

	BID CLARIFICATION	Form No: RW SCM 00041 F Revision: 03 Effective Date: 31 Jan 2023
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Bid Number **RW10394588/25RR**
Clarification Number **03**

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Date: 12 May 2025

BID NUMBER RW10394588/25RR

BID DESCRIPTION:

ACQUISITION OF A SAAS HYDRAULIC MODELLING & SURGE ANALYSIS TOOL INCLUDING SUPPORT & MAINTENANCE FOR A DURATION OF 12 MONTHS

The pages referenced are the pages of the **RW10394588/25RR** bid document. **BID DESCRIPTION: ACQUISITION OF A SAAS HYDRAULIC MODELLING & SURGE ANALYSIS TOOL INCLUDING SUPPORT & MAINTENANCE FOR DURATION OF 12 MONTHS**

This clarification consists of statement in the following pages.

SIGNATURES

Buyer Name :

Sourcing Manager Name:

Sign :

Sign :

Supply Chain Manager Name :

Sign :

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QUERIES	RAND WATER RESPONSE
This question which comes at the end relates to the Affidavit, the part that reads: “I am aware that Rand Water may conduct due diligence and visit the Data Centre as listed above and should the above be discovered to be untrue, my bid may be disqualified and further actions will be taken against the entity by Rand Water.” Our Company used Microsoft Azure for cloud services that we will be offering in our bid, Microsoft has global policy where they do not allow any access to anyone except their employees and service providers to their data centres. The following is our exchange with Microsoft on this matter: Azure data centres are highly secured, and access is tightly restricted. Instead of visits, Microsoft provides detailed compliance documentation and third-party audit reports (e.g., SOC 1, SOC 2, ISO 27001) through its Microsoft Trust Center and Service Trust Portal. What I can offer to the customer: - Provide official documentation from Microsoft (e.g., certifications, audit summaries). - Check Microsoft Trust Center. - Provide architectural and operational overviews, along with your own internal documentation	The bidder must obtain a signed letter from Microsoft confirming that the entity (Microsoft) will, on behalf of WizCAD, host and maintain Rand Water data within the borders of the Republic of South Africa. The letter must depict the location, city and town of the data centre.

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(e.g., how your solution is deployed on Azure). Would this meet Rand Water's requirements? Can this be acknowledged or crossed out of the affidavit?	
Under Clarification No. 1 – Question 2.4, discard the previously communicated response and refer to the highlighted response Reference: Paragraph C3.2 Scope of Work (Page 58) How many customers points does Rand Water expect to model with the Hydraulic Modelling & Surge Analysis Tool with Digital Twin Capabilities?	Rand Water expects to model +/-1,600 existing customer points across its bulk water distribution network. These customer points represent all current delivery locations and include a variety of metered connections, such as municipal supply points, domestic meters (12 mm and 25 mm id), industrial and mining clients, as well as strategic zonal meters used for monitoring and operational management. The number of customer points is expected to increase in the near future due to ongoing infrastructure expansion and new water supply applications.
Under Clarification No. 1 – Question 3.10. Also note that there is no mention of Digital Twin in the previous experience scoring, will this experience be scored, can we omit this for purposes of this score and submit only for the product technical feature section of the bid document.	This experience will not be scored under criterion A - Record of Previous Experience relevant to the current scope/ work (with contactable client ref).
Can you please give us clarity on below points on annexure C2.2: Pricing Schedule page 53 1.1.1 The latest tested and stable version of Hydraulic Modelling and Analysis (HMA) Software, including a user guide and manual for 13 users is this for only viewing or operating the software? 1.1.2 The latest tested and stable version of Surge Analysis (SA) Software, including a user guide and	Kindly refer to C3.2 SCOPE OF WORK – SCOPE OF THE BID – number 4) Offer Skills Transfer and Knowledge Sharing, on page 60 of 83, which clearly states that the required user guides and manuals are intended to support and operate the software. This should be read in conjunction with the second paragraph under C3.2 SCOPE OF WORK on page 58 of 83, which states:

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There is mentioned about Hydraulic modelling what does this entail? Is it to design pipes or software to just simulate the hydraulics?
Surge analysis, what is the outcome of this? Will this only be flow simulation through the pipe or actual physical surge analysis?

Data management, how is the data going to be managed all data (CAD and non CAD data)

Structural analysis is there any need from your side?

Training – What is the knowledge levels of the designers and engineers in current employment at Rand Water, and or is there anyone with Solidworks experience or is this limited to Autocad only.

Last question will it be 43 users at once? We have the option for network licensing which is floating licenses we can then quote on a lesser quantity.

Is there a need for 2D Plant layout?

Please refer to C3.2 SCOPE OF WORK from page 58 to 82 of 83 to fully comprehend what hydraulic modelling entails, and the required capabilities of Surge Analysis, including Digital Twin Solutions, and data hosting requirements.

The proposed software solutions will determine how Rand Water data will be managed, taking into account the data hosting requirements.

No need.

Please refer to C3.2 SCOPE OF WORK – SCOPE OF THE – BID – number 4) Offer Skills Transfer and Knowledge Sharing, on page 60 of 83.

User license requirements categorised in Annexure C2.2: Pricing Schedule on page 53, and Table C3.2.2: Required SaaS Software Solutions and The Viewer on page 80 of 83.

After reviewing the entire Annexure A - SaaS Hydraulic Modelling and Surge Analysis Tool with Digital Twin Capabilities, the bidder will propose ideal solutions. However, should it be the proposed complementary add-ons, it must comply

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	with the Summarized Exclusions outlined on page 64 of 83 under C3.2 SCOPE OF WORK – Scope of the Bid.
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