

QUESTIONS AND ANSWERS

HO/CRES/REAM/01/06/2022:

REQUEST FOR PROPOSAL TO SOURCE A UTILITIES MANAGEMENT AND ADMINISTRATION SERVICE PROVIDER TO PROVIDE END TO END UTILITIES MANAGEMENT FOR THE EFFECTIVE AND EFFICIENT ADMINISTRATION OF ALL PRASA UTILITIES.

RESPONSES TO TENDER questions:

Question 1

In bid number HO/CRES/REAM/01/06/2022, the specifications encompass multiple faces; UMS software/system (applications) , engineering field services , water and electricity metering hardware that must be provided by the bidder. Industry Best Practice stipulates that that these facets be specified independently to ensure that the customer receives a quality product or service from a specialized bidder.

Taking the above into consideration, would it possible if we only respond to the software/system specifications of the bid?

Answer 1

It is important to note that the focus of this Tender is to appoint a Service Provider that can provide Prasa Cres with the Utilities Management Services as stipulated. The Service Provider would therefore have to provide a Utilities Management System that can do the functions as indicated. It is advised that you provide all the information requested (with special reference to the evaluation criteria), otherwise it could result in disqualification during the evaluation process.

Question 2

The bid specifies in section 4.1 Scope of the Desired solution that the “The UMS ownership will remain with the SP”.

Therefore will PRASA be open to the a Partner Managed Cloud model with regard to the software operating model?

Answer 2

It is the understanding that Prasa is already using a Cloud module for data. The important fact is to know that the data produced by the Utilities Management System will also be stored on the Prasa server as to ensure we have access to the data after the contract period has ended. This will be further discussed with our IT department once the contract commenced. In short, Prasa must be able to store the data produced on our internal server.