSTEM

All training prices must be based on a rate per Unit in the table below.

Complete the table below by providing pricing for training services associated with the proposed solution.

Tenderers are to refer to 5.2.6 Training Requirements.

TABLE C.5: TRAINING ON THE CONTRAVENTIONS SYSTEM				
Item	Training Module	Type of Training / Delivery Method	Unit	Price per Unit (Excluding VAT)
C.5.1	System Administrator	On-Site, Instructor Led	Per Individual	R
C.5.2	Super User	On-Site, Instructor Led	Per Course (up to 20 Users)	R
C.5.3	Field Staff	On-Site, Instructor Led	Per Course (up to 20 Users)	R
C.5.4	Field Staff	Virtual, Instructor Led	Per Course (up to 50 Users)	R
C.5.5	Field Staff	Self-Paced Web Based Training	Once off for Module	R
C.5.6	Train the Trainer for Field Staff	On-Site, Instructor Led	Per Course (up to 10 Users)	R
C.5.7	Contraventions Administrator	On-Site, Instructor Led	Per Course (up to 20 Users)	R
C.5.8	Contraventions Administrator	Virtual, Instructor Led	Per Course (up to 20 Users)	R
C.5.9	Contraventions Administrator	Self-Paced Web Based Training	Once off for Module	R
C.5.10	Train the Trainer for Contraventions Administrator	On-Site, Instructor Led	Per Course (up to 5 Users)	R

p. 63

9.t Pricing

1. Schedule C: Supply, Implementation, Training, Maintenance And Support, Professional Services For Contraventions System.

Schedule C.6: Professional Services Of The Contraventions System

SCHEDULE C.6: PROFESSIONAL SERVICES OF THE CONTRAVENTIONS SYSTEM

Tenderers are to refer to 5.2.7 Professional Resources.

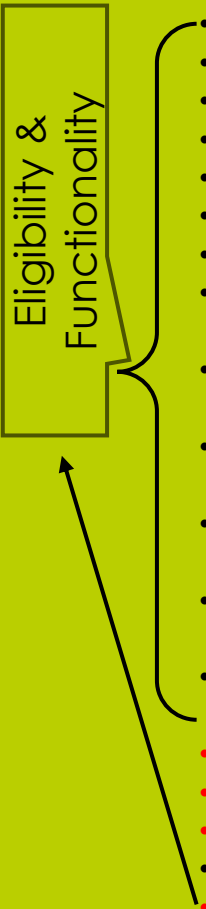
TABLE C.6: PROFESSIONAL SERVICES OF THE CONTRAVENTIONS SYSTEM			
Item	Description	Unit	Price per unit (Excl. VAT)
C.6.1	Senior Project Manager	Per hour	R
C.6.2	Project Manager	Per hour	R
C.6.3	Architect	Per hour	R
C.6.4	Senior Architect	Per hour	R
C.6.5	Product Specialist	Per hour	R
C.6.6	Senior Product Specialist	Per hour	R
C.6.7	Report Writer	Per hour	R
C.6.8	Business Analyst	Per hour	R
C.6.9	Developer	Per hour	R
C.6.10	Content developer for training material	Per hour	R
C.6.11	Trainer	Per hour	R
C.6.12	Senior Trainer	Per hour	R
C.6.13	Integration Specialist	Per hour	R
C.6.14	Senior Consultant	Per hour	R
C.6.15	Consultant	Per hour	R
C.6.16	Junior Consultant	Per hour	R

p. 64

10.a List of Returnables

- C.2 Form of Offer and Acceptance
- C.3 Occupational Health & Safety Agreement
- C.4 Pricing Schedule
- C.8 Annexures
 - Annexure A - Pro Forma Insurance Boker's Warranty
 - Annexure B - Monthly Project Labour Report: Not Applicable
 - Annexure C - Pro Forma Performance Security/ Guarantee: Not Applicable
 - Annexure D - Pro Forma Advance Payment Guarantee: Not Applicable
 - Annexure F - Tender Returnable Documents
 - Schedule F.1: Contract Price Adjustment
 - F.1 (D) Local South African Content - Stats SA Consumer Price Index
 - F.1. (F) Goods And/Or Components Imported From Outside Of South Africa Rate Of Exchange Price Variations
 - F.1. (G) Goods And/Or Components Imported From Outside Of South Africa - Manufacturer/Supplier Price/Quotation List
 - Schedule F.2: Certificate of Authority for Partnerships/ Joint Ventures/ Consortiums
 - Schedule F.3: Declaration for Procurement above R10 million
 - Schedule F.4: Preference Points Claim Form In Terms Of the Preferential Procurement Regulations 2022
 - Schedule F.5: Declaration of Interest – State Employees (MBD 4 amended)
 - Schedule F.6: Conflict of Interest Declaration
 - Schedule F.7: Declaration of Tenderer's Past Supply Chain Management Practices (MBD 8)
 - Schedule F.8: Authorisation for the Deduction of Outstanding Amounts Owed to the CCT
 - Schedule F.9: Certificate of Independent Tender Determination
 - Schedule F.10: Proposed Deviations And Qualifications By Tenderer
 - Schedule F.11: List of Other Documents Attached By Tenderer
 - Schedule F.12: Record of Addenda to Tender Documents

10.b List of Returnables

- 
- Schedule F.13: Information to Be Provided With the Tender
 - Schedule F.13.1: Confirmation of Offer
 - Schedule F.13.2: OEM/OSM Accreditation
 - Schedule F.13.3.A1: Eligibility for Schedule A
 - Schedule F.13.3.A2: Functionality for Schedule A
 - Schedule F.13.3.B1: Eligibility for Schedule B
 - Schedule F.13.3.B2: Functionality for Schedule B
 - Schedule F.13.3.C1: Eligibility for Schedule C
 - Schedule F.13.3.C2: Functionality for Schedule C
 - Schedule F.13.4.A: Experience of the Tendering Entity in Supply, Implementation, Training, Maintenance And Support, Professional Services for Emergency Policing & Incident Control System
 - Schedule F.13.4.B: Experience of the Tendering Entity in Supply, Implementation, Training, Maintenance And Support, Professional Services for Investigative Case Management
 - Schedule F.13.4.C: Experience of the Tendering Entity in Supply, Implementation, Training, Maintenance And Support, Professional Services for Contraventions System
 - Schedule F.13.4.D: Product Market Traction: Proposed Products For Supply, Implementation, Training, Maintenance And Support, Professional Services For Emergency Policing & Incident Control System
 - Schedule F.13.4.E: Product Market Traction: Proposed Products For Supply, Implementation, Training, Maintenance And Support, Professional Services For Investigative Case Management System
 - Schedule F.13.4.F: Product Market Traction: Proposed Products For Supply, Implementation, Training, Maintenance And Support, Professional Services For Contraventions System
 - [Schedule F.13.5.A: Schedule of the OEM/OSM Price List](#)
 - [Schedule F.13.5.B: Schedule of the OEM/OSM Price List](#)
 - [Schedule F.13.5.C: Schedule of the OEM/OSM Price List](#)
 - Schedule F.13.6: Implementation Scope
 - [Schedule F.13.7: Evidence of Demonstrations](#)
 - [Schedule F.13.8 Infrastructure Requirements](#)
 - [Schedule F.13.9 Operating System And Database Requirements](#)
 - Schedule F.14: Appeal Application
 - Schedule F.15: Local Office

10.c Architecture

- **Schedule A & B**
 - On-Premise, in the City's Data Centres
 - Must be highly available with automatic failover
 - Will use the existing ESRI GIS infrastructure (version 11.3 or later)
 - Subscribe to the IS&T standards (as per Annexure G)
 - 3 Tier System required – Dev, QA, Prod, with a separate training instance
 - Must subscribe to the SLAs in terms of uptime as per specifications
- **Schedule C**
 - 2 Options:
 - Either on-premise or SaaS
 - Must bid for **only** one
 - Must be highly available with automatic failover
 - CCT ESRI is available for use (version 11.3 or later)
 - Subscribe to the IS&T standards (as per Annexure G)
 - 3 Tier System required – Dev, QA, Prod, with a separate training instance
 - Must subscribe to the SLAs in terms of uptime as per specifications

11. QUESTIONS?



BREAK



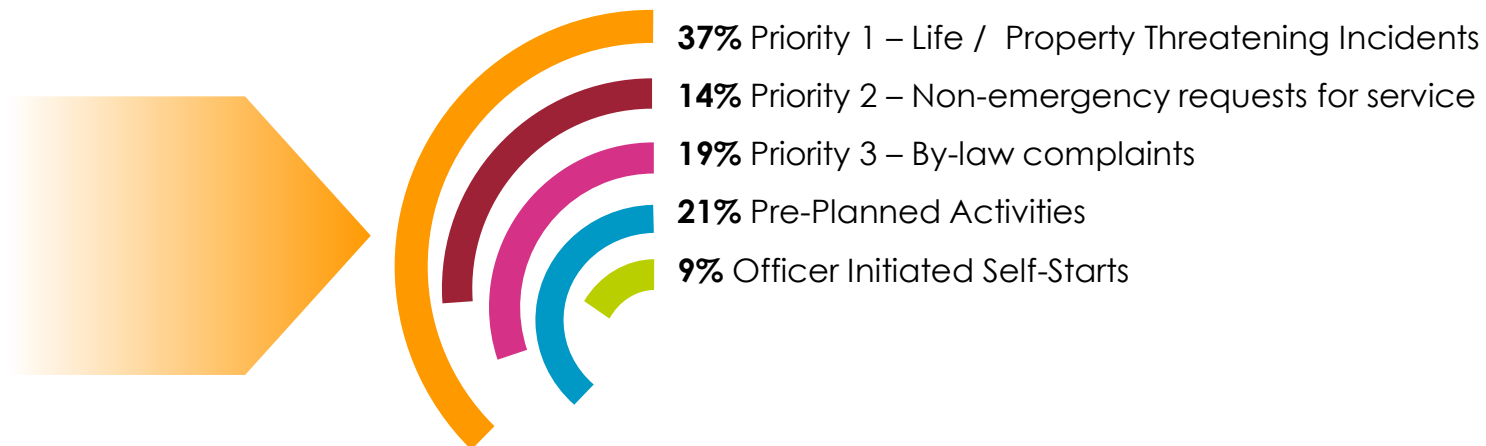
CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

12. City of Cape Town Presentation

- The purpose of the presentation is to provide insight for all attendee's at the briefing to understand the current technology solutions and how they are currently utilised by the Safety & Security (S&S) Directorate.
- Although the landscape and environment will be presented, the City of Cape Town S&S is not looking to necessarily replicate the current system, and tenderer's must respond to the written specifications in the published RFP documents.
- The presentation is to support the tenderer's understanding and context of how the solution will be utilised and leveraged. The specifications remain the scope of the project to which tenderer's must respond.
- Questions:
 - We will answer what we can immediately;
 - Complex answers will be responded to in writing.

WHERE are we currently? EPIC stats – the business case

Since 2016, Safety & Security has used the EPIC system to manage every aspect of the operational business.



Resources dispatched to Incidents and Activities over 400k times per year.

Manages the entire Directorate's operational staff and fleet (6000 Employees and 3000 Vehicles)

All resources tracked in real-time (over 1.5 billion historical records)

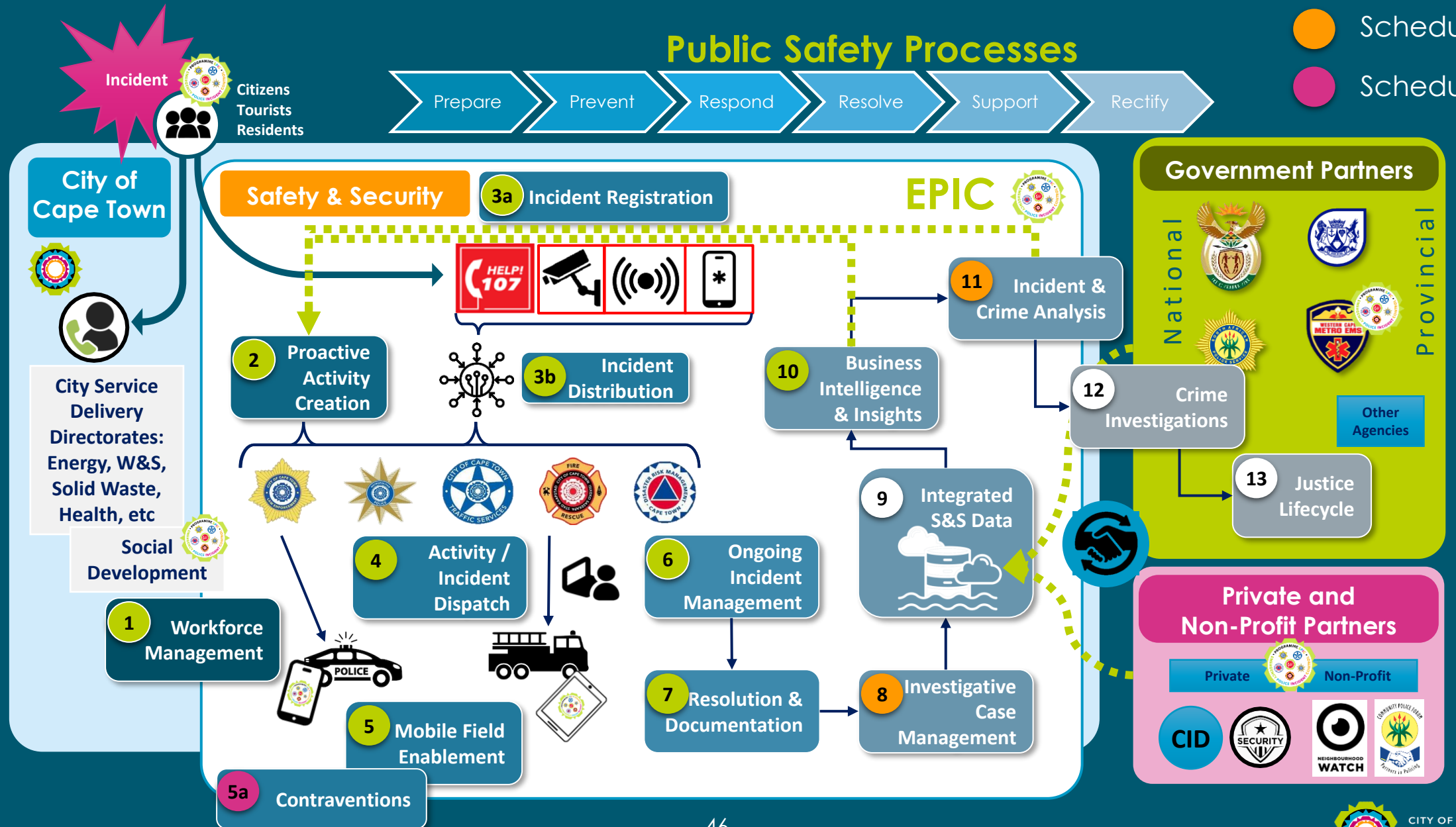
Reactive Incident Threats



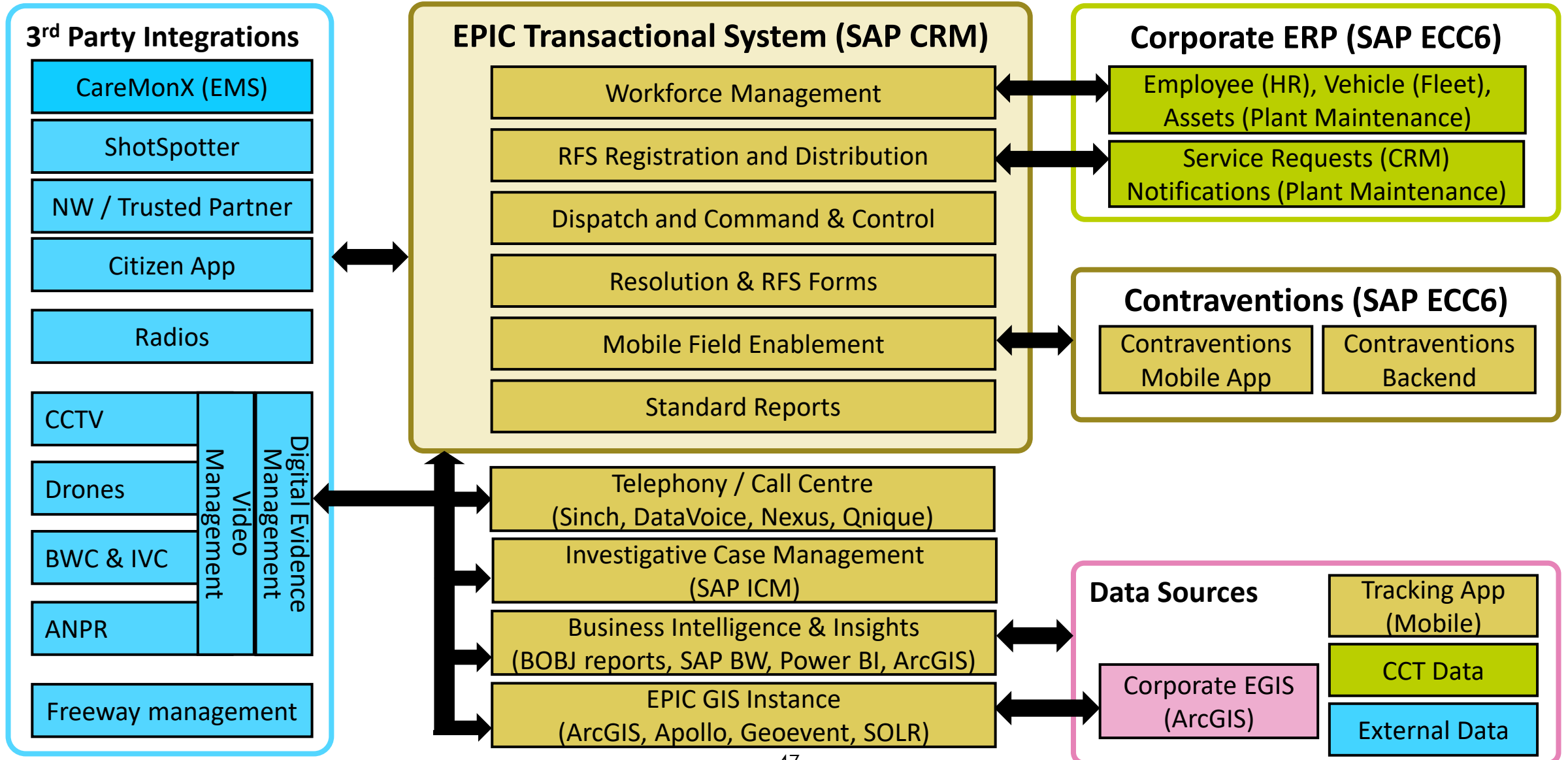
Proactive Operational Plans

WHERE are we currently? As-is EPIC Solution

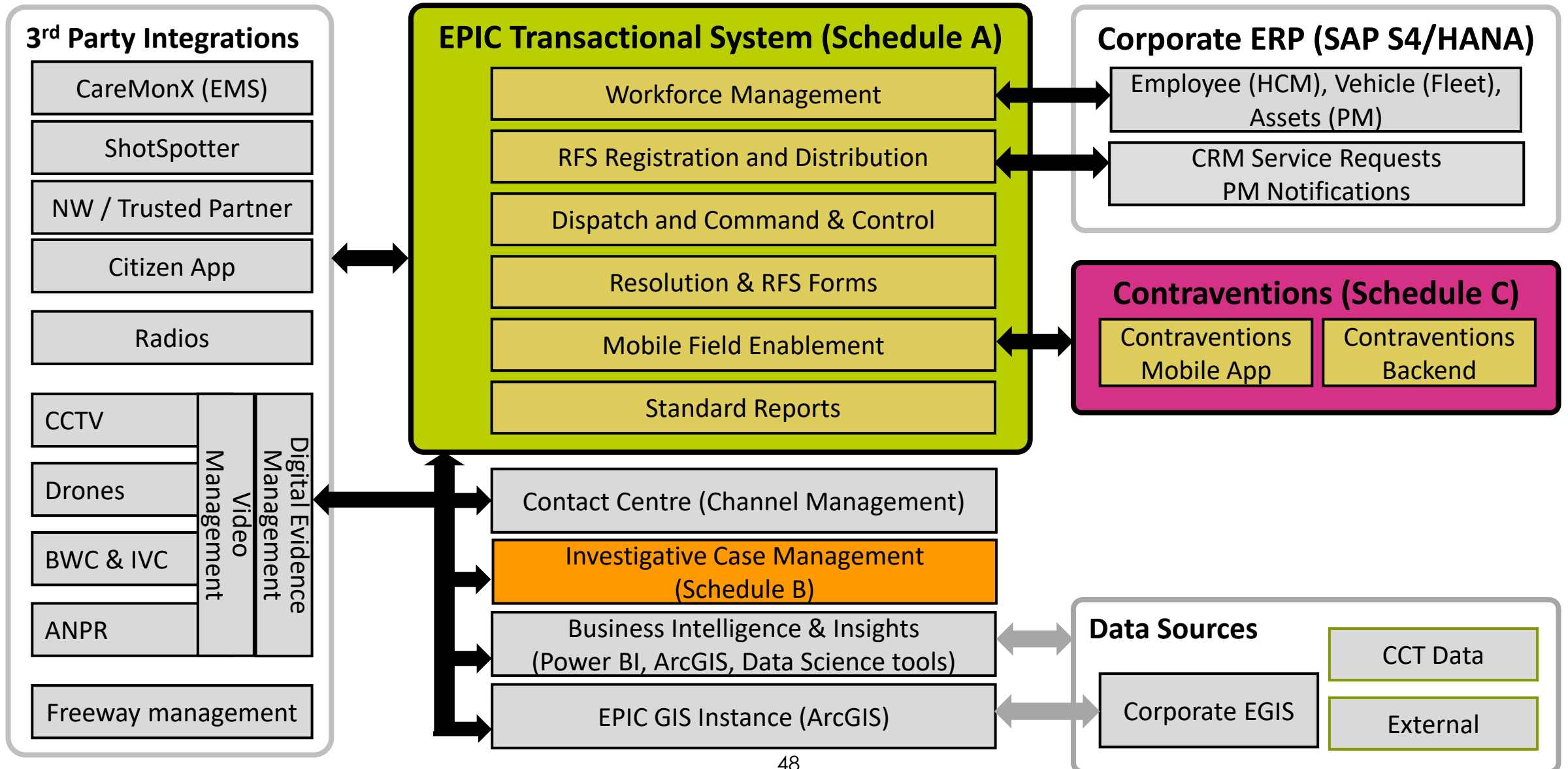
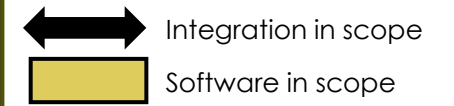
- Schedule A
- Schedule B
- Schedule C



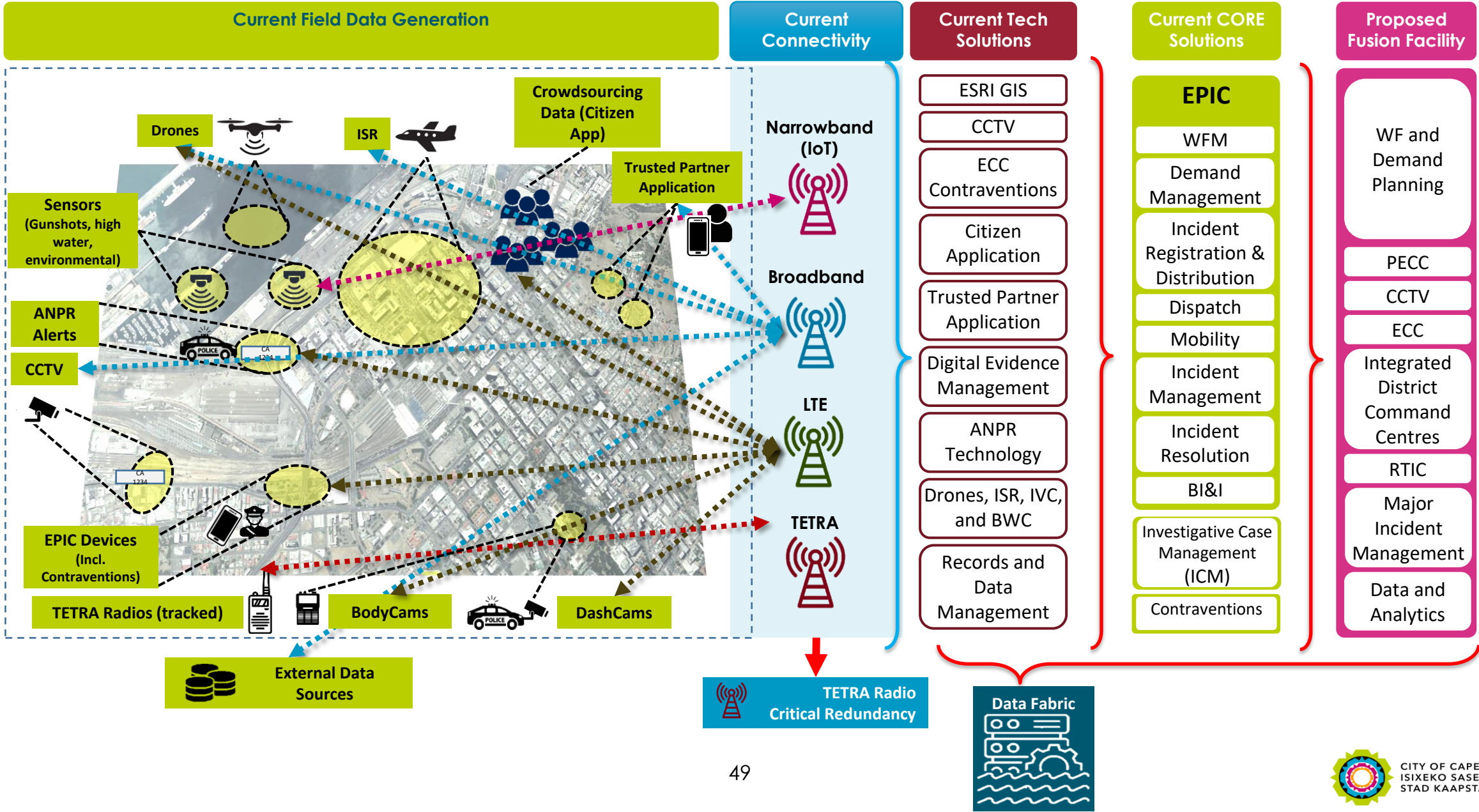
EPIC High Level Application Landscape (As-is)



EPIC Replacement Scope Overview

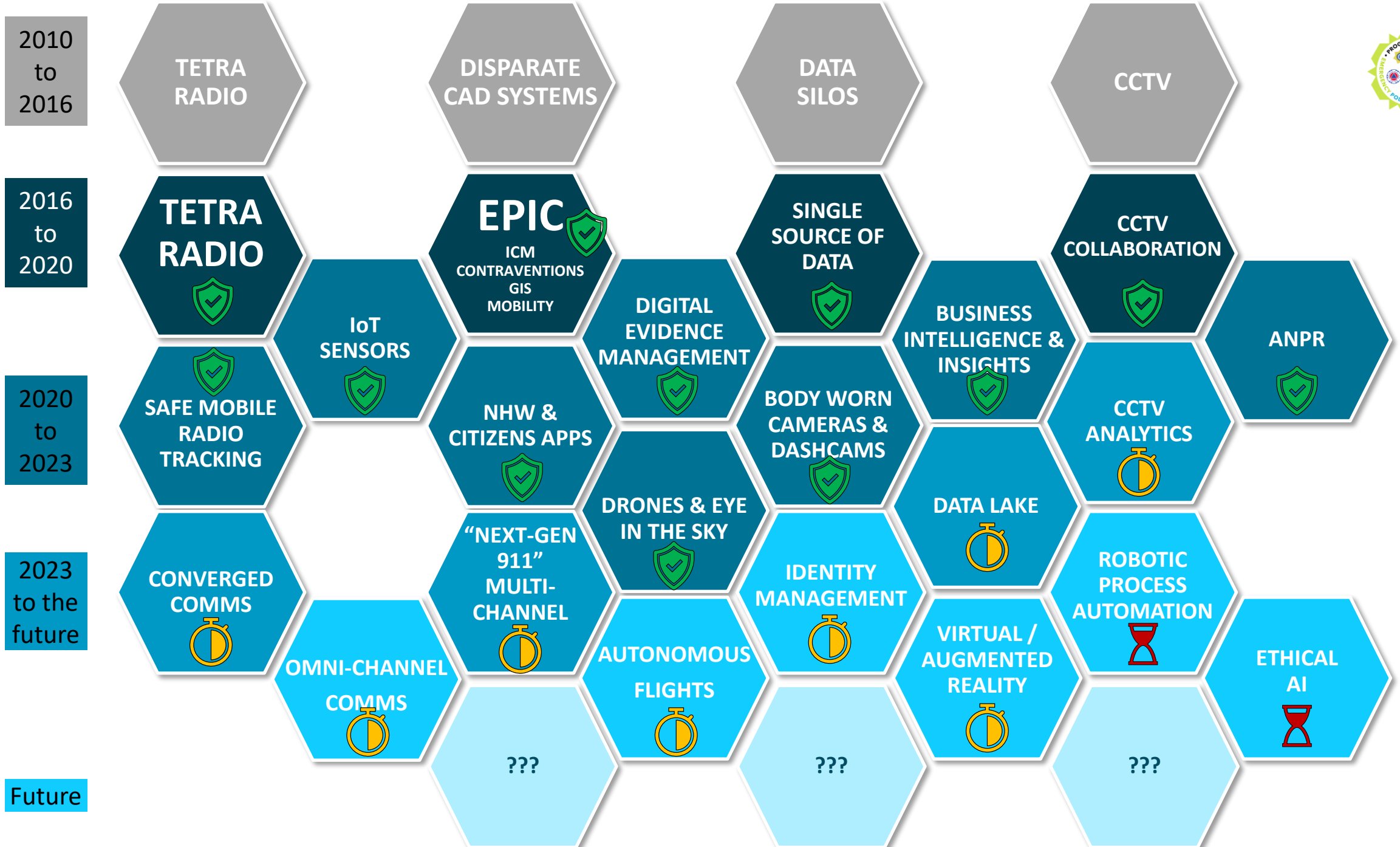


WHERE are we currently? CORE Public Safety Digital Evidence & Data Management





SAFETY TECHNOLOGIES



Technology delivering Real Time Situational Awareness (RTSA)



Data-led Policing

Land Invasion Hotspot Tracker (Drone Mapping)



Land Invasion Hotspot Tracker (Drone Mapping)

City of Cape Town
ISIXEKO SASEKAPA
STAD KAAPSTAD

Report: HonoluluTafeisig CA544-59_60

Frequency: Twice a month

Date	Total Structures	New Structures	Removed Structures	ALI Comment
4/7/2025	24	0	0	
3/18/2025	24	0	0	
3/3/2025	24	0	0	
2/17/2025	24	0	1	
2/3/2025	25	0	0	
1/22/2025	25	3	0	
12/2/2024	22	0	0	
11/18/2024	22	1	1	
10/8/2024	22	0	1	
9/16/2024	23	0	0	
8/7/2024	19	0	1	

Trend of Total Structures

Rate of Change

Information

Form

Date Sent

Report No

Pages

Incident

Place

Date

Time

Group

Key Location

Large Area (one map attached)

Recommendation

This office recommends:

Possible Land Invasion in Large

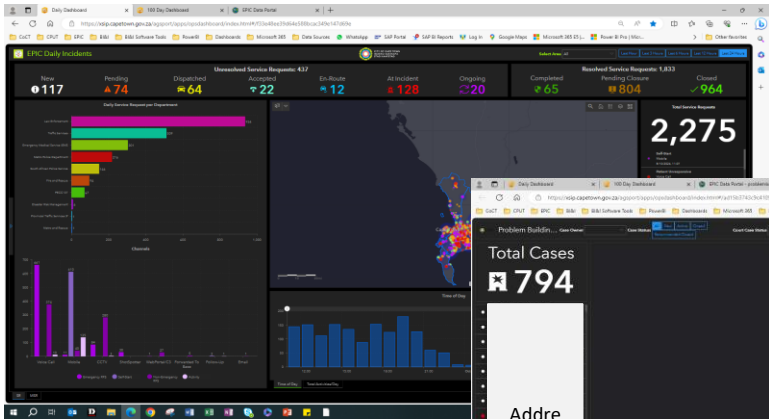
SAFETY AND SECURITY INFORMATION MANAGEMENT SERVICE SSIMS

20 March 2025

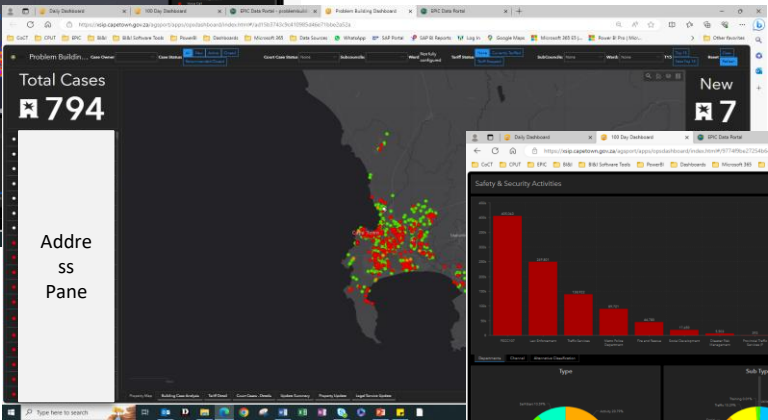
SSIMS Early Warnings

100 Day Dashboard showing Incident Trends

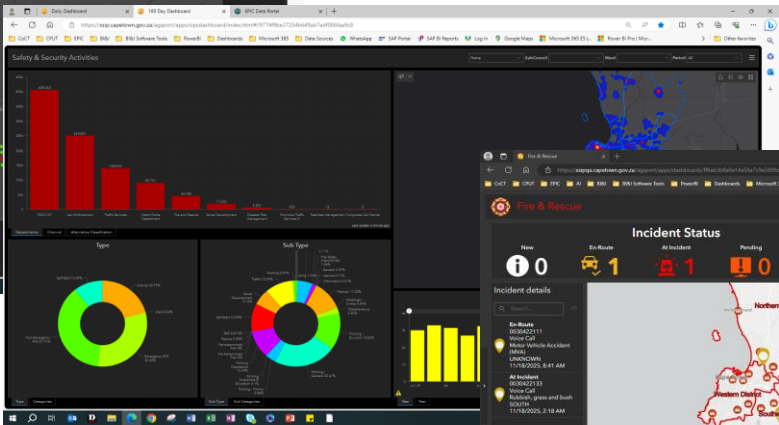
Data-led Policing



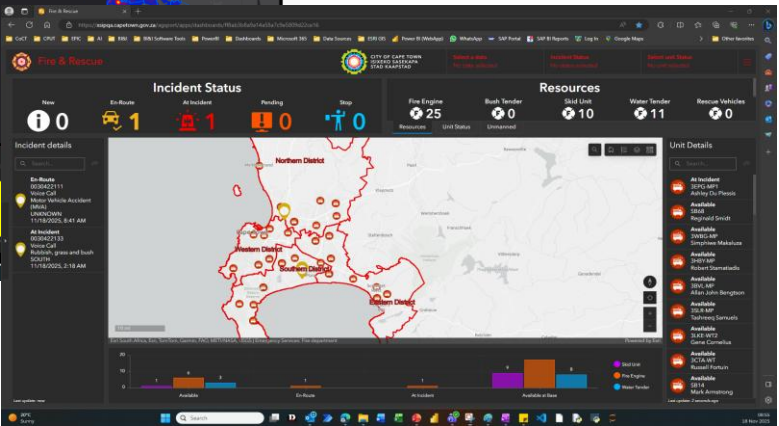
Daily Dashboard



PBU Dashboard

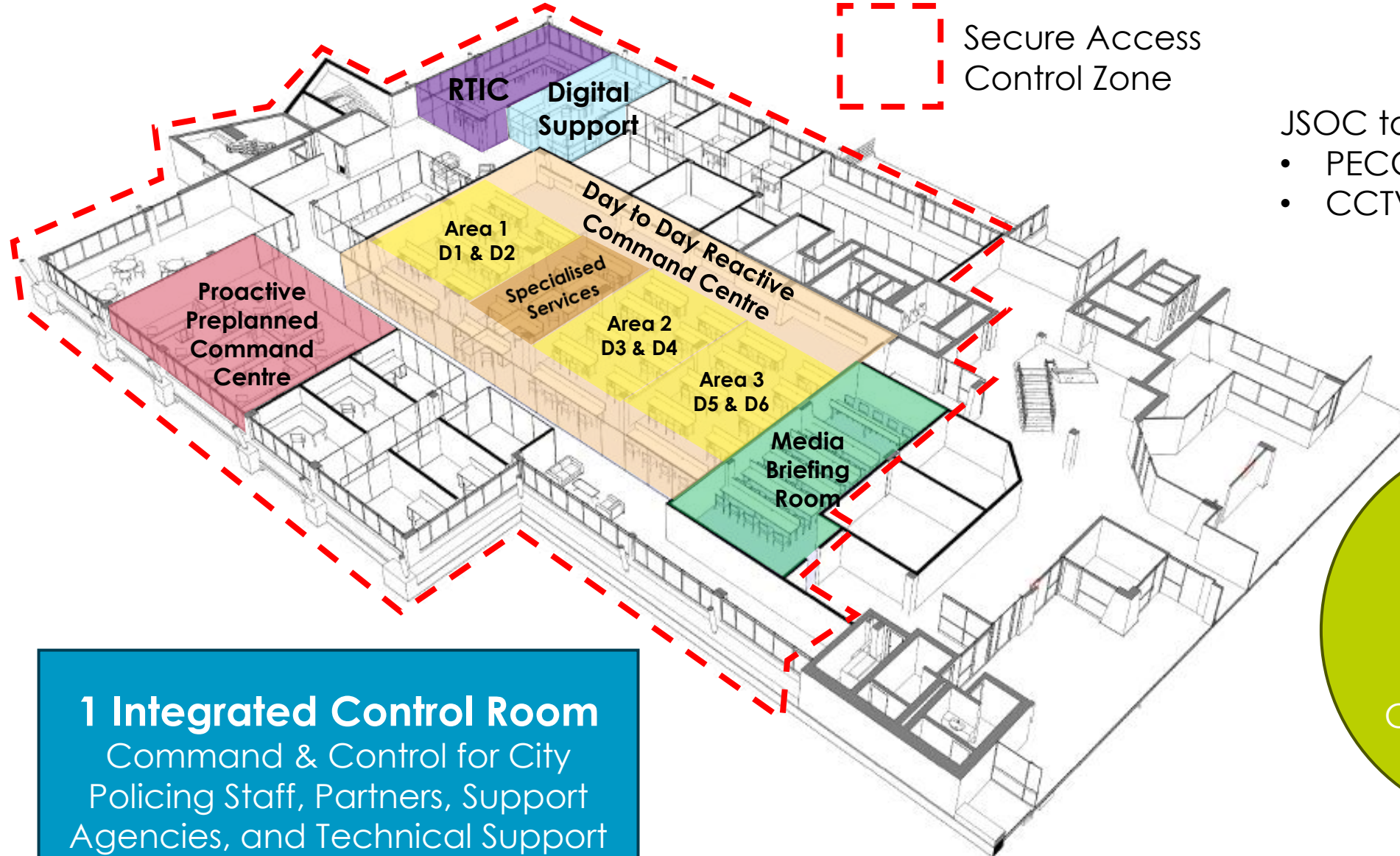


100 Day Dashboard



Fire & Rescue Situational Awareness

JOINT SERVICES OPERATIONS CENTRE (JSOC)



Secure Access
Control Zone

JSOC to also include:

- PECC 107 Call Centre
- CCTV Monitoring

1 Integrated Control Room

Command & Control for City Policing Staff, Partners, Support Agencies, and Technical Support

Improved
Collaboration
Coordination
Cooperation
Communication

QUESTIONS?

LUNCH



13. City of Cape Town Demonstration

- The purpose of the demo is to provide insight for all attendee's at the briefing to understand the current technology solutions and how they are currently utilised by the Safety & Security (S&S) Directorate.
- Although the solution will be demonstrated, the City of Cape Town S&S is not looking to necessarily replicate the current system, and tenderer's must respond to the written specifications in the published RFP documents.
- The demonstration is to support the tenderer's understanding and context of how the solution will be utilised and leveraged. The specifications remain the scope of the project to which tenderer's must respond.
- This demo is not of every single process flow. It shows the 'normal' and if not shown here but exists in the specifications then it must be delivered.
- Although the specifications are written as discrete requirements, the responses by the tenderer and the demo video must be constructed to give the adjudication panel comfort of the 'integrated and seamless' user experience that the users will receive.
- Questions:
 - We will answer what we can immediately;
 - Complex answers will be responded to in writing.

EPIC High Level Scope Visualisation

In Scope

Not in scope

A EPIC Transactional System

A.1 RFS registration and distribution	A.1.1 Register RFS by Call Taker	A.1.2 RFS via API	A.1.3 Register RFS from Surveillance	A.1.4 Register Departmental RFS	A.1.5 Manage Escalations
	A.1.6 Manage Duplication	A.1.7 Apply Rules and Questions	A.1.8 Distribute to Departments	A.1.9 Create and Communicate Alerts	
A.2 Pre-Planned Events and Activities Management	A.2.1 Register Pre-Planned Events and Activities	A.2.2 Manage Events Lifecycle	A.2.3 Execute Pre-Planned Activities		
A.3 Dispatch Command and Control	A.3.1 Perform Computer Aided Dispatch (CAD)	A.3.2 Perform Command and Control	A.3.3 Manage Major Occurrence	A.3.4 Apply Situational Awareness	
A.4 Mobile Field Enablement	A.4.1 Login and setup	A.4.2 Manage Activity on Mobile	A.4.3 Initiate Self-starts and Contraventions	A.4.4 Receive Messages, Alerts and Training	A.4.5 Request Assistance
A.5 RFS Resolution and Forms	A.5.1 Manage Resolution	A.5.2 Manage Resolution Forms	A.5.3 Manage Billing		
A.6 Workforce Management	A.6.1 Manage Workforce Data	A.6.2 Manage Operational Unit	A.6.3 Manage Shifts and Availability		

B Investigations

B.1 Investigative Case Management	B.1.1 Manage Investigation Lifecycle	B.1.2 Analyse POLE Relationships	B.1.3 Integrate ICM to Data Sources	B.1.4 Report on ICM
-----------------------------------	--------------------------------------	----------------------------------	-------------------------------------	---------------------

C Contraventions

C.1 Contraventions	C.1.1 Manage EPIC Contravention Mobile	C.1.2 Manage EPIC Contravention Backend	C.1.3 Manage EPIC Contravention E-Services	C.1.4 Manage EPIC Contraventions Reporting
--------------------	--	---	--	--

D Channel Management

D.1. Manage Channel Interaction	D.1.1 Manage Channels	D.1.2 Manage Contact Centre	D.1.3 Automate Channel Assistance	D.1.4 Report Channel Performance
---------------------------------	-----------------------	-----------------------------	-----------------------------------	----------------------------------

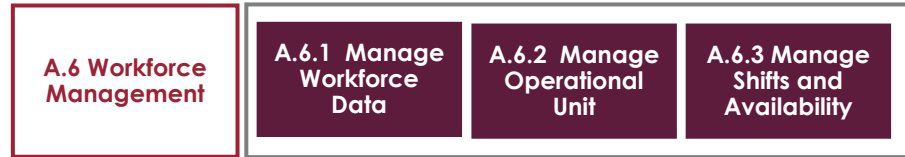
E Data and Business Intelligence

E.1 Data and Business Intelligence	E.1.1 Manage Reporting	E.1.2 Manage Data Analytics	E.1.3 Visualise Reports	E.1.4 Manage Spatial Reporting
------------------------------------	------------------------	-----------------------------	-------------------------	--------------------------------

F Spatial Enablement

F.1 GIS and Spatial	F.1.1 Create Live maps	F.1.2 Perform Map Actions	F.1.3 Source Base Map Information	
---------------------	------------------------	---------------------------	-----------------------------------	--

A.6. Workforce Management



A.6.1 Manage Workforce Data	Maintain EPIC specific data relating to Employees, EPIC Operational Organisation structure, Vehicles and other Assets. This must be integrated to master data originating from the CCT corporate system.
A.6.2 Manage Operational Unit	Define operational units which are tracked and managed as an entity and can be assigned to RFS. Link employees and assets – the unit will inherit their proficiencies and attributes.
A.6.3 Manage Shifts and Availability	Maintain shift information and availability of resources. Time and attendance as well as leave applications must be integrated to the corporate HR solution (in real time).

Unit Methodology

Currently: A Unit is a combination of people, vehicle and equipment.

Together this becomes a **dispatchable resource** with associated characteristics and information such as shift availability etc.

A.2 Pre-Planned Events and Activities Management



A.2.1 Register Pre-Planned Events and Activities	Utilise solution to register and manage planned events requiring Safety and Security assistance e.g. major sporting events and pre-planned operations including integration to the city's Events Application system.
A.2.2 Manage Events Lifecycle	Manage and visualise planned events and activities showing lifecycle, progress and demand for resources to be allocated based on associated risk.
A.2.3 Execute Pre-Planned Activities	Execute planned events and activities and manage them to resolution including post incident analysis and processes.

A.1 RFS Registration and Distribution

A.1.1 Register RFS by Call taker

Call Centre agent receives an interaction via the Contact Centre solution and registers a Request for Service (RFS) on the EPIC system.

A.1.2 RFS via API

Create RFS on EPIC via API call from external systems.

A.1.3 Register RFS from Surveillance

Operator monitoring a surveillance system (e.g. CCTV, Drone, Alarms) creates RFS on EPIC.

A.1.4 Register Departmental RFS

Control room or back office user creates RFS based on radio call from field or to register work for the department.

A.1.5 Manage Escalations

Escalate the RFS due to request received or due to critical changes

A.1.6 Manage Duplication

Identify similar RFS based on location, type, time in order to avoid duplication. View historical calls from the same caller.

A.1.7 Apply Rules and Questions

Gather relevant further information via configurable questions supported by rules used for decision support for prioritisation, distribution, resource allocation, messages and alerts associated with RFS. Intelligent alerts and matching of information from potentially related RFS.

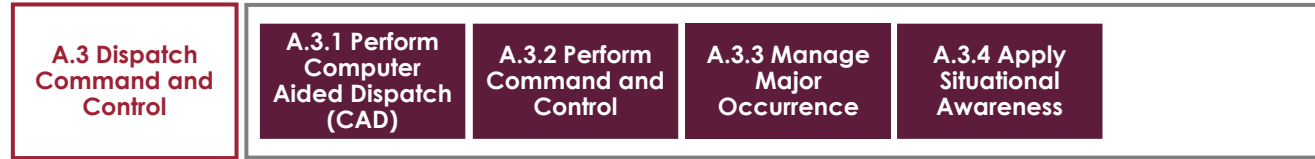
A.1.8 Distribute to departments

RFS can be distributed (assigned to) one or more Departments both internally and external to the city.

A.1.9 Create and Communicate Alerts

Generate alerts if required and communicate this appropriately to internal and external role players.

A.3 Dispatch Command and Control



A.3.1 Perform Computer Aided Dispatch (CAD)	Assign appropriate resources (units) to attend RFS using criteria such as live location, availability and capability of units.
A.3.2 Perform Command and Control	Ongoing management of RFS and resources. This includes escalation/de-escalation and management through to resolution.
A.3.3 Manage Major Occurrence	Combine related RFS into a major event if required. Ability to create linked RFS. View and manage RFS related to major incident centrally involving and communicating with internal and external role players.
A.3.4 Apply Situational Awareness	Provide the user with real time situational awareness information including location of resources, RFS and surroundings, magnitude and severity of impact. Visualise this on a map and combine information from multiple technologies and sources. This may be artificial intelligence (AI) assisted.

A.4 Mobile Field Enablement



A.4.1 Login and setup

Securely login to mobile device and associate with a unit. Unit commander configure unit composition if required.

A.4.2 Manage Activity on Mobile

Accept task, navigate to site, perform the required activity. Link relevant objects and evidence. Manage the status through to resolution and provide feedback including text and media. Share image/video or speak to colleagues. Complete Resolution Form if required.

A.4.3 Initiate Self-starts and Contraventions

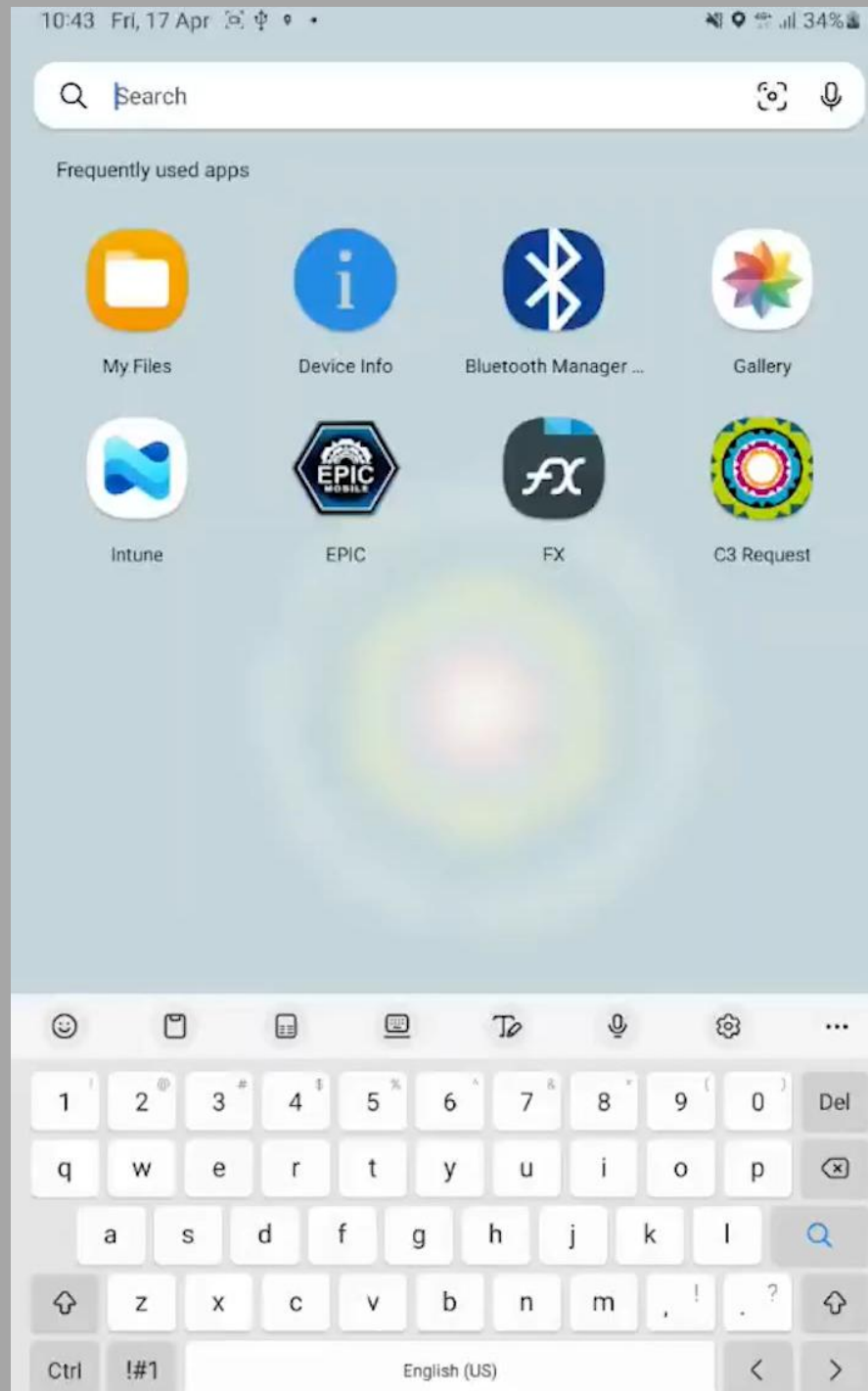
Field staff can initiate RFS, Contraventions or duty-task from mobile device.

A.4.4 Receive Messages, Alerts and Training

View targeted messages, alerts and training material distributed to field staff.

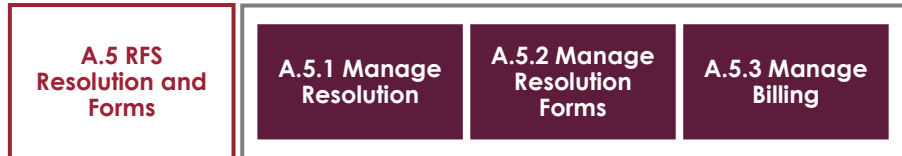
A.4.5 Request Assistance

Officer in distress must be able to alert control room if urgent assistance required – attach location and staff member detail.



EPIC Mobile Application Demo Video

A.5 RFS Resolution and Forms



A.5.1 Manage Resolution

Capture outcome of activity or RFS and apply appropriate resolution code. Trigger a workflow and/or Resolution Form if required.

A.5.2 Manage Resolution Forms

Dynamic Resolution Form with configurable fields that can be printed and translates into data used in reporting. Asks appropriate questions based on incident classification and department.

A.5.3 Manage Billing

Apply charges to resources deployed or planned - for reporting purposes and to generate a bill to recover costs where appropriate.

F.1 GIS and Spatial

F.1 GIS and Spatial

F.1.1 Create Live maps

F.1.2 Perform Map Actions

F.1.3 Source Base Map Information

F.1.1 Create Live maps

Combine base map with safety and security specific information such as occurrences, RFS, staff, vehicles providing a live view for situational awareness. This map should be up to date and highly available.

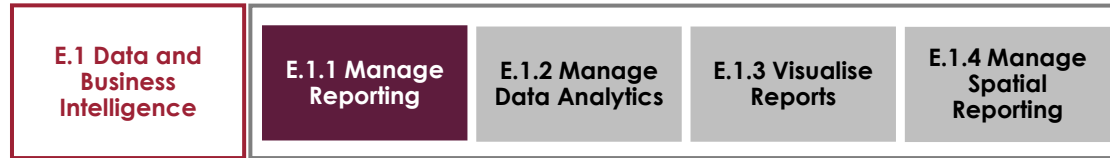
F.1.2 Perform Map Actions

Ability to take actions such as pin location to RFS, dispatch a unit, view camera feeds, highlight areas.

F.1.3 Source Base Map

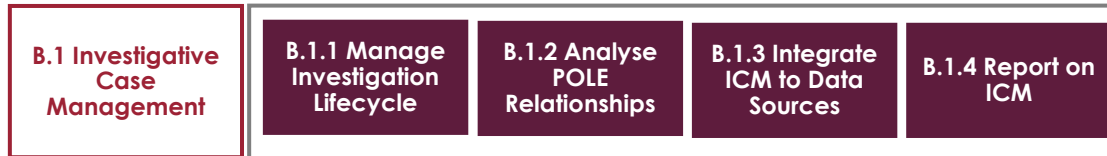
Use information sourced from CCT Enterprise ArcGIS instance (EGIS) and third party providers (such as HERE) and imagery to provide up-to-date base map for GIS. A reduced base map should extend beyond the city of Cape Town.

E.1 Data and Business Intelligence



E.1.1 Manage Reporting	Basic performance (system utilisation) and statistical reports within the EPIC solution. Make EPIC data available to external systems via API securely and in accordance with policy.
E.1.2 Manage Data Analytics	Analysis of live and historical data and ability to combine data with external sources to perform advanced analytics including AI and predictive analysis. (*Optional)
E.1.3 Visualise Reports	Visualise live data (e.g. operational dashboards) as well as analytic reports using graphics and other visualisation tools.
E.1.4 Manage Spatial Reporting	Heat maps, spatial reporting and dashboards generated from GIS.

B.1 Investigative Case Management



B.1.1 Manage Investigation Lifecycle

Initiation and authorisation for investigation. Perform investigation activities, update/upload information, evidence and links to people, objects, locations, events. Manage dates and workflow. Capture outcome of investigation and obtain authorisation to close out.

B.1.2 Analyse POLE Relationships

Investigate and visualise relationships (e.g. spider diagram) for related items such as People, Objects, Locations and Events (POLE). Use AI and rules to automatically prompt investigators.

B.1.3 Integrate ICM to Data Sources

Link or upload data from EPIC and external sources such as HR information to a central content server.

B.1.4 Report on ICM

ICM reporting and statistics including monitoring court case and investigation/disciplinary hearing outcomes.

C.1 Contraventions

C.1 Contraventions	C.1.1 Manage EPIC Contravention Mobile	C.1.2 Manage EPIC Contravention Backend	C.1.3 Manage EPIC Contravention E-Services	C.1.4 Manage EPIC Contraventions Reporting
-----------------------	---	--	---	---

C.1.1 Manage EPIC Contravention Mobile

Mobile application used by field staff to issue contraventions notices (fines) – these are linked to RFS in EPIC.

C.1.2 Manage EPIC Contravention Backend

Used to manage contraventions, representations for reduction and payments.

C.1.3 Manage EPIC Contravention E-Services

Offenders can lodge representations and view the status thereof via E-Services.

C.1.4 Manage EPIC Contraventions Reporting

Standard utilisation reports showing statistics per officer, area etc.

NOTE: This system must cater for By-Law and other types of City Fines, and not just Traffic Contraventions. It must cater for AARTO, if and when this is promulgated and implemented.



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

CONTRAVENTION

EPIC Contravention Application
Demo Video



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

14. QUESTIONS?



Tender Advertised
Clarification Meeting

: 02 April 2026
: Time: 09:00am to 15:00pm on Date: 23.04.2026
Compulsory hybrid meeting but physical attendance
is highly recommended

Closing Date

: **01 June 2026 @ 10h00am**

Contract Period

: A period of 15 years from date of commencement of
contract (subject to approval of MFMA Section 33
process)

Tender Box

: Box Number **242**

Tender Queries

: SCM.Tenders13@capetown.gov.za
: CCT will issue meeting minutes, recording and answers to
questions received by 30th April 2026
: No additional queries will be entertained after the 22nd of May
2026
: N.B. No notices will be issued during the last week of the tender
period



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Thank You

