TENDER DOCUMENT GOODS AND SERVICES		CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD
	SUPPLY CHAIN MANAGEMENT	
SCM - 542	Approved by Branch Manager: February 2024	Version: 10

TENDER NO: 203S/2025/26

TENDER DESCRIPTION: 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

CONTRACT PERIOD: A PERIOD OF 15 YEARS FROM DATE OF COMMENCEMENT OF CONTRACT (SUBJECT TO APPROVAL OF AN MFMA SECTION 33 PROCESS)

CLOSING DATE	**01 JUNE 2026**
CLOSING TIME	**10:00 am**
TENDER BOX NUMBER	**242**
TENDER FEE	**R200**

Non – refundable tender fee payable to the City of Cape Town (CCT) for a hard copy of the tender document. This fee is not applicable to website downloads of the tender document.

TENDERER	
NAME of Company/Close Corporation or Partnership / Joint Venture/ Consortium or Sole Proprietor /Individual (hereinafter the “Tenderer”)	
TRADING AS (if different from above)	
Registration number of Tenderer	
Physical address and chosen domicilium citandi et executandi of Tenderer	

NATURE OF TENDER OFFER (please indicate below)	
Main Offer (see clause 2.2.11.1)	
Alternative Offer (see clause 2.2.11.1)	

TENDER SERIAL NO.:
SIGNATURES OF CCT OFFICIALS AT TENDER OPENING
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THE TENDER

T.1 GENERAL TENDER INFORMATION

TENDER ADVERTISED	**:**	**02 APRIL 2026**
SITE VISIT/CLARIFICATION MEETING	:	Time: **09:00am to 15:00pm** on Date: **23.04.2026** Compulsory hybrid meeting but physical attendance is highly recommended.
VENUE FOR SITE VISIT/CLARIFICATION MEETING	:	**Details of Physical Venue:** Goodwood Strategic Boardroom Disaster Risk Management Centre 195 Hugo Street Goodwood Cape Town 7460 **Details of Online Meeting:** Microsoft Teams Meeting ID: 392 709 408 509 87 Passcode: gn3Ez7nH
TENDER BOX & ADDRESS	:	**Tender Box as per front cover** at the **Tender & Quotation Boxes Office**, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town.
	:	The Tender Document (which includes the Form of Offer and Acceptance) completed and signed in all respects, plus any additional supporting documents required, must be submitted in a sealed envelope with the name and address of the tenderer, the endorsement "**TENDER NO. 203S/2025/26: - TENDER DESCRIPTION: 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,** the tender box number and the closing date indicated on the envelope. The sealed envelope must be inserted into the appropriate official tender box before closing time. If the tender offer is too large to fit into the abovementioned box or the box is full, please enquire at the public counter (Tender Distribution Office) for alternative instructions. It remains the tenderer's responsibility to ensure that the tender is placed in either the original box or as alternatively instructed.
CCT TENDER REPRESENTATIVE	:	Email: **SCM.Tenders13@capetown.gov.za** ***Please ensure to reference the tender number 203S/2025/26 in the subject line when submitting tender related queries***

TENDERERS MUST NOTE THAT WHEREVER THIS DOCUMENT REFERS TO ANY PARTICULAR TRADE MARK, NAME, PATENT, DESIGN, TYPE, SPECIFIC ORIGIN OR PRODUCER, SUCH REFERENCE SHALL BE DEEMED TO BE ACCOMPANIED BY THE WORDS "OR EQUIVALENT".

T.2 CONDITIONS OF TENDER

2.1 General

2.1.1 Actions

2.1.1.1 The City of Cape Town (hereafter referred to as the "CCT") and each tenderer submitting a tender offer (hereinafter referred to as the "tenderer" or the "supplier") shall comply with item T.2 of this Tender Document Goods and Services (hereinafter referred to as these "Conditions of Tender"). The tenderer and the CCT shall collectively hereinafter be referred to as the "Parties" and individually a "Party"). In their dealings with each other, the Parties shall discharge their duties and obligations as set out in these Conditions of Tender, timeously and with integrity, and behave equitably, honestly and transparently, and shall comply with all legal obligations imposed on the Parties herein and in accordance with all applicable laws.

The Parties agree that this tender, Tender Document Goods and Services (hereinafter referred to as the "Tender" / "Tender Document"), its evaluation and acceptance and any resulting contract shall also be subject to the CCT's Supply Chain Management Policy ('SCM Policy') that was applicable on the date the bid was advertised and as amended from time to time. If the CCT adopts a new SCM Policy which contemplates that any clause therein would apply to the Contract emanating from this tender (hereinafter referred to as the "Contract"), such clause shall also be applicable to that Contract. Please refer to this document contained on the CCT's website.

Abuse of the supply chain management system is not permitted and may result, inter alia, (1) in the tender being rejected; (2) cancellation of the contract; (3) restriction of the supplier, and/or (4) the exercise by the CCT of any other remedies available to it as provided for in the SCM Policy and/or the Contract and/or this tender and/or any applicable laws .

2.1.1.2 The CCT, the tenderer and their agents and employees involved in the tender process shall avoid conflicts of interest and where a conflict of interest is perceived or known, declare any such conflict of interest, indicating the nature of such conflict. Tenderers shall declare any potential conflict of interest in their tender submissions. Employees, agents and advisors of the CCT shall declare any conflict of interest to the CCT at the start of any deliberations relating to the procurement process or as soon as they become aware of such conflict and abstain from any decisions where such conflict exists or recuse themselves from the procurement process, as appropriate.

2.1.1.3 The CCT shall not seek, and a tenderer shall not submit a tender, without having a firm intention and capacity to proceed with the contract.

2.1.2 Interpretation

2.1.2.1 The additional requirements contained in Annexure F to the contract (hereinafter referred to as the "returnable documents" / "Returnable Schedules") are part of these Conditions of Tender and are specifically hereby incorporated into these Conditions of Tender.

2.1.2.2 These Conditions of Tender and returnable Documents which are required for CCT's tender evaluation purposes herein, shall form part of the Contract arising from the CCT's corresponding invitation to tender.

2.1.3 Communication during tender process

Verbal or any other form of communication, from the CCT, its employees, agents or advisors during site visits/clarification meetings or at any other time prior to the award of the Contract, will not be regarded as binding on the CCT, unless communicated by the CCT in writing to suppliers / tenderers by its Director: Supply Chain Management or his nominee. Similarly, any communication of the tenderer / supplier that is not reduced to writing by the tenderer / supplier, its employees, agents or advisors, shall not be regarded as binding on the CCT, unless communicated to the CCT in writing by the suppliers / tenderers, or their duly authorised representatives.

2.1.4 The CCT's right to accept or reject any tender offer

2.1.4.1 The CCT may accept or reject any tender offer and may cancel the corresponding tender process or reject all tender offers at any time before the formation of a contract. The CCT may, prior to the award of the tender, cancel a tender if:

(a) due to changed circumstances, there is no longer a need for the services, works or goods requested; or
(b) funds are no longer available to cover the total envisaged expenditure; or
(c) no acceptable tenders are received.
(d) there is a material irregularity in the tender process; or
(e) the Parties are unable to negotiate market related pricing.

The CCT shall not accept or incur any liability to a tenderer for such cancellation or rejection but will give written reasons for such action upon receiving a written request to do so.

2.1.5 Procurement procedures

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.

2.1.5.2 Proposal procedure using the two stage-system

A two-stage system will not be followed.

2.1.5.3 Nomination of Standby Bidder

"Standby Bidder" means a bidder, identified by the CCT at the time of awarding a bid that will be considered for award should the contract be terminated for any reason whatsoever. In the event that a contract is terminated during the execution thereof, the CCT may consider the award of the contract, or non-award, to the Standby Bidder in terms of the procedures included its SCM Policy, as amended from time to time.

2.1.6 Objections, complaints, queries and disputes/ Appeals in terms of Section 62 of the Systems Act/ Access to court

2.1.6.1 Disputes, objections, complaints and queries
In terms of Regulations 49 and 50 of the Local Government: Municipal Finance Management Act, 56 of 2003 Municipal Supply Chain Management Regulations (Board Notice 868 of 2005):

a) Persons aggrieved by decisions or actions taken by the CCT in the implementation of its supply chain management system, may lodge within 14 days of the decision or action, a written objection or complaint or query or dispute against the decision or action.

2.1.6.2 Appeals

a) In terms of Section 62 of the Local Government: Municipal Systems Act, 32 of 2000 a person whose rights are affected by a decision taken by the CCT, may appeal against that decision by giving written notice of the appeal and reasons to the City Manager within 21 days of the date of the notification of the decision.

b) An appeal must contain the following:
   i. Must be in writing
   ii. It must set out the reasons for the appeal
   iii. It must state in which way the Appellant's rights were affected by the decision;
   iv. It must state the remedy sought; and
   v. It must be accompanied with a copy of the notification advising the person of the decision

c) The relevant CCT appeal authority must consider the appeal and **may confirm, vary or revoke** the decision that has been appealed, but no such revocation of a decision may detract from any rights that may have accrued as a result of the decision.

2.1.6.3 Right to approach the courts and rights in terms of Promotion of Administrative Justice Act, 3 of 2000 and Promotion of Access to Information Act, 2 of 2000
The sub- clauses above do not influence any affected person's rights to approach the High Court at any time or its rights in terms of the Promotion of Administrative Justice Act (PAJA) and Promotion of Access to Information Act (PAIA).

2.1.6.4 All requests referring to sub clauses 2.1.6.1 and 2.1.6.2 must be submitted in writing to:
The City Manager - C/o the Manager: Legal Compliance Unit, Legal Services Department, Office of the City Manager
Via hand delivery at: 20th Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001
Via post at: Private Bag X918, Cape Town, 8000
Via email at: MSA.Appeals@capetown.gov.za

2.1.6.5 All requests referring to clause 2.1.6.3 must be submitted in writing to:
The City Manager - C/o the Manager: Access to Information Unit, Legal Service Department, Office of the City Manager
Via hand delivery at: 20th Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001
Via post at: Private Bag X918, Cape Town, 8000
Via email at: Access2info.Act@capetown.gov.za

2.1.6.6 The minimum standards regarding accessing and 'processing' of any personal information belonging to another in terms of Protection of Personal Information Act, 2013 (POPIA).
For purposes of this clause 2.1.6.6, the contract and these Conditions of Tender, the terms "data subject", "Personal Information" and "Processing" shall have the meaning as set out in section 1 of POPIA, and "Process" shall have the corresponding meaning.

The CCT, its employees, representatives and sub-contractors may, from time to time, Process the tenderer's and/or its employees', representatives' and/or sub-contractors' Personal Information, for purposes of, and/or relating to, the tender, the contract and these Conditions of Tender, for research purposes, and/or as otherwise may be envisaged in the CCT's Privacy Notice and/or in relation to the CCT's Supply Chain Management Policy or as may be otherwise permitted by law. This includes the Processing of the latter Personal Information by the CCT's due diligence assurance provider, professional advisors and the Appeal Authority as applicable. The CCT's justification for the processing of such aforesaid Personal Information is based on section 11(1)(b) of POPIA, i.e., in terms of which the CCT's Processing of the said Personal Information is necessary to carry out actions for the conclusion and/or performance of the contract, to which the applicable data subject (envisaged in this clause 2.1.6.6 above) is a party.

All requests relating to data protection must be submitted in writing to:
The City Manager - C/o the Information Officer, Office of the City Manager
Via hand delivery at: 20th Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001
Via post at: Private Bag X9181, Cape Town, 8000
Via email at: Popia@capetown.gov.za.

2.1.6.7 Compliance to the CCTs Appeals Policy.

In terms of the CCT's Appeals Policy, a fixed upfront administration fee will be charged. In addition, a surcharge may be imposed for vexatious and frivolous or otherwise manifestly inappropriate tender related appeals.

The current approved administration fee is R300.00 and may be paid at any of the Municipal Offices or at the Civic Centre in Cape Town using the GL Data Capture Receipt attached as **Schedule F.14**: **Appeal Application Form**. Alternatively, via EFT into the CCT's NEDBANK Account: CITY OF CAPE TOWN and using Reference number: 198158966. You are required to send proof of payment when lodging your appeal.

The current surcharge for vexatious and frivolous or otherwise manifestly inappropriate tender related appeals will be calculated as ½ (Administrative cost of the tender appeal) + 0.25 % (Appellant's tender price).

Should the payment of the administration fee of R300.00 or the surcharge not be received, such fee or surcharge will be added as a Sundry Tariff to the bidder's municipal account.

In the event where the bidder does not have a Municipal account with the CCT, the fee or surcharge may be recovered in terms of the CCT's Credit Control and Debt Collection By-law, 2006 (as amended) and its Credit Control and Debt Collection Policy.

2.1.7 CCT Supplier Database Registration

Tenderers are required to be registered on the CCT Supplier Database as a service provider. Tenderers must register as such upon being requested to do so in writing and within the period contained in such a request, failing which no orders can be raised or payments processed from the resulting contract. In the case of Joint Venture partnerships this requirement will apply individually to each party of the Joint Venture.

Tenderers who wish to register on the CCT's Supplier Database may collect registration forms from the Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5). Registration forms and related information are also available on the CCT's website www.capetown.gov.za (follow the Supply Chain Management link to Supplier registration).

It is each tenderer's responsibility to keep all the information on the CCT Supplier Database updated.

2.1.8 National Treasury Web Based Central Supplier Database (CSD) Registration

Tenderers are required to be registered on the National Treasury Web Based Central Supplier Database (CSD) as a service provider. Tenderers must register as such upon being requested to do so in writing and within the period contained in such a request, failing which no orders can be raised or payments processed from the resulting contract. In the case of Joint Venture partnerships this requirement will apply individually to each party of the Joint Venture.

Tenderers who wish to register on the National Treasury Web Based Central Supplier Database (CSD) may do so via the web address **https://secure.csd.gov.za**.

It is each tenderer's responsibility to keep all the information on the National Treasury Web Based Central Supplier Database (CSD) updated.

2.2 Tenderer's obligations

2.2.1 Eligibility Criteria

2.2.1.1 Tenderers are obligated to submit a tender offer that complies in all aspects to the conditions as detailed in this tender document and the Conditions of Tender. An acceptable tender must "COMPLY IN ALL" aspects with the tender, Conditions of Tender, all Specifications (i.e., item C.5 below, hereinafter the "Specifications"), pricing instructions herein and the Contract including its conditions.

2.2.1.1.1 Submit a tender offer

Only those tender submissions from which it can be established, *inter alia* that a clear, irrevocable and unambiguous offer has been made to CCT, by whom the offer has been made and what the offer constitutes, will be declared responsive.

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.

2.2.1.1.3 Compulsory clarification meeting

Tenderers are required to attend a compulsory clarification meeting at which they may familiarise themselves with aspects of the proposed work, services or supply and pose questions.

Details of the meeting(s) are stated in the General Tender Information (i.e. in item T.1 above).

Only those tenders submitted by tenderers whose attendance at this meeting have been recorded, will be declared responsive.

Kindly note that the meeting will be of a hybrid nature which would entail a choice to attend a physical or an online virtual meeting on the Microsoft Teams platform. Any issues in accessing the Microsoft Teams meeting must be escalated within 5 minutes of the start time of the meeting by emailing **SCM.Tenders13@capetown.gov.za**.

This compulsory clarification meeting will ensure that potential bidders have a thorough understanding of the current solution which will be replaced through this procurement process. This will be the first time that this tender will be released to the market and potential bidders will benefit immensely from the information which will be shared at the clarification meeting, inclusive of the demonstration of the current EPIC solution and lessons learnt from previous tenders. It is highly recommended that bidders opt for physical attendance.

TENDERERS ARE TO NOTE THAT FAILURE TO ATTEND THE COMPULSORY CLARIFICATION MEETING WILL RENDER THE TENDERER NON-RESPONSIVE.

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 <u>THAT FAILURE TO SUBMIT PROOF OF VALID ACCREDITATION</u> AT <u>TENDER CLOSING</u> 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.

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 <u>THAT FAILURE TO SUBMIT COMPLETED RETURNABLE SCHEDULES</u> AT <u>TENDER CLOSING</u> DATE WILL RENDER THE TENDERER NON-RESPONSIVE FOR THE RESPECTIVE SCHEDULE.

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

2.2.1.1.7 Minimum score for functionality

Only tenderers who achieve the minimum score for functionality as stated below will be declared responsive.

Returnable Schedule	Applicable for
F.13.3.A2 Functionality for Schedule A	SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR EMERGENCY POLICING & INCIDENT CONTROL SYSTEM
F.13.3.B2 Functionality for Schedule B	SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR INVESTIGATIVE CASE

	MANAGEMENT SYSTEM
F.13.3.C2 Functionality for Schedule C	SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR CONTRAVENTIONS SYSTEM

The description of the functionality criteria and the maximum possible score for each schedule is shown in the table below. The score achieved for functionality will be the sum of the scores achieved, in the evaluation process, for the individual criteria.

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**

Schedule A: SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR EMERGENCY POLICING & INCIDENT CONTROL SYSTEM

The functional scoring for this tender is designed to fairly evaluate each tenderer's solution based on additional capability, technical fit, proven implementation experience and product market traction.

Instructions for completing the technical returnable schedules for Functionality evaluation of Schedule A:

1. *Column E (Criteria)* identifies items for scoring as either technical fit or additional capability. Technical fit items are all the mandatory items which were also listed in returnable schedule **F.13.3.A1** and completed for eligibility.
2. *Column F (How would you deliver your proposed solution?) Complete this column with 1 selection from the options given (either 0,1,2,3,4)*
    a. *1 Vendor customization required*
    b. *2 Low-Code Development required*
    c. *3 Configuration required*
    d. *4 Standard Functionality*
    e. *0 Not supported*
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**.
4. *Column H (Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.*) An explanation and/or evidence must be provided for each item to be delivered. An explanation can be provided with a description of the item and how it is applied within the system proposed. Evidence could include:
    a. Demonstration
    b. Written explanation which may include screenshots
    c. Reference document
5. *Column I (Reference.)* All supporting documentation submitted in response to this tender must be clearly referenced to the relevant evaluation criteria. Bidders are required to indicate, for each claim made, the specific page number and paragraph (or section) or timestamp within the demonstration video, within the submitted proposal and annexures where the supporting evidence may be located.

For the Tendering Entity Experience criteria, only projects that have achieved a successful implementation or go live date will be considered. Points are awarded according to the number of successfully implemented projects, emphasising the tenderer's demonstrated track record of operational success.

Item	Evaluation Criteria	Applicable values	Points
A.	**A.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 *Column F (How would you deliver your proposed solution?)* of Returnable **Schedule F.13.3.A2** Functionality for Schedule A. There are a total of 140 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 *Column F (How would you deliver your proposed solution?)* that is substantiated in *Column H (Give an explanation and/or provide evidence of how you achieve this requirement and meet the Additional Capability).* Zero (0) points for a 0 in *Column F (How would you deliver your proposed solution?)*. $\% \, Met = \left(\frac{no.of \text{ Additional Capability met}}{140}\right) \times 100$ 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
	A.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 311 mandatory technical specifications will be scored according to the level of technical fit offered by the tenderer's proposed solution, as indicated in *Column F (How would you deliver your proposed solution?)* of Returnable **Schedule F.13.3.A2** Functionality for Schedule A. Only one (1) option must be selected in *Column F (How would you deliver your proposed solution?)* 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 *Column H (Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit).* The total technical fit score achieved by a tenderer will be converted into a percentage score, using the following formula: $\% \, Tech \, Fit \, Met = \left(\frac{Total \, Score \, for \, Technical \, Fit}{622}\right) \times 100$	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

	Where 622 represents the maximum possible score (311 mandatory technical specifications × 2 points each). The result will be rounded up to the nearest whole number.		
	A.3. Tendering Entity Experience Tenderers to demonstrate experience in the successfully completed implementation of Public Safety technology system projects for their clients. *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.* Tenderers to refer to **Schedule F.13.4.A** for completion. *A maximum of 5 projects will be evaluated. A total score of 15 points can be awarded:* For this tender large to small scale technology rollouts are defined as: Large Projects: Greater than 2000 users or Greater than 1000 vehicles or Greater than 500 requests for services per day (incidents) Medium Projects: 500 – 2000 users or 200 – 1000 vehicles or 200 – 500 requests for services per day (incidents) Small Projects: 50 – 499 users or 20 – 199 vehicles or 50 – 199 requests for services per day (incidents) For projects to qualify for assessment, they must have the following criteria: *The solution must be currently operational and/or was deployed within the last 7 years.*	Score allocation per project *Qualifying Large projects will score 3 points per project.* *Qualifying Medium projects will score 2 points per project.* *Qualifying Small projects will score 1 point per project.*	15
	A.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.D** 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

The minimum qualifying score for functionality is 70 out of a maximum of 100 points.

Schedule B: SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR INVESTIGATIVE CASE MANAGEMENT SYSTEM

The functional scoring for this tender is designed to fairly evaluate each tenderer’s solution based on additional capability, technical fit, proven implementation experience and product market traction.

Instructions for completing the technical returnable schedules for Functionality evaluation of Schedule B:

1. *Column E (Criteria)* identifies items for scoring as either technical fit or additional capability. Technical fit items are all the mandatory items which were also listed in returnable schedule **F.13.3.B1** and completed for eligibility.
2. *Column F (How would you deliver your proposed solution?) Complete this column with 1 selection from the options given (either 0,1,2,3,4)*
   a. *1 Vendor customization required*
   b. *2 Low-Code Development required*
   c. *3 Configuration required*
   d. *4 Standard Functionality*
   e. *0 Not supported*
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**.
4. *Column H (Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.*) An explanation and/or evidence must be provided for each item to be delivered. An explanation can be provided with a description of the item and how it is applied within the system proposed. Evidence could include:
   a. Demonstration
   b. Written explanation which may include screenshots
   c. Reference document
5. *Column I (Reference.)* All supporting documentation submitted in response to this tender must be clearly referenced to the relevant evaluation criteria. Bidders are required to indicate, for each claim made, the specific page number and paragraph (or section) or timestamp within the demonstration video, within the submitted proposal and annexures where the supporting evidence may be located.

For the Tendering Entity Experience criteria, only projects that have achieved a successful implementation or go live will be considered. Points are awarded according to the number of successfully implemented projects, emphasising the tenderer's demonstrated track record of operational success.

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 *Column F (How would you deliver your proposed solution?)* 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 *Column F (How would you deliver your proposed solution?)* that is substantiated in *Column G (Give and explanation and/or evidence of how you achieve the requirement to meet the Additional Capability)*. Zero (0) points for a 0 in *Column F (How would you deliver your proposed solution?)* $\% Met = \left(\frac{no.of\ Additional\ Capability\ met}{41}\right) \times 100$ 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 *Column F (How would you deliver your proposed solution?)* of Returnable **Schedule F.13.3.B2** Functionality for Schedule B. Only one (1) option must be selected in *Column F (How would you deliver your proposed solution?)*. 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 *Column H (Give an explanation and/or provide evidence of how you achieve the requirement and meet the Technical Fit).* The total technical fit score achieved by a tenderer will be converted into a percentage score, using the following formula: $\%\,Tech\ Fit\ Met = \left(\frac{Total\ Score\ for\ Technical\ Fit}{90}\right) \times 100$ Where 90 represents the maximum possible score (45 mandatory technical specifications × 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. *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. *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:* For this tender large to small scale technology rollouts are defined as: 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. *Qualifying Large projects will score 3 points per project* *Qualifying Medium projects will score 2 points per project* *Qualifying Small projects will score 1 point per project*	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

The minimum qualifying score for functionality is 70 out of a maximum of 100 points.

Schedule C: SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR CONTRAVENTIONS SYSTEM.

The functional scoring for this tender is designed to fairly evaluate each tenderer's solution based on additional capability, technical fit, proven implementation experience and product market traction.

Instructions for completing the technical returnable schedules for Functionality evaluation of Schedule C:

1. *Column E (Criteria)* identifies items for scoring as either technical fit or additional capability. Technical fit items are all the mandatory items which were also listed in returnable schedule **F.13.3.C1** and completed for eligibility.
2. *Column F (How would you deliver your proposed solution?)* Complete this column with 1 selection from the options given (either 0,1,2,3,4)
   a. *1 Vendor customization required*
   b. *2 Low-Code Development required*
   c. *3 Configuration required*
   d. *4 Standard Functionality*
   e. *0 Not supported*
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**.

4. *Column H (Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.*) An explanation and/or evidence must be provided for each item to be delivered. An explanation can be provided with a description of the item and how it is applied within the system proposed. Evidence could include:
   a. Demonstration
   b. Written explanation which may include screenshots
   c. Reference document
5. *Column I (Reference.)* All supporting documentation submitted in response to this tender must be clearly referenced to the relevant evaluation criteria. Bidders are required to indicate, for each claim made, the specific page number and paragraph (or section) or timestamp within the demonstration video, within the submitted proposal and annexures where the supporting evidence may be located.

For the Tendering Entity Experience criteria, only projects that have achieved a successful implementation or go live date will be considered. Points are awarded according to the number of successfully implemented projects, emphasising the tenderer's demonstrated track record of operational success.

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 *Column F (How would you deliver your proposed solution?)* 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 *Column F (How would you deliver your proposed solution?)* that is substantiated in *Column H (Give and explanation and /or provide evidence of how you achieve the requirement and meet the Additional Capability).* Zero (0) points for a 0 in *Column F (How would you deliver your proposed solution?).* The evaluation will determine the tenderer's percentage score as follows: $\% \, Met = \left(\frac{no.of \ Additional \ Capability \ met}{13}\right) \times \ 100$ 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 *Column* F *(How would you deliver your proposed solution?)* 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

	Only one (1) option must be selected in *Column F (How would you deliver your proposed solution?)*. 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 *Column H (Give an explanation and/or provide evidence of how you achieve the requirement and meet the Technical Fit).* The total technical fit score achieved by a tenderer will be converted into a percentage score, using the following formula: $\% \, Tech \, Fit \, Met = \left(\frac{Total \, Score \, for \, Technical \, Fit}{184}\right) \times 100$ Where 184 represents the maximum possible score (92 mandatory technical specifications × 2 points each). The result will be rounded up to the closest whole number.	00% to 09% = 00 points	
	C.3. Tendering Entity Experience Tenderers to demonstrate experience in the successfully completed implementation of Public Safety technology system or Contravention System projects for their clients. *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.* Tenderers to refer to **Schedule F.13.4.C** for completion. *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:* For this tender large to small scale Public Safety technology rollouts are defined as: Large Projects: Greater than 2000 users or Greater than 1000 vehicles or Greater than 500 requests for services per day (incidents) 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	*Qualifying Large projects will score 3 points per project* *Qualifying Medium projects will score 2 points per project* *Qualifying Small projects will score 1 point per project*	15

	<u>For this tender, large to small scale Contravention System technology rollouts are defined as:</u> Large Projects: Where the number of contraventions issued per day is greater than and equal to 2000 Medium Projects: Where the number of contraventions issued per day is greater than and equal to 1000 but less than 2000 Small Projects: Where the number of contraventions issued per day is greater than and equal to 200 but less than 1000 <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> Tenderers to refer to **Schedule F.13.4.C** for completion.		
	C.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.F** 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

The minimum qualifying score for functionality is 70 out of a maximum of 100 points.

PLEASE NOTE:

Where the entity tendering is a Joint Venture, the tenderer's tender response must be accompanied by a statement describing exactly what aspects of the work will be undertaken by each party to the joint venture.

Tenderers shall ensure that all relevant information has been submitted with the tender offer in the prescribed format to ensure optimal scoring of functionality points for each Evaluation Criteria. Failure to provide all information IN THIS TENDER SUBMISSION could result in the tenderer not being able to achieve the specified minimum scoring.

2.2.1.1.9 Provision of samples

Not Applicable

2.2.2 Cost of tendering

The CCT will not be liable for any costs incurred in the preparation and submission of a tender offer, including the costs of any testing necessary to demonstrate that aspects of the offer complies with requirements.

2.2.3 Check documents

The documents issued by the CCT for the purpose of a tender offer are listed in the index of this tender document.

Before submission of any tender, the tenderer should check the number of pages, and if any are found to be missing or duplicated, or the figures or writing is indistinct, or if the Price Schedule contains any obvious errors, the tenderer must apply to the CCT at once to have the same rectified.

2.2.4 Confidentiality and copyright of documents

The tenderer shall treat as strictly confidential all matters arising in connection with the tender. Use and copy the documents issued by the CCT only for the purpose of preparing and submitting a tender offer in response to the invitation.

2.2.5 Reference documents

The tenderer shall obtain, as necessary for submitting a tender offer, copies of the latest versions of standards, specifications, Conditions of Contract and other publications, which are not attached but which are incorporated into the tender document(s) by reference.

2.2.6 Acknowledge and comply with notices

The tenderer shall acknowledge receipt of notices to the tender documents, which the CCT may issue, and shall fully comply with all instructions issued in the said notices, and if necessary, apply for an extension of the closing time stated on the front page of the tender document, in order to take the notices into account. Notwithstanding any requests for confirmation of receipt of the said notices issued, the tenderer shall be deemed to have received such notices if the CCT can show proof of transmission thereof via electronic mail, facsimile, or registered post or other lawful means.

2.2.7 Clarification meeting

The tenderer shall attend, where required, a clarification meeting at which tenderers may familiarise themselves with aspects of the proposed work, services or supply and pose questions. Details of the meeting(s) are stated in the General Tender Information (i.e., in item T.1 above).

Tenderers should be represented at the site visit/clarification meeting by a duly authorised person who is suitably qualified and experienced to comprehend the implications of the work involved.

2.2.8 Seek clarification

The tenderer shall request clarification of the tender documents, if necessary, by notifying the CCT at least one week before the closing time stated in the General Tender Information (i.e., in item T.1 above), where possible.

2.2.9 Pricing the tender offer

2.2.9.1 The tenderer shall comply with all pricing instructions as stated on the Price Schedule.

2.2.10 Alterations to documents

The tenderer shall not make any alterations or additions to the tender documents, except to comply with instructions issued by the CCT in writing, or necessary to correct errors made by the tenderer. All signatories to the tender offer shall initial all such alterations.

2.2.11 Alternative tender offers

2.2.11.1 Unless otherwise stated in the Conditions of Tender, the tenderers may submit alternative tender offers only if a main tender offer, strictly in accordance with all the requirements of the tender documents, is also submitted.

If a tenderer wishes to submit an alternative tender offer, he/she/it shall do so as a separate offer on a complete set of tender documents. The alternative tender offer shall be submitted in a separate sealed envelope clearly marked “Alternative Tender” in order to distinguish it from the main tender offer.

Only the alternative of the highest ranked acceptable main tender offer (that is, submitted by the same tenderer) will be considered, and if appropriate, recommended for award.

Alternative tender offers of any, but the highest ranked main tender offer will not be considered.

An alternative tender offer to the highest ranked acceptable main tender offer that is priced higher than the main tender offer may be recommended for award, provided that the ranking of the alternative tender offer is higher than the ranking of the next ranked acceptable main tender offer.

The CCT will not be bound to consider alternative tenders and shall have sole discretion in this regard.

In the event that the alternative is accepted, the tenderer warrants that the alternative offer complies in all respects with the CCT's standards and requirements as set out in the tender document.

2.2.11.2 Acceptance of an alternative tender offer by the CCT may be based only on the criteria stated in the Conditions of Tender or applicable criteria otherwise acceptable to the CCT.

2.2.12 Submitting a tender offer

2.2.12.1 The tenderer is required to submit one tender offer only on the original tender documents as issued by the CCT, either as a single tendering entity or as a member in a joint venture to provide the whole of the works, services or supply identified in the Conditions of Contract and described in the Specifications. Only those tenders submitted on the tender documents as issued by the CCT together with all Tender Returnable Documents duly completed and signed will be declared responsive.

2.2.12.2 The tenderer shall return the entire tender document to the CCT after completing it in its entirety, either electronically (if they were issued in electronic format) or by writing legibly in non-erasable ink.

2.2.12.3 The tenderer shall sign the original tender offer where required in terms of the Conditions of Tender. The tender shall be signed by a person duly authorised by the tenderer to do so. Tenders submitted by joint ventures of two or more firms shall be accompanied by the document of formation / founding document of the joint venture or any other document signed by all Parties, in which is defined precisely the conditions under which the joint venture will function, its period of duration, the persons authorised to represent and obligate it, the participation of the several firms forming the joint venture, and any other information necessary to permit a full appraisal of its functioning. Signatories for tenderers proposing to contract as joint ventures shall state which of the signatories is the lead partner.

2.2.12.4 Where a two-envelope system is required in terms of the Conditions of Tender, place and seal the returnable documents listed in the Conditions of Tender in an envelope marked "financial proposal" and place the remaining returnable documents in an envelope marked "technical proposal". Each envelope shall state on the outside the CCT's address and identification details stated in the General Tender Information (i.e., item T.1 above), as well as the tenderer's name and contact address.

2.2.12.5 The tenderer shall seal the original tender offer and copy packages together in an outer package that states on the outside only the CCT's address and identification details as stated in the General Tender Information. If it is not possible to submit the original tender and the required copies (see 2.2.12.3) in a single envelope, then the tenderer must seal the original and each copy of the tender offer as separate packages marking the packages as "ORIGINAL" and "COPY" in addition to the aforementioned tender submission details.

2.2.12.6 The CCT shall not assume any responsibility for the misplacement or premature opening of the tender offer if the outer package is not sealed and marked as stated.

2.2.12.7 Tender offers submitted by facsimile or e-mail will be rejected by the CCT, unless stated otherwise in the Conditions of Tender.

2.2.12.8 By signing the offer part of the Form of Offer (**C.2 Form of Offer and Acceptance**) the tenderer warrants and agrees that all information provided in the tender submission is true and correct.

2.2.12.9 Tenderers shall properly deposit its bid in the designated tender box (as detailed on the front page of this tender document) on or before the closing date and before the closing time, in the relevant tender box at the Tender & Quotation Boxes Office situated on the 2nd floor, Concourse Level, Civic Centre, 12 Hertzog Boulevard, Cape Town. If the tender submission is too large to fit in the allocated box, please enquire at the public counter for assistance.

2.2.12.10 The tenderer must record and reference all information submitted contained in other documents for example cover letters, brochures, catalogues, etc. in the Returnable Schedule titled **List of Other Documents Attached by Tenderer**.

2.2.13 Information and data to be completed in all respects

Tender offers, which do not provide all the data or information requested completely and, in the form required, may be regarded by the CCT as non-responsive.

2.2.14 Closing time

2.2.14.1 The tenderer shall ensure that the CCT receives the tender offer, together with all applicable documents specified herein, at the address specified in the General Tender Information herein prior to the closing time stated on the front page of the tender document.

2.2.14.2 If the CCT extends the closing time stated on the front page of the tender document for any reason, the requirements of these Conditions of Tender apply equally to the extended deadline.

2.2.14.3 The CCT shall not consider tenders that are received after the closing date and time for such a tender (late tenders).

2.2.15 Tender offer validity and withdrawal of tenders

2.2.15.1 The tenderer shall warrant that the tender offer(s) remains valid, irrevocable and open for acceptance by the CCT at any time for a period of 120 days after the closing date stated on the front page of the tender document.

2.2.15.2 Notwithstanding the period stated in clause 2.2.15.1 above, bids shall remain valid for acceptance for a period of twelve (12) months after the expiry of the original validity period, unless the CCT is notified in writing of anything to the contrary by the bidder. The validity of bids may be further extended by a period of not more than six months subject to mutual agreement by the parties, administrative processes and upon approval by the City Manager, unless the required extension is as a result of an appeal process or court ruling.

In circumstances where the validity period of a tender has expired, and the tender has not been awarded, the tender process is considered “completed”, despite there being no decision (award or cancellation) made. This anomaly does not fall under any of the listed grounds of cancellation and should be treated as a "non award". A “non award” is supported as a recommendation to the CCT’s Bid Adjudication Committee (“BAC”) for noting.

2.2.15.3 A tenderer may request in writing, after the closing date, that its tender offer be withdrawn. Such withdrawal will be permitted or refused at the sole discretion of the CCT after consideration of the reasons for the withdrawal, which shall be fully set out by the tenderer in such written request for withdrawal. Should the tender offer be withdrawn in contravention hereof, the tenderer agrees that:

a) it shall be liable to the CCT for any additional expense incurred or losses suffered by the CCT in having either to accept another tender or, if new tenders have to be invited, the additional expenses incurred or losses suffered by the invitation of new tenders and the subsequent acceptance of any other tender;

b) the CCT shall also have the right to recover such additional expenses or losses by set-off against monies which may be due or become due to the tenderer under this or any other tender or contract or against any guarantee or deposit that may have been furnished by the tenderer or on its behalf for the due fulfilment of this or any other tender or contract. Pending the ascertainment of the amount of such additional expenses or losses, the CCT shall be entitled to retain such monies, guarantee or deposit as security for any such expenses or loss, without prejudice to the CCT’s other rights and/or remedies available to it in accordance with any applicable laws.

2.2.16 Clarification of tender offer, or additional information, after submission

Tenderers shall promptly provide clarification of its tender offer, or additional information, in response to a written request to do so from the CCT during the evaluation of tender offers within the time period stated in such request. No change in the competitive position of tenderers or substance of the tender offer is sought, offered, or permitted.

Note: This clause does not preclude the negotiation of the final terms of the contract with a preferred tenderer following a competitive selection process, should the CCT elect to do so.

Failure, or refusal, to provide such clarification or additional information within the time for submission stated in the CCT's written request may render the tender non-responsive.

2.2.17 Provide other material

2.2.17.1 Tenderer's shall promptly provide, upon request by the CCT, any other material that has a bearing on the tender offer, the tenderer's commercial position (including joint venture agreements), preferencing arrangements, or samples of materials, considered necessary by the CCT for the purpose of the evaluation of the tender. Should the tenderer not provide the material, or a satisfactory reason as to why it cannot be provided, by the time for submission stated in the CCT's request, the CCT may regard the tender offer as non-responsive.

2.2.17.2 The tenderer shall provide, on written request by the CCT, where the transaction value inclusive of VAT **exceeds R 10 million**:

a) audited annual financial statements for the past 3 years, or for the period since establishment if established during the past 3 years, if required by law to prepare annual financial statements for auditing;

b) a certificate signed by the tenderer certifying that the tenderer has no undisputed commitments for municipal services towards a municipality or other service provider in respect of which payment is overdue for more than 30 days;

c) particulars of any contracts awarded to the tenderer by an organ of state during the past five years, including particulars of any material non-compliance or dispute concerning the execution of such contract;

d) a statement indicating whether any portion of the goods or services are expected to be sourced from outside the Republic, and, if so, what portion and whether any portion of payment from the municipality or municipal entity is expected to be transferred out of the Republic.

Each entity to a Consortium/Joint Venture bid shall submit separate certificates/statements in the above regard.

2.2.17.3 Tenderers shall be required to undertake to fully cooperate with the CCT's external service provider appointed to perform a due diligence review and risk assessment upon receipt of such written instruction from the CCT.

2.2.18 Samples, Inspections, tests and analysis

Tenderers shall provide access during working hours to premises for inspections, tests and analysis as provided for in the Conditions of Tender or Specifications.

If the Specifications requires the tenderer to provide samples, these shall be provided strictly in accordance with the instructions set out in the Specification.

If such samples are not submitted as required in the bid documents or within any further time stipulated by the CCT in writing, then the bid concerned may be declared non-responsive.

The samples provided by all successful bidders will be retained by the CCT for the duration of any subsequent contract. Bidders are to note that samples are requested for testing purposes therefore samples submitted to the CCT may not in all instances be returned in the same state of supply and in other instances may not be returned at all. Unsuccessful bidders will be advised by the Project Manager or dedicated CCT Official to collect their samples, save in the aforementioned instances where the samples would not be returned.

2.2.19 Certificates

The tenderer must provide the CCT with all certificates as stated below:

2.2.19.1. Preference Points for Specific Goals

In order to qualify for preference points for HDI and/or Specific Goals, it is the responsibility of the tenderer to submit documentary proof (Company registration certification, Central Supplier Database report, BBBEE certificate, Proof of Disability, Financial Statements, commissioned sworn affidavits, etc.) in support of tenderer claims for such preference for that specific goal.

Tenderers are further referred to the content of the Preference Schedule for the full terms and conditions applicable to the awarding of preference points.

2.2.19.2 Evidence of tax compliance

Tenderers shall be registered with the South African Revenue Service (SARS) and their tax affairs must be in order and they must be tax compliant subject to the requirements of clause 2.2.1.1.2.h. In this regard, it is the responsibility of the Tenderer to submit evidence in the form of a valid Tax Compliance Status PIN issued by SARS to the CCT at the Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5), or included with this tender. The tenderer must record its Tax Compliance Status PIN number on the **Details of Tenderer** pages of the tender submission.

Each party to a Consortium/Joint Venture shall submit a separate Tax Compliance Status Pin.

Before making an award the CCT must verify the bidder's tax compliance status. Where the recommended bidder is not tax compliant, the bidder should be notified of the non-compliant status and be requested to submit to the CCT, within 7 working days, written proof from SARS that they have made arrangement to meet their outstanding tax obligations. The proof of tax compliance submitted by the bidder must be verified by the CCT via CSD or e-Filing. The CCT should reject a bid submitted by the bidder if such bidder fails to provide proof of tax compliance within the timeframe stated herein.

Only foreign suppliers who have answered "NO" to all the questions contained in the Questionnaire to Bidding Foreign Suppliers section on the **Details of Tenderer** pages of the tender submission, are not required to register for a tax compliance status with SARS.

2.2.20 Compliance with Occupational Health and Safety Act, 85 of 1993

Tenderers are to note the requirements of the Occupational Health and Safety Act, 85 of 1993. The Tenderer shall be deemed to have read and fully understood the requirements of the above Act and Regulations and to have allowed for all costs in compliance therewith.

In this regard the Tenderer shall submit **upon written request to do so by the CCT**, a Health and Safety Plan in sufficient detail to demonstrate the necessary competencies and resources to deliver the goods or services all in accordance with the Act, Regulations and Health and Safety Specification.

2.2.21 Claims arising from submission of tender

By responding to the tender herein, the tenderer warrants that it has:

a) Inspected the Specifications and read and fully understood the Conditions of Contract.
b) Read and fully understood the whole text of the Specifications and Price Schedule and thoroughly acquainted himself with the nature of the goods or services proposed and generally of all matters which may influence the Contract.
c) visited the site(s) where delivery of the proposed goods will take place, carefully examined existing conditions, the means of access to the site(s), the conditions under which the delivery is to be made, and acquainted himself with any limitations or restrictions that may be imposed by the Municipal or other Authorities in regard to access and transport of materials, plant and equipment to and from the site(s) and made the necessary provisions for any additional costs involved thereby.
d) requested the CCT to clarify the actual requirements of anything in the Specifications and Price Schedule, the exact meaning or interpretation of which is not clearly intelligible to the Tenderer.
e) Received any notices to the tender documents which have been issued in accordance with the CCT's Supply Chain Management Policy.

The CCT will therefore not be liable for the payment of any extra costs or claims arising from the submission of the tender.

2.2.22 Collection and issuing of tender documents

The CCT will only issue tender documents through its Tender Distribution Office and/or the official CCT tender portal. Bidders who obtain documents through any means other than described herein will not be known to the CCT and may thus not receive tender notices and addendums. Tenderers are not allowed to distribute tender documents to other potential bidders.

It is the responsibility of bidders who obtain documents through any means other than described herein, to notify the CCT tender representative thereof that they are participating in the tender. The CCT accepts no liability for any tender notices or addendums not reaching any bidders, who obtained documents through any means other than described herein or who provided incorrect contact details to the CCT.

2.3 The CCT's undertakings

2.3.1 Respond to requests from the tenderer

2.3.1.1 Unless otherwise stated in the Conditions of Tender, the CCT shall respond to a request for clarification received up to one week (where possible) before the tender closing time stated on the front page of the tender document.

2.3.1.2 The CCT's duly authorised representative for the purpose of this tender is stated on the General Tender Information page above.

2.3.2 Issue Notices

If necessary, the CCT may issue addenda in writing that may amend or amplify the tender documents to each tenderer during the period from the date the tender documents are available until one week before the tender closing time stated in the Tender Data. The CCT reserves its rights to issue addenda less than one week before the tender closing time in exceptional circumstances If, as a result a tenderer applies for an extension to the closing time stated on the front page of the tender document, the CCT may grant such extension and, shall then notify all tenderers who drew documents.

Notwithstanding any requests for confirmation of receipt of notices issued, the tenderer shall be deemed to have received such notices if the CCT can show proof of transmission thereof via electronic mail, facsimile or registered post.

2.3.3 Opening of tender submissions

2.3.3.1 Unless the two-envelope system is to be followed, CCT shall open tender submissions in the presence of tenderers' agents who choose to attend at the time and place stated in the Conditions of Tender.

Tenders will be opened immediately after the closing time for receipt of tenders as stated on the front page of the tender document, or as stated in any Notice extending the closing date and at the closing venue as stated in the General Tender Information.

2.3.3.2 Announce at the meeting held immediately after the opening of tender submissions, at the closing venue as stated in the General Tender Information, the name of each tenderer whose tender offer is opened and, where possible, the prices indicated.

2.3.3.3 Make available a record of the details announced at the tender opening meeting on the CCT's website (http://www.capetown.gov.za/en/SupplyChainManagement/Pages/default.aspx.)

2.3.4 Two-envelope system

2.3.4.1 Where stated in the Conditions of Tender that a two-envelope system is to be followed, the CCT shall open only the technical proposal of tenders in the presence of tenderers' agents who choose to attend at the time and place stated in the Conditions of Tender and announce the name of each tenderer whose technical proposal is opened.

2.3.4.2 The CCT shall evaluate the quality of the technical proposals offered by tenderers, then advise tenderers who have submitted responsive technical proposals of the time and place when the financial proposals will be opened. The CCT shall open only the financial proposals of tenderers, who have submitted responsive technical proposals in accordance with the requirements as stated in the Conditions of Tender, and announce the total price and any preference claimed. Return unopened financial proposals to tenderers whose technical proposals were non-responsive.

2.3.5 Non-disclosure

The CCT shall not disclose to tenderers, or to any other person not officially concerned with such processes, information relating to the evaluation and comparison of tender offers and recommendations for the award of a contract, until after the award of the contract to the successful tenderer.

2.3.6 Grounds for rejection and disqualification

The CCT shall determine whether there has been any effort by a tenderer to influence the processing of tender offers and instantly disqualify a tenderer (and his tender offer) if it is established that he engaged in corrupt or fraudulent practices.

2.3.7 Test for responsiveness

2.3.7.1 Appoint a Bid Evaluation Committee and determine after opening whether each tender offer properly received:

a) complies with the requirements of these Conditions of Tender,
b) has been properly and fully completed and signed, and
c) is responsive to the other requirements of the tender documents.

2.3.7.2 A responsive tender is one that conforms to all the terms, conditions, and specifications of the tender documents without material deviation or qualification. A material deviation or qualification is one which, in the CCT's opinion, would:

a) Detrimentally 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.

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.

The CCT reserves the right to accept a tender offer which does not, in the CCT's opinion, materially and/or substantially deviate from the terms, conditions, and specifications of the tender documents.

2.3.8 Arithmetical errors, omissions and discrepancies

2.3.8.1 Check the responsive tenders for:

a) The gross misplacement of the decimal point in any unit rate;
b) Omissions made in completing the Price Schedule; or
c) Arithmetic errors in:
    i) line item totals resulting from the product of a unit rate and a quantity in the Price Schedule; or
    ii) The summation of the prices; or
    iii) Calculation of individual rates.

2.3.8.2 The CCT must correct the arithmetical errors in the following manner:

a) Where there is a discrepancy between the amounts in words and amounts in figures, the amount in words shall govern.
b) If pricing schedules apply and there is an error in the line item total resulting from the product of the unit rate and the quantity, the line item total shall govern and the rate shall be corrected. Where there is an obviously gross misplacement of the decimal point in the unit rate, the line item total as tendered shall govern, and the unit rate shall be corrected.
c) Where there is an error in the total of the prices either as a result of other corrections required by this checking process or in the tenderer's addition of prices, the total of the prices shall govern and the tenderer will be asked to revise selected item prices (and their rates if Price Schedules apply) to achieve the tendered total of the prices.

Consider the rejection of a tender offer if the tenderer does not correct or accept the correction of the arithmetical error in the manner described above.

2.3.8.3 In the event of tendered rates or lump sums being declared by the CCT to be unacceptable to it because they are not priced, either excessively low or high, or not in proper balance with other rates or lump sums, the tenderer may be required to produce evidence and advance arguments in support of the tendered rates or lump sums objected to. If, after submission of such evidence and any further evidence requested, the CCT is still not satisfied with the tendered rates or lump sums objected to, it may request the tenderer to amend these rates and lump sums along the lines indicated by it.

The tenderer will then have the option to alter and/or amend the rates and lump sums objected to and such other related amounts as are agreed on by the CCT, but this shall be done without altering the tender offer in accordance with this clause.

Should the tenderer fail to amend his tender in a manner acceptable to and within the time stated by the CCT, the CCT may declare the tender as non-responsive.

2.3.9 Clarification of a tender offer

The CCT may, after the closing date, request additional information or clarification from tenderers, in writing on any matter affecting the evaluation of the tender offer or that could give rise to ambiguity in a contract arising from the tender offer, which written request and related response shall not change or affect their competitive position or the substance of their offer. Such request may only be made in writing by the Director: Supply Chain Management using any means as appropriate.

2.3.10 Evaluation of tender offers

2.3.10.1 General

2.3.10.1.1 The CCT may reduce each responsive tender offer to a comparative price and evaluate them using the tender evaluation methods and associated evaluation criteria and weightings that are specified in the Conditions of Tender.

2.3.10.1.2 For evaluation purposes only, the effects of the relevant contract price adjustment methods will be considered in the determination of comparative prices as follows:

a) If the selected method is based on bidders supplying rates or percentages for outer years, comparative prices would be determined over the entire contract period based on such rates or percentages.
b) If the selected method is based on a formula, indices, coefficients, etc. that is the same for all bidders during the contract period, comparative prices would be the prices as tendered for year one.
c) If the selected method is based on a formula, indices, coefficients, etc. that varies between bidders, comparative prices would be determined over the entire contract period based on published indices relevant during the 12 months prior to the closing date of tenders.
d) If the selected method includes an imported content requiring rate of exchange variation, comparative prices would be determined based on the exchange rates tendered for the prices as tendered for year one. The rand equivalent of the applicable currency 14 days prior to the closing date of tender will be used (the CCT will check all quoted rates against those supplied by its own bank).
e) If the selected method is based on suppliers' price lists, comparative prices would be the prices as tendered for year one.
f) If the selected method is based on suppliers' price lists and / or rate of exchange, comparative prices would be determined as tendered for year one whilst taking into account the tendered percentage subject to rate of exchange (see sub clause (d) for details on the calculation of the rate of exchange).

2.3.10.1.3 Where the scoring of functionality forms part of a bid process, each member of the Bid Evaluation Committee must individually score functionality. The individual scores must then be interrogated and calibrated if required where there are significant discrepancies. The individual scores must then be added together and averaged to determine the final score.

2.3.10.2 Decimal places

Score financial offers, preferences and functionality, as relevant, to two decimal places.

2.3.10.3 Scoring of tenders (price and preference)

2.3.10.3.1 Points for price will be allocated in accordance with the formula set out in this clause based on the price per item / rates as set out in the **Price Schedule C.4.**

Based on the sum of the prices/rates in relation to the estimated quantities per schedule.

2.3.10.3.2 Points for preference will be allocated in accordance with the provisions of **Preference Schedule** and the table in this clause.

2.3.10.3.3 The terms and conditions of **Preference Schedule** as it relates to preference shall apply in all respects to the tender evaluation process and any subsequent contract.

2.3.10.3.4 Applicable formula:

The 90/10 preference point system will apply to this tender. The 90/10 price/preference points system will be applied to the evaluation of responsive tenders above a Rand value of R50’000’000 (all applicable taxes included), whereby the order(s) will be placed with the tenderer(s) scoring the highest total number of adjudication points.

Price shall be scored as follows:

$$Ps = 90 \times \left(1 - \frac{Pt - Pmin}{Pmin}\right)$$

Where: Ps is the number of points scored for price;
Pt is the price of the tender under consideration;
Pmin is the price of the lowest responsive tender.

Preference points shall be based on the Specific Goal as per below:

Table B2: Awards above R50 mil (VAT Inclusive)

#	Specific goals allocated points	Preference Points (90/10) *Above R50 mil*	Evidence	Additional Guidance
	Persons, or categories of persons, historically disadvantaged- (HDI) by unfair discrimination on the basis of			
1	***Gender are women (ownership)**** *>75% - 100% women ownership: 3 points* *>50% - 75% women ownership: 2 points* *>25% - 50% women ownership: 1 point* *>0% - 25% women ownership: 0.5 point* *0% women ownership = 0 points*	3	• *Company Registration Certification* • *Central Supplier Database report*	• *Issued by the Companies and Intellectual Property Commission* • *Report name: CSD Registration report*
2	***Race are black persons (ownership)**** *>75% - 100% black ownership: 3 points* *>50% - 75% black ownership: 2 points* *>25% - 50% black ownership: 1 point* *>0% - 25% black ownership: 0.5 point*	3	• *B-BBEE certificate;* • *Company Registration Certification* • *Central Supplier Database report*	• *South African National Accreditation System approved certificate or commissioned sworn affidavit* • *Issued by the Companies and Intellectual Property Commission* • *Report name: CSD Registration report*

	0% black ownership = 0 points			
3	***Disability are disabled persons (ownership)**** *WHO disability guideline* *>2% ownership: 1 points* *>0% - 2% ownership: 0.5 point* *0% ownership = 0 point*	1	• *Proof of disability*	• *Medical certificate/ South African Revenue Services disability registration*
			• *Company Registration Certification*	• *Issued by the Companies and Intellectual Property Commission*
	Reconstruction and Development Programme (RDP) as published in Government Gazette			
4	***Promotion of Micro and Small Enterprises*** *Micro with a turnover up to R20million and Small with a turnover up to R80 million as per National Small Enterprise Act, 1996 (Act No.102 of 1996* *SME partnership, sub-contracting, joint venture or consortiums*	3	• *B-BBEE status level of contributor;*	• *Specifically in line with the respective sector codes which the company operates,* • *South African National Accreditation System approved certificate or commissioned sworn affidavit*
			• *South African owned enterprises;*	• *Certificate of incorporation or commissioned sworn affidavit*
			• *Financial Statement to determine annual turnover*	• *Latest financial statements (1 Year)*
	Total points	**10**		

**Ownership: main tendering entity*

2.3.10.5 Risk Analysis

Notwithstanding compliance with regard to any requirements of the tender, the CCT will perform a risk analysis in respect of the following:

a) reasonableness of the financial offer
b) reasonableness of unit rates and prices
c) the tenderer's ability to fulfil its obligations in terms of the tender document, that is, that the tenderer can demonstrate that he/she possesses the necessary professional and technical qualifications, professional and technical competence, financial resources, equipment and other physical facilities, managerial capability, reliability, capacity, experience, reputation, personnel to perform the contract, etc.; the CCT reserves the right to consider a tenderer's existing contracts with the CCT in this regard
d) any other matter relating to the submitted bid, the tendering entity, matters of compliance, verification of submitted information and documents, etc.

The conclusions drawn from this risk analysis will be used by the CCT in determining the acceptability of the tender offer.

No tenderer will be recommended for an award unless the tenderer has demonstrated to the satisfaction of the CCT that he/she has the resources and skills required.

2.3.11 Negotiations with preferred tenderers

The CCT may negotiate the final terms of a contract with tenderers identified through a competitive tendering process as preferred tenderers provided that such negotiation:

a) Does not allow any preferred tenderer a second or unfair opportunity;
b) Is not to the detriment of any other tenderer; and
c) Does not lead to a higher price than the tender as submitted.

If negotiations fail to result in acceptable contract terms, the City Manager (or his delegated authority) may terminate the negotiations and cancel the tender, or invite the next ranked tenderer for negotiations. The original preferred tenderer should be informed of the reasons for termination of the negotiations. If the decision is to invite the next highest ranked tenderer for negotiations, the failed earlier negotiations may not be reopened by the CCT.

Minutes of any such negotiations shall be kept for record purposes.

The provisions of this clause will be equally applicable to any invitation to negotiate with any other tenderers.

In terms of the CCT's SCM Policy, tenders must be cancelled in the event that negotiations fail to achieve a market related price with any of the three highest scoring tenderers.

2.3.12 Acceptance of tender offer

Notwithstanding any other provisions contained in the tender document, the CCT reserves the right to:

2.3.12.1 Accept a tender offer(s) which does not, in the CCT's opinion, materially and/or substantially deviate from the terms, conditions, and specifications of the tender document.

2.3.12.2 Accept the whole tender or part of a tender or any item or part of any item or items from multiple manufacturers, or to accept more than one tender (in the event of a number of items being offered), and the CCT is not obliged to accept the lowest or any tender.

2.3.12.3 Accept the tender offer(s), if in the opinion of the CCT, it does not present any material risk and only if the tenderer(s):

a) is not under restrictions, has any principals who are under restrictions, or is not currently a supplier to whom notice has been served for abuse of the supply chain management system, preventing participation in the CCT's procurement,

b) can, as necessary and in relation to the proposed contract, demonstrate that he or she possesses the professional and technical qualifications, professional and technical competence, financial resources, equipment and other physical facilities, managerial capability, reliability, experience and reputation, expertise and the personnel, to perform the contract,

c) has the legal capacity to enter into the contract,

d) is not insolvent, in receivership, under Business Rescue as provided for in chapter 6 of the Companies Act, 2008, bankrupt or being wound up, has his affairs administered by a court or a judicial officer, has suspended his business activities, or is subject to legal proceedings in respect of any of the foregoing, complies with the legal requirements, if any, stated in the tender data, and

e) is able, in the opinion of the CCT, to perform the contract free of conflicts of interest.

If an award cannot be made in terms of anything contained herein, the CCT reserves the right to consider the next ranked tenderer(s).

2.3.12.4 The CCT reserves the right not to make an award, or revoke an award already made, where the implementation of the contract may result in reputational risk or harm to the CCT as a result of (inter alia):

a) reports of poor governance or unethical behaviour, or both;

b) association with known notorious individuals and family of notorious individuals;

c) poor performance issues, known to the CCT;

d) negative media reports, including negative social media reports;

e) adverse assurance (e.g. due diligence) report outcomes; and

f) circumstances where the relevant vendor has employed, or is directed by, anyone who was previously employed in the service of the state (as defined in clause 1.53 of the SCM Policy), where the person is or was negatively implicated in any SCM irregularity.

2.3.12.5 The CCT reserves the right to nominate a Standby Bidder at the time when an award is made and in the event that a contract is terminated during the execution thereof, the CCT may consider the award of the contract, or non-award, to the Standby Bidder in terms of the procedures included its SCM Policy.

2.3.13 Prepare contract documents

2.3.13.1 If necessary, revise documents that shall form part of the contract and that were issued by the CCT as part of the tender documents to take account of:

a) Notices issued during the tender period,
b) Inclusion of some of the returnable documents, and
c) Other revisions agreed between the CCT and the successful tenderer.

2.3.13.2 Complete the schedule of deviations attached to the form of offer and acceptance, if any.

2.3.14 Notice to successful and unsuccessful tenderers

2.3.14.1 Before accepting the tender of the successful tenderer the CCT shall notify the successful tenderer in writing of the decision of the CCT's Bid Adjudication Committee to award the tender to the successful tenderer. No rights shall accrue to the successful tenderer in terms of this notice

2.3.14.2 The CCT shall, at the same time as notifying the successful tenderer of the Bid Adjudication Committee's decision to award the tender to the successful tenderer, also give written notice to the other tenderers informing them that they have been unsuccessful.

2.3.15 Provide written reasons for actions taken

Provide upon request written reasons to tenderers for any action that is taken in applying these Conditions of Tender, but withhold information which is not in the public interest to be divulged, which is considered to prejudice the legitimate commercial interests of tenderers or might prejudice fair competition between tenderers.

TENDER NO: 203S/2025/26

TENDER DESCRIPTION: SUPPLY, INSTALL AND MAINTAIN AN EMERGENCY POLICING & INCIDENT CONTROL SYSTEM, INVESTIGATIVE CASE MANAGEMENT SYSTEM AND CONTRAVENTIONS SYSTEM FOR THE CITY OF CAPE TOWN

CONTRACT PERIOD: A PERIOD OF 15 YEARS FROM DATE OF COMMENCEMENT OF CONTRACT (SUBJECT TO APPROVAL OF AN MFMA SECTION 33 PROCESS)

`

THE CONTRACT

THE CITY OF CAPE TOWN	
A metropolitan municipality, established in terms of the Local Government: Municipal Structures Act, 117 of 1998 read with the Province of the Western Cape: Provincial Gazette 5588 dated 22 September 2000, as amended ("the Purchaser") herein represented by	
AUTHORISED REPRESENTATIVE	

AND

SUPPLIER	
NAME of Company/Close Corporation or Partnership / Joint Venture/ Consortium or Sole Proprietor /Individual (The "Supplier" / "tenderer")	
TRADING AS (if different from above)	
REGISTRATION NUMBER	
PHYSICAL ADDRESS / CHOSEN DOMICILIUM CITANI ET EXECTUANDI OF THE SUPPLIER	
AUTHORISED REPRESENTATIVE	
CAPACITY OF AUTHORISED REPRESENTATIVE	

(HEREINAFTER COLLECTIVELY REFERRED TO AS "THE PARTIES" AND INDIVIDUALLY A "PARTY")

NATURE OF TENDER OFFER (please indicate below)	
Main Offer (see clause 2.2.11.1)	

Alternative Offer (see clause 2.2.11.1)	

Preamble

WHEREAS the City of Cape Town is desirous to award this Tender to the successful Supplier/s;
AND WHEREAS the City of Cape Town will consider and evaluate the offer made by the Tenderer/Supplier
AND WHEREAS the Parties agree that this Contract is subject to the terms and conditions as contained in the final award of the City's Bid Adjudication Committee (BAC).
AND WHEREAS the Tenderer/Supplier agrees that the terms and conditions of the award will become binding upon communication of the award made by the BAC, the expiration of the prescribed appeal period in terms of Section 62 of the Municipal Systems Act and the furnishing of a duly counter signed contract by the City to the Supplier reflecting the BAC award.

NOW THEREFORE, the Parties agree and confirm that the Contract contains the following:

1) C 2.1 - Offer
2) C 2.2 – Acceptance
3) C 2.3 – Schedule of Deviations
4) C 2.4 – Confirmation of Receipt
5) C 3 – Occupational Health and Safety Agreement
6) C 4 – Price Schedule (As awarded by the BAC)
7) C 5 – Specifications
8) C 6 – Special Conditions of Contract
9) C 7 – General Conditions of Contract
10) C 8 – Annexures, as applicable

SIGNED AT _______________ (PLACE) ON THE _____ (DAY) OF__________________ (MONTH AND YEAR)

____
For and on behalf of the Supplier
(Duly Authorised)

Name and Surname:

____
Witness 1 Signature
Name and Surname:

____
Witness 2 Signature
Name and Surname:

____
For and on behalf of the City of Cape Town
(Duly Authorised)

Name and Surname:

____
Witness 1 Signature
Name and Surname:

____
Witness 2 Signature
Name and Surname:

C.1 DETAILS OF TENDERER/SUPPLIER

1.1 Type of Entity (Please tick one box)

☐ Individual / Sole Proprietor ☐ Close Corporation ☐ Company

☐ Partnership or Joint Venture or Consortium ☐ Trust ☐ Other:

1.2 Required Details (Please provide applicable details in full):

Name of Company / Close Corporation or Partnership / Joint Venture / Consortium or Individual /Sole Proprietor	
Trading as (if different from above	
Company / Close Corporation registration number (if applicable)	
Postal address	Postal Code ___________
Physical address (Chosen Domicilium Citandi Et Executandi)	Postal Code ___________
Contact details of the person duly authorised to represent the tenderer	Name: Mr/Ms ______________________________________ (Name & Surname) Telephone :(____) ______________ Fax :(____) ___________ Cellular Telephone:____________________________________ E-mail address:____
Income tax number	
VAT registration number	
SARS Tax Compliance Status PIN	
CCT Supplier Database Registration Number (See Conditions of Tender)	
National Treasury Central Supplier Database registration number (See Conditions of Tender)	
Is tenderer the accredited representative in South Africa for the Goods / Services / Works offered?	☐Yes ☐No If yes, enclose proof
Is tenderer a foreign based supplier for the Goods / Services / Works offered?	☐Yes ☐No If yes, answer the Questionnaire to Bidding Foreign Suppliers (below)
Questionnaire to Bidding Foreign Suppliers	a) Is the tenderer a resident of the Republic of South Africa or an entity registered in South Africa? ☐Yes ☐No
	b) Does the tenderer have a permanent establishment in the Republic of South Africa? ☐Yes ☐No
	c) Does the tenderer have any source of income in the Republic of South Africa? ☐Yes ☐No
	d) Is the tenderer liable in the Republic of South Africa for any form of taxation? ☐Yes ☐No

C.2 FORM OF OFFER AND ACCEPTANCE

203S/2025/26: SUPPLY, INSTALL AND MAINTAIN AN EMERGENCY POLICING & INCIDENT CONTROL SYSTEM, INVESTIGATIVE CASE MANAGEMENT SYSTEM AND CONTRAVENTIONS SYSTEM FOR THE CITY OF CAPE TOWN

C.2.1 Offer (To Be Completed by the Tenderer as Part of Tender Submission)

The tenderer, identified in the offer signature table below,

HEREBY AGREES THAT by signing the *Form of Offer and Acceptance,* the tenderer:

1. confirms that it has examined the documents listed in the Index (including Schedules and Annexures) and has accepted all the Conditions of Tender;

2. confirms that it has received and incorporated any and all notices issued to tenderers issued by the CCT;

3. confirms that it has satisfied itself as to the correctness and validity of the tender offer; that the price(s) and rate(s) offered cover all the goods and/or services specified in the tender documents; that the price(s) and rate(s) cover all its obligations and accepts that any mistakes regarding price(s), rate(s) and calculations will be at its own risk;

4. offers to supply all or any of the goods and/or render all or any of the services described in the tender document to the CCT in accordance with the:
   4.1 terms and conditions stipulated in this tender document;
   4.2 specifications stipulated in this tender document; and
   4.3 at the prices as set out in the **Price Schedule.**

5. accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on it in terms of the Contract.

SIGNED AT _______________ (PLACE) ON THE _____ (DAY) OF__________________ (MONTH AND YEAR)

____
For and on behalf of the Supplier
(Duly Authorised)
Name and Surname:

____
Witness 1 Signature
Name and Surname:

____
Witness 2 Signature
Name and Surname:

INITIALS OF CCT OFFICIALS		
1	2	3

203S/2025/26: SUPPLY, INSTALL AND MAINTAIN AN EMERGENCY POLICING & INCIDENT CONTROL SYSTEM, INVESTIGATIVE CASE MANAGEMENT SYSTEM AND CONTRAVENTIONS SYSTEM FOR THE CITY OF CAPE TOWN

C.2.2 Acceptance (To Be Completed by the CCT)

By signing this part of this *Form of Offer and Acceptance*, the CCT accepts the tenderer's (if awarded the Supplier's) offer. In consideration thereof, the CCT shall pay the Supplier the amount due in accordance with the conditions of contract. Acceptance of the Supplier's offer shall form an agreement between the CCT and the Supplier upon the terms and conditions contained in this document.

The terms of the agreement are contained in the Contract (as defined) including drawings and documents or parts thereof, which may be incorporated by reference.

Deviations from and amendments to the documents listed in the tender data and any addenda thereto as listed in the *Tender Returnable Documents* as well as any changes to the terms of the offer agreed by the tenderer and the CCT during this process of offer and acceptance, are contained in the *Schedule of Deviations* attached to and forming part of this *Form of Offer and Acceptance*. No amendments to or deviations from said documents are valid unless contained in the *Schedule of Deviations.*

The Supplier shall within 2 (two) weeks after receiving a complete, copy of the Contract, including the *Schedule of Deviations* (if any), contact the CCT to arrange the delivery of any securities, bonds, guarantees, proof of insurance and any other documents to be provided in terms the *Special Conditions of Contract*. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation / breach of the agreement.

Notwithstanding anything contained herein, this agreement comes into effect on the Commencement Date, being the date upon which the Supplier confirms receipt from the CCT of 1 (one) complete, signed copy of the Contract, including amendments or deviations contained in the *Schedule of Deviations* (if any).

____________________ For and on behalf of the City of Cape Town (Duly Authorised) Name and Surname:	____________________ Witness 1 Signature Name and Surname:
	____________________ Witness 2 Signature Name and Surname:

FORM OF OFFER AND ACCEPTANCE (continued)

203S/2025/26: SUPPLY, INSTALL AND MAINTAIN AN EMERGENCY POLICING & INCIDENT CONTROL SYSTEM, INVESTIGATIVE CASE MANAGEMENT SYSTEM AND CONTRAVENTIONS SYSTEM FOR THE CITY OF CAPE TOWN

C.2.3 Schedule of Deviations (To be Completed by the CCT upon Acceptance)

Notes:

1. The extent of deviations from the tender documents issued by the CCT before the tender closing date, is limited to those permitted in terms of the conditions of tender.
2. A tenderer's covering letter shall not be included in the final Contract document. Should any matter in such letter, which constitutes a deviation as aforesaid, become the subject of agreements reached during the process of offer and acceptance, the outcome of such agreement shall be recorded here.
3. Any other matter arising from the process of offer and acceptance either as a confirmation, clarification or change to the tender documents and which it is agreed by the Parties to become an obligation of the Contract, shall be recorded here.
4. Any change or addition to the tender documents arising from the above agreements and recorded here, shall form part of the Contract.

1 Subject . . . .

Details . . . .

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. . . .

2 Subject . . . .

Details . . . .

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3 Subject . . . .

Details . . . .

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4 Subject . . . .

Details . . . .

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. . . .

. . . .

By the duly authorised representatives signing this agreement, the CCT and the tenderer agree to and accept the foregoing schedule of deviations as the only deviations from and amendments to this tender document and addenda thereto as listed in the *Tender Returnable Documents*, as well as any confirmation, clarification or changes to the terms of the offer agreed by the tenderer and the CCT during this process of offer and acceptance.

It is expressly agreed that no other matter whether in writing, oral communication or implied during the period between the issue of the tender documents and the Commencement Date, shall have any meaning or effect between the Parties arising from the agreement.

FORM OF OFFER AND ACCEPTANCE (continued)

203S/2025/26: SUPPLY, INSTALL AND MAINTAIN AN EMERGENCY POLICING & INCIDENT CONTROL SYSTEM, INVESTIGATIVE CASE MANAGEMENT SYSTEM AND CONTRAVENTIONS SYSTEM FOR THE CITY OF CAPE TOWN

C.2.4 Confirmation of Receipt (To be Completed by Supplier upon Acceptance)

The Supplier identified in the offer part of the Contract hereby confirms receipt from the CCT of 1 (one) complete, signed copy of the Contract, including the *Schedule of Deviations* (if any) on:

The.. (Day)

Of.. (Month)

20........... (year)

At.. (Place)

For the Supplier: Signature(s) . . . .
Name(s) . . . .
Capacity . . . .
Signature and name of witness:

Signature . . . . Name . . . .

C.3 OCCUPATIONAL HEALTH AND SAFETY AGREEMENT

AGREEMENT MADE AND ENTERED INTO BETWEEN THE CCT (HEREINAFTER CALLED THE "CCT") AND

…………………..................……………………………...........………………………… ,
(Supplier/Mandatary/Company/CC Name)

IN TERMS OF SECTION 37(2) OF THE OCCUPATIONAL HEALTH AND SAFETY ACT, 85 OF 1993 AS AMENDED.

I, ………………………………...……………………………..............…………………………, representing

…………………..................……………………………...........………………………… , as an employer in its own right in its own right, do hereby undertake to ensure, as far as is reasonably practicable, that all work will be performed, and all equipment, machinery or plant used in such a manner as to comply with the provisions of the Occupational Health and Safety Act (hereafter "OHSA") and the Regulations promulgated thereunder.

I furthermore confirm that I am/we are registered with the Compensation Commissioner and that all registration and assessment monies due to the Compensation Commissioner have been fully paid or that I/We are insured with an approved licensed compensation insurer.

COID ACT Registration Number: ……………………………………………………………………………………..

OR Compensation Insurer: .... Policy No.: ....

I undertake to appoint, where required, suitable competent persons, in writing, in terms of the requirements of OHSA and the Regulations and to charge him/them with the duty of ensuring that the provisions of OHSA and Regulations as well as the Council's Special Conditions of Contract, Way Leave, Lock-Out and Work Permit Procedures are adhered to as far as reasonably practicable.

I further undertake to ensure that any subcontractors employed by me will enter into an occupational health and safety agreement separately, and that such subcontractors comply with the conditions set.

I hereby declare that I have read and understand the Occupational Health and Safety Specifications contained in this tender and undertake to comply therewith at all times.

I hereby also undertake to comply with the Occupational Health and Safety Specification and Plan submitted and approved in terms thereof.

Signed at ....on the.....................................day of...................................20….

Witness	**Mandatary**

Signed at..................................... on the....................................day of.....................................20 ....

Witness	for and on behalf of CCT

C.4 PRICE SCHEDULE

Bid specifications may not make any reference to any particular trademark, name, patent, design, type, specific origin or producer, unless there is no other sufficiently precise or intelligible way of describing the characteristics of the work, in which case such reference must be accompanied by the words “or equivalent”.

TENDERERS MUST NOTE THAT WHEREVER THIS DOCUMENT REFERS TO ANY PARTICULAR TRADE MARK, NAME, PATENT, DESIGN, TYPE, SPECIFIC ORIGIN OR PRODUCER, SUCH REFERENCE SHALL BE DEEMED TO BE ACCOMPANIED BY THE WORDS ‘OR EQUIVALENT”

Pricing Instructions:

4.1 State the rates and prices in Rand unless instructed otherwise in the Conditions of Tender.

4.2 Include in the rates, prices, and the tendered total of the prices (if any) all duties, taxes (except Value Added Tax (VAT), and other levies payable by the successful tenderer, such duties, taxes and levies being those applicable 14 days before the closing time stated in the General Tender Information.

4.3 All prices tendered must include all expenses, disbursements and costs (e.g. transport, accommodation etc.) that may be required for the execution of the tenderer’s obligations in terms of the Contract, and shall cover the cost of all general risks, liabilities and obligations set forth or implied in the Contract as well as overhead charges and profit (in the event that the tender is successful). All prices tendered will be final and binding.

4.4 All prices shall be tendered in accordance with the units specified in this schedule.

4.5 Where a value is given in the Quantity column, a Rate and Price (the product of the Quantity and Rate) is required to be inserted in the relevant columns.

4.6 The successful tenderer is required to perform all tasks listed against each item. The tenderer must therefore tender prices/rates on all items as per the section in the Price Schedule, for the applicable Schedule the tenderer is submitting an offer. **An item against which no rate is/are entered, or if anything other than a rate or a nil rate (for example, a zero, a dash or the word “included” or abbreviations thereof) is entered against an item, it will also be regarded as a nil rate having been entered against that item, i.e. that there is no charge for that item. The Tenderer may be requested to clarify nil rates, or items regarded as having nil rates; and the CCT may also perform a risk analysis with regard to the reasonableness of such rates.**

4.7 Provide fixed rates and prices for the duration of the contract that are not subject to adjustment except as otherwise provided for in clause 17 of the Conditions of Contract and as amplified in the Special Conditions of Contract.

4.8 Mark-up percentage (%) is the method where an all-inclusive mark-up percentage (%) is applied to the Recommended Retail Price List [RRPL] of the Original Equipment Manufacturer(s)/Original Software Manufacturer(s) [OEM/OSM].

Tenderer Final Price – This is the price that will be invoiced to the CCT and is calculated by the formula:
Tenderer Final Price = OEM/OSM Price + Mark-up

INITIALS OF CCT OFFICIALS		
1	2	3

4. 9 For **Schedule A**:

1. Tenderers must provide comprehensive, all-inclusive licence pricing in the listed **Tables A1, A2, A3, A4, A5** and **A6**.
2. Licences will be procured by CCT on an as needed basis.
3. It is not necessary to price on all the “named users” licences if those costs are already included within the Core Platform licence costs. Kindly indicate “Included” within the “Total Price” column for the relevant named users.
4. Item **A.1.10** in **Table A.1** will not be evaluated. Should any additional modules be released in future that will enhance the solution the City will be able to purchase these items if and when required at a mark-up of 15%.
5. Tenderers to only complete item **A.1.9** in **Table A.1** if the mobile application device licence is separately costed from item **A.1.8**.
6. The “Total Price” must be calculated using the formula “Estimated Quantity” multiplied by “Unit Price” and must be in Rands.
7. The pricing for item **A.2.1** in **Table A.2** (Installation and Implementation of the complete Emergency Policing & Incident Control System according to the implementation requirements, project methodology and deliverables) must be inclusive of all configurations, customisations and relevant integrations as described in the “Mandatory Technical Specifications” of the Returnable **Schedule F.13.3.A1**.
8. The pricing for item **A.2.2** in **Table A.2** (Low-code No-code development or Vendor customisation for Additional Capability) must be inclusive of all developments or customisations required where the tenderer responded with a “1,2,3 or 4” under the Column F (How would you deliver your proposed solution?) for “Additional Capability” of the Returnable **Schedule F.13.3.A2**. Tenderers to kindly note that pricing for item **A.2.2 will not form part of the evaluation**.
9. It is not necessary to price for Additional Capability if already included within the costs for Mandatory Technical Specifications. Kindly indicate “Included” within the “Total Price” column for item **A2.2**.
10. NB: Payments of the total cost will be made per project milestone, which will be determined during contract stage.
11. The City reserves the right, at its sole discretion, to procure any or all of the line items listed in **Table A.3**. Items **A.3.2** and **A.3.3** are not guaranteed to be purchased as part of the initial contract award. The City may elect to purchase these items at any time during the term of the contract, subject to operational requirements, budget availability, and written notice to the successful Tenderer. Therefore, tenderers must supply pricing for all line items.
12. The City reserves the right, at its sole discretion, to procure any or all of the line items listed in **Table A.4**. Items **A.4.1, A.4.2, A.4.3** and **A.4.4** are not guaranteed to be purchased as part of the initial contract award. The City may elect to purchase these items at any time during the term of the contract, subject to operational requirements, budget availability, and written notice to the successful Tenderer. Therefore, tenderers must supply pricing for all line items.

4.10 For **Schedule B**:

1. Tenderers must provide comprehensive, all-inclusive licence pricing in the listed **Tables B1, B2, B3, B4, B5** and **B6**.
2. Licences will be procured by CCT on an as needed basis.

3. It is not necessary to price on all the "named users" licences if those costs are already included within the Core Platform licence costs. Kindly indicate "Included" within the "Total Price" column for the relevant named users.

4. Item **B.1.9** in **Table B.1** will not be evaluated. Should any additional modules be released in future that will enhance the solution the City will be able to purchase these items if and when required at a mark-up of 15%.

5. Tenderers to only complete item **B.1.8** in **Table B.1** if the mobile application device licence is separately costed from item **A.1.7**.

6. The "Total Price" must be calculated using the formula "Estimated Quantity" multiplied by "Unit Price" and must be in Rands.

7. The pricing for item **B.2.1** in **Table B.2** (Installation and Implementation of the complete ICM System according to the implementation requirements, project methodology and deliverables) must be inclusive of all configurations, customisations and relevant integrations as described in the "Mandatory Technical Specifications" of the Returnable **Schedule F.13.3.B1**.

8. The pricing for item **B.2.2** in **Table B.2** (Low-code No-code development or Vendor customisation for Additional Capability) must be inclusive of all developments or customisations required where the tenderer responded with a "1,2,3 or 4" under the Column F *(How would you deliver your proposed solution?)* for "Additional Capability" in the Returnable **Schedule F.13.3.B2**. Tenderers to kindly note that pricing for item **B.2.2 will not form part of the evaluation**.

9. It is not necessary to price for Additional Capability if already included within the costs for Mandatory Technical Specifications. Kindly indicate "Included" within the "Total Price" column for item **B.2.2**.

10. NB: Payments of the total cost will be made per project milestone, which will be determined during contract stage.

11. The City reserves the right, at its sole discretion, to procure any or all of the line items listed in **Table B.3**. Items **B.3.2** and **B.3.3** are not guaranteed to be purchased as part of the initial contract award. The City may elect to purchase these items at any time during the term of the contract, subject to operational requirements, budget availability, and written notice to the successful Tenderer. Therefore, tenderers must supply pricing for all line items.

12. The City reserves the right, at its sole discretion, to procure any or all of the line items listed in **Table B.4**. Items **B.4.1, B.4.2, B.4.3** and **B.4.4** are not guaranteed to be purchased as part of the initial contract award. The City may elect to purchase these items at any time during the term of the contract, subject to operational requirements, budget availability, and written notice to the successful Tenderer. Therefore, tenderers must supply pricing for all line items.

4.11 For **Schedule C**:

1. Tenderers must provide comprehensive, all-inclusive licence pricing in the listed **Tables C.1P** or **C.1S, C2, C3, C4, C5** and **C6**.

2. Tenderers are required to complete only one of the options in the price schedule in respect of tables **C.1P** or **C.1S. Failure to comply will result in none of the options being considered for Schedule C.**

3. Licences will be procured by CCT on an as needed basis.

4. It is not necessary to price on all the "named users" licences in **Table C.1P**, if those costs are already included within the Core Platform licence costs. Kindly indicate "Included" within the "Total Price" column for the relevant named users.

5. Items **C.1P.7** in **Table C.1P** and item **C.1S.6** in **Table C.1S** will not be evaluated. Should any additional modules be released in future that will enhance the solution the City will be able to purchase these items if and when required at a mark-up of 15%.

6. Tenderers to only complete item **C.1P.3** in **Table C.1P** if the mobile application device licence is separately costed from item **C.1P.2**.

7. Tenderers to only complete item **C.1S.2** in **Table C.1S** if the mobile application device licence is separately costed from item **C.1S.1**.

8. The “Total Price” must be calculated using the formula “Estimated Quantity” multiplied by “Unit Price” and must be in Rands.

9. The pricing for item **C.2.1** in **Table C.2** (Installation and Implementation of the complete Contraventions System according to the implementation requirements, project methodology and deliverables) must be inclusive of all configurations, customisations and relevant Integrations as described in the “Mandatory Technical Specifications” of the Returnable **Schedule F.13.3.C1**.

10. The pricing for item **C.2.2** in **Table C.2** (Low-code No-code development or Vendor customisation for Additional Capability requirements) must be inclusive of all development or customisations required where the tenderer responded with a “1,2,3 or 4” under the Column F *(How would you deliver your proposed solution?)* for “Additional Capability” in the Returnable **Schedule F.13.3.C2.** Tenderers to kindly note that pricing for item **C.2.2 will not form part of the evaluation**.

11. It is not necessary to price for Additional Capability if already included within the costs for Mandatory Technical Specifications. Kindly indicate “Included” within the “Total Price” column for item **C.2.2.**

12. NB: Payments of the total cost will be made per project milestone, which will be determined during contract stage.

13. The City reserves the right, at its sole discretion, to procure any or all of the line items listed in **Table C.3**. Items **C.3.2** and **C.3.3** are not guaranteed to be purchased as part of the initial contract award. The City may elect to purchase these items at any time during the term of the contract, subject to operational requirements, budget availability, and written notice to the successful Tenderer. Therefore, tenderers must supply pricing for all line items.

14. The City reserves the right, at its sole discretion, to procure any or all of the line items listed in **Table C.4.** Items **C.4.1, C.4.2, C.4.3** and **C.4.4** are not guaranteed to be purchased as part of the initial contract award. The City may elect to purchase these items at any time during the term of the contract, subject to operational requirements, budget availability, and written notice to the successful Tenderer. Therefore, tenderers must supply pricing for all line items.

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

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			**R**		**R**	**R**
A.1.2	Call Taker	460	Perpetual	On-premises	Named User	Per Estimated Quantity			**R**		**R**	**R**
A.1.3	Dispatcher	350	Perpetual	On-premises	Named User	Per Estimated Quantity			**R**		**R**	**R**
A.1.4	Commander/Supervisor	880	Perpetual	On-premises	Named User	Per Estimated Quantity			**R**		**R**	**R**
A.1.5	Administrator	35	Perpetual	On-premises	Named User	Per Estimated Quantity			**R**		**R**	**R**
A.1.6	Reporting User	800	Perpetual	On-premises	Named User	Per Estimated Quantity			**R**		**R**	**R**
A.1.7	Resource / Workforce	1200	Perpetual	On-premises	Named	Per			**R**		**R**	**R**

	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.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**

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**

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**

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**

	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**

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**

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

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**	**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**
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**	**R**
B.1.2	System Administrator	15	Perpetual	On-Premises	Named User	Per Estimated Quantity			**R**		**R**	**R**
B.1.3	Case Administrator	55	Perpetual	On-Premises	Named User	Per Estimated Quantity			**R**		**R**	**R**
B.1.4	Investigations Manager	35	Perpetual	On-Premises	Named User	Per Estimated Quantity			**R**		**R**	**R**
B.1.5	Intelligence Analyst	40	Perpetual	On-Premises	Named User	Per Estimated Quantity			**R**		**R**	**R**
B.1.6	Evidence Officer	40	Perpetual	On-Premises	Named User	Per Estimated Quantity			**R**		**R**	**R**
B.1.7	Investigator	320	Perpetual	On-Premises	Named User	Per Estimated Quantity			**R**		**R**	**R**
B.1.8	Mobile Application Licence	320	Perpetual	On-Premises	Per Device	Per Estimated Quantity			**R**		**R**	**R**
B.1.9	Additional/Future Modules								To be	15%		

									provided upon request			
					Total							**R**

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**

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**

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**

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**

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**

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**

SCHEDULE C: SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR CONTRAVENTIONS SYSTEM.

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%		

Total	**R**

OR

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**

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**

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**

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**

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**

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**

C.5 SPECIFICATION(S)

Abbreviations and definitions

Abbreviation / Term	Definition	Comment / Description
AARTO	Administrative Adjudication of Road Traffic Offences	
Additional / Future Modules		These are modules that are available or will be developed by the OEM/OSM that the City can procure when required to extend functionality of the solution.
AMQP	Advanced Message Queuing Protocol	
ANPR	Automated Number Plate Recognition	
ALPR	Automated License Plate Recognition (See ANPR)	
ArcGIS		Name of software from Esri which is the City's established GIS solution.
API	Application Programming Interface	
APK	Android Package Kit	
AVI	Audio Video Interleave	A video file type.
BAC	Bid Adjudication Committee	
BEC	Bid Evaluation Committee	
BSC	Bid Specification Committee	
BBBEE	Broad-Based Black Economic Empowerment	
BI	Business Intelligence	
BWC	Body Worn Camera	
CAD	Computer Aided Dispatch	
CareMonX		Name of software used by EMS to dispatch ambulance services.
CCTV	Close Circuit Television	
City	City of Cape Town	
COP	Common Operating Picture	City term for live GIS map showing location of objects and events and used for situational awareness
CORE+		The upgrade of the CCTs ERP system from current version to SAP S/4HANA and other SAP Applications
COTS	Commercial-off-the-shelf	
CSD	Central Supplier Database	
CSV	Comma-Separated Values	
CCT	City of Cape Town	
DCT	Disaster Co-ordination Team	
DAMS	Developmental Application Management System	
DEMS	Digital Evidence Management System	
DEAFSA	Deaf Federation of South Africa	
DOC	Disaster Operations Centre	
DCT	Disaster Co-ordination Team	
DRM	Disaster Risk Management	
DRMC	Disaster Risk Management Centre	
ECC6	ERP Central Component 6.0	

EGIS	Enterprise Geographic Information System	City's master instance of ArcGIS and base map data source for EPIC ArcGIS instance.
EMS	Emergency Medical Services	Name of company providing ambulance services to the City.
Enterprise Site Licence	This license would be a once-off purchase of the proposed solution that would give CCT perpetual access to the core application and would provide full access and utilisation rights of all Emergency Policing & Incident Control System functionalities. It must be noted that updates and enhancements to the core application will be dealt with in the Support and Maintenance Section.	
EOC	Emergency Operations Centre	
EPIC	Emergency Policing & Incident Control	
EPIC ArcGIS		A dedicated instance of ArcGIS used to provide GIS mapping and spatial functionality for the EPIC transactional system.
Erf		A portion of land registered in the Deeds Registry or shown on a valid plan of subdivision approved by Council or other competent authority. Also referred to as a stand, lot or plot.
ERP	Enterprise Resource Planning	A type of software that helps companies manage and integrate core business functions like finance, HR, supply chain, and sales into a single, unified system.
ESRI	Environmental Systems Research Institute	A company that develops GIS software
FCP	Forward Command Post	
Fresh payment		If a payment is received against a manual traffic ticket before the ticket is created on the external service provider's system this is termed a 'fresh' payment'.
GeoJSON		Standard JSON format for encoding geographic data
GDPR	General Data Protection Regulation	
GeoEvent Server		ArcGIS GeoEvent Server is a real-time extension for ArcGIS Enterprise that enables organisations to process, analyse, and visualise streaming data in real time. It is useful for monitoring dynamic assets, tracking events, and integrating Internet of Things (IoT) data into GIS workflows.
GIS	Geographic Information System	
HANA	High-Performance Analytic Appliance	SAP in-memory database platform, which stores and processes data in memory rather than on disks.
HERE		Name of company providing GIS source data to the City.
HR	Human Resources	
ICM	Investigative Case Management	
IPID	Independent Police Investigations Directorate	
ILM	Identity Lifecycle Management	

IMAP	Internet Message Access Protocol	
IR	Interaction Record	
IVR	Interactive Voice Response	
IVC	In-vehicle camera	
JDBC	Java Database Connectivity	
JOC	Joint Operations Centre	
JSON	JavaScript Object Notation	
LPR	License Plate Recognition (See ANPR)	
LSO	Learning Solution	
Mobile Application Licenses	This model represents a licensing structure that requires an additional perpetual license to be procured to have mobile users or devices operate on the mobile application. Tenderers will provide pricing for mobile application licences only if it is excluded from base system licences, named user licences or concurrent user licences.	
MSR	Master Service Request	The as-is system uses SR and MSR objects. These are referred to as Request for Service (RFS) in the specifications.
M/ETHANE	Major Incident, Exact Location, Type of Incident, Hazards, Access, Number of Casualties, Emergency Services	The M/ETHANE model is an established reporting framework which provides a common structure for responders and their control rooms to share incident information. (Source: https://www.jesip.org.uk/joint-doctrine/m-ethane/)
MFA	Multifactor Authentication	
MQTT	Message Queuing Telemetry Transport	
MS	Microsoft	
MS Excel	Microsoft Excel	Spreadsheet software from Microsoft used by the City as its standard.
MS Outlook	Microsoft Outlook	E-mail front-end system from Microsoft used by the City as its standard.
MS Exchange	Microsoft Exchange	E-mail back-end system from Microsoft used by the City as its standard.
NW	Neighbourhood Watch	
NATIS	National Traffic Information System	
OEM	Original Equipment Manufacturer	
OHSA	Occupational Health And Safety	
OB	Occurrence Book	
ODBC	Open Database Connectivity	
OGC	Open Geospatial Consortium	Open GIS integration standards including WMS, WFS, WCS – which are supported by ArcGIS.
OOTB	Out Of The Box	Standard functionality included in software solution.
PaaS	Platform as a Service	
PECC	Public Emergency Call Centre	The City of Cape Town’s 24hr emergency call centre. Also known as 107.
POE	Proof of Execution	
POLE	People, Object, Location, Event	A data classification methodology.
POPIA	Protection of Personal Information Act	

PSIRA	Private Security Industry Regulatory Authority	
Power BI	Microsoft Power BI	Microsoft Reporting and Business Intelligence tool.
RBAC	Role Based Access Control	
REST	Representational State Transfer	
RFC/BAPI	Remote Function Calls	
RFS	Request for Service	
RHEL 9	Red Hat Enterprise Linux 9	
RMS	Records Management System	
RPO	Recovery Point Objective	
RTO	Recovery Time Objective	
RTSA	Road Traffic South Africa	
SFTP	Secure File Transfer Protocol	
SAMRAS		Payment system used by City of Cape Town.
SAP	Systems, Applications, and Products	Name of company and ERP software solution used for operations by City of Cape Town.
SAP BI	SAP Business Intelligence	A module of SAP.
SAP CRM	SAP Customer Relationship Management	A module of SAP.
SAP ECC6	SAP Enterprise Central Component 6.0	Current instance of the City's ERP solution.
SAP HR	SAP Human Resources	A module of SAP.
SAP HCM	SAP Human Capital Management	A module of SAP which will replace SAP HR in future.
SAP LSO	SAP Learning Solution	A module of SAP.
SAP PM	SAP Plant Maintenance	A module of SAP providing asset management functionality.
SAP PO	SAP Process Orchestration	Integration layer which is part of the SAP solution.
SAP Sinch		SAP Call Centre Solution – currently used by PECC.
SAP UI-5	SAP User Interface for HTML5	JavaScript-based UI technology from SAP used to build web applications.
SAPS	South African Police Service	
SARS	South Africa Revenue Services	
SCM	Supply Chain Management	
SDBIP	Service Delivery and Budget Implementation Plan	
Solr	Apache Solr Search	An open-source search platform built on Apache Lucene. Designed to handle large volumes of data and provides powerful full-text search capabilities.
SMS	Short Message Service	
SMTP	Simple Mail Transfer Protocol	
SOP	Standard Operating Procedure	
SOAP	Simple Object Access Protocol	
SPOC	Single Point of Contact	
SQL Server	Structured Query Language	Proprietary relational database management system developed by Microsoft.

SR	Service Request	The as-is system uses SR and MSR objects. These are referred to as Request for Service (RFS) in the specifications.
SSIMS	Safety & Security Information Management Service	
SSO	Single Sign-on	Ability to sign in to multiple applications at once.
SSIU	Safety & Security Investigations Unit	
Super MSR	Super Master Service Request	The as-is system uses Super MSR to refer to a MSR with multiple linked MSR representing a major incident. This is referred to as Major Occurrence in the specifications.
S&S	Safety and Security	
TLS	Transport Layer Security	
TMC	Transport Management Centre	
TMT	Transport Management Technologies	Name of company providing outsourced services for traffic fines.
TTT	Train The Trainer	A training model where subject matter experts or designated employees are taught skills, methodologies and tools needed to train other in the organisation.
UAT	User Acceptance Testing	
User Licences (Named)	This model represents a licensing structure whereby a license would be allocated per user of the system and would be perpetual and will allow access to the applicable modules	
VAT	Value Added Tax	
VOC	Venue Operating Centre (VOC)	
WCS	Web Coverage Service	
WFM	Workforce Management	
WFS	Web Feature Service	
WMS	Web Map Service	
WMTS	Web Map Tile Service	
XML	Extensible markup language	

List of Figures

5.1 INTRODUCTION AND BACKGROUND

5.1.1 Introduction

The City of Cape Town is South Africa's second largest metropole, the legislative capital of South Africa and the provincial capital of the Western Cape. The City of Cape Town needs to replace its current Emergency Police Incident Control (EPIC) solution and is seeking to appoint an implementation partner/s for this purpose.

The implementation will involve a transition from the current customised solution developed on the SAP CRM 7.0 to a new a Commercial-off-the-shelf (COTS) solution to be procured as part of this tender. In addition, the Investigative Case Management tool and Contraventions solution should be replaced by the same or different provider(s).

The purpose of this section is to provide background, describe the as-is landscape and define the scope of works for the project.

5.1.1.1 Project Vision

The City of Cape Town envisions a Safety and Security solution that will assure:

- Integrity, accuracy and real-time response in Safety and Security operations
- Tap into industry-leading technology - now and in the future
- The new system must enable the Safety and Security Directorate to achieve the following:
    - Ensure the City of Cape Town is a safe place for inhabitants and visitors
    - Enable efficient and effective provision of safety and security services
    - Efficiently manage and respond to disasters and risks
    - Embrace digital transformation and modernisation

5.1.1.2 Project Objectives

The objective of the City of Cape Town's EPIC replacement project is to achieve:

- **Maximise configurability and minimise customisation** - Flexibility and responsiveness to easily change processes in response to changing business needs.
- **Integrated landscape** – Ensure the solution is integrated and fits into the technical landscape to fully support the S&S operations of the City.
- **Resource optimisation** - Implement effective processes and up to date information that allows available resources to be managed optimally as situations unfold.
- **Forecasting** – Enable proper planning through the ability to forecast demand for resources.
- **Empowered field staff** – Responders receive work, find location easily and access relevant information on mobile devices.
- **User experience** – Effective layouts and user-friendly interfaces to increase effective use of the system and enable efficient processes.

5.1.1.3 Expected Benefits

The benefits the City of Cape Town Safety and Security directorate anticipates will come from this project are shown in the table below:

COTS solution approach	• Less customisation enabling responsiveness to change, incremental improvement and simpler maintenance • Industry leading solution to support optimal service delivery • Configuration to match current and future business landscape

Full benefits realisation will be tracked as a project outcome.

5.1.2 Business Overview

The Safety and Security (S&S) directorate is responsible for public safety within the City of Cape Town. All departments within the directorate make use of EPIC as their system of record to allocate work and to track activities.

This includes the three Policing departments namely Metro Police, Traffic, Law Enforcement (soon to be merged) as well as Public Emergency Call Centre (PECC), Fire & Rescue, Disaster Risk Management (DRM), Safety & Security Investigations Unit (SSIU), Safety & Security Information Management Service (SSIMS).

In addition, the Social Development branch (within Community Services & Health directorate) also makes use of the system. The Corporate Call Center (Non-Emergency) Service Calls also has access to log incidents and provide feedback to the citizens.

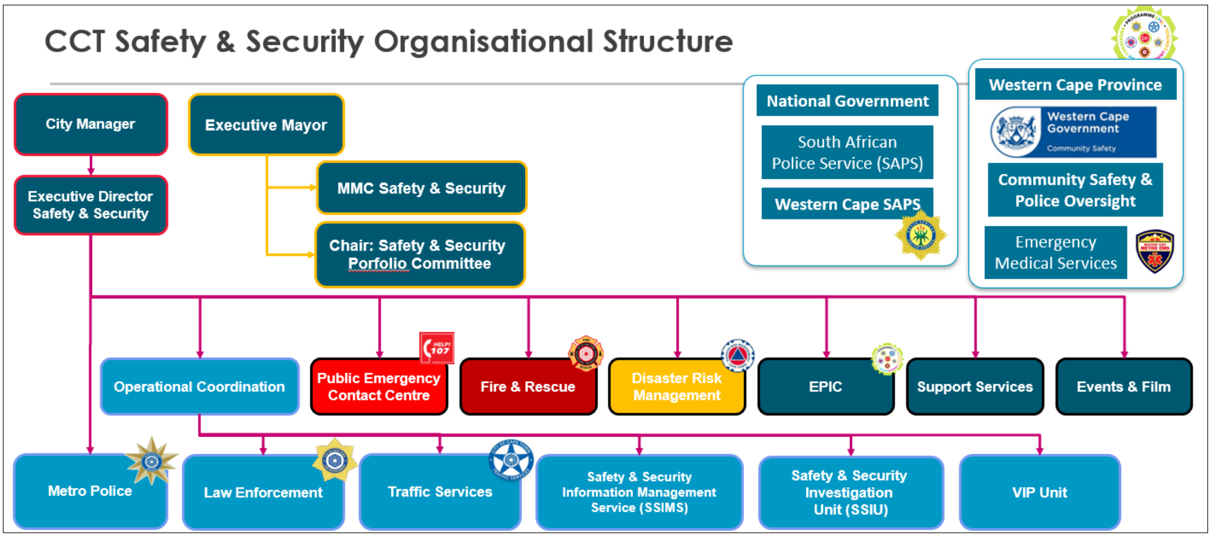


Figure 1: Structure of the City of Cape Town Safety & Security Directorate

The Public Emergency Call Centre (PECC or 107) uses the EPIC solution to log requests for service (RFS) from citizens. These are distributed to the dispatch centres of the relevant departments and external entities to dispatch field staff as required. The S&S Directorate is also involved in regular patrols and planned operations including to provide security services for major sports, cultural or political events in the city – all of which are also tracked within EPIC.

The EPIC solution supports the business components indicated in Figure 2 below. It is used to prioritise and record incident calls, identify the status and location of responders in the field, and effectively dispatch the appropriate responder personnel.

The Safety & Security Directorate has world class facilities where dispatching and monitoring of the various Safety & Security departments are co-located. The City of Cape Town has an enviable record regarding the use of technology for safety and security, particularly in the inner-city environment. Any new EPIC solution needs to support and further enhance this capability and incorporate technological advancements as they become available.

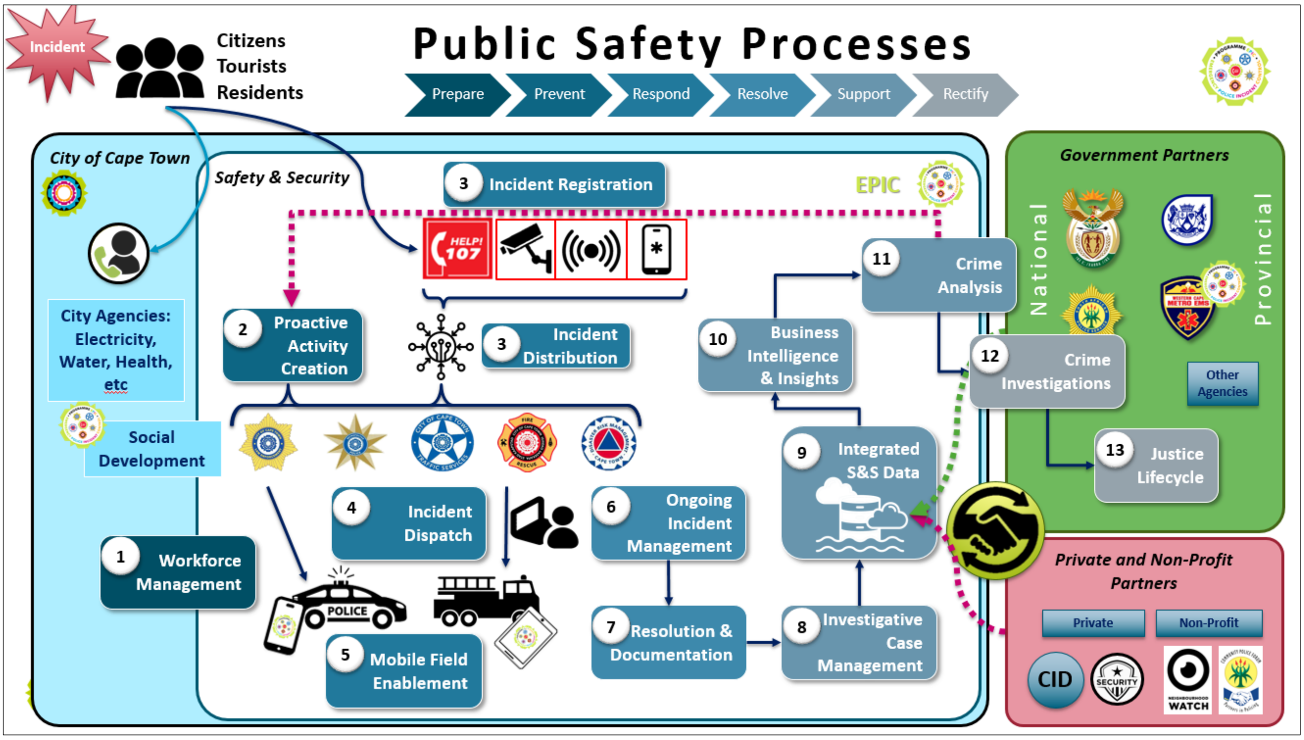


Figure 2: Safety and Security Process Overview

The main public safety processes are:

1. Workforce Management - Workforce Management involves the configuration, setup, and deployment of resources. This function enables users to determine the required vehicles and associated personnel, linking them to shift availability and individual proficiencies. These factors define the "Unit Type" and the specific functionalities or actions a unit can perform. This emphasizes pre-planning and scheduling operations based on information derived from the "Life Cycle" of reactive incidents and other related events. Workforce Management is essential for all planning processes, ensuring unit availability for deployment, reporting, and other operational needs. In the Mobile Field environment, it is crucial that the "Unit" is correctly set up to facilitate employee transactions within the system.

2. Pro-active Activity Creation – Pro-active Activity Creation plays a vital role in planning, ensuring units are available for deployment and reporting. Similar to the "Re-Active" environment, this process focuses on pre-planning and scheduling operations based on information from the "Life Cycle" of reactive incidents and other related occurrences.

3. Incident Registration and Distribution - Incident Registration involves capturing events through various channels, such as PECC (Contact Centre) and through integration e.g. ShotSpotter, the Citizen App, the Neighbourhood Watch App. The system features a robust rule-based engine, which is configured according to each channel, RFS type and other attributes. The system guides users in accurately recording event details and locations, using the mapping solution. Standard Operating Procedures (SOPs) dictate the distribution of notifications to relevant departmental dispatchers or external agencies.

4. Incident Dispatch - Incident Dispatch enables departmental dispatchers to efficiently identify incoming incidents and determine the availability of appropriate units for deployment. The system also provides spatial insights into the incident's location, status, history, and nearby resources, all of which inform deployment decisions.

5. Mobile Field Enablement - Mobile Field Enablement refers to the handheld devices used by officers, which facilitate unit configuration, unit tracking, training, messaging, panic functionality, calendar planning, duty task actions, and incident management. Users can manage the status of incidents, view location and caller details, add comments, upload media (such as videos, photos, or voice recordings), manage resolutions, and complete the necessary forms. Additionally, users can view incident details on a map, including their own location and nearby resources and activate the Contraventions system when necessary.

6. Ongoing Incident Management - Ongoing Incident Management enables personnel such as dispatchers or operational commanders to manage events effectively. This is facilitated by a situational awareness map, which provides context regarding the environment, location, and incident/unit status, offering all relevant information for making operational decisions. Directions and instructions are issued based on the insights provided by this view.

7. Resolution and Documentation - Resolution & Documentation allows users to resolve incidents while being guided by the required documentation for the specific event. This documentation includes information related to the event, its status, location, deployment details, and more.

8. Investigative Case Management - Investigative Case Management involves the ability to build cases and record evidence in the form of "People, Objects, Locations, and Events" (POLE). This approach simplifies the process of linking evidence, enhancing investigative workflows by organizing data efficiently for further analysis.

9. Integrated S&S Data - Integrated Safety & Security (S&S) Data is available for advanced analytics to help understand past, present, and future events. This data is used for predictive analytics, identifying trends and providing valuable insights for decision-making and strategy formulation.

10. Business Intelligence and Insights - The Business Intelligence & Insights competence relates to the ability to build or configure reporting using the EPIC data. This provides stakeholders with live data for decision making, situational awareness and retrospective data for strategic and operational planning. Moreover, the competence provides valuable insights from the data that cannot be gleaned from the raw data. The EPIC data is also used outside of the EPIC to provide near-real-time dashboards and deep data analysis to answer niche business questions.

11. Crime Analysis - Incident & Crime Analysis leverages all available data, reports, and information to facilitate in-depth analytical reviews. This data can be used to support further investigations when required, providing a clear understanding of trends, patterns, and potential areas of focus.

12. Crime Investigations - Crime Investigations focus on detailed inquiries into incidents with criminal elements, based on the information gathered from the event. This step is crucial for uncovering the facts and ensuring that the appropriate legal actions are taken.

13. Justice Lifecycle - The Justice Lifecycle ensures that investigations, evidence, and related materials are passed on to the courts for prosecution and potential conviction. This final step supports the legal process and contributes to the broader justice system.

5.1.3 As-is Application Landscape

The current EPIC application landscape is depicted in Figure 3 below. The complete solution is an ecosystem rather than a single application and includes the main EPIC transactional system, Investigative case management, telephony/call centre platform, business intelligence tools and a dedicated instance of ArcGIS. These are integrated to the City's Corporate ERP and several third-party systems.

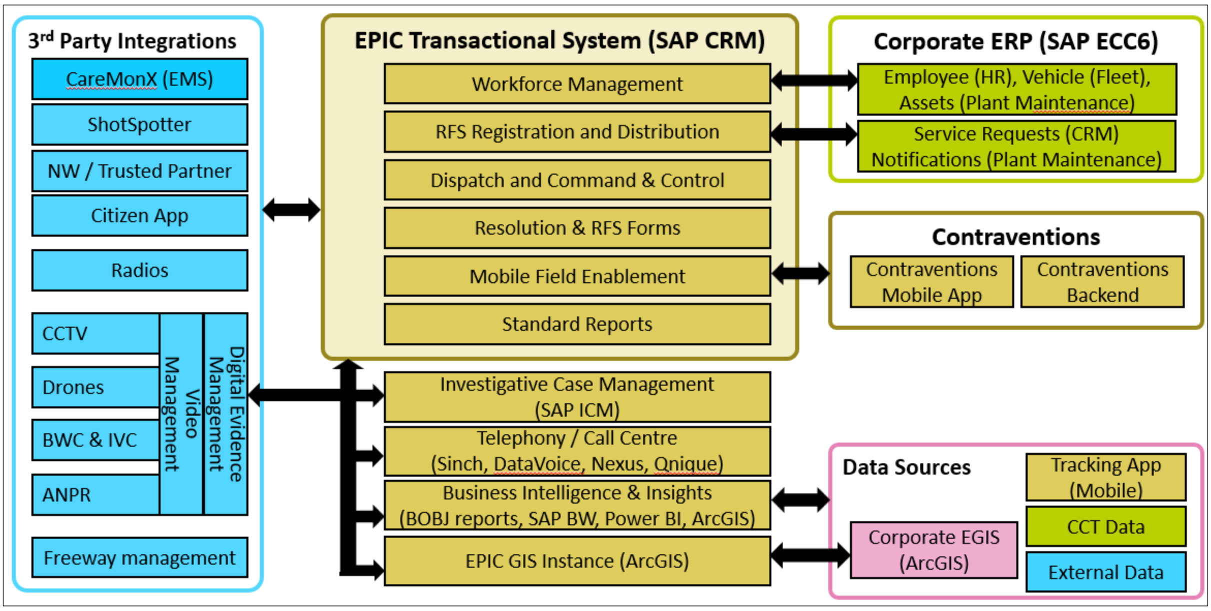


Figure 3: Current EPIC Application Landscape

Each component is described below including the rationale for either change or retention of the applications involved.

5.1.3.1 EPIC Transactional System (SAP CRM)

The Safety and Security Directorate runs an enterprise level system known as Emergency Policing Incident Control (EPIC). This is the transactional system of record for every S&S department and has been running since 2016. EPIC is custom developed on the SAP CRM 7.0 platform and maintained by the City of Cape Town.

5.1.3.1.1 Key As-Is business objects and workflow

The key business objects and workflow for the City of Cape Town's EPIC system are described below. The system has a very specific design and object architecture given that it is built on a SAP platform.

Whilst the system has three main workflows, namely detections, pre-plans and self-starts, it also has four main electronic objects being Interaction Record (IR), Master Service Request (MSR), Service Request (SR) and then Task. There are two other lesser used objects that manage Critical Updates, and Super MSR's.

Workflows:

The phases of incident / activity management are illustrated in Figure 2: Safety and Security Process Overview. The S&S Directorate recognise three broad workflows that relate to the way activities, events and incidents are dealt with. These exist because their differences result in different requirements from a process and especially a reporting perspective. An example of this is when trying to measure response times. Detections require that we measure response times, but in planned activities, response times are irrelevant and in fact are extended due to the planning concept, and in self-starts, response time is generally irrelevant as the officer is already 'at incident'. This leads to the need to classify the three different workflows.

- The **detection** workflow caters for all the occurrences that are registered via voice calls from the public, from sensors, CCTV or notifications from applications.
- The **pre-plan** workflow is aptly named and refers to all activities that are registered ahead of time and have a future date and time.
- Lastly the **self-start** workflow deals with the records that are created by units / officers in the field without the occurrence being either dispatched or pre-planned.

Objects:

The current system utilises the following technical objects in the design of the system. This does not imply that the proposed system needs to comply to these principles, but rather to provide context to how things are achieved currently and the expectations of the organisation. The technical specifications use more generic industry terms as defined in 5.2.1.2 Data Specifications for EPIC Transactional System.

- **The Interaction Record** (**IR**) is quite a specific object and is created when the incoming channel is the Contact Centre which currently deals only with voice calls. They allow for many interactions to be recorded from different callers, however they are all attached to the same MSR in order to reduce duplicate records.
- In the other channels the initial object that is created is the **Master Service Request (MSR)**. The MSR is architected as a holdall electronic object for all the other objects, and it would be ideal if there was only one MSR per occurrence. IR's and SR's must always have a relationship with an MSR.
- The two objects above are part of the incident registration process.
- **Service Request (SR)** starts as a replication of the MSR created per department to which an MSR is being distributed. SRs are linked to their own MSR's as child objects, and there is generally a one- to-many-relationship between MSR's and SR's. SR's are sent to specific control rooms or facilities as part of the distribution phase.
- **Tasks** form the basis of the dispatch process and are created whenever a unit needs to be linked to an SR (whether this be a detection, a pre-plan, or a self-start).
- **Critical Updates** is an additional object that is used to provide additional important information to the various objects linked to an MSR.
- Furthermore, there is a scenario whereby a **Super MSR** is created to create links between several MSR's that are all related to each other. An example of this is a major event or operation that requires multiple MSR's in order to manage the magnitude of the activities within the operation, or a major incident whereby separate MSR's are created for different incidents that are linked via a common occurrence such as flood, storm or earthquake as an example.

There are several variations of the process described above and the next series of figures attempts to illustrate the main variations and highlight the current architecture and design principles to assist in understanding of the current process and outcomes. The numbers in these diagrams refer to the phases in **Error! Reference source not found.** above.

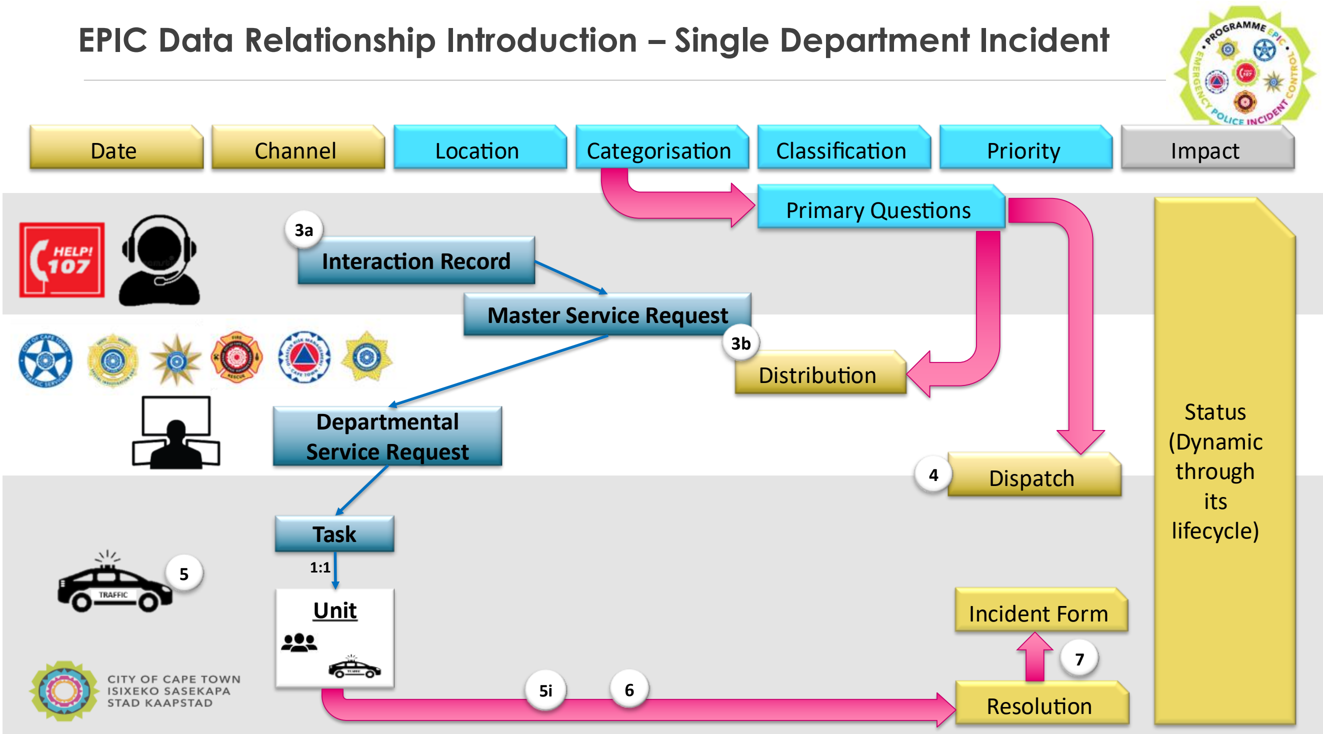


Figure 4: As-Is EPIC data relationship – Re-active single department response(detection)

The above diagram shows how a simple reactive single department response process consists of a PECC 107 operator answering a telephone call and initiating an IR (3a). At a minimum the IR creates an object to which the voice log records are attached, but it also allows for additional detail to be captured, until it is obvious that an MSR is required. Thereafter the PECC operator creates an MSR if the situation warrants it. The IR is linked to this MSR. Between the expertise of the operator and the EPIC rules engine a distribution decision (3b) is made and the system creates an SR for each of the departments selected in the distribution process. These SR's then appear on the relevant dispatcher screens. The dispatcher then processes the SR (4) and dispatches units to the SR. This dispatch process results in a task being created for the unit that has been allocated by the dispatcher. The Unit Commander (UC) of that unit then automatically becomes the Incident Commander (IC) (5), who then manages the physical incident (6), requesting help for the control room as necessary, and then resolves the incident electronically (7), completes the incident form and closes the incident.

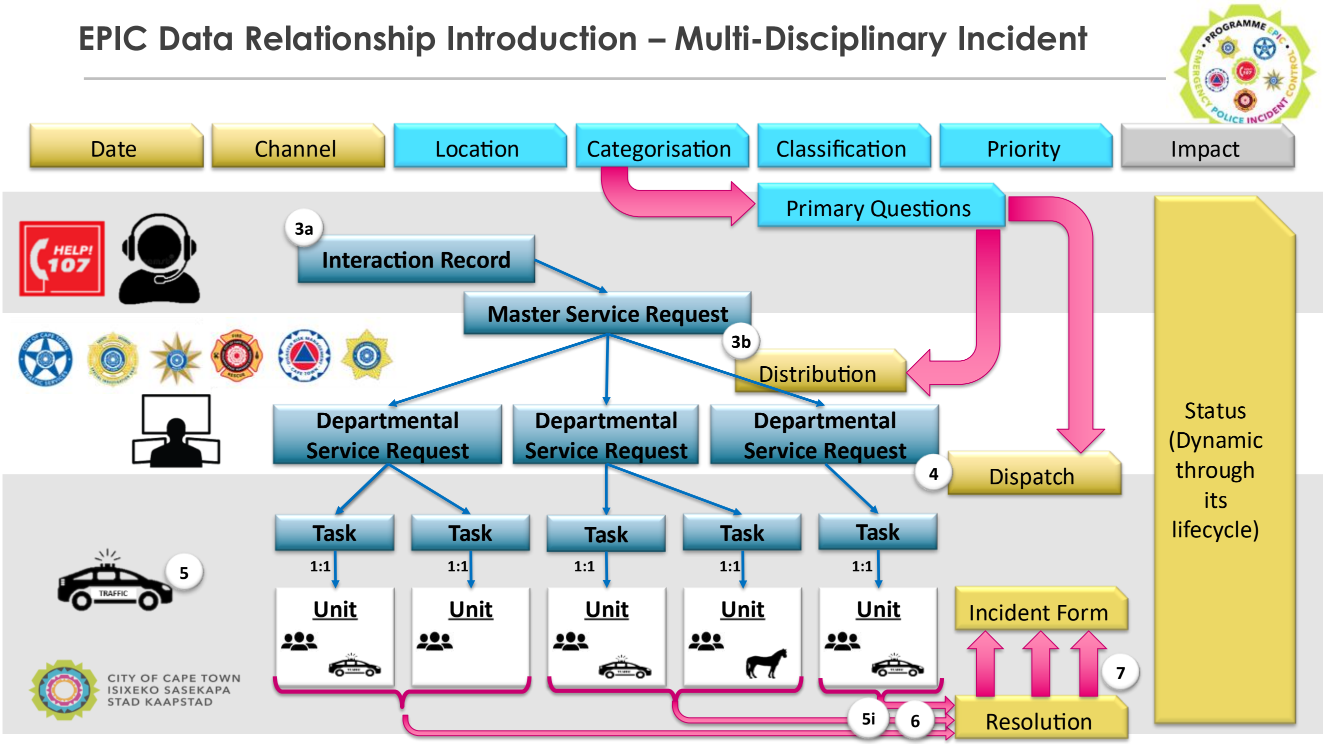


Figure 5: As-Is EPIC data relationship – Re-active multi-departmental / disciplinary response(detection)

The above diagram is similar to the previous simple reactive single department response process except that the distribution (3b) is not just to one department, but to many, and these distributed SR's then appear on the relevant dispatcher screens. Each dispatcher then processes the SR and dispatches (4) one or more units to the SR. This dispatch process results in a task being created for each unit that has been allocated by the dispatcher. The Unit Commander of the first dispatched unit becomes the Incident Commander of the departmental response. (5) The IC is then accountable to ensure the physical incident is managed (6), requesting help for the control room as necessary before the electronic SR is resolved (7), and the Incident form is completed. Responsibility for the form can be transferred, as can the IC role as the incident progresses.

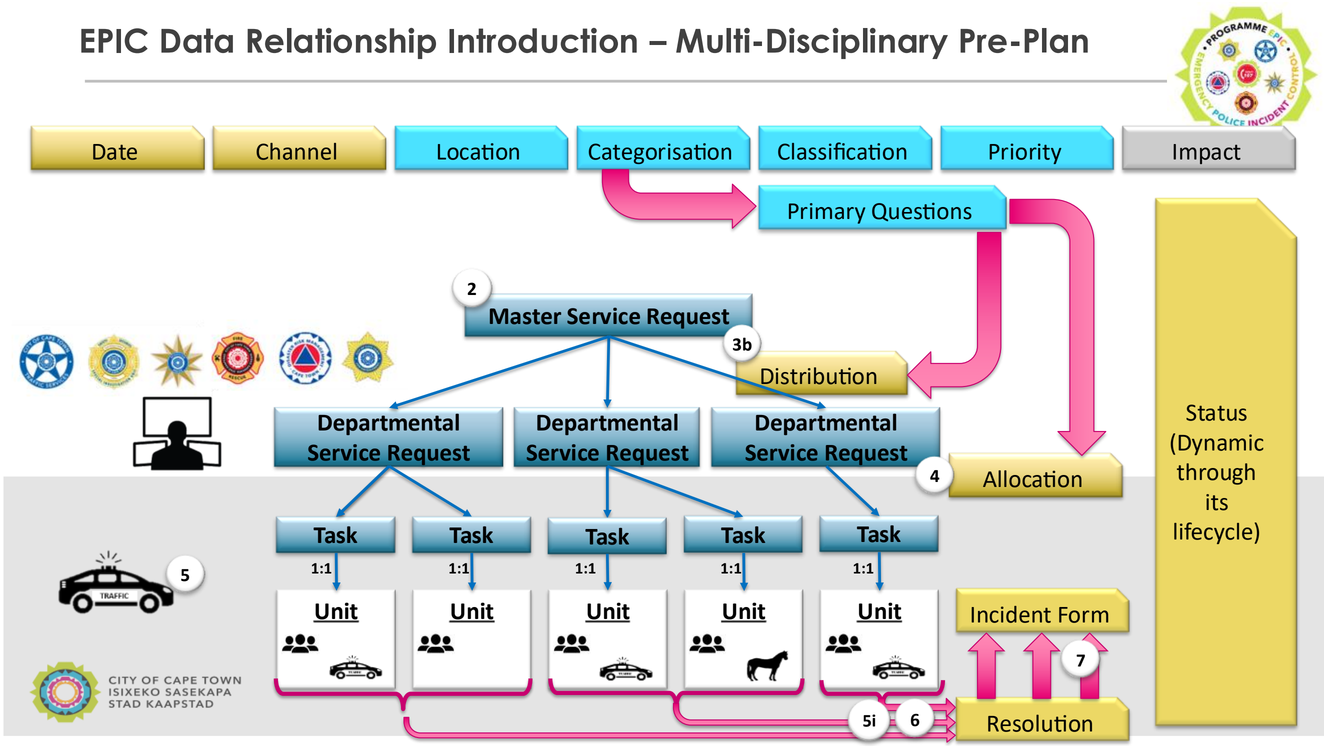


Figure 6: As-Is EPIC data relationship - Proactive multidisciplinary activity (Planned)

The above figure illustrates a multidisciplinary operation that falls into the pre-planned workflow. This shows that there is no IR (no interaction with a caller which would require registration), and that the MSR is created by Workforce planners (2) and then distributed to the departments (3b) who, are then required to allocate resources to the planned operation. Thereafter the operation will exist in a planning view, and will only be activated on the planned date and time at which time the IC will be expected to manage the incident physically in conjunction with the control rooms (6), and then to resolve and complete incident forms for the operation (7).

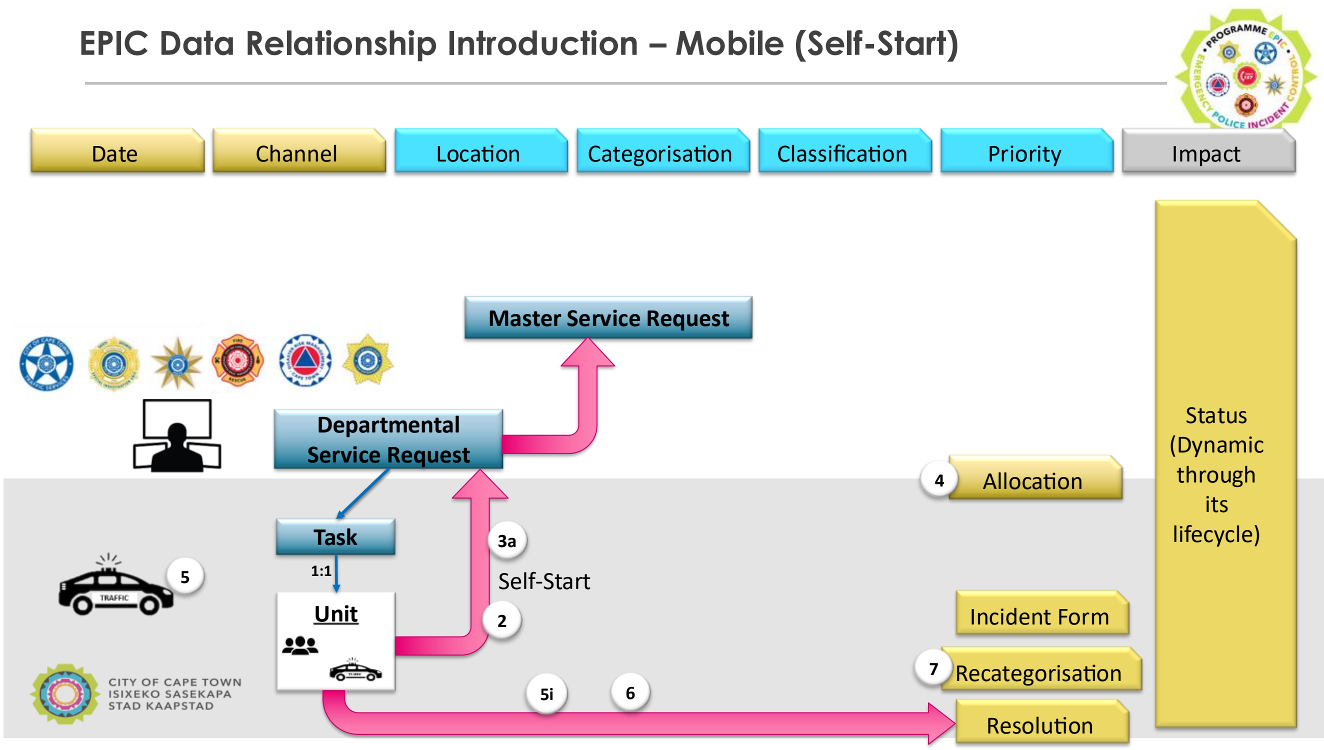


Figure 7: As-Is EPIC data relationship - Single department activity (Self-Start)

The above figure illustrates the concept of a self-start workflow whereby the unit initiates an activity or an incident themselves, at which point the system automatically does certain actions.

Upon triggering a self-start, the system automatically registers an MSR (2) or (3a), automatically distributes the SR to the officer's department (3b), and automatically dispatches the unit to the SR (4) thereby creating a task. The system uses the known location of the unit, and uses the UC to become the IC, and automatically makes the unit's, the task's, and the SR's status to be *'At Incident'*. The IC manages the incident / activity to resolution liaising with the control rooms as necessary (6), issuing contraventions (5i) as necessary before resolving the record, categorising the SR, and completing the Incident Forms (7).

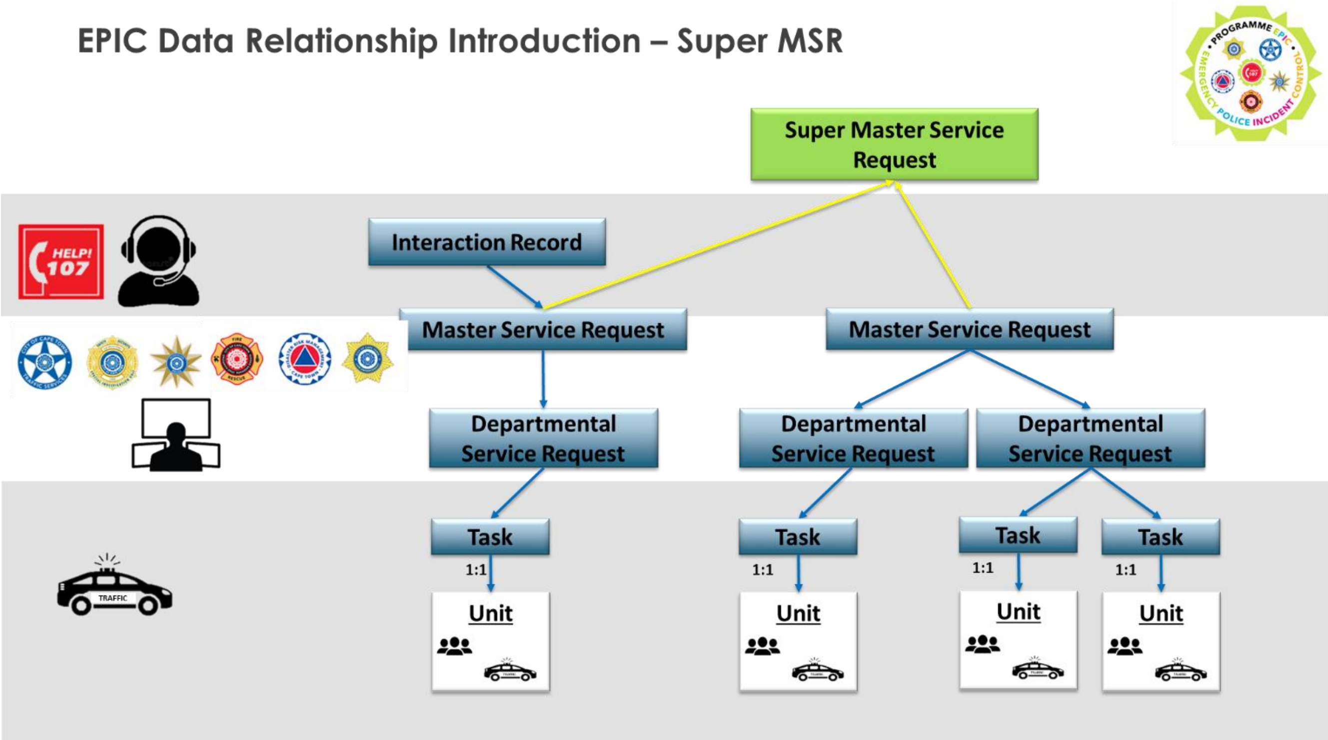


Figure 8: As-Is Super MSR

As mentioned above under some conditions, a Super MSR is required to manage the creation of several normal MSR's which are connected either by an event or by a common cause such as storm, earthquake or flood.

The process is simple and involves creating a Super MSR with the correct classification, and a date and time should it be a pre-planned event. Thereafter individual MSR's are created for each different activity or incident and linked to the Super MSR. This linking allows for several functionalities, not limited to but including the merging of the Occurrence Books (OB) from all the linked MSR's (and thus also their SR's and Tasks), and also the upload of digital evidence associated with any of the tasks. It also provides situational awareness due to the fact that each unique MSR is geo-located and all units associated with each SR via their tasks can be visualised on a map.

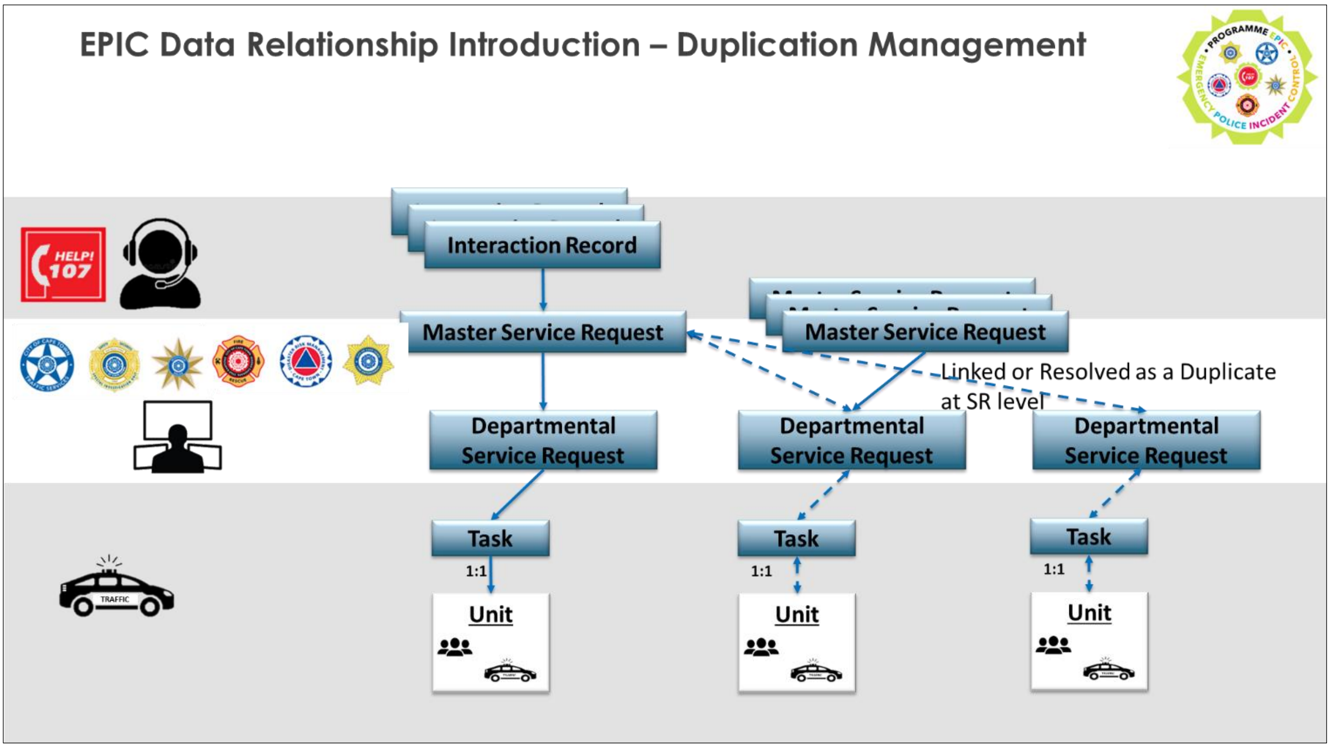


Figure 9: As-Is EPIC data relationship - Duplication Management

Duplication management is a critically important concept that when done properly will ensure that when duplicate MSR's are created that they can be properly and easily managed in a manner that creates credibility and integrity to the situational awareness environment and ensures that the statistics and reporting is accurate.

There are several processes and functionalities that are built into the current system to try and ensure that duplicates are not created for the same incidents. This is generally a problem in the detected environment and is very much less prevalent in the pre-planned environment. It does sometimes also occur in the self-start environment for obvious reasons.

However, when duplicates are created, then the system allows for the SR's to be linked by an authorised user in order to maintain the integrity of the RTSA and the Reporting. The current process allows dispatchers to link the secondary record to a primary incident record and close the secondary record with the resolution code 'Linked – duplicate incident'. This allows the system to merge any data in the secondary into the primary, and to remove the secondary from the reporting statistics.

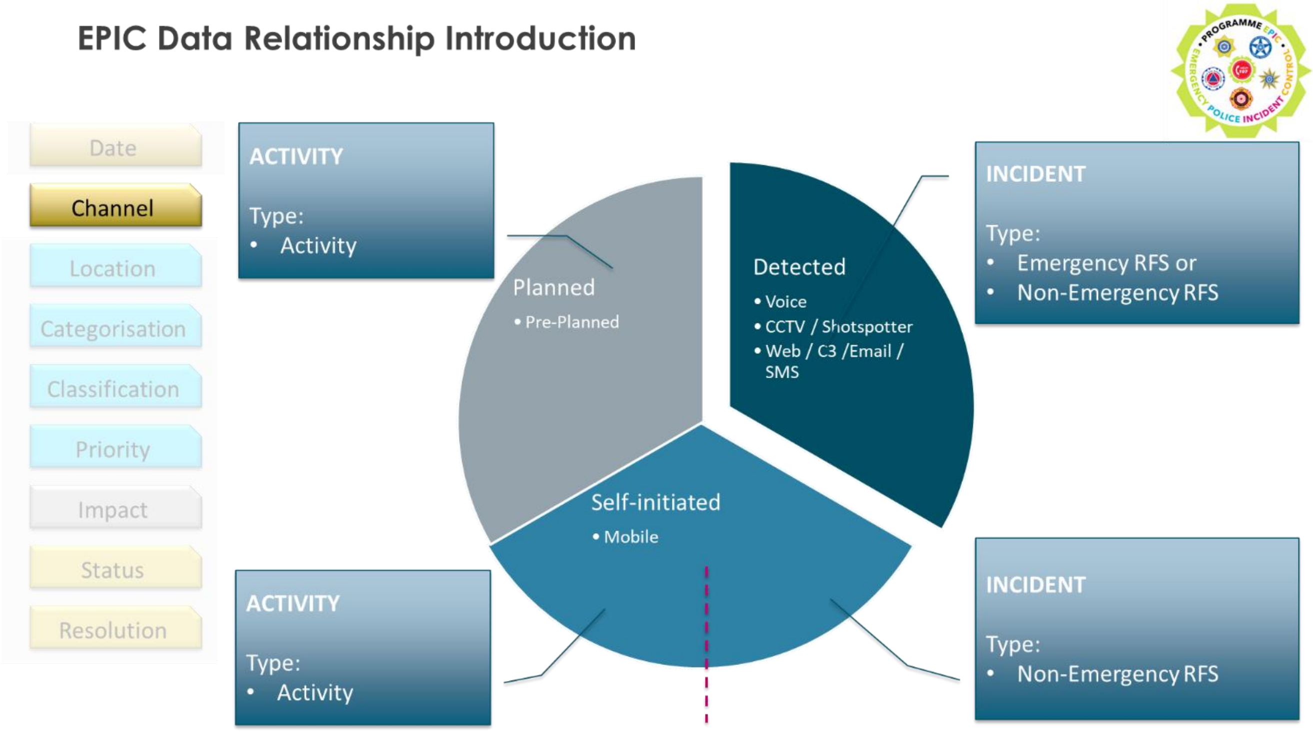


Figure 10: As-Is EPIC Workflow vs Type

There is a concept that is closely related to categorisation but relates closely to the workflows discussed above and is determined largely by channel. Again, this is not direction of how the solution needs to be delivered but is rather an explanation of what currently exists given the current platform and architectural design.

Channel is the source from where the incident was initiated, and the channel determines the workflow. The workflow then determines whether activities or RFS's are able to be registered. The exception to this rule is the mobile channel which kicks off a self-start workflow. The figure above shows this concept whereby the various channels are split into the three workflows, and then the three workflows lead to access to different types within the categorisation model.

It must be noted that the mobile channel requires the field user to be able to create both activities and RFS. This currently causes some challenges as the mobile application does not always support this environment with intuitive and assistive functionality to assist the officers to record the correct categorisations. The categorisation ultimately drives various processes like the distribution, dispatch, incident form and closure processes etc.

5.1.3.1.2 As-Is Operational Unit Methodology

The City of Cape Town (CCT) Safety & Security Directorate currently utilises a concept of units to manage the resources that are deployed in the City.

In this case resources consist of employees, vehicles and all variety of types of equipment that when combined with one, some or all of these mentioned resources they form a unit.

The unit is a well-designed, but complex system object that provides significant value to the transactional system by being the object that essentially 'owns' all the relationships between the various resource objects.

Units provide value to the system by creating a real-time record of the employees, the vehicle they are utilising, and all the equipment associated with the unit (via the employee, or the vehicle, or simply within the unit). The data associated with, and generated by the unit, through their real-time activities is then accessed by both the real-time environment and the statistical environment to provide the ability to deliver dashboards and reports and ultimately insight to help users to have better situational awareness and to make better, more informed decisions.

Although Units are ultimately differentiated by operational area and by department, the first step is to create a unit by type to begin with. The type then informs the template, and the required minimum commander, crew, vehicle and equipment in order for a unit to be 'of that type'.

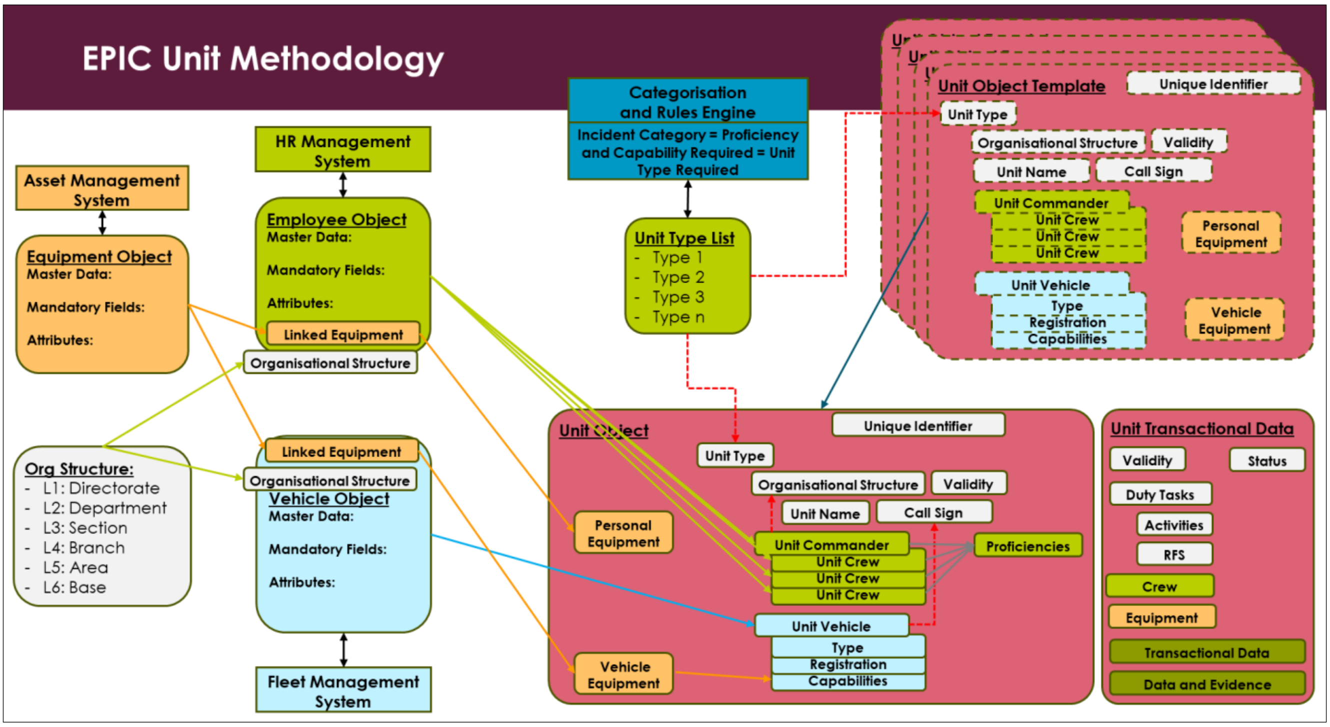


Figure 11: As-Is EPIC Unit Methodology

Workforce Planners then choose a template and create a unit for a particular base from that template. Once the unit is created, it can be scheduled into an operational shift pattern, or it can be manually allocated to future dates. At that point units are usually allocated a proposed duty task which refers to the main function that unit would be fulfilling on that day. That Unit then exists in the solution and needs to be populated with unit commander (UC), crew, vehicle and equipment for it to be ready for activation. Integration with the HCM system helps determine the availability of employees to allocate to the unit.

Pre-planned activities may be created ahead of time, and the units may be associated with these pre-planned activities prior to the actual date. This all informs the workforce planning environment.

On the day that the unit is scheduled to be active, the Unit Commander or Crew use the mobile app to logon to the planned unit, maintain the unit, and then activate the unit. The result of this is a fully maintained (ie: Correct UC, crew, vehicle and equipment that is activated and put on duty on the transactional system.

The unit and its characteristics are then available for tasking (if not pre-planned) and are recorded as such against the dashboards and reports of organisational readiness.

Regarding the dispatch of units, the unit type dictates certain proficiencies (human) and certain capabilities (equipment) be in place to be classified as a certain unit type. The decision support tree and the rules engine, along with the categorisation of the RFS then require certain Unit Types to be dispatched to the RFS.

The UC utilises the mobile application to further maintain the unit should any changes occur during the shift such as:

- Crew member being taken off / added to the unit for any reason.
- Vehicle changing within the unit for any reason
- Equipment being changed for any reason.

The following design principles apply to the current CCT installation, and although this design is not necessarily required to be delivered, the current unit-related outcomes are critical to effective organisational management and situational awareness. The below lists are examples for clarity and are not to be considered specifications nor exhaustive lists:

- Populate the decision support tool and RFS categorisation with the required unit types and quantity of each per category; (See Categorisation and Rules Engine Section)
- Determine the Proficiency List
    - These are qualification related, such as Medical Qualifications, Fire-arm competencies, hostage negotiation Skills, etc. They are managed with expiry dates.

- Determine the Capabilities List
    - These are specific capabilities that are inferred to the unit object via either vehicles or equipment, such as rescue equipment or a high-rise ladder capability or a lock-up capability.
- Based on the required Units per category, determine the Unit Type Master List
    - Populate a template for each Unit type
        - Required minimum proficiency and therefore crew
        - Required minimum capability and therefore vehicle
        - Required minimum equipment.
- An employee/user profile is required
    - It must have basic master data related to the user such as:
        - Names and other details
        - Organisational data
        - Contact details and email addresses
        - Unique identifier such as staff number
        - Call sign
        - Issued Equipment, such as EPIC Device, Printer, Firearm, and Radio
    - It must have transactional data:
        - Temporary organisational data
        - Shift Call sign
        - Proficiencies (with expiry dates)
        - Equipment data
        - Body Warn Camera (Integration with external BWC system required)
- A vehicle profile is required:
    - It must have basic master data related to the user such as:
        - Vehicle Type
        - Vehicle Details
        - Organisational Data
        - Unique identifier such as Vehicle Registration Number
        - Radio (if relevant)
        - Call Sign (if relevant)
        - Permanent Equipment:
            - Identifier to IVC
            - Identifier to C-Track
            - Radio (base station) (identifier to Safe Mobile)
    - It must have transactional data:
        - Temporary organisational data
        - Shift call sign
        - Capabilities
- Equipment Data An equipment profile is required:
    - It must have basic master data related to the user such as:
        - Type
        - Description
        - Serial Number

Currently, by linking all of these resources, and following the above Unit Methodology, CCT can achieve or are planning to achieve the following outcomes:

- Ability to plan and roster units of pre-defined types
- Ability to understand the quantity and type of units on duty for the day
- Ability to understand all the characteristics of the unit
- Ability to understand the status of the unit
- Ability to integrate / link all equipment with the unit
- Ability to visualise all units on the map and easily interact with them including:
    - Streaming Body-worn Cameras
    - Streaming In-vehicle Cameras
    - Communicating via relevant devices
    - Accessing all relevant information
- Ability to change crew, vehicles or equipment mid-shift and still keep intact and accurate reporting records
- Ability to report individually on each entity within the unit ie:
    - Unit; Vehicle; UC; Crew; Equipment.

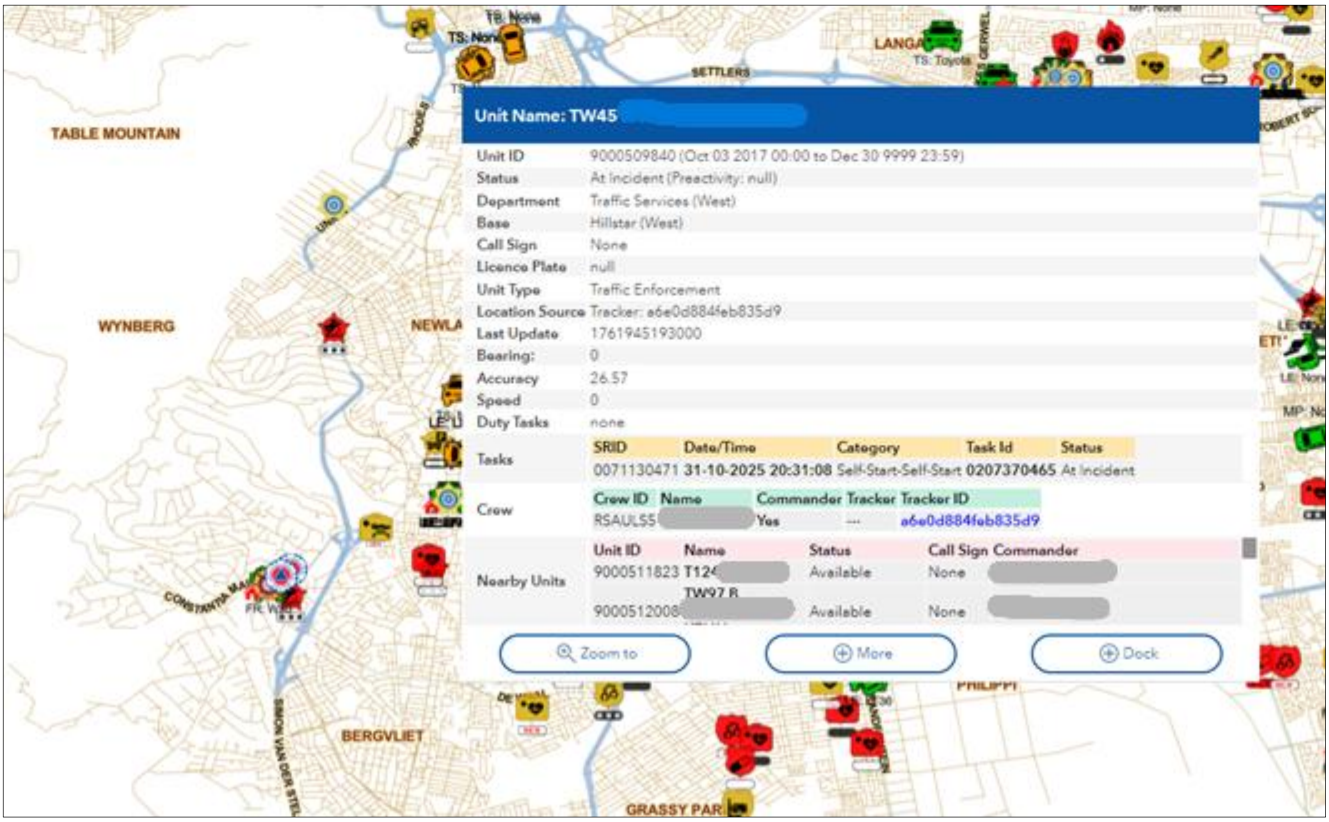


Figure 12: As-Is operational unit shown on Common Operating Picture Map

The figure above shows a section of the Common Operating Map which is a central part of the current solution design. When hovering on a Unit on the real-time map a popup provides all the available detail about that unit in a user-friendly summary. It also offers an opportunity to click on the 'more' button to get additional detail. There is an option to open the unit in SAP itself.

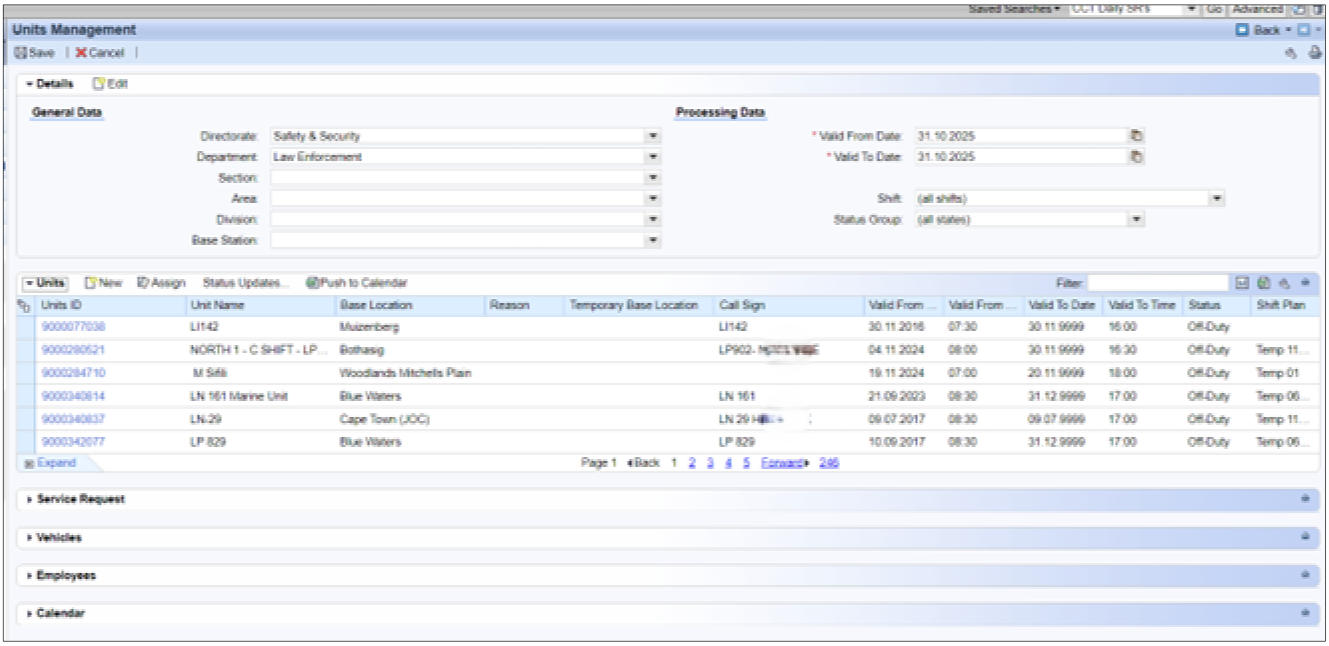


Figure 13: As-Is example of Unit Management Screen

When viewing the Unit Management screen users can see a summarised unit list in tabular format. The list can be filtered on the unit's organisational structure.

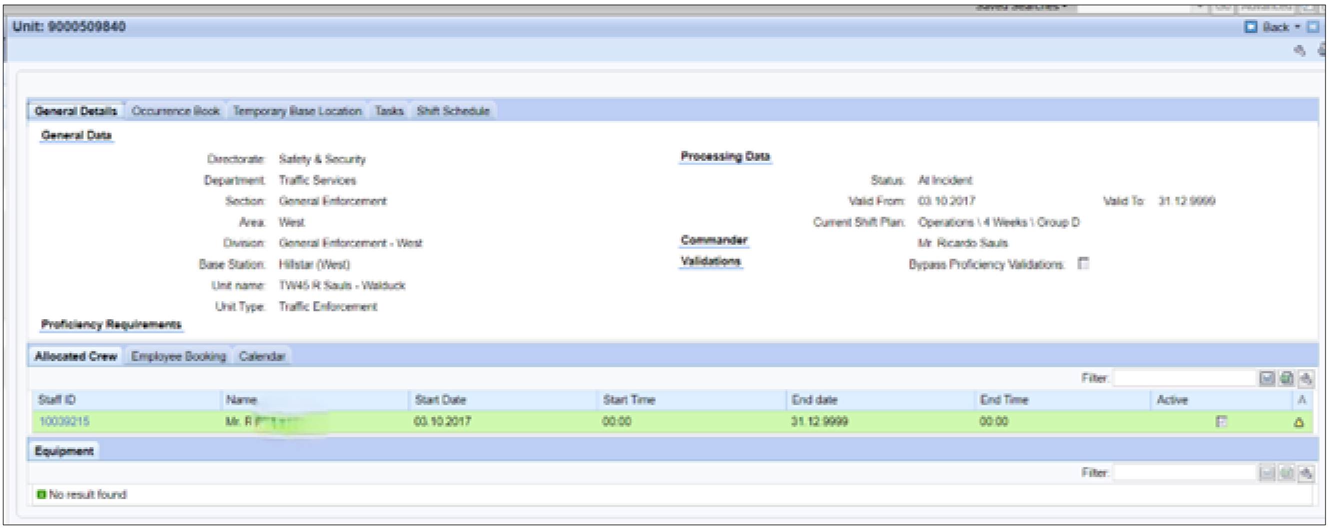


Figure 14: As-Is screenshot of a unit profile view

When a unit is selected (figure above) then a user can view all the relevant details of that unit including whether proficiencies are current (green shading). Other tabs show the Unit OB book, tasks and relevant shift schedule. Associated equipment is also listed in this unit profile.

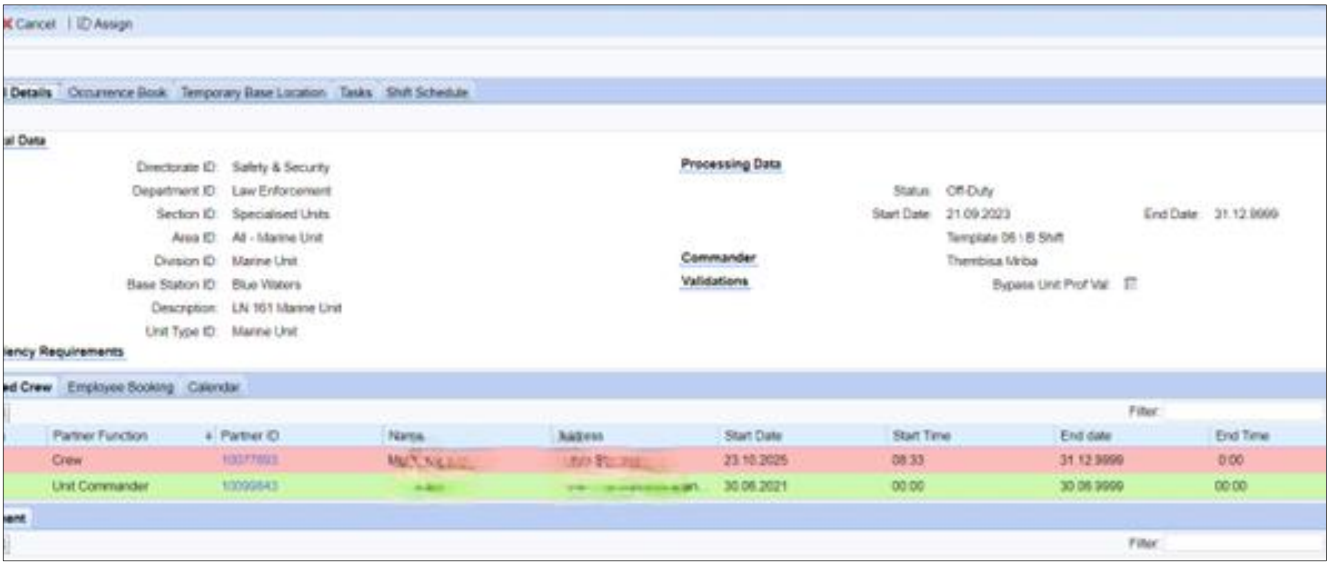


Figure 15: As-Is screenshot of a unit profile with a proficiency exception

The figure above highlights the employee whose proficiencies are not current. By drilling into the employee profile, the proficiencies can be analysed (figure below).

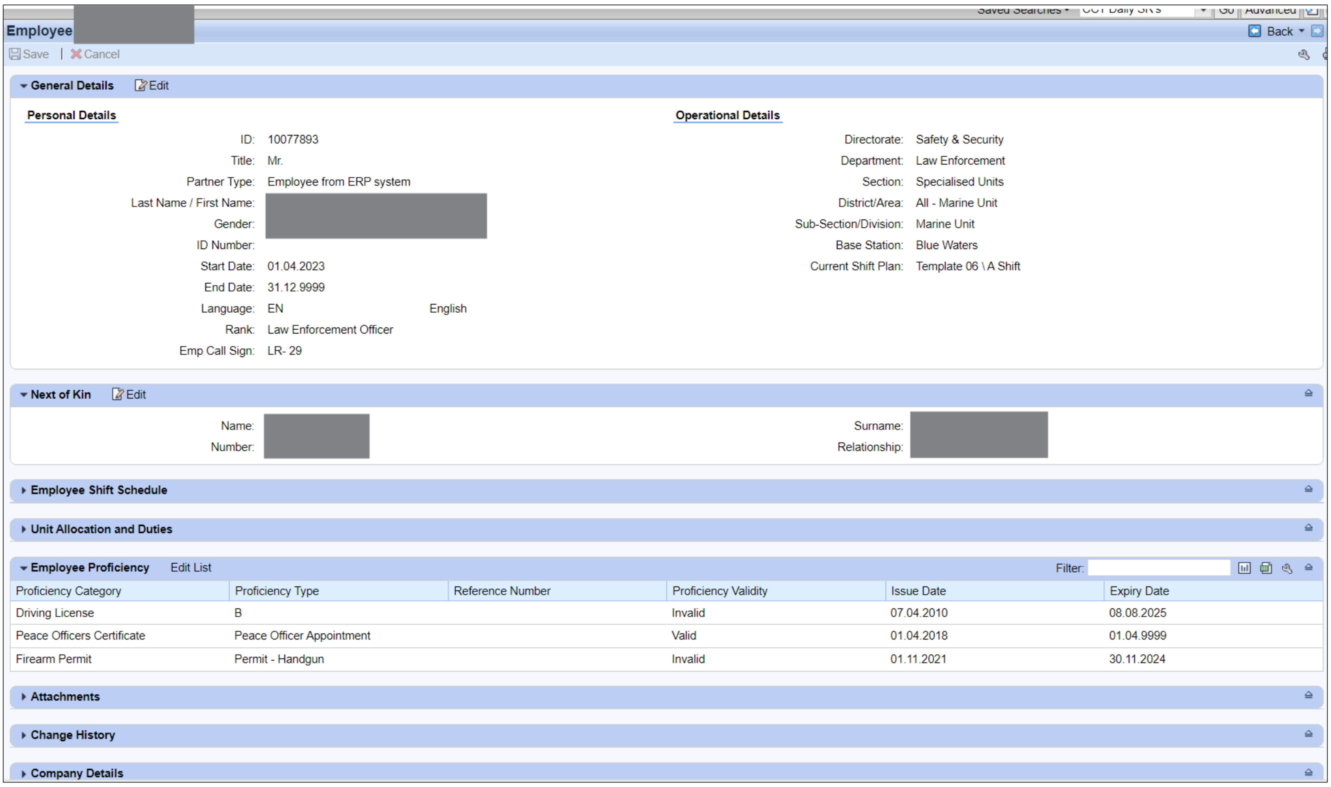


Figure 16: As-Is screenshot of an employee profile showing proficiency exceptions

5.1.3.1.3 As-Is Status management methodology

Status management is critical within the current EPIC solution and each transactional object within the system has a set of statuses with logic behind them. Many of these statuses are influenced by changes to other objects' statuses within the system.

Logic exists currently to limit which statuses are available, to which users/roles, at which stage of the lifecycle.

Some statuses can be changed via users on the mobile devices, others can only be changed on CRM.

Each time a status is changed, whether automatically by the system based on rules or manually by a user, the system records this information in the occurrence book (audit trail) against the user, the date and time as well as the associated object reference.

The current logic is as per the below for the typical lifecycle of an incident and its associated objects:

- An **Interaction Record (IR)** is created and the IR status is automatically set to *Created*
- A **Master Service Request (MSR)** is created and the MSR Status is automatically set to *Registered*
    - Creating the MSR automatically sets the IR Status to *Closed*
- Once the MSR is distributed to each department, the MSR Status is automatically set to *Distributed*
- The creation of the **Service Request (SR)** automatically sets the SR Status to *New*
- As soon as the SR is viewed by a Dispatcher, the SR Status automatically changes to *Pending*
    - The first SR to change to *Pending* automatically sets the MSR Status to *Acknowledged*
- Once a Unit is dispatched to the SR, the SR Status automatically changes automatically to *Dispatched*
    - The first SR to change to *Dispatched* sets the MSR Status to *In progress*
    - The dispatching of a Unit creates a **Task** and this Task's status changes automatically to *New*
- Should there be multiple Units dispatched, and therefore multiple tasks, the most advanced task status will drive the process.
    - The field user will manually accept the Task on their mobile device thereby setting the task status to *Accepted*, this will automatically set the SR Status to *Accepted.*
        - This can be done by a dispatcher, if required.
        - This does not change the **Unit** Status
    - The field user will manually change the Task on their mobile device to *En Route*; this will automatically set the SR Status to *En Route.*
        - This will automatically change the Unit Status to *En Route.*
    - The field user will manually change the Task on their mobile device to *At Incident*, this will automatically set the SR Status to *At Incident.*
        - This will automatically change the Unit Status to *At Incident*
    - The field user will manually close the Task on their mobile device to *Closed*,
    - This will automatically reset Unit Status to *Available.*
- At this stage, the SR (and MSR) status will be driven by the least advanced Task status
    - The last task to be *Closed* will set the Service Request to *Completed*
- The completion of the Incident Form will set the SR status to *Closed.*
- The least advanced SR Status will automatically change the MSR Status to *Completed* and then *Closed.*
- A Dispatcher can change a Service Request status to *Ongoing* manually if required.
- The Fire Department can use the *Stop* status for Service Requests as required, this fits between *At Incident* and *Completed.*

Additionally, there are other statuses that exist for master data objects such as employees, vehicles and equipment.

The colour of a Unit indicates its availability, referred to in the current system as the **Unit State:**

- Green = Available. Ready for dispatching, not currently busy with any tasks. Linked to *Available*, *Available at Base, Accepted* Unit statuses.
- Orange = Busy. Currently busy with a task. Linked to *En Route, At Incident and Stop* Unit Statuses
- Red = Unavailable. Cannot / Should not be dispatched to an incident. Linked to *Inactive, Unmanned, Unavailable, Deactivated* Unit Statuses.

The following statuses exist per transactional object as per the below graphic:

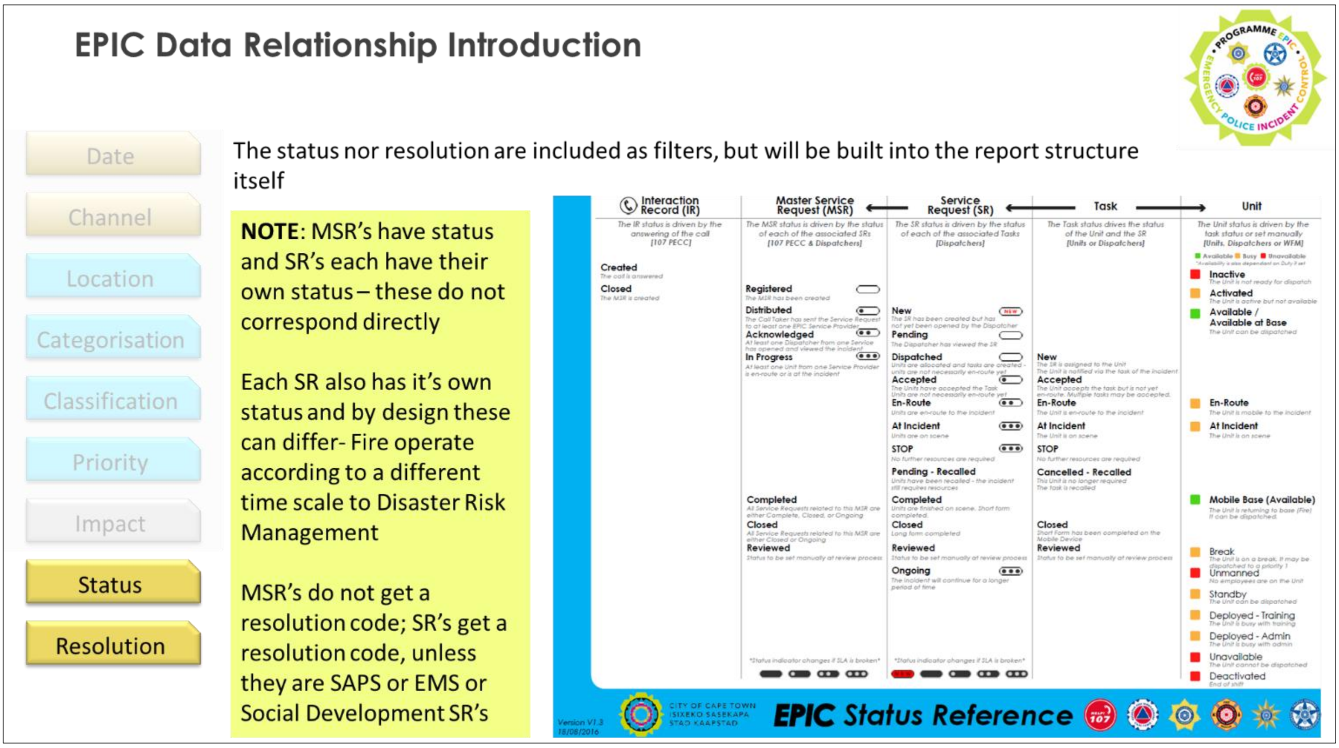


Figure 17: As-Is EPIC Status Management methodology

Please note that the EPIC Iconography is closely related to both status and to categorisation. The iconography on the map can tell the user a multitude of things simply via colour, shape and icons.

5.1.3.1.4 As-Is Occurrence Book methodology

The City of Cape Town (CCT) Safety & Security Directorate currently utilises a concept of Occurrence Book (OB) to record and monitor all transactions conducted by any City resources. An electronic 'Occurrence Book' is created by recording various actions into a database and ensuring that they are accurately linked to other relevant transactions to create a record that can be understood and processed outside of a machine environment. An example of an incident OB is shown below.

The OB has two very distinct functions, the first is to provide real-time situational awareness by representing all transactions for the incident into the OB regardless of where and who creates the relevant transaction detail. This includes details from the mobile applications such as digital evidence, photos and videos and voice notes, and also 'mobile messages' entered via the devices. All these entries are geo stamped and as such provide valuable spatial understanding.

The second is then to provide a legal record after the fact of every transaction and who and where and at what time each was created. Ultimately this is the tool that is used to provide a summary of the incident.

Master Serv. Request: 1002802400

Save | Cancel | Edit |

Time Stamp	User	Note Type	ID	Note
31.10.2025 14:46:27		RESCOMMENT	71130130	103/10/2025Nyanga saps
31.10.2025 14:46:27		RESCODE	71130130	Resolution code set to: Complete - Assistance Rendered
31.10.2025 14:46:27		CLREASON	71130130	Closure Process set to: Automatic Closure
31.10.2025 14:46:27		STATUS	71130130	Service Request Status changed to Pending Closure
31.10.2025 14:46:27		EMPLOYRESP	71130130	Employee Responsible set to [redacted]
31.10.2025 14:44:22		STATUS	207367664	Unit Name TH35 P Gates - Nicholas, Task Status changed to Completed
31.10.2025 14:44:22		STATUS	71130130	Service Request Status changed to Completed
31.10.2025 14:43:50		STATUS	207367664	Unit Name TH3[redacted] Task Status changed to At Incident
31.10.2025 14:43:50		STATUS	71130130	Service Request Status changed to At Incident
31.10.2025 14:43:18		STATUS	207367664	Unit Name TH3[redacted] Task Status changed to En-Route
31.10.2025 14:43:18		STATUS	71130130	Service Request Status changed to En-Route
31.10.2025 14:42:41		STATUS	207367664	Unit Name TH3[redacted] Task Status changed to Accepted
31.10.2025 14:42:41		STATUS	71130130	Service Request Status changed to Accepted
31.10.2025 08:59:19		STATUS	207367619	Unit Name 3GTU-MP, Task Status changed to Completed
31.10.2025 08:59:19		STATUS	30418122	Service Request Status changed to Completed
31.10.2025 08:59:17		RADIO MSG	30418122	E72 - Mobile home

Figure 18: As-Is View of an Occurrence Book extract for a Master Service Request

The current process of ensuring the availability of an OB record in the EPIC system is to ensure every electronic object generates an appropriate audit record in the various tables. The system then understands what an incident OB requires, and fetches that data from the DB to render the correct view of the OB. If the OB is required for a Unit for example, then it fetches the correct data to render a Unit OB. This obviously requires appropriate data structure design and unique identifiers to ensure that all the required joins can be made with the correct context.

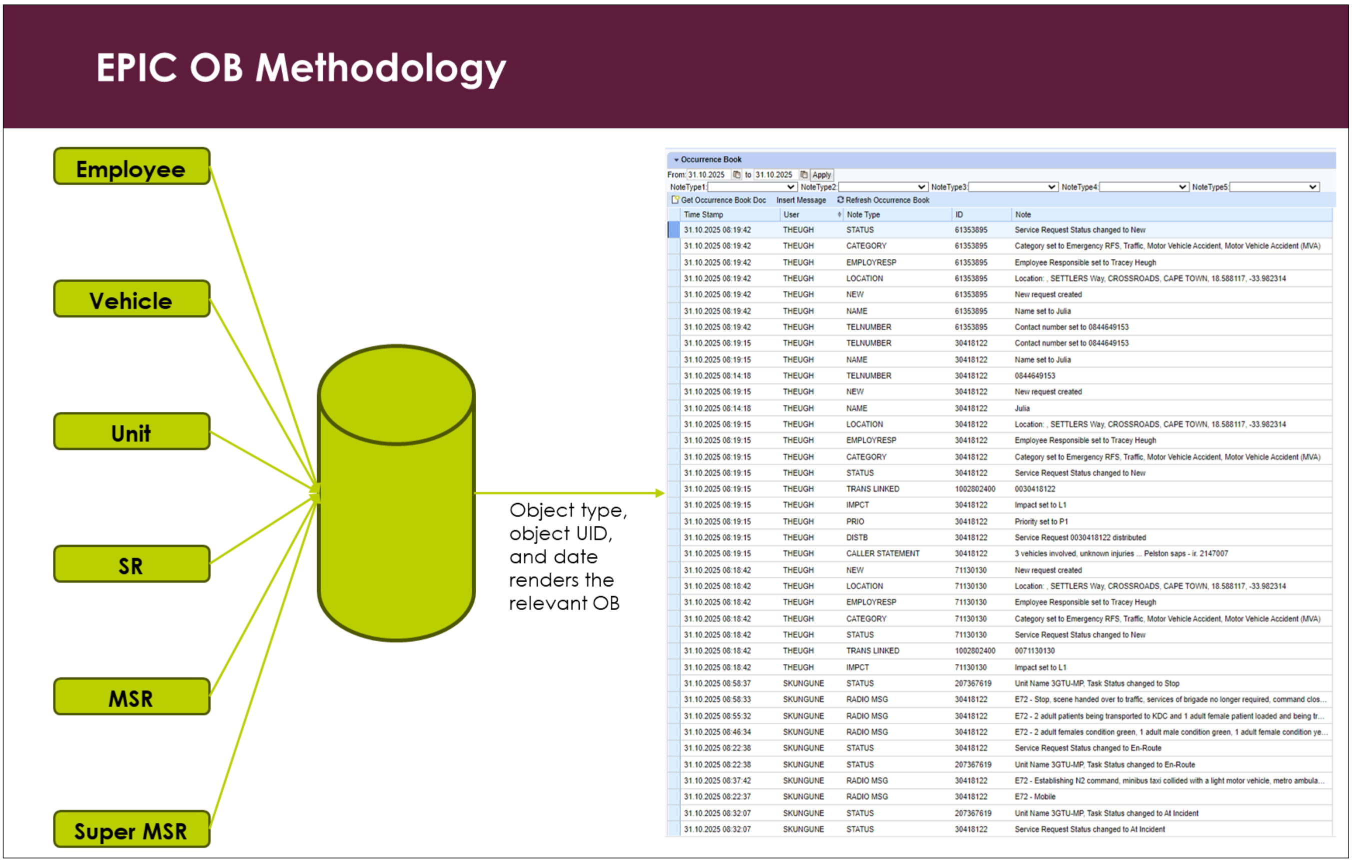


Figure 19: As-Is conceptual illustration of each object informing an OB

Once the OB is rendered correctly there are various functionalities that can be applied in order to leverage additional value.

Firstly, the OB columns can be customised within reason, and secondly the columns are able to be filtered and sorted. This makes the OB very useful within Command Centres, where it can be filtered to only see certain SR's for example, or only certain note types. Additionally, there is a function to allow the user to multiselect in the Note Type Field in order to only see certain transactions and filter out the irrelevant ones.

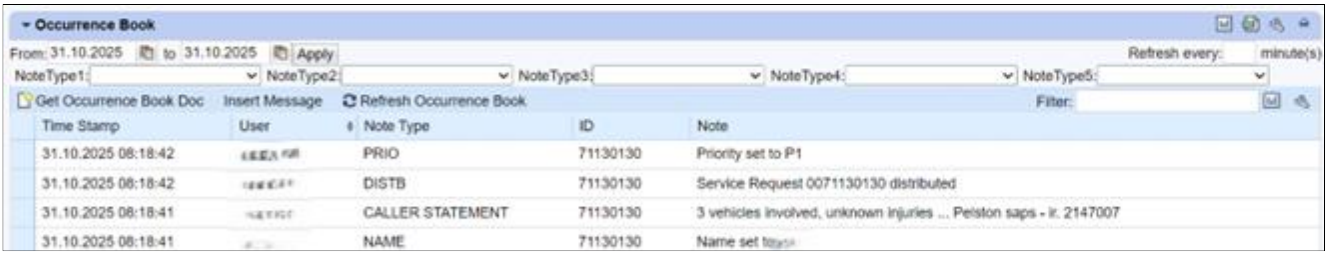


Figure 20: As-Is Occurrence Book (OB) Functionality and Filtering

There is also an auto-refresh option which ensures the OB is auto-refreshed at regular configurable intervals. The practical use case for this is when a major incident is being managed the combined / Super MSR, OB can be projected for the audience to monitor thereby creating valuable combined situational awareness.

From OB view the user can insert messages into the OB in real time. This is important to the real time utilisation of the system.

It is important to note that due to the design, any object within the transactional system can have an OB extracted and rendered for the object for any duration that is selected. Examples of OB's are:

- Employee OB
- Vehicle OB
- Unit OB
- SR OB
- MSR OB
- Super MSR OB

OB Records, and especially those relating to MSR and SR OB are generated upon completion and closure of the Incident Record, and are not be able to be amended in order to create integrity of the legal record.

One of the challenges is to ensure that the users both as dispatchers and as mobile users that they are transacting with the correct electronic record given that all the entries flow into the entry with which they are associated.

5.1.3.1.5 As-Is Categorisation and Rules Engine

The City of Cape Town employs a custom-built rules engine known as **ZSOP**, which serves as the central intelligence behind incident categorisation and response coordination. This system encompasses all categorisations, primary and secondary questions, and the associated rules and logic that drive both **Pre-Determined Distribution (PDD)** and **Pre-Determined Attendance (PDA).**

Pre-Determined Distribution (PDD) identifies the appropriate department required for a given incident and **Pre-Determined Attendance (PDA)** determines the type and quantity of resources needed. These mechanisms ensure that departmental responses are aligned with the relevant Service Level Agreements (SLAs).

ZSOP also facilitates spatial representation, external notifications, and integrates with internal City systems through C3 configurations and alert settings. As the core of the operational environment, it includes advanced features such as version control management, printing capabilities, and tailored instructions and informational messages for both the Call Centre and Dispatch teams. A notable function, "Dropping of the Bells," is specifically designed for the Fire Department to ensure accurate identification and dispatch of resources. Furthermore, ZSOP supports seamless integration with third-party external service providers, including the Citizen Application, Neighbourhood Watch Application, CareMonx (EMS solution), and ShotSpotter, an acoustic gunshot detection system. The system is designed to allow for flexible and efficient configuration changes, ensuring adaptability within a dynamic operational landscape.

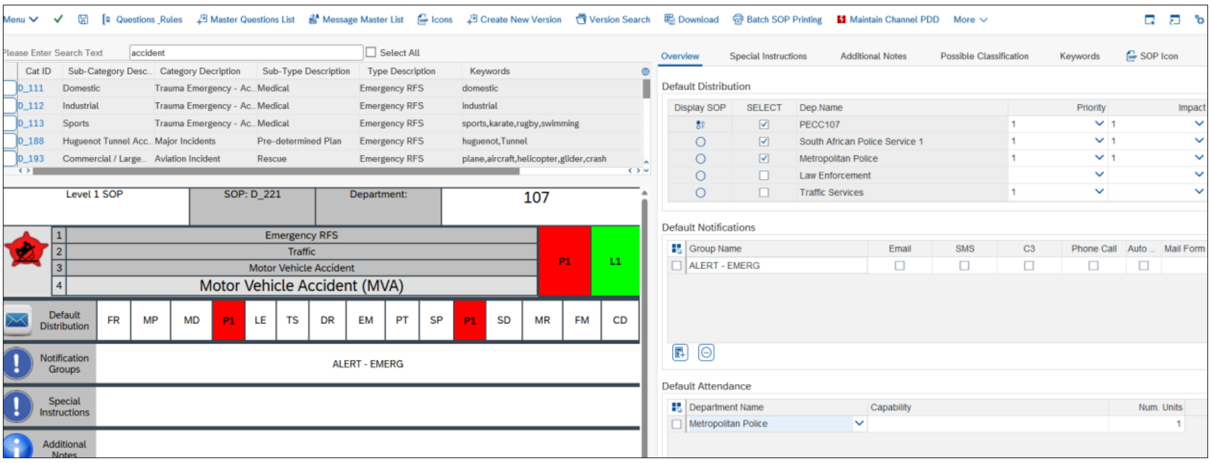


Figure 21: As-is Rules engine example

ZSOP Functional Overview

- **Version Management**
  - New versions of the Rules Engine can be created, tested, and scheduled for release without impacting legacy versions or historical data.
  - Previous and draft versions can be searched and reviewed.
- **Questions & Answers**
  - Maintained per subcategory, the Questions & Answers module includes rules that influence Pre-Determined Distribution (PDD), Pre-Determined Attendance (PDA), and notifications.
  - A Master Question List enables centralized updates to questions that appear across multiple subcategories.
- **Icon Configuration**
  - Mapping icons associated with incidents, alerts, and units can be managed, re-sized or amended.
  - There is a GIS Library available for configuration changes.
- **Download Functionality**
  - Users can view all Standard Operating Procedures (SOPs) and print components individually or in batches.
- **PDD Maintenance**
  - Supports automated distribution based on subcategory logic, including the “Dropping of the Bells” feature for the Fire Department.
- **Notification Group Management**
  - Enables the creation of notification groups (via SMS and email) and supports automated distribution.
- **System Configuration**
  - Priority and impact settings can be customized.
  - Departmental configurations for PDD and PDA are supported.
  - Alerts and notifications can be tailored.
  - Special instructions and additional notes can be assigned per department.
  - Alternative classifications can be displayed.
  - Keywords can be defined for quick search functionality.
- **SOP Display**
  - Individual departmental SOPs can be viewed and accessed.

Example:

Incident: Motor Vehicle Accident

- **Priority Classification:** Categorized as Priority 1 for Traffic Services (resources are required to be on scene within 14 minutes of the logged call).
- **Default Impact:** Set to Impact Level 1.

- **Alert Creation:** An alert is generated and displayed on departmental maps configured to show **Traffic Alerts**.
- **Pre-Determined Attendance (PDA):** For this type of incident, the required PDA is 1 Traffic General Operations Unit.

Considerations:

Following the initial assessment, the following outcomes may apply based on the Questions Logic:

- The impact level may be escalated to Impact Level 2, requiring additional units and thus affecting PDA.
- Specialized resources, such as a Rescue Unit, may be required.
- Additional departments, for example Policing, may need to be involved.
- External agencies such as EMS or SAPS might be required.
- External notifications may need to be sent to specific individuals or groups, particularly if the incident occurs on a national road

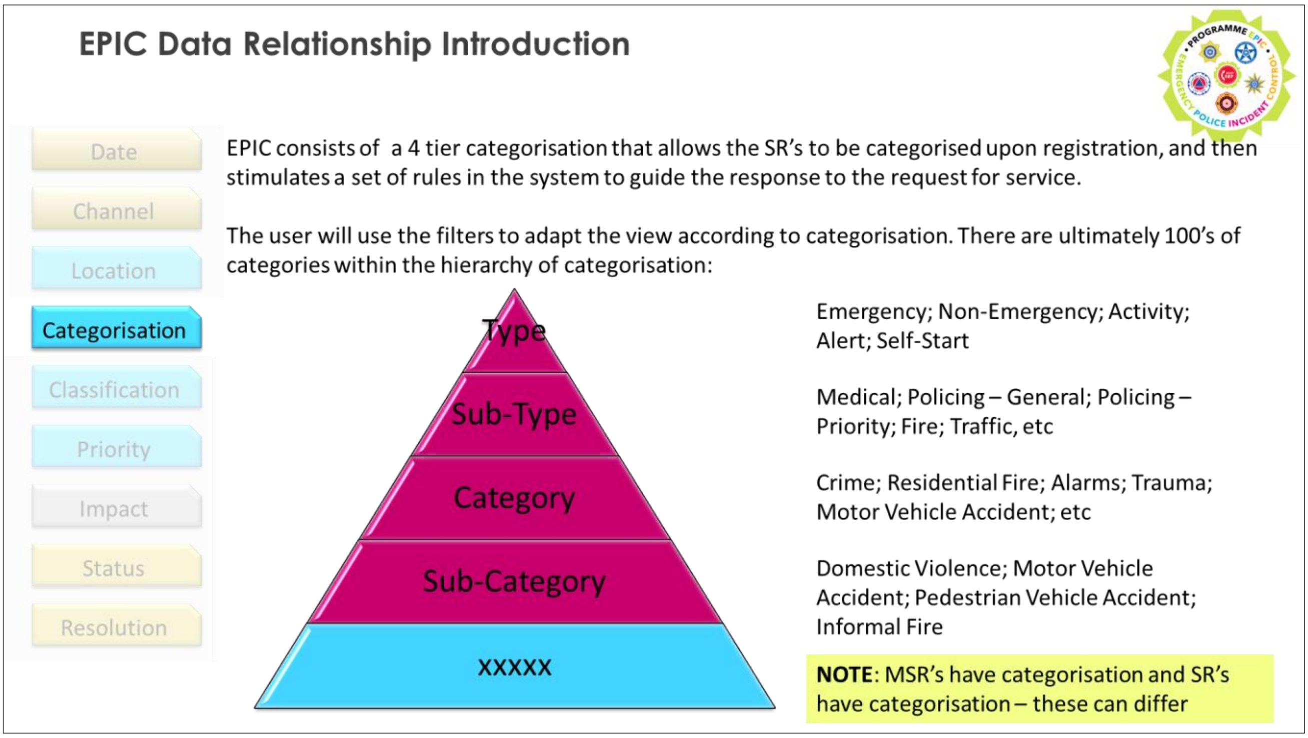


Figure 22: As-is Activity and Incident categorisation model

5.1.3.2 As-Is Mobile Applications

The EPIC mobile solution consists of a collection of Android apps namely EPIC Mobile, Contraventions Mobile, Device Info, Device Tracker and Bluetooth Manager. EPIC Mobile and Contraventions Mobile are the main transactional apps used by field workers. The remaining thee are deemed 'utility' apps, these are crucial in the actual functioning of the main apps.

5.1.3.2.1 EPIC Mobile App

The EPIC mobile application is used by Safety and Security field staff to receive and complete work on the EPIC system. The mobile application is a front end for the EPIC transactional system and is intimately connected to it. The app was developed using Angular JS (V1) and is maintained by the City.

5.1.3.2.2 Contraventions Mobile App

The Contraventions mobile application is used by Safety and Security field staff to issue and print contravention notices. The mobile application is a front end for the Contraventions system (see below) and is intimately connected to it. The app was developed using Angular JS (V8) and is maintained by the City.

5.1.3.2.3 Device Info

The Device Info app generates and stores the unique identifier known as 'Device/Android ID' used in the login process for EPIC Mobile, Contraventions Mobile and the Device Tracker app. It also provides device specific information such as Android OS level to assist support technicians in assisting user with any device related issues. The app has been developed in Angular JS (V1) and Ionic 3, wrapped using Cordova to provide the native bridge to the Android OS.

5.1.3.2.4 Device Tracker

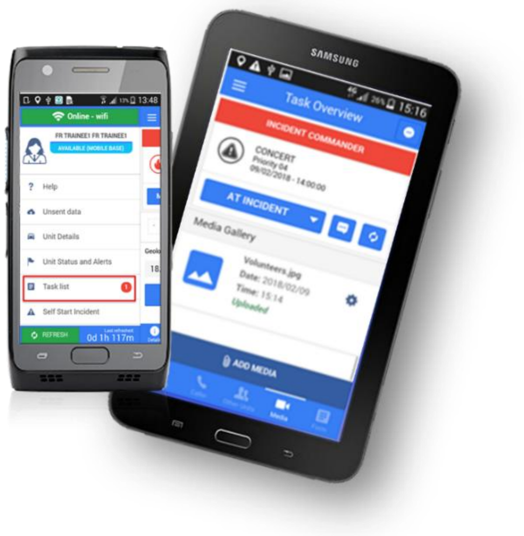
The primary function of the Device Tracker app is to provide the XY co-ordinates of the mobile device itself as well as other geo-location related data. The device geo-location is sent as a raw stream to the GeoEvent Server of the EPIC ArcGIS instance. For devices running Android 9 and above the Device ID unique identifier is read from the Device Info app using Android content providers, devices running Android 8 will display and use the device IMEI number. The app is developed in Native Android Java and runs both as a foreground app and a background service which is triggered immediately upon device startup.

5.1.3.2.5 Bluetooth Manager

The Bluetooth manager app is used to pair mobile Bluetooth printers to the user's mobile device for use in the printing of contravention notices to offenders on the spot. There is no connectivity to a back-end system. The app contains a manifest setting to allow it to be launched from the 'Setup printer' function which resides in the Contraventions Mobile app. The app is developed in Native Android Java.

5.1.3.2.6 Mobile Devices in Use

The City currently deploys a range of rugged and commercial grade mobile devices to support field operations. The current fleet of mobile devices includes models such as the **Huawei V800**, **Samsung Galaxy Tab 3**, **Samsung Galaxy Tab 5**, and **Samsung XCover 7**. These devices operate primarily on the **Android** or **HarmonyOS** platforms and are managed centrally through the City's **Mobile Device Management (MDM)** solution to ensure security, application control, and policy compliance.



The mobile device list is **periodically reviewed and refreshed** as part of the City's hardware lifecycle management policy to maintain compatibility with evolving mobile technologies, operating system versions, and application performance requirements. As older devices reach end-of-life or are no longer supported by manufacturers, they are replaced with **newer equivalent or higher-specification models** that meet the City's operational and security standards. The table below lists the current devices and minimum operating systems per device.

Device Make and Model	Device Type	Operating System (Minimum Supported Version)
Huawei V800	Rugged Smart Device	HarmonyOS 4.0 or later / Android 13 or later (where applicable)
Samsung Galaxy Tab 3	Tablet	Android 12 or later (including Android Enterprise)
Samsung Galaxy Tab 5	Tablet	Android 14 or later (including Android Enterprise)
Samsung XCover 7	Rugged Smartphone	Android 14 or later (including Android Enterprise)
Converged Devices	TETRA/GSM	Android 15 or later (including Android Enterprise)
Other equivalent or later models	Smartphone / Tablet	Current OS release at time of deployment

5.1.3.2.7 As-Is Challenges and rationale for change

The City of Cape Town is faced with the impending end of the extended support period for SAP R/3 ECC6 as well as SAP CRM 7.0 and must transition to a new solution. All SAP customers are encouraged to move to SAP/S4 HANA. The current mobile software is out of date and will require re-development or replacement if the transactional system is changed.

The current custom development approach is not ideal and poses several challenges:

- Long lead time for changes due to the nature of the underlying technology as well as business enhancements competing with other directorates for prioritisation of change requests.
- Custom developed solution requires significant support and resources over the long term
  Because this is not a specialised safety and security solution, the City is unable to keep pace with the market or leverage industry expertise as technology evolves

5.1.3.2.8 Envisaged Approach

Market research indicated that several Commercial-off-the-shelf (COTS) solutions are available that can address most of the City's Safety and Security transactional system requirements without the need for intensive customisation. The city therefore intends to find a fit-for-purpose solution from the market which must be implemented primarily through configuration or low-code development while keeping bespoke customisation to a minimum. It is expected that the new solution will come with a related mobile application.

5.1.3.3 As-is Situational Awareness Map

The CCT adopted a strong map centric situational awareness strategy and currently uses the Common Operating Picture Map (COP), as well as embedded role-based (Departmental) maps to provide this. The COP map requires a collaboration between the EPIC Transactional system providing objects and their status, the GIS system providing map layers and the GeoEvent Server providing live tracking information.

In essence the COP is a Digital Twin given that it is an electronic real time representation of the real-world environment that it mimics. The real-time unit tracking, associated with the real-time activity and incident monitoring fulfils the definition of the digital twin.

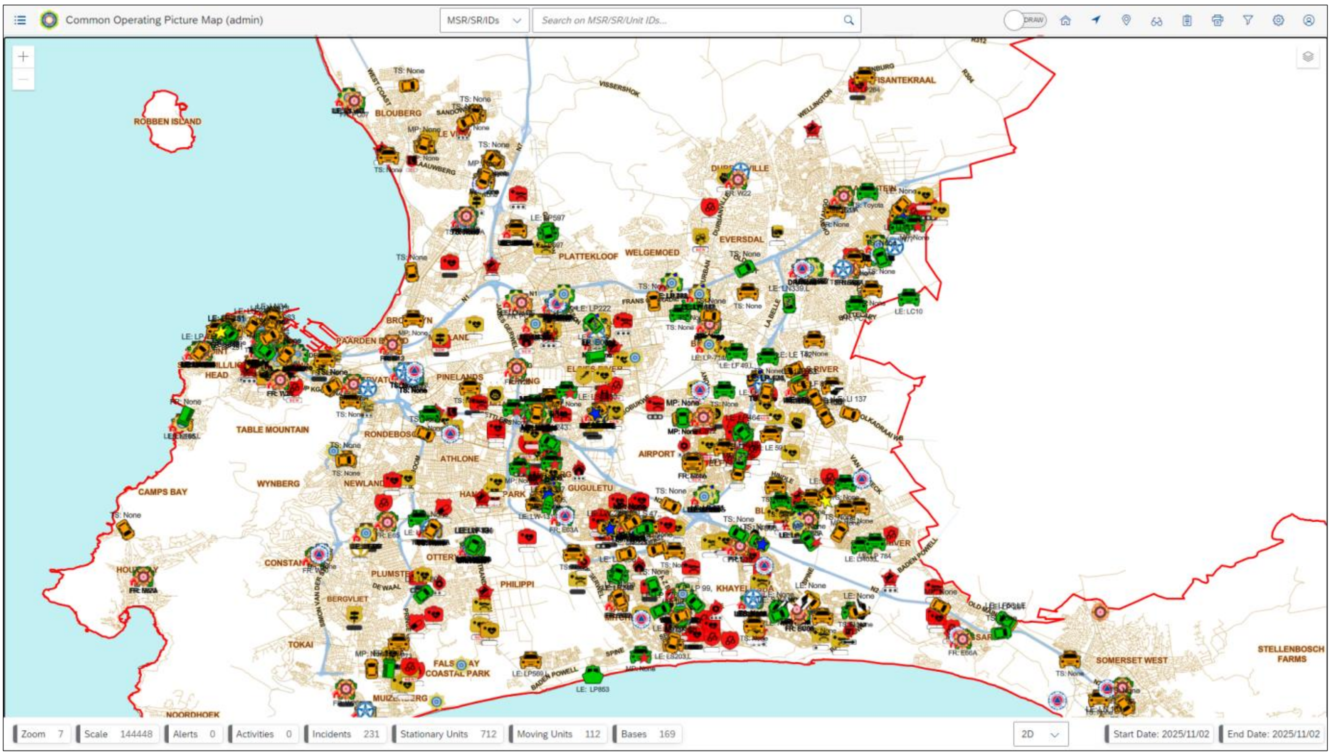


Figure 23: As-is example of EPIC Common Operating Picture (COP) Map

As can be seen from the figure above, the COP Map provides situational awareness of the whole City and of the operations of the S&S Directorate. The COP has various object filters and various map layers that can be controlled at a global level by a superuser. Visibility is further controlled by a roles and authorisations matrix, and then finally by individual users. The map can be zoomed in and it can be transacted with.

The map has advanced iconography that provides the user with status information, category information, priority information, and organisational information without even hovering over the icon. This iconography is generated via a combination of geolocation spatial information from the tracking sources and then compiled based on the various parameters of the incident or unit status from the SAP transactional system.

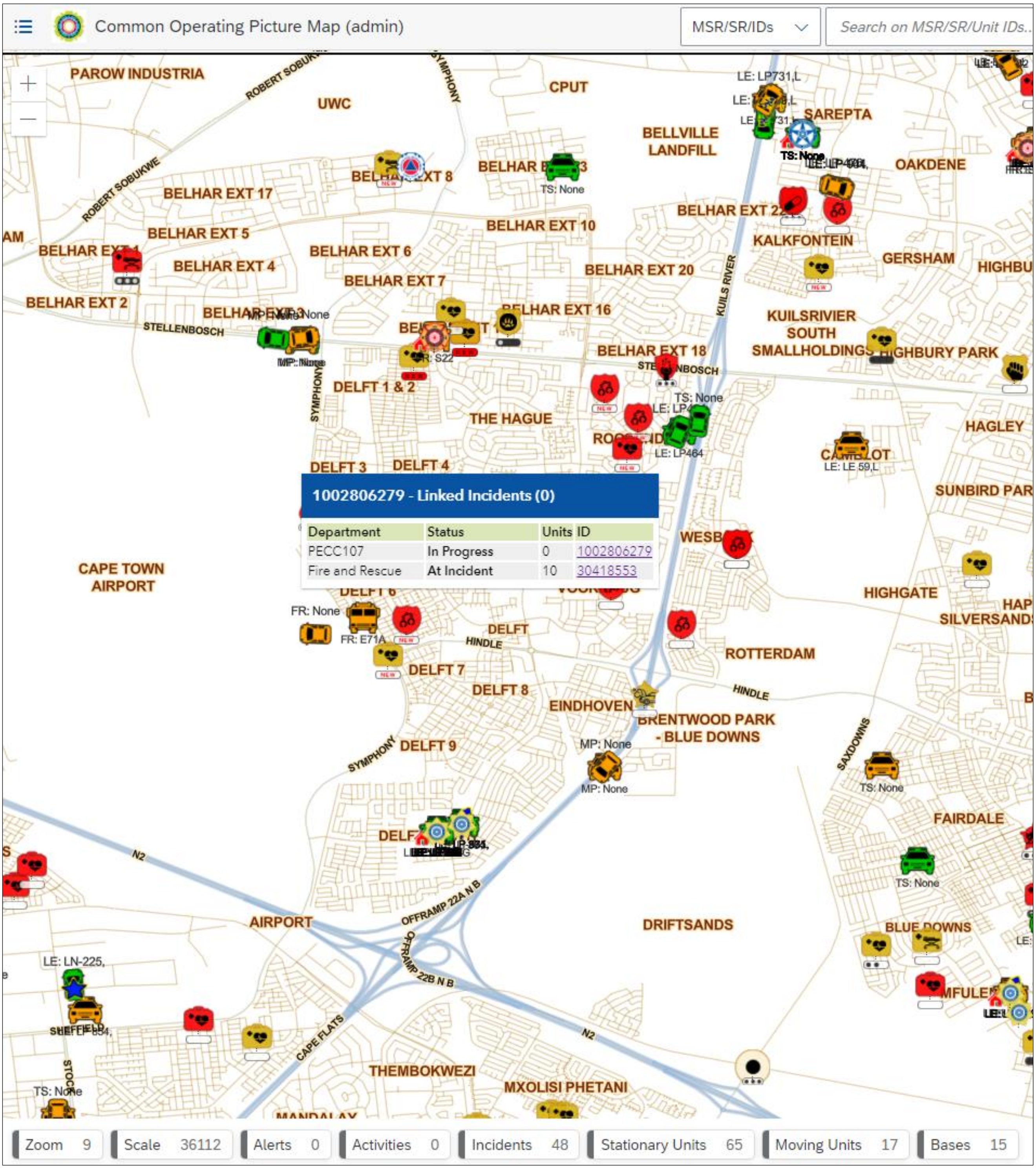


Figure 24: As-is COP map with Incident popup

When hovering over incidents, activities or units, the system provides the user with details of that incident and then allows a user to drill deeper into the incident / unit details.

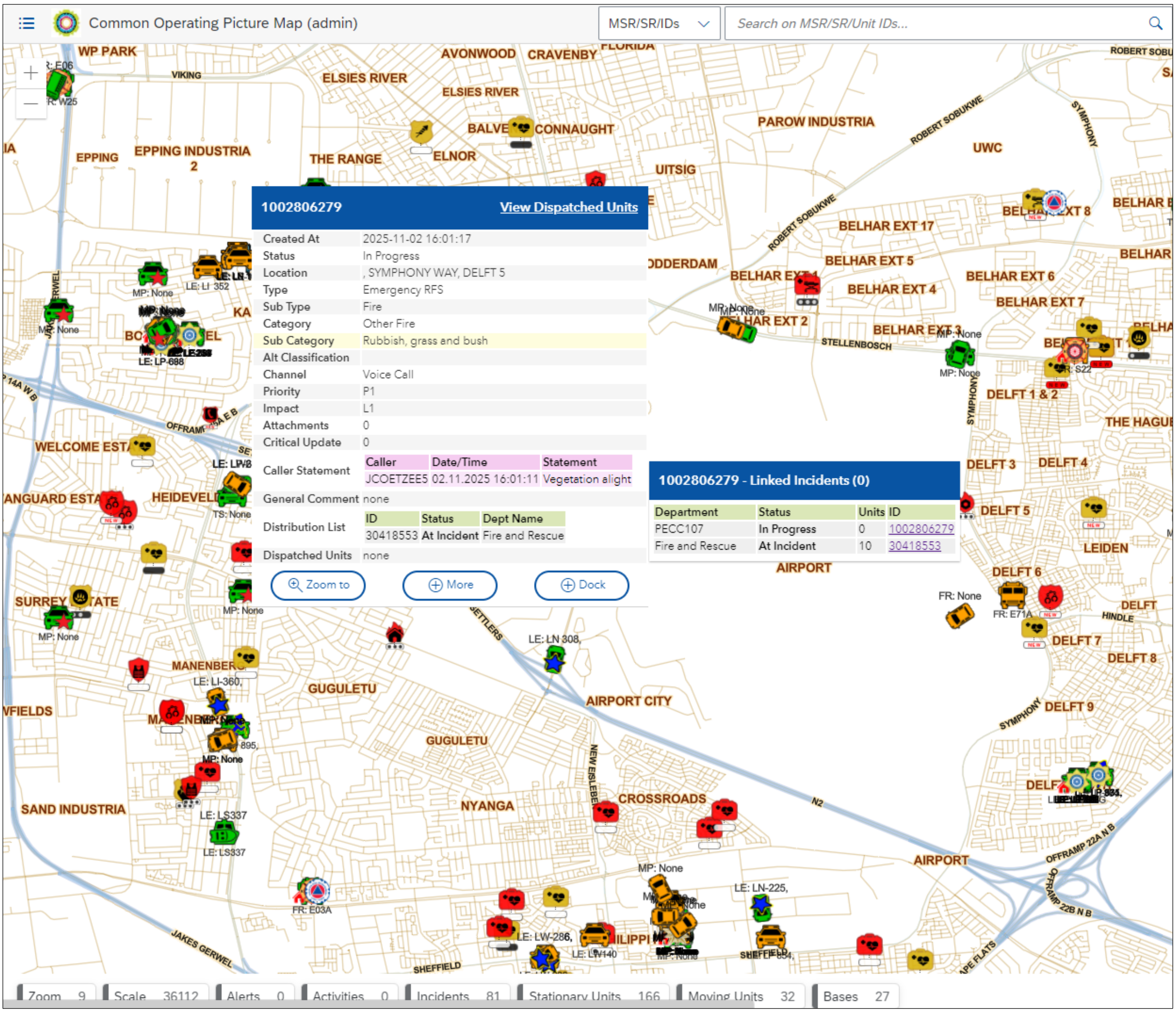


Figure 25: As-is COP Map with secondary Incident Popup

The secondary popup provides additional details about the incident as can be see by the figure above.

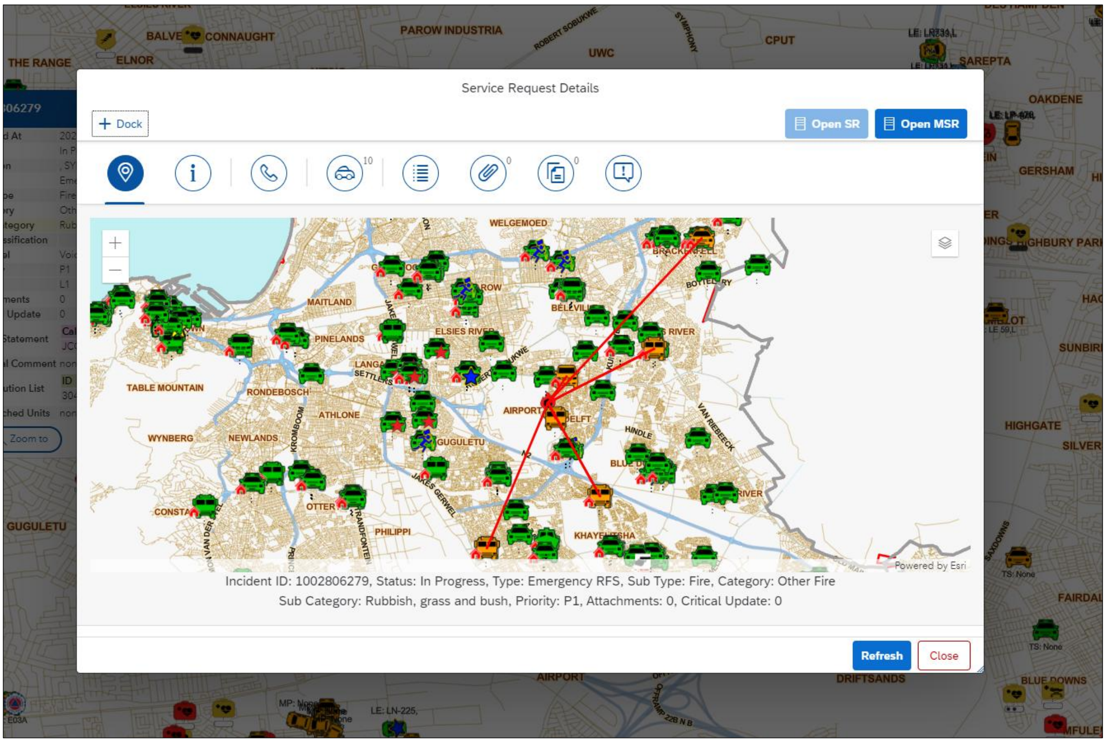


Figure 26: As-is COP Map with 'more detail' incident screen

When required the user can interrogate the incident more deeply and get more information about the incident and visually show which units have been dispatched.

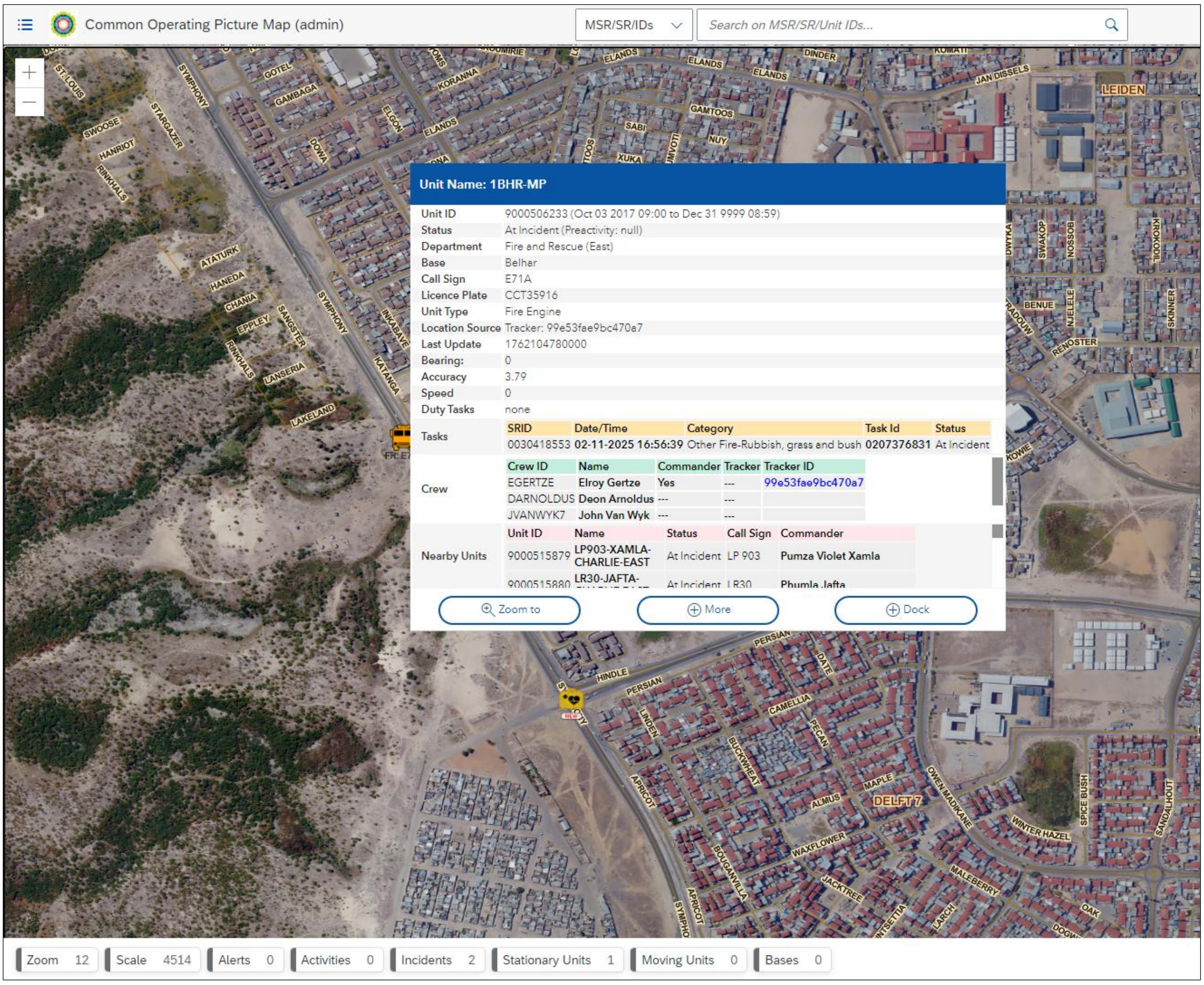


Figure 27: As-is COP Map with unit popup

When interacting with a unit additional details can also be extracted by hovering over it and then using the more button should additional info be required.

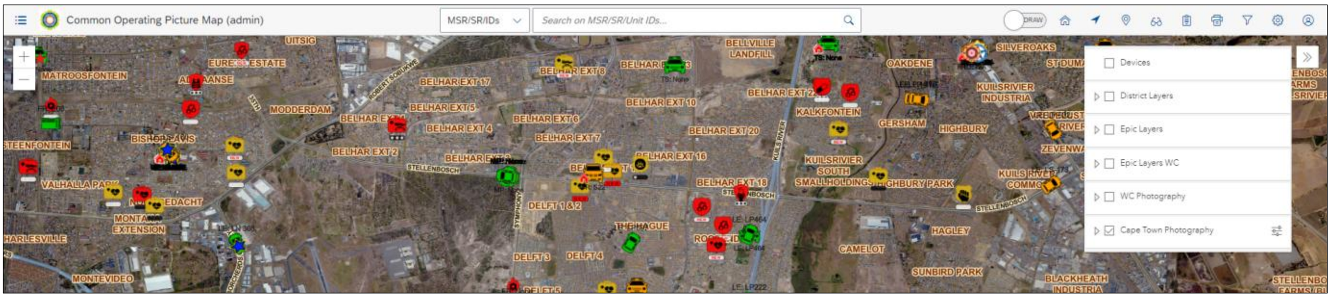


Figure 28: As-is COP search, layer, and functionality

The COP has search functionality and has the ability add various layers, including different boundaries, and photography.

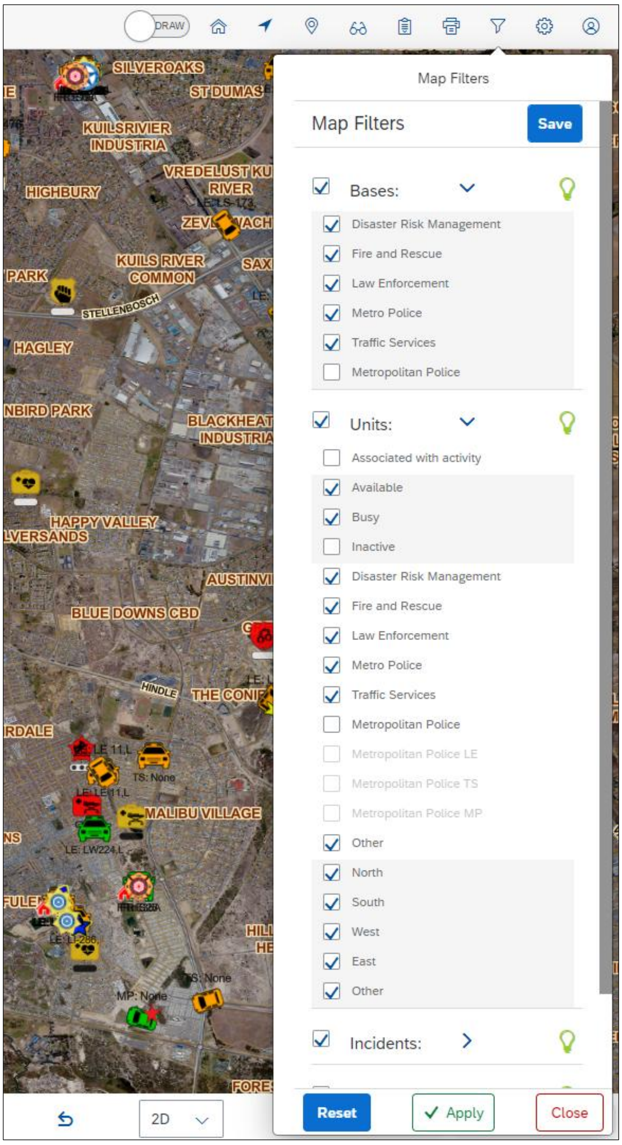


Figure 29: As-is COP Map Filter list

The solution has a strong filter functionality that allows the user to configure the COP Map with regard to bases, Units, Incidents, Activities, Alerts etc.

5.1.3.3.1 As-Is Challenges and rationale for change

While the City of Cape Town is satisfied with the current COP map functionality, the visualisation was developed in SAP UI5 on SAP CRM 7.0 platform which is end of life.

5.1.3.3.2 Envisaged Approach

Tap into strong geospatial capabilities available in the market. At the same time avoid major development to rebuild the functionality already available on the ArcGIS platform. The new solution will utilise the WSM open geospatial standards to integrate to the existing EPIC ArcGIS instance.

5.1.3.4 EPIC GIS Instance

The city of Cape Town has a significant investment in ArcGIS Geographic Information System (GIS) which is supplied by Esri. A dedicated EPIC ArcGIS instance works in conjunction with the EPIC transactional solution to generate operational maps and achieve computer aided dispatch. The EPIC GIS instance runs ArcGIS 11.3 using MS SQL server database. The user has control over both the map layers and object types to be viewed – these can be turned on/off while viewing the map.

5.1.3.4.1 Base maps from Corporate EGIS

Base maps are obtained from the City's Enterprise instance of the ArcGIS (EGIS) which is populated by the City of Cape Town's own data such as property information, as well as data from external companies including base map layers from HERE. Imaging data includes aerial photography performed by the city as well as externally sourced image layers. The city has some 3D scene services available but, although this is not currently shared with EPIC.

EPIC ArcGIS keeps a copy of the base layer data and only updates it from time to time – currently no live links.

5.1.3.4.2 Dynamic data

Dynamic data from the EPIC transactional system is stored in SAP HANA 2.0 database and combined with base map information sourced from EGIS and tracking data from the GeoEvent Server to render live maps used exclusively for the EPIC solution.

EPIC ArcGIS integrates directly to SAP ECC6 to populate master data relating to employees, vehicles and assets into HANA tables. Dynamic Safety and Security specific data received from the EPIC transactional system (SAP CRM) is also stored in HANA tables.

5.1.3.4.3 Map search via SOLR

Map searching is performed using the open-source indexing tool Apache SOLR. This is an open-source search platform that enables fast, scalable, and intelligent full-text search and data indexing for large-scale applications. The City configures the JAVA based open-source platform for use with the EPIC ArcGIS instance.

5.1.3.4.4 Imaging via Apollo Server

A dedicated Apollo Server is used to provide imaging sourced from satellite and arial photography. Oblique photography information is available in EGIS but this is not currently shared with the EPIC ArcGIS instance.

5.1.3.4.5 Reporting and Spatially Enabled Dashboards

EPIC ArcGIS is used to generate reports including map integrated dashboards for live operational management and historical reporting purposes.

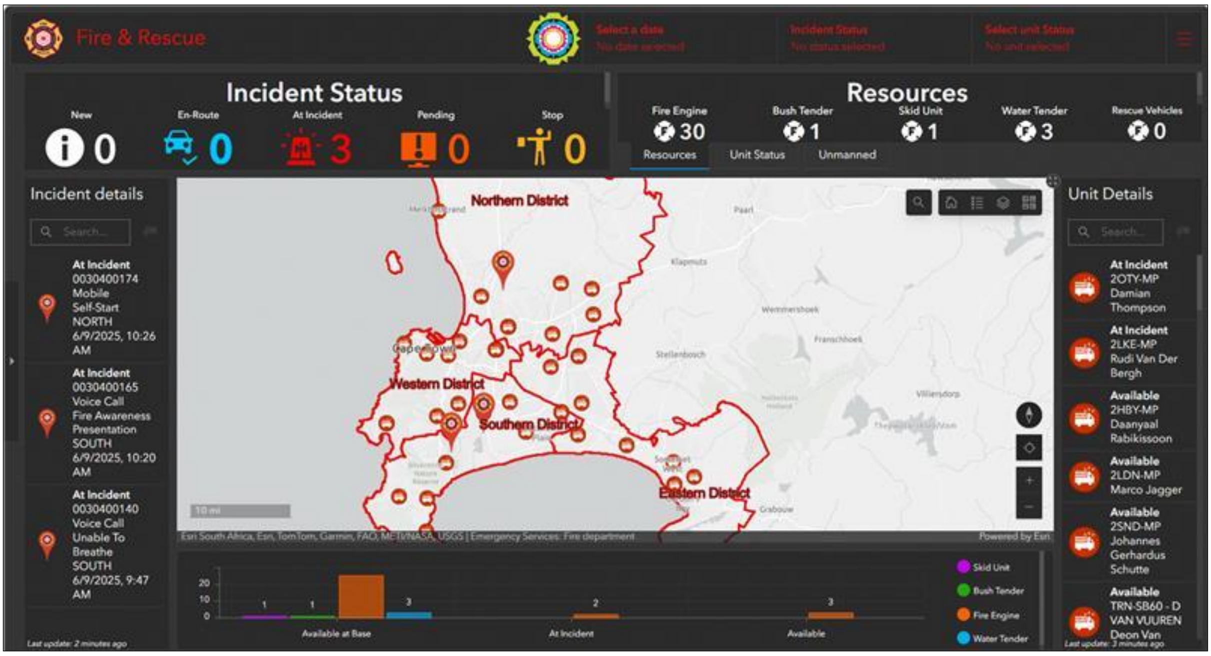


Figure 30: As-is example of map integrated dashboard in EPIC ArcGIS

5.1.3.4.6 Live tracking via Tracking App

The live tracking of operational units is currently derived from mobile devices carried by field staff using a city developed mobile app called Tracking app. This app remains available and could continue to be used for tracking operational units. The GeoEvent Server collects and tracks these and other inputs and events over time.

Currently, live information from vehicles tracking devices or radio tracking, body-worn cameras, etc. are not available within the EPIC ArcGIS instance. But going forward, these tracking sources needs to be made accessible.

5.1.3.4.7 ArcGIS Integration

Many services were developed on ArcGIS and are invoked by UI5 code within the EPIC transactional system to display maps and perform spatially enabled functionality. In particular, the Common Operating Picture (COP) is an integrated operational map showing live tracking information of resources and incidents for situational awareness.

Esri supports a wide range of OGC standards including WMS, WFS, WCS, and the newer OGC API enabling interoperability with other geospatial platforms and services. This commitment ensures that data shared through Esri tools remains accessible, standardized, and compatible across diverse system.

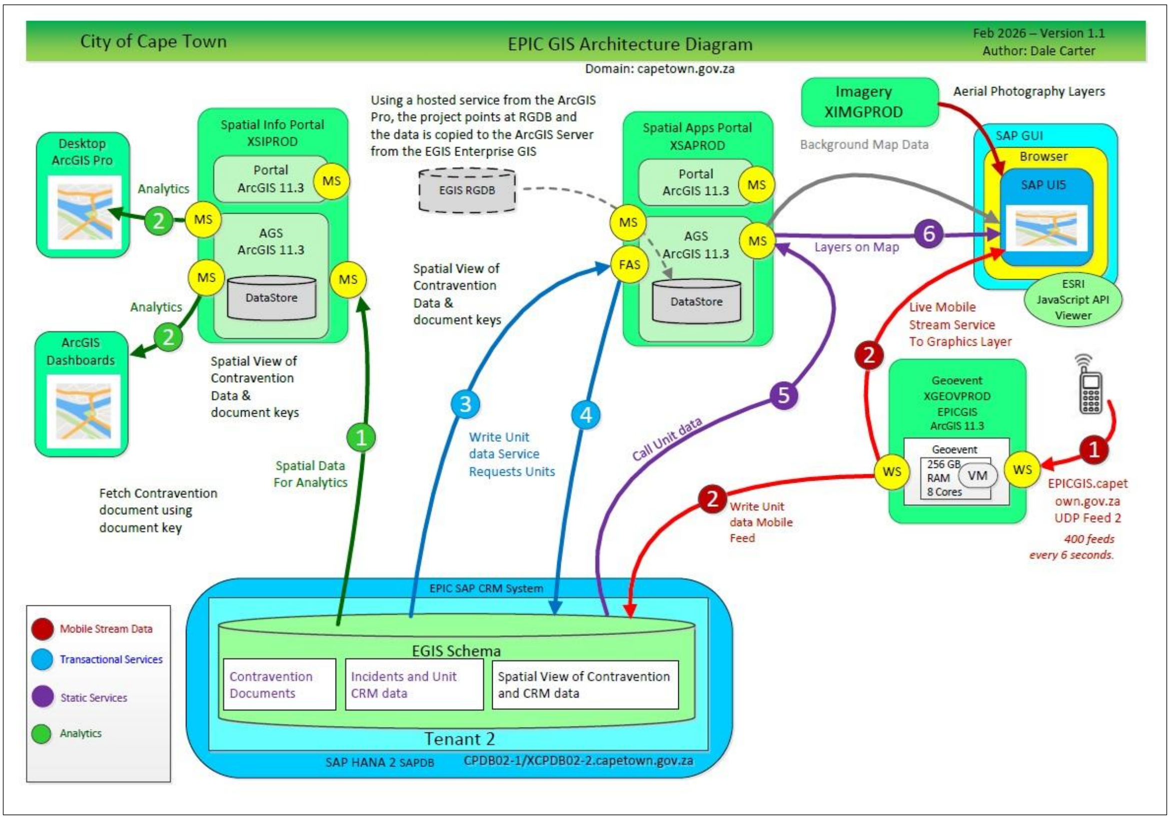


Figure 31: As-is EPIC to ArcGIS integration

5.1.3.4.8 Rationale for retention

Unlike the EPIC transactional solution, the ArcGIS platform is up-to-date and fully supported. The City of Cape Town has a long-term enterprise agreement in place with the supplier Esri and continues to invest in ArcGIS as its preferred GIS platform. Over the years, the City created a significant investment in GIS data and integration into the overall IT landscape.

The EPIC ArcGIS instance has been developed specifically to serve the needs of the Safety and Security Directorate. The city has trained staff and recently refreshed hardware and software in place. The underlying ArcGIS services required to support a transactional EPIC solution and to visualise and track typical safety and security data objects already exist.

Most EPIC transactional COTS solutions found in the market, makes use of an external GIS and/or can integrate with ArcGIS – some natively using the Open Geospatial Consortium (OGC) standards which is supported by Esri.

5.1.3.4.9 Envisaged Approach

Retain the EPIC ArcGIS instance to support the spatial requirements of the EPIC transactional system to be procured. The new solution is required to integrate with ArcGIS using Esri defined integration protocols.

The S&S Directorate will utilise in-house Esri competencies and capacity already being developed to fill the very specific solution gaps that may not be provided by the vendor, especially if they relate to dashboarding and spatial analysis. This will be a cost effective and efficient approach to managing deliverables that could be harder to achieve within vendor scope.

5.1.3.5 Data and Business Intelligence

In its current form, the EPIC data is consumed within the EPIC system using SAP Business Intelligence reports. These reports are hosted within the EPIC system with role-based user permissions. There are existing governance processes to manage the creation and management of EPIC users' accounts. Similarly, these governance processes manage the allocation of roles for users to access their respective reports.

The SAP BI reports allow the specific super-users to build, administer and maintain reports. These reports allow the profiled end-users to run reports on their required parameters and filters. The main consumers of these reports are end-users for statistical, operational and performance needs.

The Esri GIS platform is also utilised to build, administer and maintain dashboards outside of the EPIC system. An Application Programming Interface (API) allows for the push of the data from EPIC to the EPIC ArcGIS instance allowing for near-real-time depictions of the data. These map integrated dashboards differ from the SAP BI reports in that they can convey much more information on a single dynamic and interactive screen. The main consumers of these reports are all control rooms, senior management and operational staff for situational awareness and effective management of requests for service (RFS).

The EPIC Business Intelligence & Insight team also run scheduled extraction queries and ad-hoc queries. The scheduled queries are deposited in the central repository for further offline processing by authorised data users for dashboards and reports built using other business intelligence software solutions such as Power BI.

Additionally, both the scheduled and the ad-hoc queries are frequently used for intensive data analysis and to answer niche business questions. Typical outputs for these niche business questions are raw data extracts, interactive spatial representations of the data and interactive EPIC device tracking (live and retrospective). The report built lend themselves to a deep interrogation of a RFS and the associated responses.

The ultimate goal of Data and Business Intelligence is to support the business in observing situational awareness, using the EPIC data for data-led decision-making, effective management of RFS, enhanced operational and strategic planning, optimal resource utilisation, identifying gaps and driving improvement, and developing world-class capability within the Safety & Security domain.

5.1.6.5.1 Rationale for retention

Solutions in the market are expected to come with standard reporting capabilities. Some also come with analytical tools (built-in) but many rely on integration to external reporting tools.

The City invested in reporting tools including dashboards on the EPIC ArcGIS instance – which it plans to retain. It has both licensing and skills available for Power BI and also a Data Science team that provides additional toolsets and skills to assist city directorates with data analysis.

Therefore, it would not make sense to go to market for an advanced data analysis tool.

5.1.6.5.2 Envisaged Approach

Retain existing data analysis capability. The City will not invest in purchasing any additional third-party analysis tools as part of this project. However, standard/native reporting capability of the proposed solution is included in the scope.

5.1.3.6 As-is Investigative Case Management

Investigative Case Management is a separate module of SAP allowing the creation and linking of POLE objects and management of evidence. It also manages investigation tasks, workflow and approvals. This is currently not integrated into the rest of the EPIC landscape which means this functionality is currently being provided in a haphazard way that need to be consolidated going forward.

In addition, I2 Analyst Notebook is an IBM product used as a stand-alone analysis and visualisation tool making use of object lists and data imported from various sources via Microsoft Excel.

5.1.3.6.1 Challenges and rationale for replacement

The current Investigative Case Management (ICM) solution is a SAP module which is going end of life. The functionality is constrained, lacking modern capabilities such as advanced predictive analytics, link analysis (Spider Diagrams) and seamless collaboration tools.

The solution operates largely in isolation with minimal integration into other critical systems, leading to duplicated effort, data silos, and inefficiencies. Investigators are further burdened by using the standalone Analyst Notebook tool for relationship analysis and visualisation. This divides the investigative workflow and complicates consolidation of case information.

The legacy user interface is not intuitive and not available on mobile which reduces user productivity. Modern COTS solutions are expected to provide fully integrated end to end investigation lifecycle support consolidating case registration, case tracking, evidence management, analytics, and reporting into a single solution designed for interoperability. It should support open APIs and seamless integration with existing EPIC components, including analytics tools and document repositories.

5.1.3.6.2 Envisaged Approach

The approach for Investigative Case Management involves two potential pathways, either adopting an ICM module that is fully integrated within the EPIC Transactional system or deploying a separate ICM system that seamlessly and effortlessly integrates with the EPIC transactional environment. In both cases the goal is to ensure a smooth flow of data and processes across systems without creating additional silos or manual handoffs.

5.1.3.7 As-is Contraventions

Contraventions back-end is a case management solution built on SAP ECC6 to handle the contraventions life cycle. It includes contraventions reporting and workflow required to handle representations for reduction of fines. Contraventions mobile App is used by field staff to issue contravention notices (fines) and was built by the City using Angular v8 and Iconic v5.

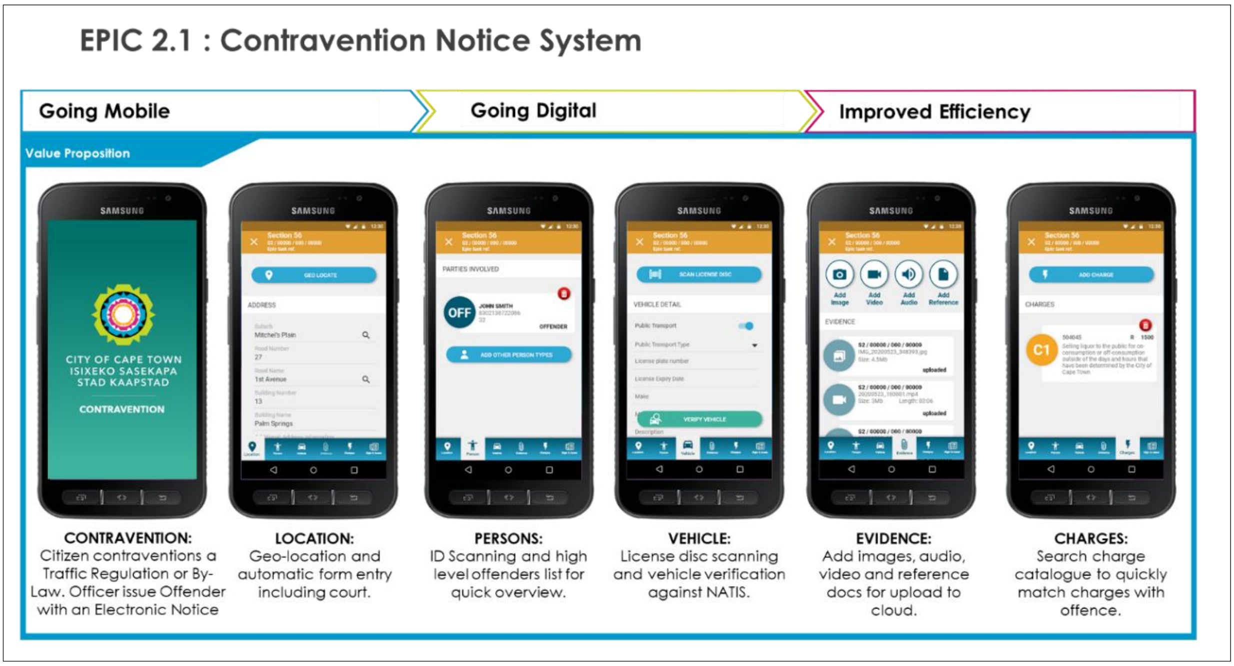


Figure 32: As-is examples of objects in Contraventions Mobile app

Contraventions are initiated from and must be linked to an RFS in EPIC. Currently there is no feedback to update the status on EPIC and no sharing of uploaded evidence. These are shortcomings that must be addressed in the new solution.

Citizens can use SAP E-Services portal to lodge representations for reduction.

An external service provider, currently Transport Management Technologies (TMT), prints and distributes traffic contravention notices and collect money on behalf of the city. In future traffic fines may also be handled via the Administrative Adjudication of Road Traffic Offences (AARTO) system administered by provincial/national government and this integration as well as potential integration to the external provider must be included going forward.

Other contravention payments are dealt with internally and can be paid at any of the City's payment channels – these are integrated to SAP ECC6 via SAMRAS.

Contravention notice numbers consist of 16 digits which are structured using alphanumeric pre-fix to reflect the department (3 letters) and indicator for hand-written or mobile app generated (2 letters) and fall within start & end ranges.

Manual books are printed with pre-defined numbers but not pre-loaded onto the system. Once the tickets are manually created then it is loaded directly onto the External Service provider's system (currently iForce). These are not currently synced to the Contraventions back-end – but ideally should be in future.

If a payment is received against a manual traffic ticket before the ticket is created on the external system this is termed a 'fresh' payment'. This is dealt with by creating a ticket manually on the Contraventions back-end and setting status to indicate the payment was received. Ideally the external provider should be notified via integration.

The system assigns the appropriate court and a court date to the Contravention Notice as soon as it is created. The location of the Contravention is used to perform a lookup on the EPIC ArcGIS instance to find the relevant court based on court district boundaries. The system keeps tracks of notices issued to each court on each date and performs load balancing to ensure a court is not over-subscribed on a given date.

5.1.3.7.1 Challenges and rationale for replacement

The main reason for replacement is end-of-life of the current SAP ECC6 case technology which underlies the solution.

5.1.3.7.2 Envisaged Approach

There may be an appropriate COTS Contraventions solution available in the market.

The envisaged solution will be integrated with EPIC and ICM and use a shared content platform for digital evidence, have a strong mobile capability enabling field staff to issue fines and compliance notices on the spot. The back handles the complete lifecycle, allowing citizens to make representations for reduction and to pay their fines. The solution must handle not only traffic infringements but also by-law contraventions and compliance issues. Integration to EPIC, ICM, AARTO and/or a third party for managing traffic fines and mobile capability will be critical aspects to consider.

5.1.3.8 Integration to City ERP solutions (SAP)

The main internal touch points are integrations to SAP HR, SAP Fleet, SAP PM modules within SAP/ECC6. There are also touch points with the corporate SAP CRM solution. All of these will be upgraded to SAP S4/HANA equivalents as part of the Core+ project.

5.1.3.8.1 Integration Suite

The City currently uses SAP PO and will move to SAP Integration Suite when the solution is upgraded to S4/ HANA. The new EPIC, ICM and Contraventions solutions will be required to use open standards and generic interfaces which utilise the City's integration suite and enable a smooth transition.

The SAP Integration Suite will become the standard integration platform used by the City going forward including for third party solutions; this means that the EPIC, ICM and Contraventions solutions will be required to make use of it for integration to external applications.

A single solution consisting of various modules may have a different internal integration mechanism. However, the City should not be required to purchase an integration platform for this purpose. Similarly, if pre-integration between the different solutions in schedules A, B, C are being offered this should not require the purchase of an additional integration suite.

5.1.3.9 Integration to third party solutions

The following third-party integrations exist in the As-is landscape and will be part of the required solution scope.

5.1.3.9.1 Public Mobile Apps (Citizen App, Neighbourhood watch)

- The City of Cape Town Citizen app is a comprehensive one-stop mobile application made available to the public whereby citizens can log RFS on EPIC without interacting with the PECC. Users can also receive “Alerts” from the city for activities deemed relevant in their current and registered locations. The hearing-impaired community (registered via DEAFSA) has also been catered for and will soon be able to make video calls to the PECC call centre via the App.
- The Neighbourhood Watch solution offers a mobile app which allows each registered Neighbourhood Watch to manage their staff, incidents, shifts, evidence and has a spatial live view of their resources and can communicate internally. The current solution is in the process of being integrated to EPIC to log RFS via API.

5.3.1.9.2 Alarm Systems

- The City uses acoustic gunshot detection (currently ShotSpotter) to detect gun shots based on audio signals. It is integrated to EPIC and automatically create an RFS which is dispatched to all three policing departments.
- Various other alarm systems are monitored by operators and an RFS created manually on EPIC if required. Some may be automated in future e.g. Patriot.
- Fire alarms from buildings all over the city will alert an operator in the Fire and Rescue control room who will contact the relevant owner and manually create a RFS on EPIC if a fire has been confirmed.

5.3.1.9.3 Video

- The City has an extensive network of CCTV cameras (currently managed via TELESTE) and this is not currently integrated to EPIC. However, camera information is loaded into EPIC and used to select camera from dropdown list if an incident is spotted. An RFS linked to the relevant camera is created manually while the location is derived automatically through the camera number unique identifier and location in ArcGIS.
- Bodycams (BWC) and Dashcams (IVC) collect footage of incidents and transgressions. This footage is uploaded to a data lake situated at Teraco which is a hosted data centre. The system used to manage the footage is called Hikvision.
- Mobile Video Unit collects video footage at events and major occurrences using portable video camaras. They may also be requested to collect video footage related to a specific RFS in EPIC. This information is loaded onto a server and an export file (.AVI) created manually if required. This can be uploaded and linked to an RFS in EPIC or provided to SAPS if required.

5.3.1.9.4 Drones

- The City does not currently use drones as first responders but has ambitions to do so in future. This would require drones to be included as resources in the system and for drone locations to be tracked in GIS.
- Live drone images are streamed to the control room using a third-party system. Ideally this should be visible from within the COP map in future.
- Video footage collected by drones are not currently accessible in EPIC but should ideally be processed by Digital Evidence Management solution and relevant footage made accessible from the relevant RFS.

5.2 SCOPE OF WORKS

5.2.1 Overview and Structure

The scope of the Emergency Policing Incident Control (EPIC) Replacement Project is summarised in the figure below. Highlighted software components are in scope. Items in grey forms part of the broader EPIC applications landscape but are not in scope since the City will retain existing solutions.

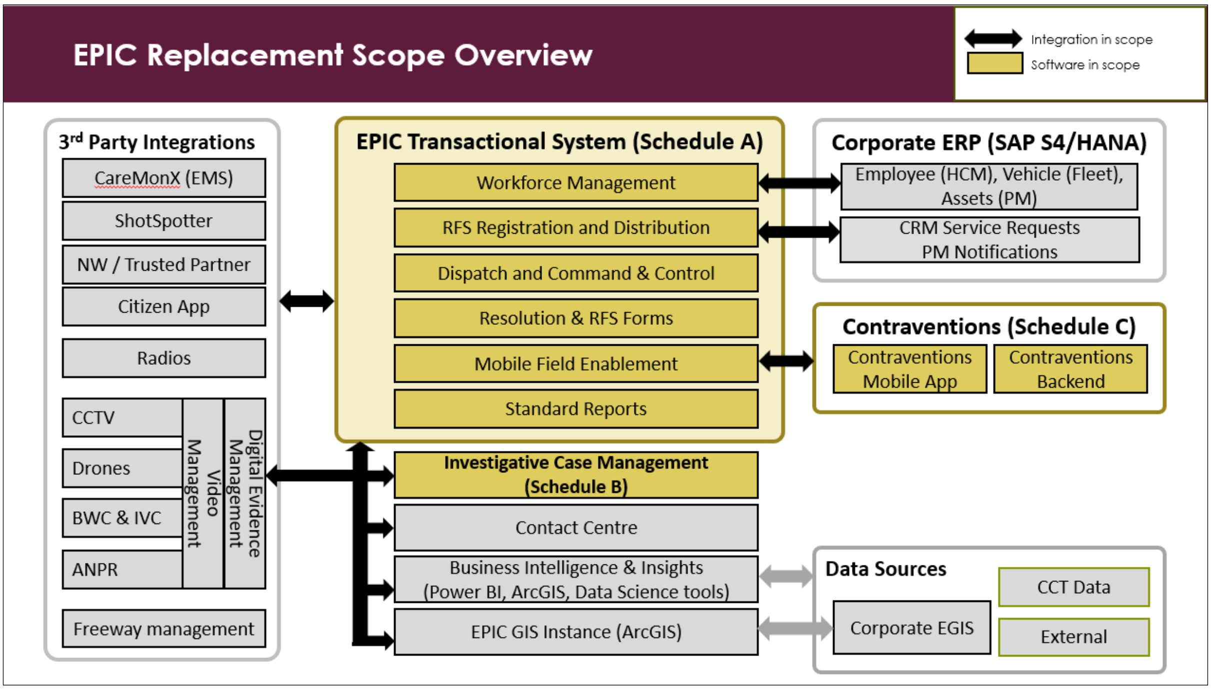


Figure 33: High Level Application Landscape and project scope

The required software scope is structured into three main areas (schedules) as follows:

- Schedule A: EPIC Transactional System
- Schedule B: Investigative Case Management
- Schedule C: Contraventions

Integration forms an integral part of the implementation scope. In particular Schedule A includes integration to the Investigative Case Management, Contraventions as well as to the EPIC ArcGIS, Business Intelligence, Contact Centre, Corporate ERP and other third-party solutions provided by the City. Schedules B and C have fewer integration points but both include integration to external systems within their scope.

Please note: This diagram is a high-level depiction focussed on how the required components relate to each other and does not attempt to represent the full integration landscape. Detailed integration touch points relating to individual scope items are listed in the paragraphs below.

5.2.1.1 Software Solution Scope

The functional scope items for the complete project (including schedules A, B and C) are depicted in the figure below. The requirements for each scope item are described in the paragraphs to follow.

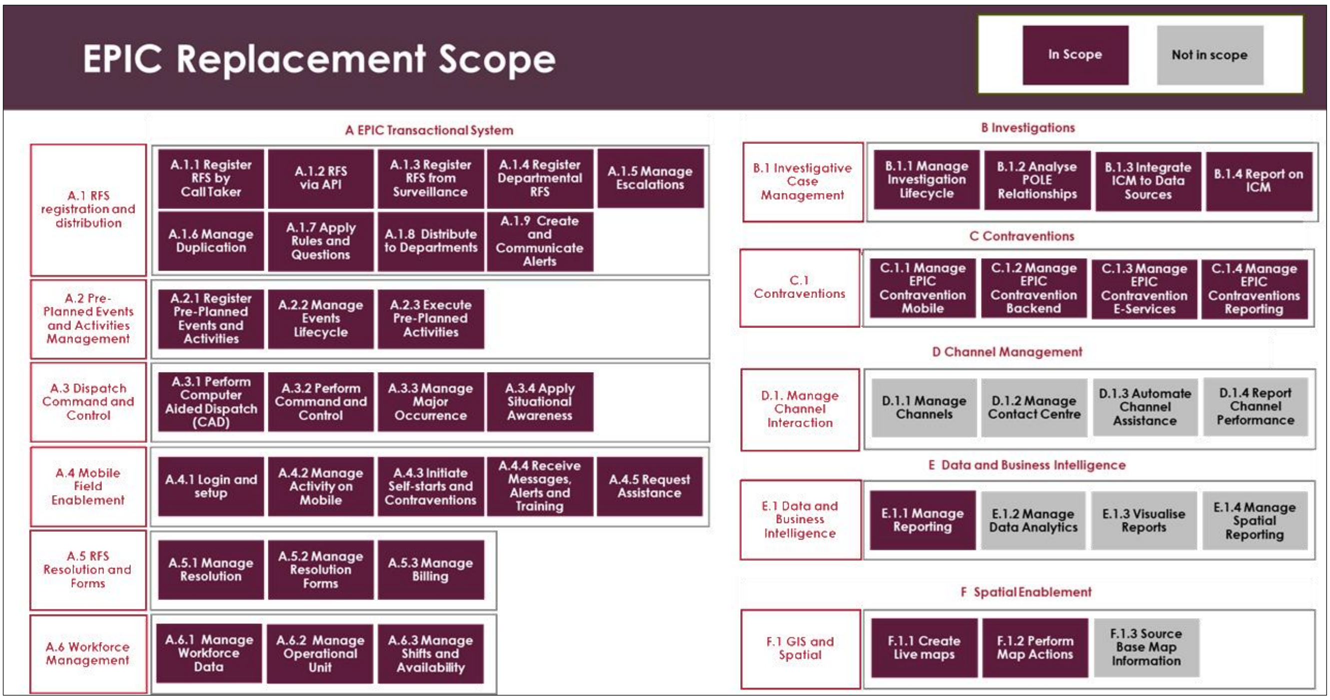


Figure 34: EPIC Replacement – High level functional Scope

5.2.1.2. Mandatory vs Additional Capability Technical Specifications

Technical Specifications indicated as mandatory are the minimum functionality the system must provide. Unless otherwise indicated, these will be implemented as part of the initial roll-out project.

Technical Specifications indicated as additional capability represent desirable functionality which, if available as standard functionality, could be included in the initial roll-out or else in a subsequent phase.

5.2.1.3 Scope Exclusions

Some components that form part of the overall landscape (see Figure 3: Current EPIC Application Landscape) are excluded from the scope since they either will not be replaced or a new solution will be procured via a separate tender. This includes the Geographic Information System (EPIC ArcGIS), Business Intelligence (BI) tools and Contact Centre platform.

The new solution must integrate to these solutions and not seek to replace them.

While some COTS solutions may have built in GIS, Contact Centre or BI capabilities, this can only be used if fully integrated with the City's respective solutions and with no additional software or licences required. Implementation should then be included in the project execution.

5.2.2 EPIC Transactional System (Schedule A)

The Functional Technical Specifications are summarised in Figure 34: EPIC Replacement – High level functional Scope. The detailed requirements for each scope item in the paragraphs below are relevant to SCHEDULE A: SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR EMERGENCY POLICING & INCIDENT CONTROL SYSTEM.

5.2.1.1 Functional Technical Specifications for EPIC Transactional System (A.1 to A.6, E.1, F.1)

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.

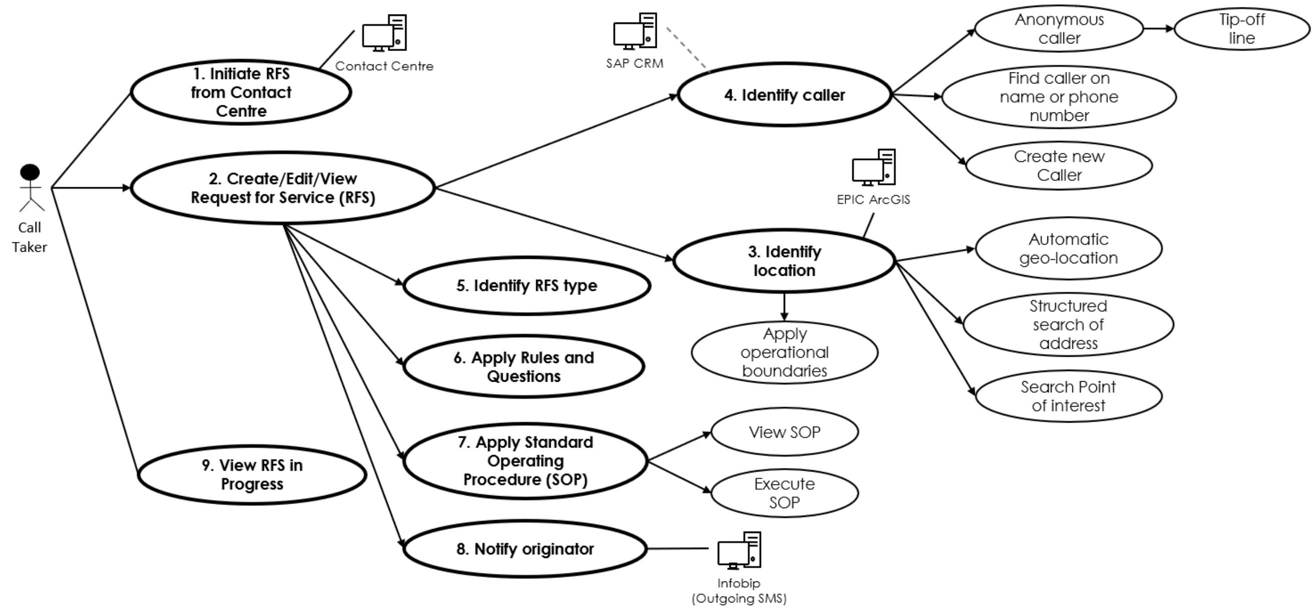


Figure 35: Use case diagram for A.1.1 Register RFS by Call Taker

Functional Technical Specifications for A.1.1

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
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
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
	Pre-populate fields such as date and time, call taker, channel.	A.1.1.2 (b)	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
	Call taker over-ride pre-populated information.	A.1.1.2 (d)	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
3. Identify 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
	Display the GIS map in a separate window that can pop out or be on a secondary screen so that the RFS screen have more space available.	A.1.1.3 (b)	No
	The solution should provide ability to derive the location from caller's mobile device (automatic geo-location) - but can be overwritten by the call taker.	A.1.1.3 (c)	No
	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
	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
	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
	Pin-point a location and display relevant information e.g. Business name / Point of interest, Street number, Street name, Sub-suburb, Suburb, Town, Exit numbers for off-ramps of national roads, Longitude and Latitude (XY Co-ordinates).	A.1.1.3 (g)	Yes
	Transfer the correct Address, Co-ordinates and other relevant information required for dispatch to the RFS record once location is pinpointed on the map.	A.1.1.3 (h)	Yes
	Populate additional location information e.g. point of interest, call taker can add further descriptive information/directions – this must be visible to field officer on mobile device.	A.1.1.3 (i)	Yes
	Apply operational boundaries (defined in the GIS) to identify the appropriate Operational area(s) and populate the RFS field(s) e.g. policing district.	A.1.1.3 (j)	Yes
4. Identify caller	Identity a known caller or create a new caller - based on name or phone number.	A.1.1.4 (a)	Yes
	Check if the caller already exists, if so then verify information, else capture the correct information.	A.1.1.4 (b)	Yes
	Allow the caller to remain anonymous. The relevant telephone number must be saved on the RFS and be visible to specified roles only.	A.1.1.4 (c)	Yes
	Capture a call that was received from the tip-off line in the Contact Centre e.g. create an RFS of type 'Tip-off' with some information hidden.	A.1.1.4 (e)	Yes
5. Identify RFS type	Select the RFS type from a configurable multi-level hierarchy of pre-defined types - at least four levels.	A.1.1.5 (a)	Yes
	Configure which levels of the hierarchy is mandatory at RFS creation. In some instances, the lower-level classification could be added later during the process.	A.1.1.5 (b)	Yes
	Search the hierarchy using fuzzy matching and predictive text.	A.1.1.5 (c)	Yes

	Populate the higher-level classification based on the detailed lower level if that has been matched.	A.1.1.5 (d)	Yes
	Distribute critical RFS and dispatch entities as soon as location and category are selected, but whilst additional information is still being elicited from a caller.	A.1.1.5 (e)	Yes
6. Apply Rules and Questions	Answer questions based on rules relating to the RFS type and other known information (see A.1.7).	A.1.1.6 (a)	Yes
	Set initial assessment of urgency and impact so that priority can be determined.	A.1.1.6 (b)	Yes
	Identify keywords in the caller information free-text and predict the RFS type, answers to questions etc.	A.1.1.6 (c)	No
	Recognise objects such as id number and vehicle registration in the caller's free-text and link the appropriate objects to the RFS.	A.1.1.6 (d)	No
7. Apply Standard Operating Procedure	Display appropriate Standard Operating Procedure (SOP) based on the RFS type – typically aligned with the sub-category.	A.1.1.7 (a)	Yes
	Configure and maintain the SOP information.	A.1.1.7 (b)	Yes
	Execute SOP e.g. communicate specific instructions, create and record Actions and initiate Notifications.	A.1.1.7 (c)	No
8. Notify Originator	Notify originator/caller when the RFS was successfully registered on the system and include configurable fields e.g. RFS number, RFS type, date & time.	A.1.1.8 (a)	Yes
	Send further push notifications when RFS status changes to keep the originator/caller informed – it must be configurable which status changes will trigger notification.	A.1.1.8 (b)	Yes
	Send default notification via SMS but an alternate channel may be appropriate e.g. if received via e-mail or RFS created via API (e.g. Citizen App) then respond using original channel.	A.1.1.8 (c)	No
	Send notification on demand with editable message.	A.1.1.8 (d)	No
9. View RFS in progress	Display a list of RFS in progress, filtered e.g. based on status. The fields should be configurable.	A.1.1.9 (a)	Yes
	View the RFS and all related information including RFS action history (Occurrence Book).	A.1.1.9 (b)	Yes

Integration touch points for A.1.1

Contact Centre	Integrate Interaction from Contact Centre – automatically create the RFS and pre-populate appropriate fields	Yes
Infobip	Integrate Outgoing SMS message to Infobip	Yes
EPIC ArcGIS	Integrate Location from GIS and use this to populate the correct Address, Co-ordinates and Operational area	Yes
SAP CRM	Integrate Business Partner information from the SAP CRM solution	Yes

Reporting Examples for A.1.1

List RFS in progress and indicate checked flag and able to filter on it.

A.1.2 Register RFS via API

Automatically create RFS via an API call from external systems such as alarm monitors or user mobile apps.

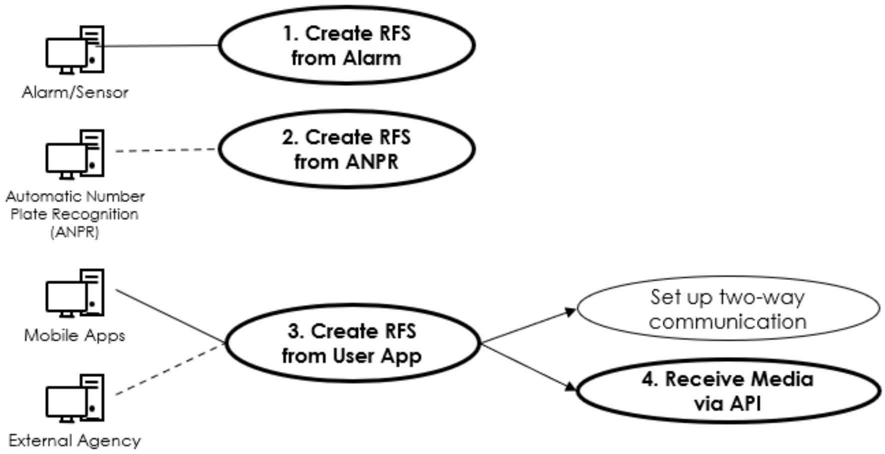


Figure 36: Use case diagram for A.1.2 Register RFS via API

Functional Technical Specifications for A.1.2

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Create RFS from Alarm	Create RFS from Alarm system via API (include Sensor Number, RFS type, Co-Ordinates).	A.1.2.1 (a)	Yes
	Indicate the source e.g. using Channel attribute of the RFS.	A.1.2.1 (b)	Yes
	Apply rules to trigger default values (e.g. priority) and distribution to relevant department(s) as appropriate – applicable to all RFS created manually or via API.	A.1.2.1 (c)	Yes
2. Create RFS from ANPR	Create RFS from Automatic Number Plate Recognition (ANPR) system via API if a listed vehicle is spotted – this must be configurable and should include Identification Number, RFS type, Co-Ordinates, Vehicle, Priority level.	A.1.2.2 (a)	No
	Link the RFS to the relevant Vehicle– if the Vehicle does not exist then create it.	A.1.2.2 (b)	No
	Find existing RFS, Investigative Case or Contravention linked to the triggered vehicle and create an Alert if appropriate.	A.1.2.2 (c)	No
3. Create RFS from User App	Create RFS from third party user application such as Citizen Mobile App, Neighbourhood Watch app - include Name, Phone Number, RFS type, Co-Ordinates, Address, Description, populate and other relevant information – populate the Caller name and Phone number fields.	A.1.2.3 (a)	Yes
	Provide API's that allow two-way communication (bi-directional transfer of data) with third party apps around RFS types, Questions and Answer (Q&A) logic. After creating the RFS, respond with reference number. Send status updates as required.	A.1.2.3 (b)	Yes
	Respond to the calling application with RFS reference and status updates.	A.1.2.3 (c)	Yes
	Set the Address and Co-ordinates as well as additional location description for the RFS.	A.1.2.3 (d)	Yes

	Export RFS types and question logic so that calling applications can be configured to provide appropriate additional information and correct RFS Type classification.	A.1.2.3 (e)	No
	Include answers to questions as part of the API or as a subsequent call - answer questions as required by the rules engine with information received via API and apply the appropriate rules for prioritisation and distribution.	A.1.2.3 (f)	Yes
4. Receive Media via API	Link media file(s) received from a third-party application (e.g. Citizen app) to a created RFS.	A.1.2.4 (a)	Yes
	Upload all media files to a centralised EPIC content server or storage location.	A.1.2.4 (b)	Yes

Integration touch points for A.1.2

Alarm / Sensor	Integrate alarms from third party alarm or sensor applications via open API. Currently acoustic gunshot detection is used (e.g. ShotSpotter)., however this must work with any technology that support Open API. All alarms received will create an RFS and any validity checks by alarm system operator should be performed prior to triggering the API call.	Yes
ANPR	Integrate Vehicle Alert from Automatic Number Plate Recognition (ANPR) enabled camera applications via open API.	No
Mobile Apps	Integrate RFS created in a third-party user application (e.g. Citizen App, Neighbourhood Watch app) via open API that enables two-way communication.	Yes
External Systems	Integrate RFS creation from system used by External agency or other City directorate via Open API.	No

Reporting Examples for A.1.2

RFS created from each channel/application including RFS type.

A.1.3 Register RFS from Surveillance

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

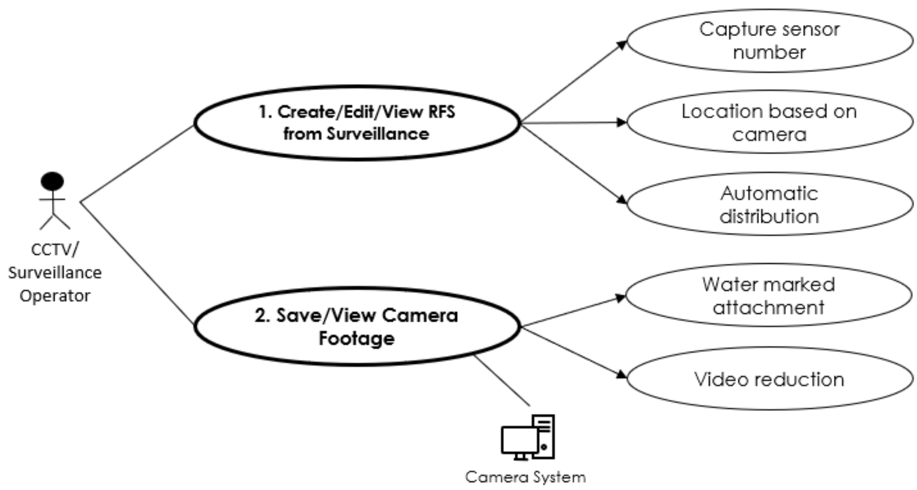


Figure 37: Use case diagram for A.1.3 Register RFS from surveillance

Functional Technical Specifications for A.1.3

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Create/Edit/View RFS from Surveillance	Create RFS based on incident detected on surveillance system e.g. CCTV – linked to the sensor rather than caller (requires appropriate profile via RBAC).	A.1.3.1 (a)	Yes
	Set RFS Type based on incident observed, add text description, capture the Sensor number (unique identifier of camera or alarm),channel, date and time.	A.1.3.1 (b)	Yes
	Populate the RFS location and address based on camera/sensor location.	A.1.3.1 (c)	Yes
	Display the RFS on the map and clearly indicate that there is a camera associated (e.g. additional symbol or altered icon)	A.1.3.1 (d)	No
	Display the camera number as a label on the map.	A.1.3.1 (e)	Yes
	Apply rules to distribute the RFS to appropriate department(s) for action.	A.1.3.1 (f)	Yes
2. View/Save Camera Footage	Access the live feed or saved footage from within the RFS or by selecting Camera/RFS on the map (requires appropriate profile via RBAC).	A.1.3.2 (a)	Yes
	Save the camera footage (for specific time period) and link the file to the RFS.	A.1.3.2 (b)	Yes
	Reduce/clip and compress camera footage to produce a targeted evidence file (video or image) that can be attached to the RFS.	A.1.3.2 (c)	No
	Save camera evidence linked to RFS as watermarked media file(s).	A.1.3.2 (d)	No
	Export evidence as reduced and watermarked media files or complete camera footage for the period e.g. to provide to SAPS or Investigator (requires appropriate profile via RBAC).	A.1.3.2 (e)	No

Integration touch points for A.1.3

Camera System	Integrate Camera feed (on request) from various camera systems (e.g. CCTV) using open API standards.	Yes

Reporting Examples for A.1.3

RFS from Camera channel – able to filter by Area, Camera number, Camera type, RFS Status, RFS type, Time period (configurable).

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.

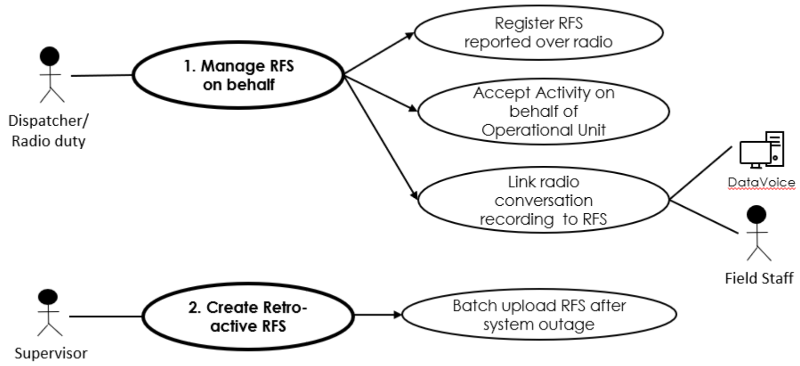


Figure 38: Use case diagram for A.1.4 Register Departmental RFS

Functional Technical Specifications for A.1.4

Use Case	Description: The solution should provide the ability to…	Req ID	Man- datory
1. Manage on Behalf	Create RFS based on radio call received from field staff (appropriate profile via RBAC).	A.1.4.1 (a)	Yes
	Accept tasks and change status and complete resolution on behalf of field staff (e.g. Fire Services staff will radio the control room), this requires appropriate profile via RBAC and doing so should not change the assignment of the task.	A.1.4.1 (b)	Yes
	Link recording of the radio conversation to the relevant RFS.	A.1.4.1 (c)	No
2. Create Retro-active RFS	Create RFS retro-actively (after the fact) for information/reporting purpose by selecting date and time in the past (appropriate profile via RBAC). The RFS must be clearly flagged as retro-active.	A.1.4.2 (a)	Yes
	Suppress triggering of rules for retro-active RFS e.g. do not dispatch.	A.1.4.2 (b)	Yes
	Create RFS off-line (e.g. system or connection unavailable) and import these into production system when online again.	A.1.4.2 (c)	No

Integration touch points for A.1.4

DataVoice	Integrate Radio recordings from DataVoice (current voice recording system) or any alternate voice recording system due to potential changes at the time of implementation.	No

A.1.5 Manage Escalation

Call Centre agent receives an escalation regarding service delivery or new information is received that the requires critical parameters to be updated.

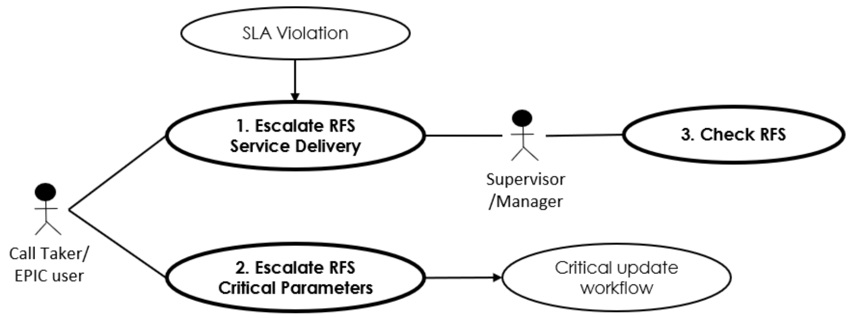


Figure 39: Use case diagram for A.1.5 Manage Escalations

Functional Technical Specifications for A.1.5

Use case	Description: The solution should provide the ability to	Req ID	Man- datory
1. Escalate RFS Service delivery	Escalate the RFS to a supervisor / manager for attention if an escalation request is received e.g. due to a complaint received.	A.1.5.1 (a)	Yes
	Escalate the RFS to a supervisor manager for attention if the SLA requirements are not met.	A.1.5.1 (b)	Yes

2. Escalate RFS Critical parameters	Escalate critical parameters of the RFS if new information is received. This must trigger a critical update workflow ensuring everyone is informed and correct rules are applied.	A.1.5.2 (a)	Yes
3. Check RFS	Check RFS for correctness and completeness and indicate that it was checked (appropriate profile via RBAC).	A.1.5.3 (a)	Yes

Reporting Examples for A.1.5

Service delivery escalations
SLA violations
RFS check flag

A.1.6 Manage Duplication

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

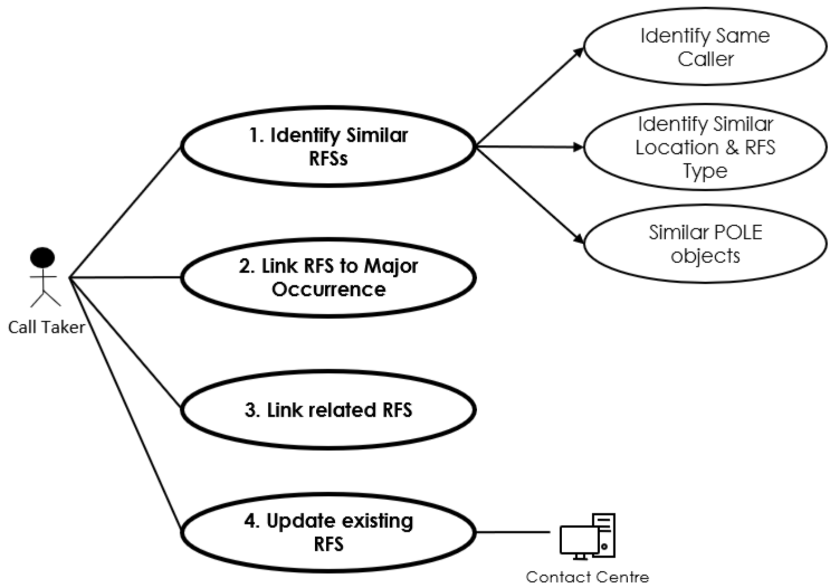


Figure 40: Use Case Diagram for A.1.6 Manage Duplication

Functional Technical Specifications for A.1.6

Use case	Description: The solution should provide the ability to…	Req ID	Mandatory
1. Identify similar RFS	Assist the call taker to determine if the interaction relates to an existing RFS, a similar one or a major occurrence.	A.1.6.1 (a)	Yes
	Assist the call taker to determine if there are RFS and major occurrences in the same area / similar location on the map – configurable parameters e.g. past 24hrs, active, RFS type, radius.	A.1.6.1 (b)	Yes
	Assist the call taker to determine if an RFS refers to the same caller / phone number since this could be a follow-up or repeat contact on same topic (e.g. repeat issue or caller using multiple channels).	A.1.6.1 (c)	Yes
	Notify user if people, objects, locations or events are already part of a configurable list of RFS or if there is a related investigative case underway – apply Artificial Intelligence (AI).	A.1.6.1 (d)	No

2. Link RFS to Major Occurrence	Promote/indicate the RFS as a Major Occurrence if multiple RFS are received for similar topic in similar area (see A.3.3.1).	A.1.6.2 (a)	Yes
	Link RFS to Major Occurrence by using drag and drop on the map	A.1.6.2 (b)	No
3. Link Related RFS	Create RFS and link to existing RFS if they seem to be similar (and thus potentially related) and designate one of them as the 'master' request.	A.1.6.3 (a)	Yes
4. Update existing RFS	Cancel creation of the new RFS (do not create a duplicate) and instead link an additional interaction record to the existing RFS if this is a repeat or follow-up contact.	A.1.6.4 (a)	Yes
	Create a critical update to existing RFS/Occurrence to add additional information or dispatch required (See A.3.2.1)	A.1.6.3 (b)	Yes

Integration touch points for A.1.6

Contact Centre	Integrate Interaction reference from Contact Centre – link Interaction to an RFS in EPIC.	Yes

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.

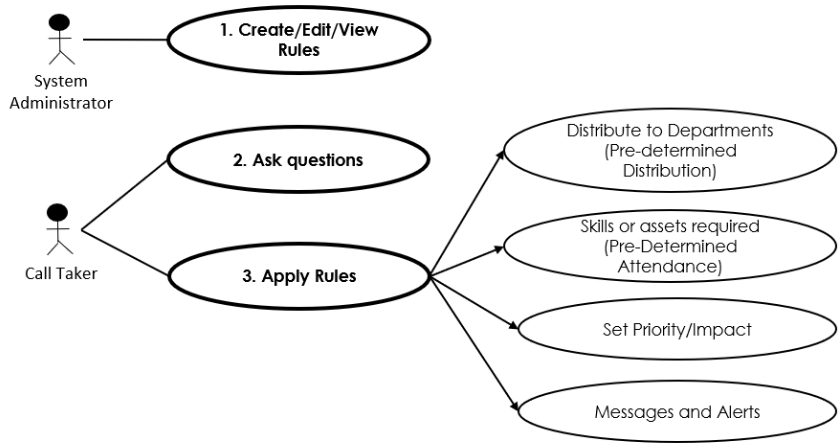


Figure 41: Use case diagram for A.1.7 Rule driven questions

Functional Technical Specifications for A.1.7

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Create/Edit/View Rules	Configure rules that will be applied to enrich the RFS by asking the right questions and act as a decision support tree to propose appropriate actions. Indicate which questions are mandatory based on RFS type.	A.1.7.1 (a)	Yes
	Configure keywords that can be extracted from the RFS Description text to pre-answer questions and/or set the RFS type.	A.1.7.1 (b)	No
	Perform actions via rules to create/update information in the RFS. Each scenario i.e. combination of inputs could trigger multiple outputs/actions.	A.1.7.1 (c)	Yes

	Audit logs must indicate rules triggered including rule name and version applied.	A.1.7.1 (d)	Yes
2. Ask Questions	Assist user to ask appropriate questions based on the RFS type and trigger rules based on the answers.	A.1.7.2 (a)	Yes
	Save all questions and answers as part of the RFS record – this must be reflected in the text and RFS action history (Occurrence book).	A.1.7.2 (b)	Yes
	Trigger additional questions and rules based on answers to questions.	A.1.7.2 (c)	No
	Trigger additional rules based on critical information changes after the RFS is Distributed/Dispatched.	A.1.7.2 (d)	No
3. Apply Rules	Apply rules to set default values in the RFS record e.g. Impact, Priority.	A.1.7.3 (a)	Yes
	Apply rules to determine distribution to the RFS Department(s) including External agencies and set departmental priority.	A.1.7.3 (b)	Yes
	Configure a rule to distribute to a specific dispatcher e.g. for major Occurrences, based on skillset, area of responsibility, priority etc.	A.1.7.3 (c)	No
	Allow fully automated distribution under certain conditions e.g. if received via API from gunshot detection system then distribute to policing departments automatically.	A.1.7.3 (d)	Yes
	Apply rules to specify operational unit type and special attributes or resources required to attend to the RFS.	A.1.7.3 (e)	Yes
	Apply rules to generate appropriate notifications in the form of Messages (sent via e-mail, SMS) or Alerts (distributed via mobile device) or via API.	A.1.7.3 (f)	Yes
	Allow users to override the values/actions proposed by rules e.g. add additional departments or alternatives if no resources available. Such changes must be recorded and reported on.	A.1.7.3 (g)	Yes

Reporting Examples for A.1.7

Rules that were triggered – filtered by RFS, RFS Type, Department, Operational Area etc.
Deviations where user chose to override the default actions recommended by the rules engine.

Data Technical Specifications for A.1.7

The rules must be able to utilise RFS attributes and other related information as input and effect outcomes as depicted in the diagram below.

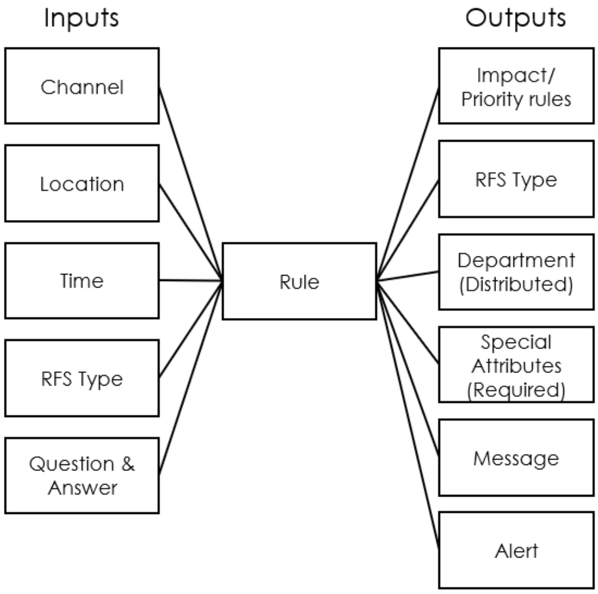


Figure 42: Data requirements for rules

A.1.8 Distribute to Departments

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

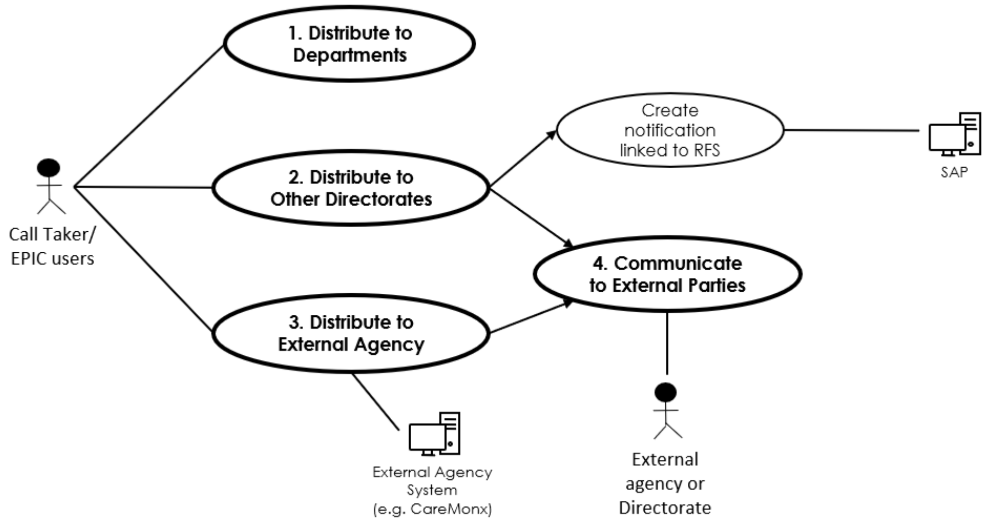


Figure 43: Use Case diagram for A.1.8 Distribute to departments

Functional Technical Specifications for A.1.8

Use case	Description: The solution should provide the ability to…	Req ID	Mandatory
1. Distribute to Departments	Distribute RFS to multiple S&S Departments within the EPIC transactional system and assign a departmental priority which may be different from that of the main RFS. Distributing the RFS does not dispatch resources to site, this is a separate step handled by the relevant dispatchers.	A.1.8.1 (a)	Yes
	Set default distribution based on rules, but this must be confirmed by the user.	A.1.8.1 (b)	Yes
	Ensure RFS distributed to a department is visible to Dispatchers from that department and show up on the departmental home screen and map.	A.1.8.1 (c)	Yes
	Change the distribution if a critical change is made to the RFS.	A.1.8.1 (d)	Yes
2. Distribute to Other Directorates	Distribute work relating to an RFS to other City directorates by creating a notification on the appropriate system (if integrated).	A.1.8.2 (a)	Yes
	Receive feedback and status updates from work assigned to other directorates and update the RFS accordingly.	A.1.8.2 (b)	Yes
	If distributing to a City directorate not using an integrated system then notify them manually and capture a reference number.	A.1.8.2 (c)	Yes
3. Distribute to External Agencies	Distribute work to external agencies via API if this is available.	A.1.8.3 (a)	Yes
	Receive feedback and status updates from external agency system and update the RFS accordingly (i.e. two-way communication required).	A.1.8.3 (b)	Yes
	If distributing to an external agency not using an integrated system then notify them manually and capture a reference number.	A.1.8.3 (c)	Yes
4. Communicate to External Parties	Define appropriate automated communication channel if the External agency or City Directorate is not using a system to receive work e.g. telephone call or a message via SMS/e-mail.	A.1.8.4 (a)	Yes
	Include incident report or extract from RFS if notification e-mail is sent.	A.1.8.4 (b)	Yes
	Manually trigger notification to external agency or City Directorate by creating a message linked to RFS without distributing the RFS to them.	A.1.8.4 (c)	No

Integration touch points for A.1.8

SAP	Integrate Notification to ERP (SAP Plant Maintenance or SAP S4/HANA equivalent) to request work (geo-located) and get feedback on progress (bi-directional communication).	Yes
External Agency System	Integrate Request to external agency system (e.g. CareMonx) using Open API and get feedback on progress (bi-directional communication).	Yes
Infobip	Integrate outgoing SMS via Infobip	Yes
MS Outlook	Integrate outgoing e-mail via MS Outlook / Exchange	Yes

A.1.9 Create and Communicate Alerts

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

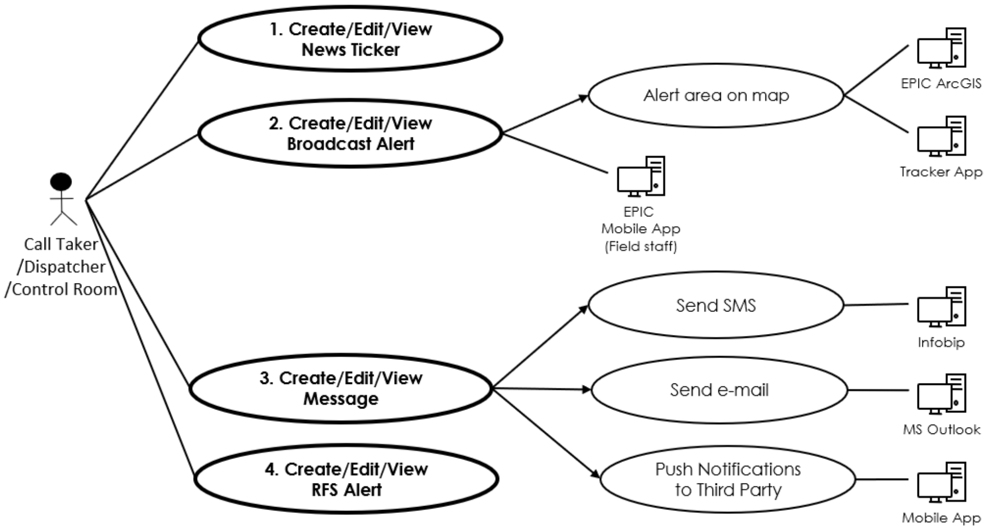


Figure 44: Use case diagram for A.1.9 Create and Communicate Alerts

Functional Technical Specifications for A.1.9

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Create/Edit/View News ticker	Display alerts/broadcasts/critical updates on RFS / Major Occurrences in 'news ticker' fashion at the bottom of the screen.	A.1.9.1 (a)	No
	Display news ticker to EPIC users (configurable through roles and authorisations-, as a minimum on Call Taker and Dispatcher screens to assist in avoiding duplication.	A.1.9.1 (b)	No
	Personalise the news ticker content based on the user role / profile.	A.1.9.1 (c)	No
2. Create/Edit/View Broadcast Alert	Compile an appropriate Alert from the RFS content (or manually) using configurable templates – including validity period (time), priority and departments	A.1.9.2 (a)	Yes
	Send alert to role players linked to an RFS (individuals or external organisations) via their mobile device.	A.1.9.2 (b)	Yes
	Demarcate the alert area with geographic location (e.g. radius around RFS or Occurrence/drawn on the GIS map. Send Alert to the mobile devices of all field staff currently within the defined geographic location.	A.1.9.2 (c)	Yes
	Remove alerts from all devices manually or automatically – e.g. once the defined time expires or relevant RFS status changed.	A.1.9.2 (d)	Yes
3. Create/Edit/View Message	Compile an appropriate message from the RFS content using configurable templates (manually). Trigger automatic message based on RFS type and/or rules.	A.1.9.3 (a)	Yes
	Send message to role players linked to an RFS (individuals or external organisations) via E-mail or SMS	A.1.9.3 (b)	Yes
	Send push notifications to Mobile apps e.g. Citizen app, Neighbourhood Watch app.	A.1.9.3 (c)	Yes

4. Create/Edit/View RFS Alert	Create an RFS of type Alert which will be displayed on the map but requires no action and no one will be dispatched to it. Trigger automatic message based on RFS type and/or rules.	A.1.9.4 (a)	Yes
	Departments subscribe to alerts based on incident type, all units within the department will receive the alert if triggered.	A.1.9.4 (b)	Yes

Integration touch points for A.1.9

EPIC ArcGIS	Integrate geographic location of field staff's mobile devices from the Tracker App (via GIS).	Yes
MS Outlook	Integrate outgoing Messages to E-mail via MS Outlook (or MS Exchange).	Yes
Infobip	Integrate outgoing Messages to SMS via Infobip.	Yes
EPIC Mobile App	Integrate outgoing Alerts to EPIC Mobile App.	Yes
Mobile App	Integrate outgoing Notifications to Third party apps via Open API e.g. Citizen App, Neighbourhood watch app.	Yes

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 from city's Events Application system.

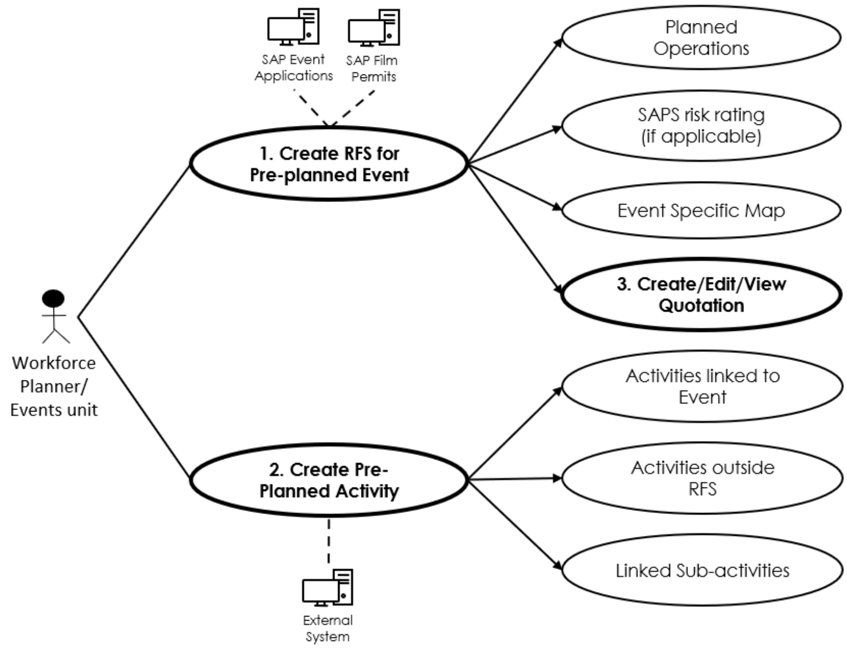


Figure 45: Use diagram for A.2.1 Register Planned Events

Functional Technical Specifications for A.2.1

Use case	Description: The solution should provide the ability to…	Req ID	Man- datory
1. Create/Edit/View Pre-planned Event	Manually create an RFS for a Pre-planned Event e.g. based on requests received in the SAP Event Applications system or planned operations. Such RFS will have a date and time (in future) associated.	A.2.1.1 (a)	Yes
	Capture and apply a SAPS risk rating (e.g. high, med low) for certain external planned events.	A.2.1.1 (b)	Yes
2. Create Pre-planned Activity	Create multiple Pre-planned Activities related to the Pre-planned Event – these can be assigned to departments in advance so that resources can be pre-allocated.	A.2.1.2 (a)	Yes
	Create a Pre-planned Activity to reflect pre-planned work performed by a department – related to RFS or outside it.	A.2.1.2 (b)	Yes
	Allocate an Operational Unit to the pre-planned Activity – must visible on their mobile device (no need to dispatch explicitly).	A.2.1.2 (c)	Yes
	Have the option of defining a series of linked sub-activities which must each be executed to complete to overall Activity including a follow-up task.	A.2.1.2 (d)	No
-	View/upload required documentation for Activity e.g. the latest approved building plan to be used by the building inspector, Minutes of Meetings etc.	A.2.1.2 (e)	Yes
	Define configurable Workflow for Activities (if required).	A.2.1.2 (f)	No
	Allocate an Incident commander and notify them via e-mail.	A.2.1.2 (g)	No
	Alert the incident commander if sufficient resources are not allocated or if resources were changed/ removed.	A,2.1.2 (h)	No
3. Create/Edit/View Quotation	Generate a quotation for the safety and security services required for Major events, film shoots and escort of other City Directorates based on the cost of Pre-planned Activities and resources linked to it.	A.2.1.3 (a)	No

Integration touch points for A.2.1

SAP Event Applications	Integrate Pre-planned Event from SAP Event Applications.	No
SAP Film Permitting	Integrate Pre-planned Event from SAP Event Applications.	No
External systems	Integrate Pre-Planned Activity from external systems via open API.	No
EPIC Content Server	Minutes and attachments associated with major events stored on the EPIC Content Server or shared file location.	Yes

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.

Figure 46: Use diagram for A.2.2 Manage Events Lifecycle

Functional Technical Specifications for A.2.2

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Create/Edit/View Events Calendar	Maintain a shared calendar of Pre-planned events which is visible to all users but can be filtered by Department and highlight all the 'obligations' that the S&S Directorate needs to service in the future.	A.2.2.1 (a)	Yes
	Track the lifecycle/status of the Pre-planned events and assign colours for visualisation	A.2.2.1 (b)	No
	Visualise the events calendar (or integrate to Outlook for visualisation)	A.2.2.1 (c)	No
2. Plan Resource Demand	Plan demand for resources based on the Calendar of Pre-planned Events/Activities.	A.2.2.2 (a)	Yes
	Notify workforce planners in impacted department of planned work required via in system workflow, so that operational units can be reserved/allocated in advance.	A.2.2.2 (b)	Yes
	Forewarn users of resource shortages, based on activity demand within the pre-planned environment, taking into account the normal 'patrol' (duty task) demand.	A.2.2.2 (c)	No
	View unit availability for the future date and visualise how relevant units are allocated to the planned event. This may involve different roles i.e. workforce planner creating demand, and area commanders allocating resources.	A.2.2.2 (d)	No

Integration touch points for A.2.2

MS Outlook	Integrate the Events Calendar with MS Outlook Calendar	No

Reporting Examples for A.2.2

Resource demand report.

A.2.3 Execute Pre-Planned Activities

Execute planned events and activities and manage them to resolution including post incident analysis and processes.

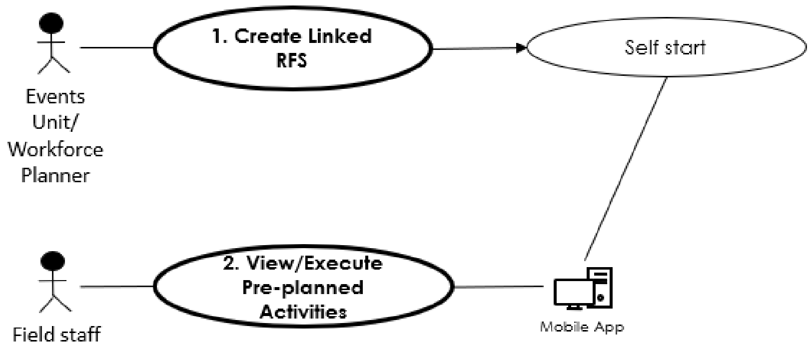


Figure 47: Use case diagram for A.2.3 Execute Planned Activities

Functional Technical Specifications for A.2.3

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Create Linked RFS	Link one or more related RFS to a Pre-planned RFS (each with own location).	A.2.3.1 (a)	Yes
	Create a linked RFS from within an existing pre-planned RFS on mobile device (self-start in context) linked to pre-planned RFS automatically.	A.2.3.1 (b)	Yes
	Indicate on map where individuals/units linked to the event are actually deployed (not just all at the event location).	A.2.3.1 (c)	Yes
2. View/Execute Pre-planned Activities	Show the Pre-planned Activity on the list of current Activities (departmental dashboards and COP map) once the start date is reached and remove it as Activities are closed.	A.2.3.2 (a)	Yes
	Ability for Pre-planned Activities to show up on Departmental Home Screen and COP map as soon as it is created and distributed to the department – configurable option to hide these.	A.2.3.2 (b)	Yes
	View Pre-planned Activities on mobile device (in advance) however, it can only be executed on the day it is required.	A.2.3.2 (c)	Yes

Reporting Examples for A.2.3

Resources assigned to Pre-planned Event and all its related RFS and Activities.
All pre-planned events (including categories, dates etc.) for a given time period.

A.3 Dispatch, Command and Control

A.3.1 Perform Computer Aided Dispatch (CAD)

Assign appropriate resources (Operational units) to attend RFS using criteria such as live location, availability and capability of units.

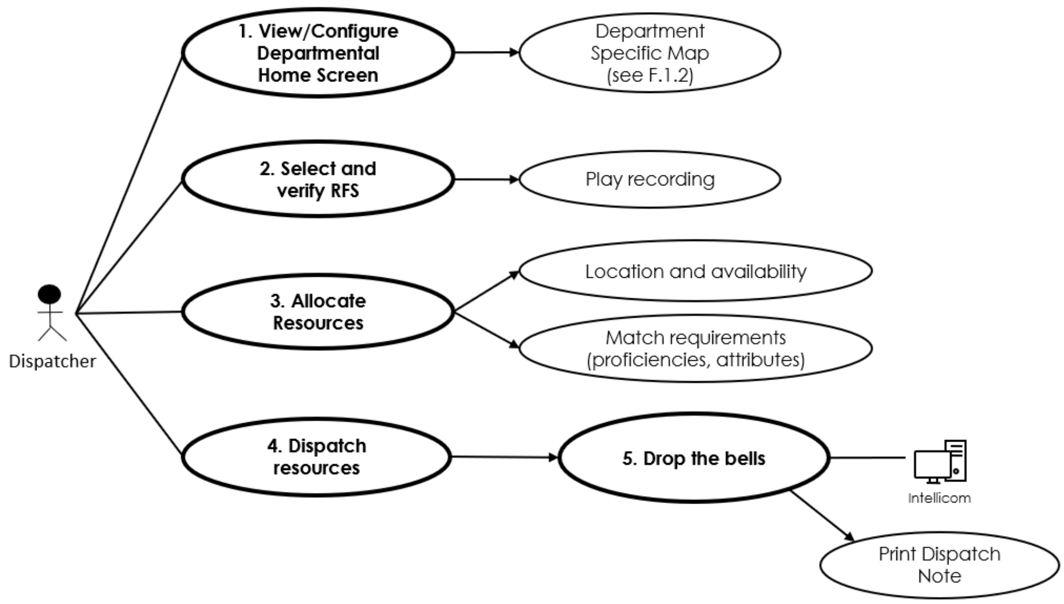


Figure 48: Use case diagram for A.3.1 Perform Computer Aided Dispatch (CAD)

Functional Technical Specifications for A.3.1

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. View/Configure Departmental Home Screen	Include a filtered live map (Departmental Map), Dashboard (live report) and RFS list on the Departmental Home Screen or landing page for Dispatcher role.	A.3.1.1 (a)	Yes
	Configure the Departmental Map per department and include all map actions and functionality as per COP map.	A.3.1.1 (b)	Yes
	Allow individual users to arrange their screen and zoom in on elements as required and save their own user default layout.	A.3.1.1 (c)	No
2. Select and Verify RFS	View list of RFS distributed to the department which can be sorted and colour coded (e.g. by type or priority). The list must be configurable and filtered. The list must provide enough detail to allow dispatchers to effectively manage the environment for which they are responsible.	A.3.1.2 (a)	Yes
	Alert dispatchers (e.g. by sound) and the flag RFS as new if added to the list.	A.3.1.2 (b)	Yes
	Select RFS to view, verify and accept responsibility for, the dispatcher can add additional information and review priority.	A.3.1.2 (c)	Yes
	Provide authorised users with access to the related call centre / radio operator recording(s).	A.3.1.2 (d)	No
3. Allocate Resources	View resources that match the requirements for the RFS type - based on rules applied.	A.3.1.3 (a)	Yes

	Search and filter Operational Units using type, location, availability, department, Proficiencies and Special Resource Attributes of the associated resources.	A.3.1.3 (b)	Yes
	Search and filter individual resources such as Employee, Vehicle, Equipment based on attributes and availability.	A.3.1.3 (c)	Yes
	Display the filtered list of resources on the map. The map must stay in sync with the actions of the dispatcher. Able to focus on selected RFS location and see available resources in the area.	A.3.1.3 (d)	Yes
	Assign one or more resources to the RFS by selecting from the list.	A.3.1.3 (e)	Yes
	Provide situational awareness to the dispatcher via appropriate map layers and prompts – including real time tracking, dynamic incident mapping, relevant GIS information layers.	A.3.1.3 (f)	Yes
	Allow dispatcher to interact with the RFS via the map e.g. drag & drop to dispatch, change status, add radio message.	A.3.1.3 (g)	Yes
	Allow dispatcher to interact with the RFS via other tools such as Command Line.	A.3.1.3 (h)	No
4. Dispatch Resources	Dispatch all assigned resources on the system – mobile device users will receive this on their devices as an Activity.	A.3.1.4 (a)	Yes
	Update status of an Activity on behalf of the Operational unit if feedback is provided via radio.	A.3.1.4 (b)	Yes
	Share / conference the voice call or digital evidence that triggered the RFS to improve situational awareness.	A.3.1.4 (c)	No
5. Drop the bells	Activate ‘Drop the bells’ procedure e.g. at the appropriate fire station when the Operational Unit at that base location is dispatched.	A.3.1.5 (a)	Yes
	Automatically print the RFS information at the relevant Base location’s printer.	A.3.1.5 (b)	Yes
	The solution should provide ability to Include turn by turn navigation instructions to get from the fire station to the RFS location in the printout.	A.3.1.5 (c)	No

Integration touch points for A.3.1

Intellicom	Integrate Dispatch to ‘Drop the bells’ procedure if appropriate (e.g. at fire station). Currently via Intellicom.	Yes
Printer	Integrate to Printer at relevant Base location.	Yes

Reporting Examples for A.3.1

Departmental Dashboard is a live report with statistical information such as Active RFS, Units dispatched, Units available. This must be configurable and filtered per department or organisation in the Operational Structure as appropriate.

A.3.2 Perform Command and Control

Ongoing management of RFS and resources. This includes escalation/de-escalation and management through to resolution.

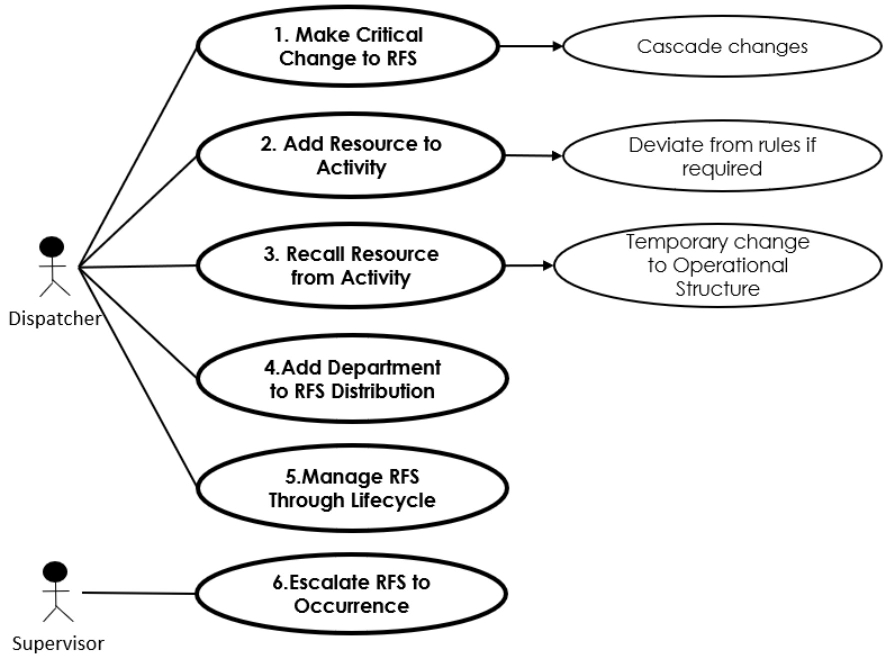


Figure 49: Use case diagram for A.3.2 Perform Command and Control

Functional Technical Specifications for A.3.2

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Make Critical Change to RFS	Edit the RFS information with critical updates such as changes to location, urgency, impact or additional information such as a death or critical injury.	A.3.2.1 (a)	Yes
	Propagate the critical RFS change throughout the system including maps, dashboards and re-apply rules as appropriate.	A.3.2.1 (b)	Yes
	Communicate the critical change to role players linked to the RFS and all its related Activities.	A.3.2.1 (c)	Yes
	Alert the dispatcher (e.g. by sound) and flag RFS if a critical update was made.	A.3.2.1 (d)	Yes
2. Add Resource to Activity	Add resource to RFS by dispatching Activity to an Operational Unit (Internal) or External Agency.	A.3.2.2 (a)	Yes
	Check billing indicator if the Activity requires a bill to be generated e.g. external service provider such as tow truck is dispatched.	A.3.2.2 (b)	No
	Apply rules to check the status of the service provider to ensure the contract is valid.	A.3.2.2 (c)	No
	Notify external Service providers (e.g. telephonically) and capture their reference number.	A.3.2.2 (d)	Yes
	Notify external Service providers via e-mail message include attachment with incident report or extract from RFS.	A.3.2.2 (e)	Yes
	Update the activity history (Occurrence book of RFS) to reflect the request for external service providers.	A.3.2.2 (f)	Yes

3. Recall Resource from Activity	Recall resource linked to Activity e.g. if they need to be re-assigned to another Activity or if an incorrect call sign was used.	A.3.2.3 (a)	Yes
	Update the status of the Activity to indicate that it is now pending and make it available for dispatch (similar to new) if resource was recalled.	A.3.2.3 (b)	Yes
	Apply rules relating to recall e.g. a fire unit that is 'At incident' cannot be recalled since there may be billing implication.	A.3.2.3 (c)	Yes
	Apply rules to ensure that if the incident commander is recalled then another commander must be assigned.	A.3.2.3 (d)	Yes
4. Add Department to RFS Distribution	Distribute the RFS to additional department(s) and ensure it is added to the relevant departmental home screen for attention.	A.3.2.4 (a)	Yes
	Send an alert to departments that may not be actively monitoring a home screen when RFS is distributed to it.	A.3.2.4 (b)	Yes
5. Manage RFS Through Lifecycle	Manage the RFS/Major Occurrence through its lifecycle (status values and allow all relevant information and evidence to be recorded against the RFS.	A.3.2.5 (a)	Yes
	Communicate with units in the field, and senior management. using in-app messaging functionality.	A.3.2.5 (b)	Yes
	Communicate with external role-players (such as other City Agencies, or external parties and or service providers (through alerts or other channels.	A.3.2.5 (c)	Yes
	Manage resources by assigning / re-assigning personnel / units depending on major incidents or high demand.	A.3.2.5 (d)	Yes
	Ability to consume incoming information and make decisions relating to the progress of the incident i.e. add more resources, demobilise resources, escalate risk, notify role players of changes.	A.3.2.5 (e)	Yes
6. Escalate RFS to Occurrence	Escalate the existing RFS to become a major Occurrence (appropriate profile via RBAC).	A.3.2.6 (a)	Yes

Reporting Examples for A.3.2

After action report indicating time spent on activities (per resource).
Activities dispatched to external parties – can be filtered by party involved.
Recalls made including at what stage this happened
Activity history (Occurrence book entries) report filtered for RFS or across multiple RFS for Employee, Operational Unit, Department etc.

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.

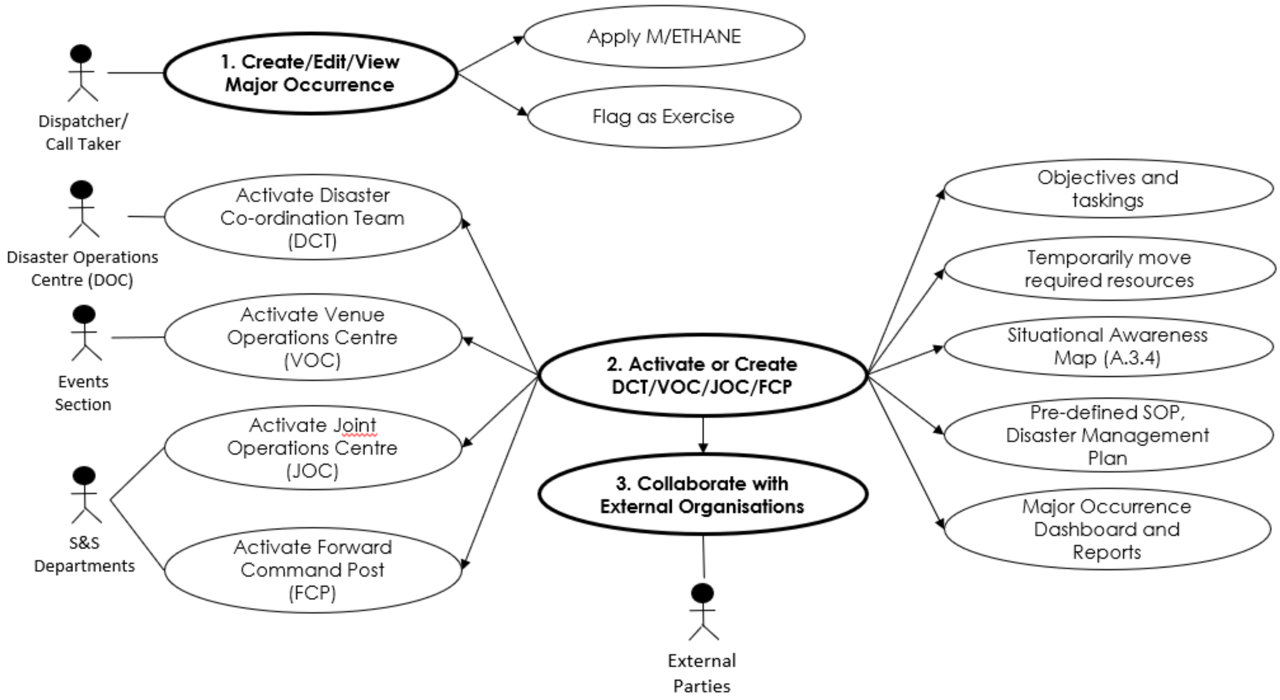


Figure 50: Use case diagram for A.3.3 Manage Major Occurrences

Functional Technical Specifications for A.3.3

Use case	Description: The solution should provide the ability to…	Req ID	Mandatory
1. Create/Edit/View Major Occurrence	Create a new Major Occurrence or flag an RFS as having major Occurrence status - this may require some additional information to be captured.	A.3.3.1 (a)	Yes
	Enable M/ETHANE methodology by capturing: **M - Major Incident:** The declaration of a major incident. **E - Exact Location:** Specifying the precise location of the incident. **T - Type of Incident:** Identifying the nature of the incident, such as chemical, vehicle, train, or plane related. **H - Hazards:** Assessing and conveying the environmental and on-scene hazards, including potential dangers to people and surroundings. **A - Access and Egress:** Addressing access and exit routes, considering potential obstacles like damaged bridges and hazardous substances. **N - Number of Casualties:** Estimating the count of casualties and anticipating additional risks due to factors like gas, smoke, or chemicals. **E - Emergency Services:** Specifying the types and quantities of emergency services required on scene to manage the incident effectively.	A.3.3.1 (b)	No

	Flag or categorise a Major Occurrence as an Exercise if appropriate. It must be possible to perform a fully enacted exercise including all dispatches and notifications but with a clearly visible indication that this is an exercise only and not a real emergency.	A.3.3.1 (c)	Yes
2. Activate or create DCT/VOC/JOC /FCP	Activate or create a Disaster Co-ordination Team (DCT), Venue Operating Centre (VOC), Joint Operations Centre (JOC) or Forward Command Post (FCP) to handle the Major Occurrence. These entities could exist in the Operational Structure and handled similarly to Departments except that they are only staffed when required.	A.3.3.2 (a)	Yes
	Capture the objectives and taskings of the DCT/VOC/JOC/FCP e.g. in the activity history (Occurrence Book) of the Major Occurrence.	A.3.3.2 (b)	Yes
	Flag events where the SAPS is in control and indicate duly authorised SAPS officer. These are dealt with by the relevant group even though the City is not the owner.	A.3.3.2 (c)	Yes
	Handle planning activities for pre-planned major events which are future dated (see A.2.1).	A.3.3.2 (d)	Yes
	Incorporate action list from all related RFS into the action list history (Occurrence Book) of the Major Occurrence and able to effectively filter and search this to generate a report.	A.3.3.2 (e)	Yes
	Make designated resources available to the DCT/VOC/JOC/FCP to be dispatched. Such resources are under control of the incident commander of the Major Occurrence or Event in agreement with their originating department. Also include external resources into the temporary structure (see A.6.1).	A.3.3.2 (f)	Yes
	Resources assigned to the Major Occurrence must be indicated on maps e.g. through iconography and/or colour coding.	A.3.3.2 (g)	Yes
	Assign users to the relevant DCT, VOC, JOC or FCP ‘department’. This will change the Departmental Home Screen of dispatchers/control room users to view the relevant Map, Dashboard, list of RFS and available resources related to the Major Occurrence.	A.3.3.2 (h)	Yes
	Allow dispatcher and/or control room staff to view a dedicated situational awareness map.	A.3.3.2 (i)	Yes
	Activate pre-defined map layer (where these exist) for Major Occurrence at national key points such as Koeberg (nuclear power station) or Parliament or for certain Pre-planned events.	A.3.3.2 (j)	Yes
	Assign pre-defined SOP such as disaster management plan or event plan to the Major Occurrence.	A.3.3.2 (k)	Yes
	Configure a rule to distribute particular RFS type(s) or locations to the appropriate DCT, VOC, JOC or FCP. Ensure the date is matched (e.g. for re-planned event) and only activate once the relevant entity is operational.	A.3.3.2 (l)	No
3. Collaborate with External Parties	Allow external parties to collaborate with the city in case of major disaster situation.	A.3.3.3 (a)	No

Reporting Examples for A.3.3

Operational report showing all RFS linked to Major Occurrence.
Resources assigned to Major Occurrence.
Action history (Occurrence Book) for all RFS and Activities related to a Major Occurrence. Ability to filter and search this in the report.
Generate M/ETHANE report in prescribed format – this can be printed or exported as pdf

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.

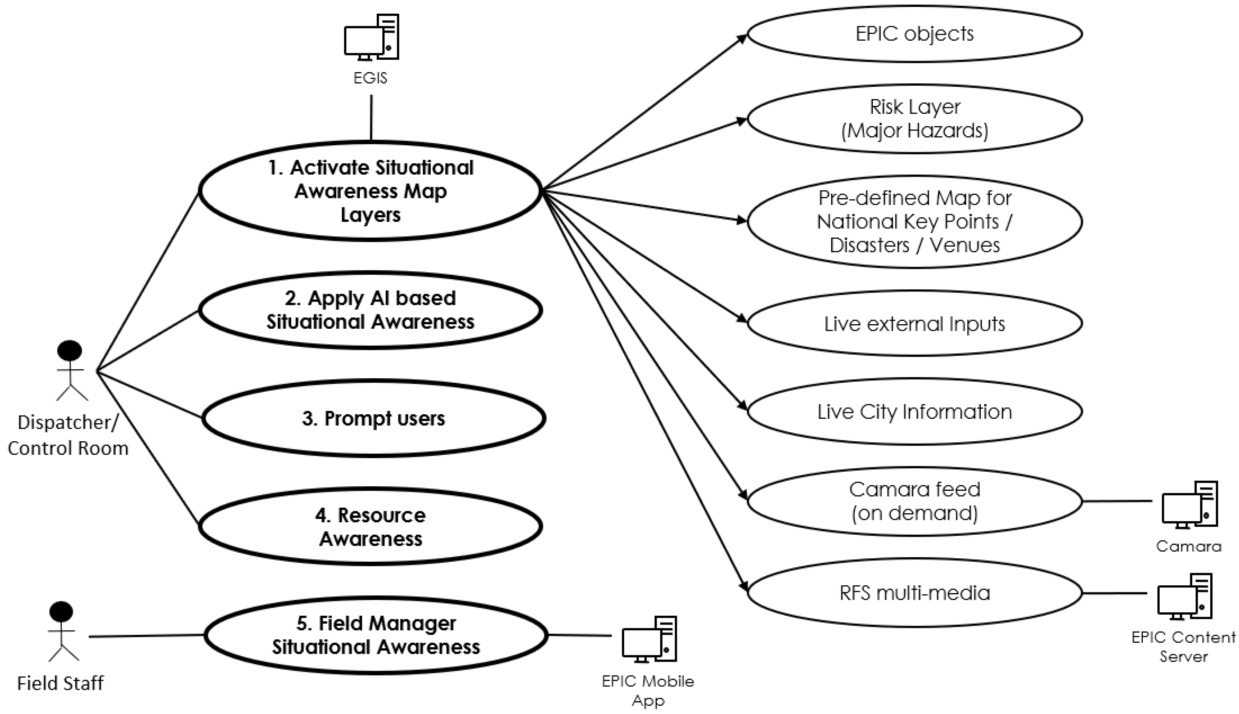


Figure 51: Use case diagram for A.3.4 Manage Situational Awareness

Functional Technical Specifications for A.3.4

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Activate Situational Awareness Map Layers	Activate additional map layers used for situational awareness (see E.2.2).	A.3.4.1 (a)	Yes
	Display live information from external feeds – examples are news, weather, traffic (e.g. Google Traffic), aeroplane tracking, marine tracking and sensor data (IoT) via an appropriate API. No long-term storage of this information.	A.3.4.1 (b)	No
	The solution should provide ability to Switch on 3-dimensional viewing (3D) of buildings in the city. The City has a 3D model of buildings, but work required to enable this.	A.3.4.1 (c)	No
	Display live information from City sources such as Traffic lights, Road closures, Power outages.	A.3.4.1 (d)	Yes

	Make selected situational awareness information available on the mobile device to assist officers in the field.	A.3.4.1 (e)	No
2. Apply AI based Situational Awareness	Apply Artificial intelligence to identify potentially relevant information.	A.3.4.2 (a)	No
3. Prompt Users	Prompt control room / call centre when sending units into an area where there are hazards or other situational awareness information of note.	A.3.4.3 (a)	No
	Notify field staff on mobile device when they enter high risk / hazard area – as defined on GIS layer or situational awareness items of note.	A.3.4.3 (b)	No
4. Resource awareness	Enable awareness of resource updates including mid-shift changes.	A.3.4.4 (a)	Yes
5. Field manager situation awareness	Enable field managers to visualise, monitor and manage their areas of responsibility in real-time, both on desktop application and on Mobile Application.	A.3.4.5 (a)	Yes

Integration touch points for A.3.4

EPIC ArcGIS	Integrate to additional information layers used for situational awareness must be sourced from EPIC ArcGIS.	Yes
Camera Systems	Integrate view of camera feeds via Open API	No
Content Server	Integrate viewing of media attached to RFS directly from GIS map	No

A.4 Mobile Field Enablement

The mobile field enablement component of the solution is considered critical to the functioning of the environment. The user experience and functionality of the mobile application will be considered fundamental to the proposal by the COTS vendor. CCT has a broad span of control of the Command Centres, and as such as many of the transactions that can be are decentralised to the Unit Commanders. This frees up dispatchers and control room operators to conduct dispatch and C&C activities rather than 'administrating' field transactions.

Many of the bases where these officers are paraded provide limited access to desktop-based applications and thus mobile-based applications are preferred and are required to provide organisational value over and above the simple RFS management specifications.

A.4.1 Login and setup

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

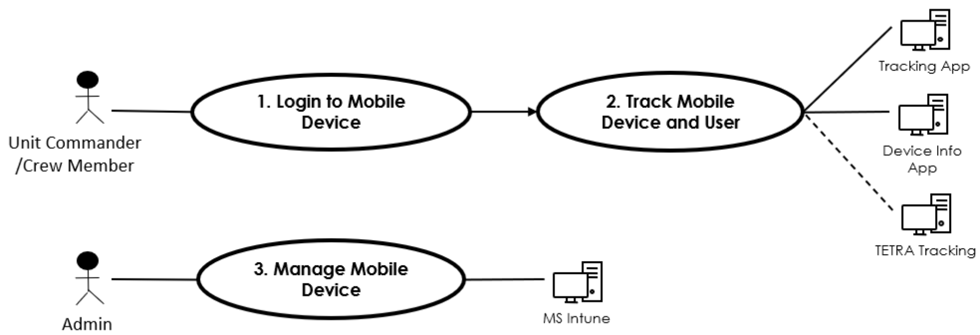


Figure 52: Use case diagram for A.4.1 Login and Setup

Functional Technical Specifications for A.4.1

Use case	Description: The solution should provide the ability to…	Req ID	Man- datory
1. Login to Mobile Device	Make dedicated mobile Application available to Field staff which can run on Android mobile devices and are able to preferably function in off-line mode.	A.4.1.1 (a)	Yes
	Login to EPIC mobile application using crew member, commander or incident commander role.	A.4.1.1 (b)	Yes
	Enable single sign-on for mobile apps for EPIC via Microsoft EntraID.	A.4.1.1 (c)	Yes
	Allow password reset on the mobile device.	A.4.1.1 (d)	No
2. Track Mobile Device and User	Keep track of the date and time user logged in as well as device location (co-ordinates) over time and make this available for reporting purposes and show on the map.	A.4.1.2 (a)	Yes
	Utilise or integrate to the City of Cape Town in-house developed Tracking app to report the mobile device location and user logged in at regular intervals.	A.4.1.2 (b)	No
	Use multiple streams of tracking data for location of Operational units to achieve redundancy and high confidence location tracking. This could include vehicle tracking, mobile device tracking and TETRA radio tracking.	A.4.1.2 (c)	Yes
3. Manage Mobile Device	Ensure the mobile application is up to date using Microsoft Intune to distribute mobile app - comply with technical requirements for Google PlayStore deployment.	A.4.1.3 (a)	Yes
	Utilise or integrate with Device info app in-house developed by City of Cape Town to get mobile device information and software version. This app will return a unique mobile device identifier.	A.4.1.3 (b)	No

Integration touch points for A.4.1

Device info app	Integrate Mobile Device Information at regular intervals (configurable).	No
Tracking App	Integrate to City of Cape Town in-house developed Tracking App to report device location and user login detail. The EPIC ArcGIS instance currently uses this information to track the location of Operational Units via GeoEvent Server.	No
TETRA Tracking	Integrate to tracking information for TETRA radio devices.	No

Reporting Examples for A.4.1

Mobile device usage. Who used the device when and where it has been – this is a historical report for specified time period.
Historical view of mobile device assignment from employee perspective or device perspective.

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. Complete resolution form if required.

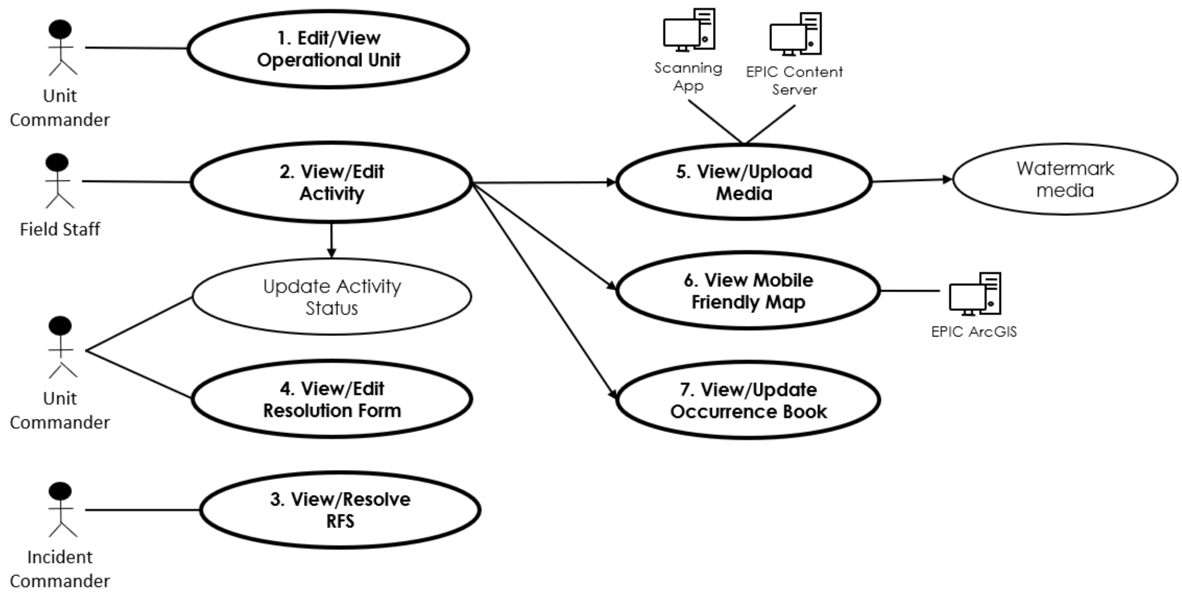


Figure 53:Use case diagram for A.4.2 Manage Activity on Mobile

Functional Technical Specifications for A.4.2

Use case	Description: The solution should provide the ability to…	Req ID	Mandatory
1. View/Edit Operational Unit	View Operational unit including resources linked.	A.4.2.1 (a)	Yes
	Indicate if a bodycam is being worn or a dashcam is available in the vehicle associated with the Operational unit.	A.4.2.1 (b)	Yes
	Edit resources linked to Operational unit on mobile device (Unit commander profile only). Apply validity checks when making changes and ability to re-assign resources from another unit if required.	A.4.2.1 (c)	Yes
2. View/Edit Activity	View list of Activities linked to the user / Operational unit and select an activity from the list.	A.4.2.2 (a)	Yes
	Include upcoming planned Activities on the list (time period configurable).	A.4.2.2 (b)	Yes
	Accept Activities on behalf of the Operational unit i.e. change the status (Unit commander only). The dispatcher could also perform this on behalf of the unit commander in which case the occurrence book will not reflect location.	A.4.2.2 (c)	Yes
	Complete the Activity, capture additional information – this will create entry in action history (Occurrence book) of the RFS.	A.4.2.2 (d)	Yes
	Automatically detect proximity to RFS location and offer to change status to indicate the Operational unit is on site.	A.4.2.2 (e)	No
3. View/Resolve RFS	View RFS to which Activity is linked or view history of RFS for user / location or immediate surrounds. Select RFS to view detail.	A.4.2.3 (a)	Yes

	Restrict some RFS fields from being updated on mobile device.	A.4.2.3 (b)	Yes
4. View/Edit Resolution Form	Select Resolution code for the RFS and complete related Resolution Form(s)if appropriate - depends on resolution code.	A.4.2.4 (a)	Yes
	Trigger a configurable workflow which may depend on the resolution code and department.	A.4.2.4 (b)	Yes
	Designate one of the Unit Commanders (from all Activities related to RFS) to be the Incident Commander for the RFS (per department) - able to submit the RFS resolution and complete the relevant Resolution Form.	A.4.2.4 (c)	Yes
5. View/Upload Media	Upload evidence such as voice recordings, pictures or video taken on the Mobile device to the Activity/RFS – the device camera and microphone but should be accessed from within the app only (files should not be stored on device once uploaded).	A.4.2.5 (a)	Yes
	Deal with no signal or not enough band width scenarios – information must be stored offline and synchronised when connectivity is available. Media should be removed once successfully uploaded.	A.4.2.5 (b)	Yes
	Watermark media - the location and time photograph/video is taken and the XY co-ordinate is included as part of the image.	A.4.2.5 (c)	Yes
	Scan license disk, ID card or driver's license and populate the relevant RFS fields.	A.4.2.5 (d)	No
6. View Mobile Friendly Map	View a mobile friendly GIS map with current RFS as focus (see E.2.2).	A.4.2.6 (a)	Yes
7. View/Update Occurrence Book	View a simplified action list (Occurrence Book) for current RFS or related RFS.	A.4.2.7 (a)	No
	Automatically create an entry in the action list (Occurrence book) of the RFS when information is updated or status changed, this must include date and time stamp, user and location of mobile device (geo-tagged). User cannot edit these entries.	A.4.2.7 (b)	Yes

Integration touch points for A.4.2

EPIC ArcGIS	Integrate mobile friendly map (with RFS as focus) from GIS	Yes
EPIC Content Server	Integrate media files to/from EPIC content server (or central storage location) which is accessible to ICM, Contraventions, EPIC Transactional System and EPIC mobile users (subject to permissions and limited to the RFS being worked on).	Yes
Scanning App	Scan and upload Identity documents, Driver's license and vehicle registration disc – capture image and use optical character recognition to return unique identifier (e.g. ID number, Vehicle Registration)	No

A.4.3 Initiate Self-starts and Contraventions

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

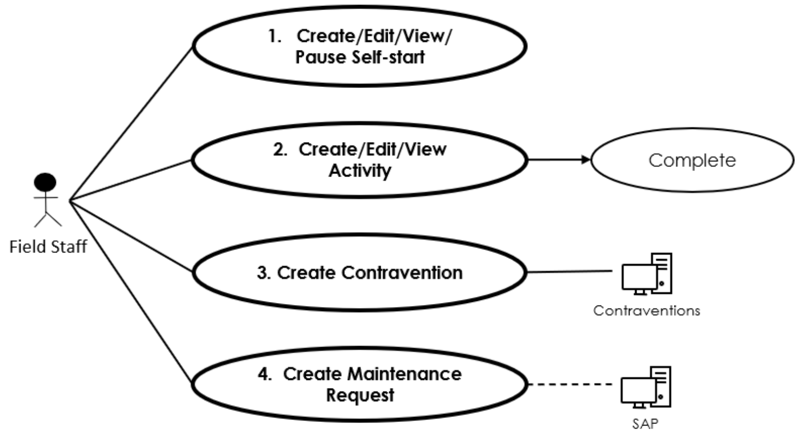


Figure 54: Use case diagram for A.4.3 Initiate Self-starts and Contraventions

Functional Technical Specifications for A.4.3

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Create/Edit/View/ Pause Self Start RFS	Create an ad-hoc RFS from the mobile device (known as a self-start) and automatically distribute it to the user's own department. Assign an Activity to the Operational unit / user and status set to 'At incident'.	A.4.3.1 (a)	Yes
	Select RFS type (by user) before resolving the RFS.	A.4.3.1 (b)	Yes
	Switch between Activity/RFS e.g. to create an ad-hoc RFS (self-start). User is able to return to the original RFS and continue.	A.4.3.1 (c)	Yes
	Detect proximity to an existing RFS and offer to link the Activity to the relevant RFS instead of creating a new self-start.	A.4.3.1 (e)	No
2. Create/Edit/View Activity	Create an independent Activity from the mobile device – (this is known as a duty task) and assign it to the Operational unit / user. Set status to 'Busy'. This assists in recording the activity of the resource while not assigned to an RFS.	A.4.3.2 (a)	Yes
	Select activity type and complete the Activity when done.	A.4.3.2 (b)	Yes
3. Create Contravention	Launch the Contraventions mobile app and link the RFS number to the Contravention notice number.	A.4.3.3 (a)	Yes
4. Create Maintenance Request	Create an RFS to be distributed to another City Directorate e.g. to fix fire hydrant or damage caused by an accident – apply appropriate rules.	A.4.3.4 (a)	No

Integration touch points for A.4.3

Contraventions	Integrate Initiate Contravention to Contraventions system – create a two-way link between RFS and Contravention and pre-populate known information.	Yes
SAP	Integrate Maintenance Request for other City Directorates as an RFS passed to SAP PM (or SAP/S4 HANA equivalent).	No

Reporting Examples for A.4.3

List of Contraventions created per RFS
List of RFS Self Starts generated from mobile device

A.4.4 Receive Messages, Alerts and Training

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

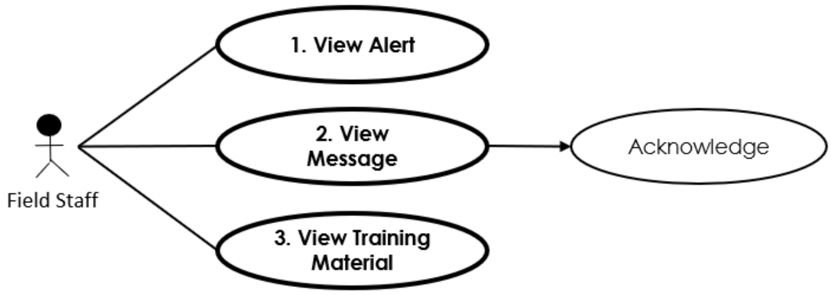


Figure 55: Use case diagram for A.4.4 Receive Messages, Alerts and Training

Functional Technical Specifications for A.4.4

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. View Alert	View Alerts distributed to mobile devices.	A.4.4.1 (a)	Yes
	Prompt user when a new alert is received but no need to acknowledge receipt.	A.4.4.1 (b)	Yes
2. View Message	View priority messages sent to user. This may include an attachment with additional information.	A.4.4.2 (a)	Yes
	Prompt user when a new message is received.	A.4.4.2 (b)	Yes
	The user must acknowledge receipt.	A.4.4.2 (c)	Yes
3. View Training Material	The solution should provide ability to View Documents (e.g. SOP) and Training Material on mobile device and keep record that the user has watched it.	A.4.4.3 (a)	No
	The solution should provide ability to Download the Document / Training material. This can be viewed off-line but removed after being watched.	A.4.4.3 (b)	No

Reporting Examples for A.4.4

Who downloaded and viewed training material and content
Who viewed and acknowledged messages

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.

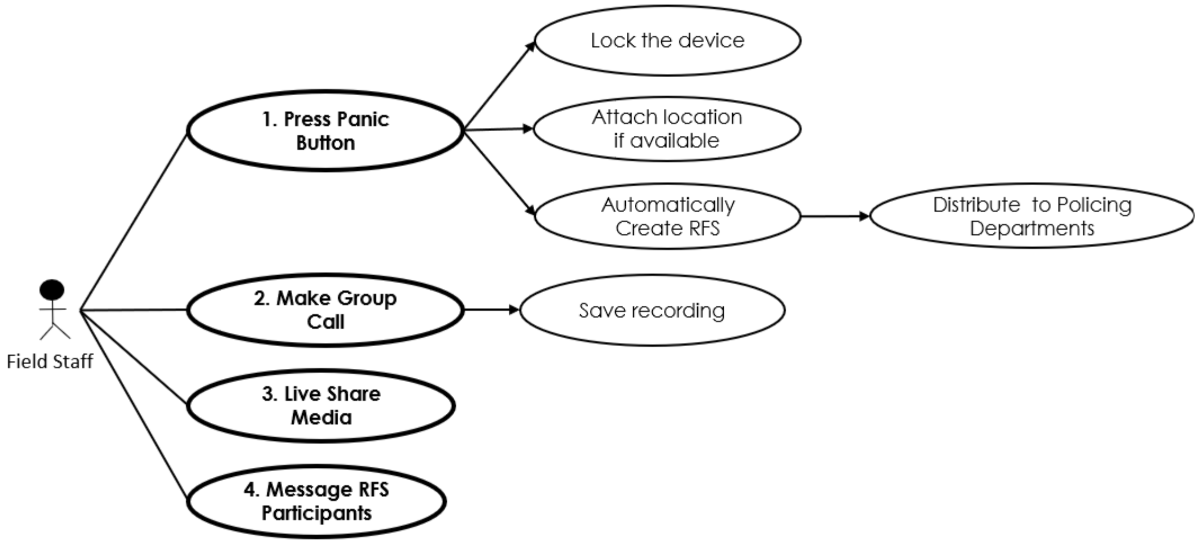


Figure 56: Use case diagram for A.4.5 Request Assistance

Functional Technical Specifications for A.4.5

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Press Panic Button	Offer an easily accessible Panic alert as part of the EPIC Mobile application.	A.4.5.1 (a)	Yes
	Create RFS of type 'Panic' to request assistance when the mobile user presses the Panic Button.	A.4.5.1 (b)	Yes
	Attach device location to the RFS (if signal available). If no signal use last known location (if less than 2 minutes). If no recent location available, proceed without it and update location as soon as signal is restored. Warn the user that no location was found.	A.4.5.1 (c)	Yes
	Set up rules to automatically distribute this RFS to policing departments and user's own department.	A.4.5.1 (d)	Yes
	Lock mobile device to prevent information access once Panic RFS is successfully logged – need to log in to re-activate.	A.4.5.1 (e)	Yes
	Edit the panic RFS to downgrade it if appropriate when user is able to log in again.	A.4.5.1 (f)	No
2. Make Group Call	Make a group call (audio/video) to colleagues involved with the same RFS – also those from other departments that were dispatched.	A.4.5.2 (a)	No
	Save recording of group call as part of the RFS.	A.4.5.2 (b)	No
3. Share Live Media	Share real time media (e.g. images/video) feed to control room while on site or with others linked to the RFS.	A.4.5.3 (a)	No
4. Message RFS Participants	Send text message to everyone involved with the RFS	A.4.5.4 (a)	No

Integration touch points for A.4.5

MS Teams	Group call integration via MS Teams	No

Reporting Examples for A.4.5

Panic button activations with outcomes
Group calls made
Live media shared with time stamps

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.

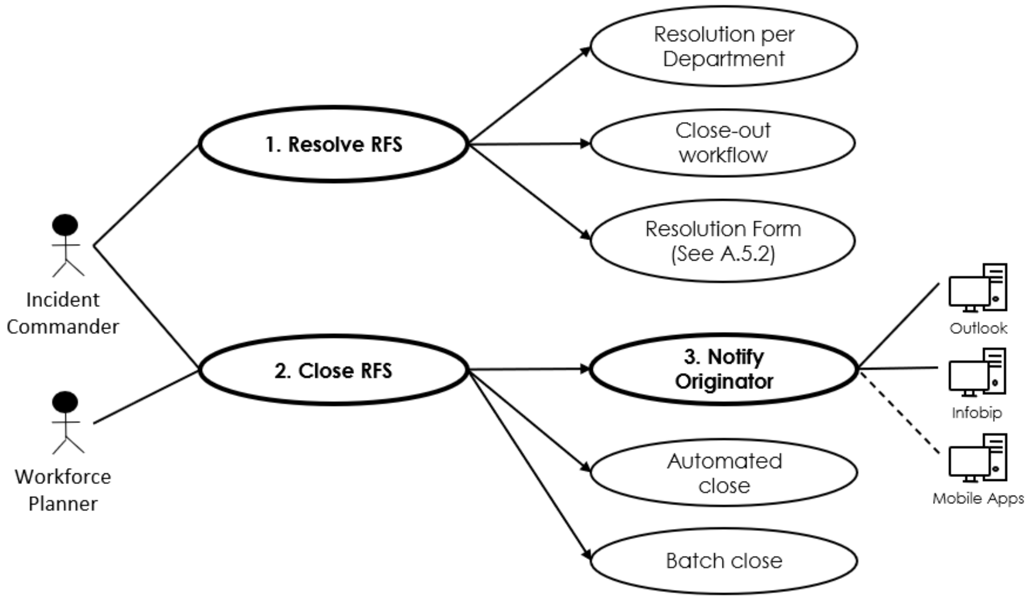


Figure 57: Use case diagram for A.5.1 Manage Resolution

Functional Technical Specifications for A.5.1

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Resolve RFS	Ensure all activities are completed before the RFS is resolved.	A.5.1.1 (a)	Yes
	Select resolution code for RFS from configurable list. Only Incident commander (per department) is able to resolve the RFS.	A.5.1.1 (b)	Yes
	Capture a resolution comment as part of the RFS resolution if required.	A.5.1.1 (c)	Yes
	Set up rules associated with resolution codes e.g. available on mobile or not.	A.5.1.1 (d)	Yes
	Allow a self-start RFS to be resolved by the user that created it.	A.5.1.1 (e)	Yes
2. Close RFS	Follow close-out workflow (configurable per department) and inform users if they have pending workflow items, including notification of billing steps where required.	A.5.1.2 (a)	Yes
	Put RFS in 'Ongoing' status if required to remain open.	A.5.1.2 (b)	Yes
	Close the RFS – requires Incident Commander or Workforce planner profile via RBAC.	A.5.1.2 (c)	Yes

	Automatically close RFS if certain resolution codes are selected (configurable).	A.5.1.2 (d)	Yes
	Batch closure of RFS distributed to external agencies (within 24 hrs) – resolution code indicates batch closure.	A.5.1.2 (e)	Yes
	Close on completion if two-way integration with systems from external agencies in place (no batch closure).	A.5.1.2 (f)	No
	Automatically close RFS once the appropriate resolution form has been submitted/approved.	A.5.1.2 (g)	Yes
	Unlock/edit activities and service request fields after resolution (appropriate profile via RBAC).	A.5.1.2 (h)	Yes
	Close a Major Occurrence or master RFS once all linked RFS are closed.	A.5.1.2 (i)	Yes
3. Notify Originator	Notify requestor/originator via e-mail/SMS of the RFS that is has been resolved and/or closed (configurable).	A.5.1.3 (a)	Yes
	Notify user on originating app (e.g. Citizen app) via API that RFS was resolved and/or closed.	A.5.1.3 (b)	No

Integration touch points for A.5.1

Infobip	Integrate Message SMS (Infobip) to notify originator.	Yes
MS Outlook	Integrate Message to E-mail (Outlook) to notify originator.	Yes
Mobile App	API integration to user application that created the RFS (e.g. Citizen App, Neighbourhood watch) to notify originator.	No

Reporting Examples for A.5.1

Incidents by resolution code.
Incident status within workflow process.

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.

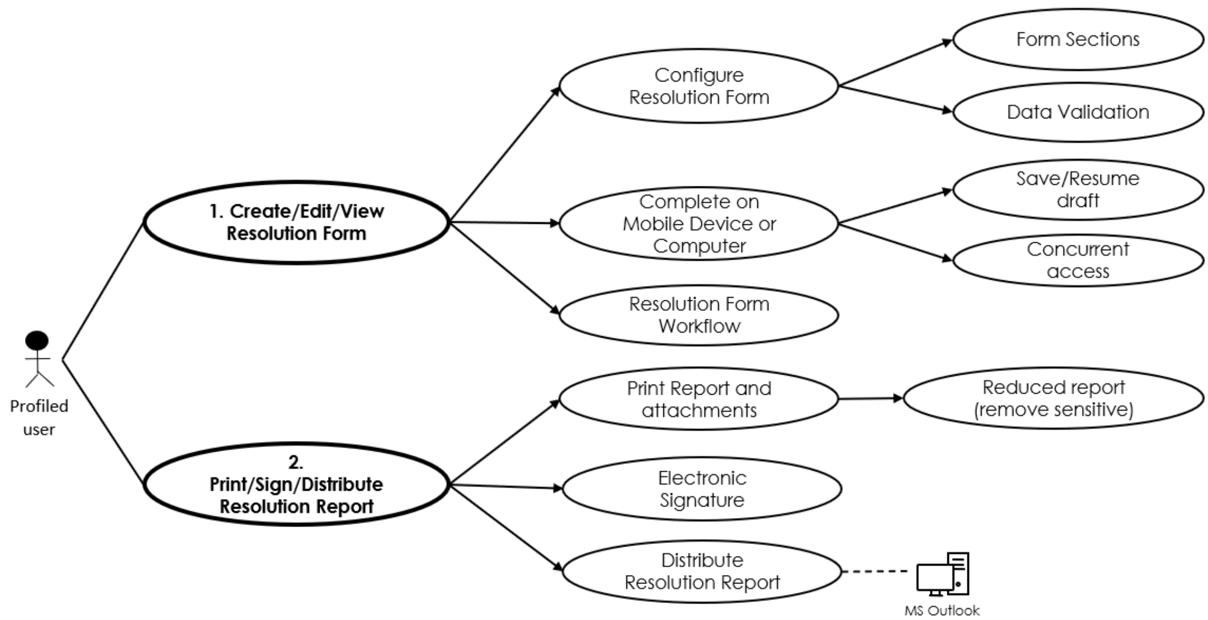


Figure 58: Use case diagram for A.5.2 Manage Resolution Forms

Functional Technical Specifications for A.5.2

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Create/Edit/View Resolution Form	Complete a Resolution form (if required) based on RFS type, Resolution code and Department. Some types/codes do not require a form (configurable).	A.5.2.1 (a)	Yes
	Configure re-usable Resolution form.	A.5.2.1 (b)	Yes
	Complete relevant resolution form using drop down lists and apply data validation - as little free text as possible.	A.5.2.1 (c)	Yes
	Determine valid entries that may depend on the value of other fields.	A.5.2.1 (d)	No
	Pre-populate values that are linked to existing RFS fields e.g. resolution code, date, location etc.	A.5.2.1 (e)	Yes
	Group multiple fields into sections – there may be multiple entries required for certain fields.	A.5.2.1 (f)	No
	Render the Resolution form correctly on computer screen, for printing/pdf (portrait or landscape) and on mobile device.	A.5.2.1 (g)	Yes
	Save a draft form and resume completion later – irrespective if done on computer or mobile device.	A.5.2.1 (h)	Yes
	Mark fields that are for immediate completion and will prevent RFS being closed if not yet captured. This could be a ‘short form’ used with ‘Completed’ status.	A.5.2.1 (i)	Yes
	Allow multiple individuals to add actions which do not override each other – i.e. multiple actions listed on the same form.	A.5.2.1 (j)	No
	Allow different users to edit the same Resolution form – including concurrent access to different sections/fields on the same form - resolve any conflicts that may arise.	A.5.2.1 (k)	No
	Allow only authorised users to make changes/edit completed and submitted information. This must be version controlled - keep track of which fields were edited.	A.5.2.1 (l)	No
	Keep an audit trail of who completed what information when - the information in the resolution form must hold up in court.	A.5.2.1 (m)	Yes
	Allow Incident Commander to submit the completed Resolution form.	A.5.2.1 (n)	Yes
	Perform configurable approval/workflow process once submitted.	A.5.2.1 (o)	Yes
	Store all form data in the database and make it available for reporting purposes – including standard reports, available via API and available for data analytics (see E.1.1).	A.5.2.1 (p)	Yes
2. Print/Sign/ Distribute Resolution Report	Generate full Resolution report in printable pdf format – include selected attachments from the RFS (appropriate profile via RBAC).	A.5.2.2 (a)	Yes
	Print reduced report if required - with all sensitive fields and personal information removed.	A.5.2.2 (b)	Yes
	Sign-off resolution form using advanced electronic signature for distribution to external parties.	A.5.2.2 (c)	No
	Send Resolution Report to external parties via E-mail – this must be manually triggered and approved.	A.5.2.2 (d)	No

Integration touch points for A.5.2

MS Outlook	Integrate Resolution report to Outlook e-mail	No
Electronic signature	Electronic signature using City's in-house signature capability	No

Reporting Examples for A.5.2

Statistical and operational reports based on detailed fields contained in Resolution Reports.

A.5.3 Manage Billing

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

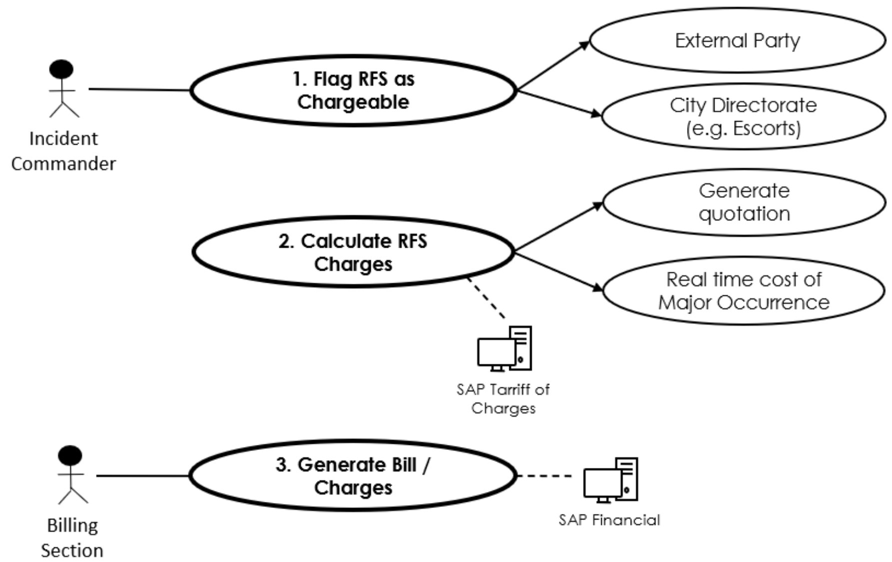


Figure 59: Use case diagram for A.5.3 Manage Billing

Functional Technical Specifications for A.5.3

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Flag RFS as Chargeable	Indicate as part of the RFS when services are rendered that must be charged to other City directorates e.g. when escorting staff operating in a hot spot area or dealing with situations that requires special assistance.	A.5.3.1 (a)	Yes
	Indicate when services are rendered to external parties which must be billed e.g. assisting other municipalities or agencies, fire services.	A.5.3.1 (b)	Yes
	Determine via rules/attributes which RFS types and Activity types are billable.	A.5.3.1 (c)	No
	Verify indicator confirming if the RFS is chargeable - Incident Commander only.	A.5.3.1 (d)	Yes
	Confirm that the bill is generated and signed off before RFS can be closed – if the flag indicates bill required.	A.5.3.1 (e)	Yes
2. Calculate RFS Charges	Import/upload Tariff of Charges to associate cost with planned activities - from Excel (exported from SAP).	A.5.3.2 (a)	No
	Calculate cost of each Activity based on Tarriff of charges (and time spent) to generate a Bill/Quotation for Security Services such as Escorts during major events.	A.5.3.2 (b)	No

	Display real time accumulated cost of Major Occurrence as part of dashboard - as it unfolds.	A.5.3.2 (c)	No
	Calculate total cost of RFS based as the sum of Activity costs.	A.5.3.2 (d)	No
3. Create/Edit/View Bill or Charges	Generate bill (external party) or charge to internal department. Integrate this to SAP Financial system.	A.5.3.3 (a)	No

Integration touch points for A.5.3

SAP Tarriff of Charges	Integrate Tariff of Charges from SAP	No
SAP Financial	Integrate external bill or Internal charges to SAP Financial system	No

Reporting Examples for A.5.3

Report indicating chargeable services rendered to other city departments/directorates.
Report of billable services rendered to external parties.

A.6 Workforce Management

The workforce management component of the solution must be well demonstrated by the vendor as it is required to be agile and comprehensive enough to allow reality to be represented in the technology solution. The workforce management environment must be able to replicate the organisational structure of the departments, as well as to replicate the business processes of the departments. In essence this means managing the WFM data, and being able to correctly configure the system, especially the units to create objects which can be managed in real-time but also create an accurate environment on which to report.

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.

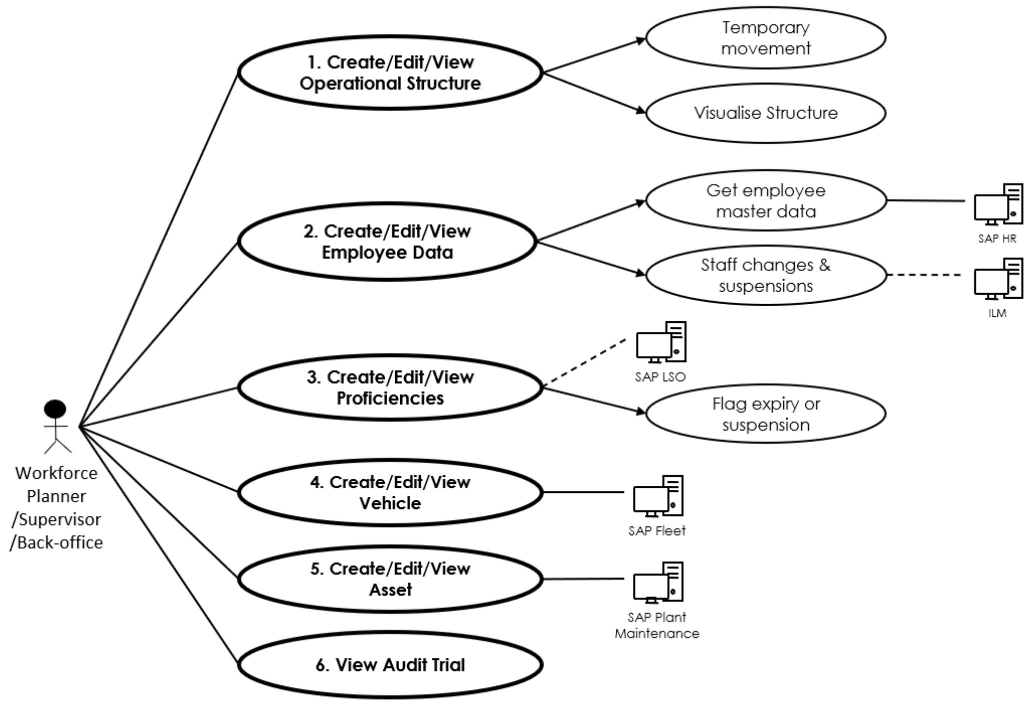


Figure 60: Use case diagram for A.6.1 Manage Workforce Data

Functional Technical Specifications for A.6.1

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Create/Edit/View Operational Structure	Configure and maintain an Operational structure - hierarchical organisational structure specific to EPIC and which may differ from HR reporting lines.	A.6.1.1 (a)	Yes
	Include Departments, Regions, Areas, Employees, Deployment stations and Resources such as Vehicles within the Operational structure (configurable).	A.6.1.1 (b)	Yes
	Visualise the Operational structure e.g. as a diagram or structured table.	A.6.1.1 (c)	Yes
	Move resources within the Operational structure (appropriate profile via RBAC).	A.6.1.1 (d)	Yes
	Make temporary changes to the Operational structure which allows employees/resources to be moved to another Department/Deployment station for a particular shift or moved to a DCT, VOC, JOC or FPT. This assignment is time based and will expire when the specified period elapsed.	A.6.1.1 (e)	Yes
2. Create/Edit/View Employee Data	Store EPIC specific employee data while the master record is sourced from SAP HR.	A.6.1.2 (a)	Yes
	Update employee data should the master data change and flag the record to indicate the change.	A.6.1.2 (b)	No
	Control and limit access to employee data per department.	A.6.1.2 (c)	Yes
	Include temporary employees in the Operational Structure e.g. staff from external agencies, volunteers – no staff number is required and no system access provided.	A.6.1.2 (d)	Yes
	Allow some temporary employees to have system access if required. In this case the temporary employees are required to have a staff number and must exist in SAP HR.	A.6.1.2 (e)	Yes
	Allow an RFS to be assigned to an external agency, where their employees can access limited functionality related to the specific RFS.	A.6.1.2 (f)	No
	Reflect changes timeously when staff join/leave/move or is suspended – via integration.	A.6.1.2 (g)	No
	Block/unblock employee e.g. due to suspension. The employee cannot be assigned to an RFS and must be denied access to sensitive information - with immediate effect (requires appropriate profile via RBAC).	A.6.1.2 (h)	Yes
3. Create/Edit/View Proficiencies	Configure proficiency requirements per department / unit type.	A.6.1.3 (a)	Yes
	Associate proficiencies with an Employee and use these in assignment rules e.g. based on the RFS type a specific proficiency may be required.	A.6.1.3 (b)	Yes
	Flag/prompt users when proficiencies expire or is about to expire (configurable per proficiency type).	A.6.1.3 (c)	Yes
4. Create/Edit/View Vehicle	Maintain EPIC specific Vehicle information (fields are configurable) while the master record is sourced from SAP Fleet.	A.6.1.4 (a)	Yes
5. Create/Edit/View Asset	The solution should provide ability to Maintain EPIC specific Asset information (fields are configurable) while the master record is sourced from SAP Plant Maintenance.	A.6.1.5 (a)	Yes

	Associate Special resource attributes with vehicles or assets and use these in assignment rules e.g. based on the RFS type a specific attribute may be required.	A.6.1.5 (b)	Yes
	List and filter resources based on their attributes including special resource attributes.	A.6.1.5 (c)	Yes
	Define new asset types through configuration.	A.6.1.5 (d)	Yes
6. View audit trail	Keep an audit trail of all changes indicating who updated what information when, including the old and new value and if the information was sensitive.	A.6.1.6 (a)	Yes
	Keep an audit trail when information flagged as sensitive is viewed, indicating date and time, user and role/profile used.	A.6.1.6 (b)	Yes
	Suppress sensitive Employee data, Customer data, Vehicle information, charges, evidence, from being displayed or printed.	A.6.1.6 (c)	Yes
	Flag any field in the database with a configurable sensitivity label which indicates the role/permission level required to view or print it – considering POPIA.	A.6.1.6 (d)	No

Integration touch points for A.6.1

SAP HR	Integrate Employee data from SAP HR (in future SAP Success Factors or SAP S4/HANA equivalent) and must be configurable.	Yes
SAP LSO	Integrate Proficiencies from SAP LSO (SAP Learning Solution).	No
ILM	Integrate Employee join/leave/suspend notification from the City's Identity Lifecycle Management (ILM) solution in future.	No
SAP Fleet	Integrate Vehicle master data from SAP Fleet.	Yes
SAP Plant Maintenance	Integrate Asset master data from SAP Plant Maintenance (or SAP S4/HANA equivalent).	Yes

Reporting Examples for A.6.1

Audit trail indicating who viewed sensitive information.
Audit trail indicating who updated what information.
RFS report for any entity within the Operational Structure.
Temporary movement of resources within the Operational structure.

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.

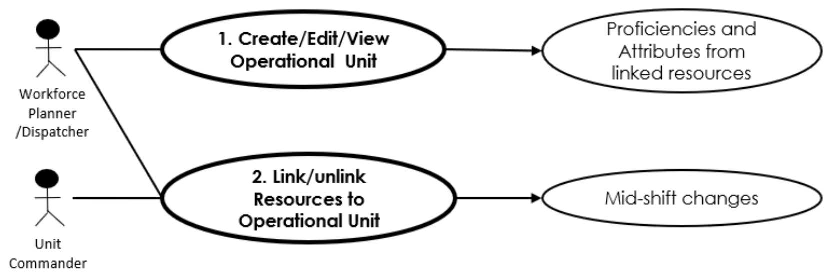


Figure 61: Use diagram for A.6.2 Manage Operational Unit

Functional Technical Specifications for A.6.2

Use case	Description: The solution should provide the ability to…	Req ID	Man- datory
1. Create/Edit/View Operational Unit	Dispatch and track resources together as part of an Operational Unit consisting of Employee(s), Vehicle and other Assets. All linked objects' relevant information is merged into the unit to ensure a 'system' understanding of the unit object - this is the backbone for all transactions in the system.	A.6.2.1 (a)	Yes
	Define dispatchable resources as an Operational unit – even if it consists of one individual on foot with no additional equipment.	A.6.2.1 (b)	No
	Assign a unit commander – which is compulsory for the unit be available for dispatch.	A.6.2.1 (c)	Yes
	Pre-allocate Employees to a unit for a particular shift.	A.6.2.1 (d)	Yes
	Apply minimum manning levels (requirements) for the unit to be available for dispatch i.e. which resources, proficiencies or resource attributes are compulsory. A template system / unit type definition assists the users to create units with preset minimum requirements.	A.6.2.1 (e)	No
	Use proficiencies and special resource attributes from the resources linked to the Operational unit for dispatch purposes including assignment rules.	A.6.2.1 (f)	Yes
	Persist the Operational unit even if all resources are removed – the unit is re-used and retains its naming, deployment location etc.	A.6.2.1 (g)	Yes
	View list of units filtered by status (availability for dispatch) including on the GIS map.	A.6.2.1 (h)	Yes
	Accept Activities, change status and assign a Resolution Code on behalf of the Operational Unit (only unit commander, workforce planner, dispatcher).	A.6.2.1 (i)	Yes
	Register a duty task against a unit for various periods during a shift when they are not allocated to a Pre-Planed Activity or an active RFS. This to ensures that the time that a unit is on-duty is always accounted for. Either by association to an RFS, or Pre-planned Activity or to a duty task.	A.6.2.1 (j)	Yes
2. Link/Unlink Resources to Operational Unit	Link/unlink Employees and other resources to the Operational Unit (only unit commander, workforce planner, dispatcher).	A.6.2.2 (a)	Yes
	Link/unlink individually tracked resources with unique identifiers such as Employees, Vehicles, bodycams, horses to an Operational Unit.	A.6.2.2 (b)	Yes
	Link/unlink resources that are not individually tracked e.g. 10 shields are issued to the Operational Unit.	A.6.2.2 (c)	No
	Assign the status, location, shift pattern and activities of the unit to each of the linked resources including for reporting purposes.	A.6.2.2 (d)	Yes
	Adjust the unit object in real-time (mid-shift) by authorised roles in the back office/ control room or the unit commander in the field. Ensure accurate record keeping as it pertains to changes of crew mid-shift, or changes of any vehicles or other equipment mid-shift.	A.6.2.2 (e)	Yes

Reporting Examples for A.6.2

Employee Activity Reports - all employees linked to a unit must inherit assignments of the Operational unit.
Resource Utilisation Reports - all assets link to a unit must inherit the assignments of the Operational unit.
Unit Activity report listing all work completed or planned/open per Operational unit.
Deployment dashboard showing all units (linked to department) and their status, location etc.
Forecast manning level requirements (for planning purposes) including proficiencies required.

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.

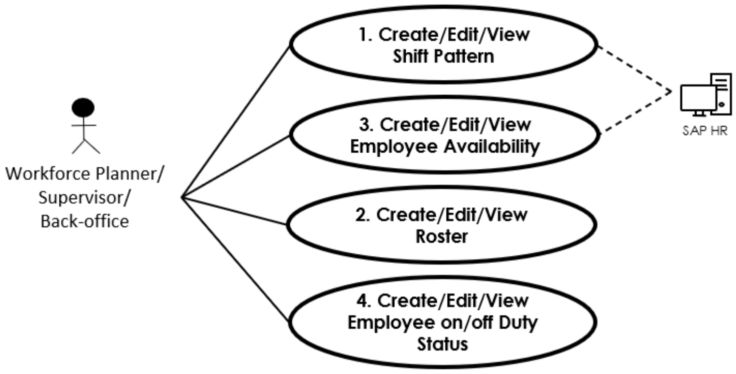


Figure 62: Use case diagram for A.6.3 Manage Shifts and Availability

Functional Technical Specifications for A.6.3

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Create/Edit/View Shift Pattern	Configure shift patterns for different types of employees and indicate on-off time during a typical week e.g. two-days on 3 days-off, 12-hour shifts, 8-hour shifts etc.	A.6.3.1 (a)	Yes
	Assign a default shift pattern to each department but this can be overwritten/changed when the actual roster is compiled.	A.6.3.1 (b)	No
	Indicate overtime hours if the employee works outside the normal shift pattern.	A.6.3.1 (c)	No
	Keep track of and prevent exceeding Employee overtime limits.	A.6.3.1 (d)	No
2. Create/Edit/View Roster	Apply the shift pattern to specific dates to generate a roster and assign individuals and resources to specific timeslots.	A.6.3.2 (a)	Yes
	Generate an equivalent standby roster - configurable and keep track of standby duty.	A.6.3.2 (b)	Yes
	Allow to schedule overtime or special assignments or change the shift/roster.	A.6.3.2 (c)	Yes
	Treat the shift schedule/roster as planning, and not the actual hours worked – that is determined by time and attendance tracking.	A.6.3.2 (d)	Yes
	Temporarily transfer staff to another station in order to achieve the required manning levels (make time-based changes to Operational structure)	A.6.3.2 (e)	Yes

3. Create/Edit/View Employee Availability	Determine Employee availability by leave approved and also shift pattern assigned - used in planning and rostering.	A.6.3.3 (a)	Yes
	Indicate what Activity each individual/unit is assigned to each hour while they are on duty, e.g. 'Street patrol 'or 'At base and ready' or 'At court'. When assigned to an RFS the Activity type changes. This must be configurable.	A.6.3.3 (b)	Yes
4. Create /Edit/View Employee on/off duty status	Allocate 'Availability to assign' status on EPIC when the Employee/unit is available. This is independent from the Employee clock-in/out on the HR system.	A.6.3.4 (a)	Yes
	Derive on/off duty status of an Employee from the Operational unit assigned to or manually capture it by Workforce Planner or back-office staff.	A.6.3.4 (b)	No
	Allow Employees with EPIC mobile app to self-manage on/off duty status. However, this needs to be double checked by supervisors.	A.6.3.4 (c)	Yes
	Identify login outside of official deployed times as this may be fraudulent.	A.6.3.4 (d)	No
	Allow an Employee on duty at an incident to remain until relieved and this extra time is recorded correctly.	A.6.3.4 (e)	Yes
	Manually capture attendance of temporary staff such as volunteers (with no system access).	A.6.3.4 (f)	Yes

Integration touch points for A.6.3

SAP HR	Integrate Shift Pattern, Leave, Clock-in/out information from SAP HR (or SAP Success Factors) including information captured on Hero App (or HCM Self Service)	No

Reporting Examples for A.6.3

Historical data on attendance – used for planning.
Operational report/dashboard of where resources are and what they are doing.
Statistical reports showing how much time resources spent on different duty types.
Supervisor report to review on/off duty status of staff.
Operational report – dashboard to view planned manning levels.
Summary of an Employee's activities (per time period).

E.1 Data and Business Intelligence

Standard reporting and analytical capability pre-built into the EPIC solution is in scope and must be configurable. This may include analysis of live and historical data and ability to combine data with external sources to perform advanced analytics including AI and predictive analysis. All data must be exposed and accessible for utilisation by the City's own set of data analysis tools.

The provision of add-on analytical tools for data and business intelligence purposes are not in scope for this project – as explained in 5.1.3.5 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.

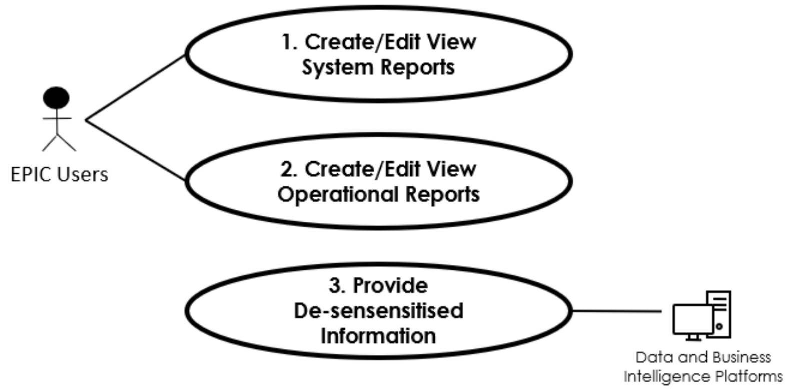


Figure 63: Use Case Diagram for E.1.1 Manage Operational Reporting

Functional Technical Specifications for E.1.1

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Create/Edit/View System Reports	Produce system health/performance reports indicating various metrics such as uptime, volumes, speed, interfaces invoked, etc.	E.1.1.1 (a)	No
	Produce system utilisation reports providing insights into users and the actions they performed.	E.1.1.1 (b)	No
	Produce API reports to get insights into performance, success/failure and volumes of API transactions.	E.1.1.1 (c)	No
2. Create/Edit/View Operational Reports	Deliver configurable reporting for authorised users to configure reports based on data contained within the system.	E.1.1.2 (a)	Yes
	Use fields/attributes associated with data objects as defined in the data requirement for reporting purposes (see 5.2.1.2 Data Specifications for EPIC Transactional System).	E.1.1.2 (b)	Yes
	Use all fields used in a Resolution Report (A.5.2) for reporting purposes.	E.1.1.2 (c)	Yes
	Define reports based on geographical boundaries contained in GIS layers e.g. policing district, ward.	E.1.1.2 (d)	No
	Offer operational reports as a live view (dashboards) showing current values including status.	E.1.1.2 (e)	Yes
	Use widgets to visualise operational dashboards using OOTB functionality if available – no custom development.	E.1.1.2 (f)	No
	Authorised super users should be able to create/configure dashboards.	E.1.1.2 (g)	No
3. Provide De-sensitised Information	De-sensitise information by removing sensitive data to provide anonymous information for statistical/reporting purposes and make this available via API.	E.1. 1.3 (a)	Yes

Integration touch points for E.1.1

Data and Business Intelligence Platforms	Provide programmatic read only access to the original (primary) production datastores and desensitised replica of production datastores that is maintained and updated to stay in sync with the original for reporting purposes.	Yes

F1. GIS and Spatial

Underlying geo-spatial services are available from the EPIC ArcGIS instance. The proposed solution must combine the map layers provided with live data from the EPIC transactional system to create live maps.

F.1.1 Create Live Maps

Combine base map with safety and security specific information such as Occurrences, RFS, Employees, Vehicles providing a Common Operating Picture map for situational awareness as well as dedicated maps which are filtered per role (departmental map). This map should be up to date and highly available.

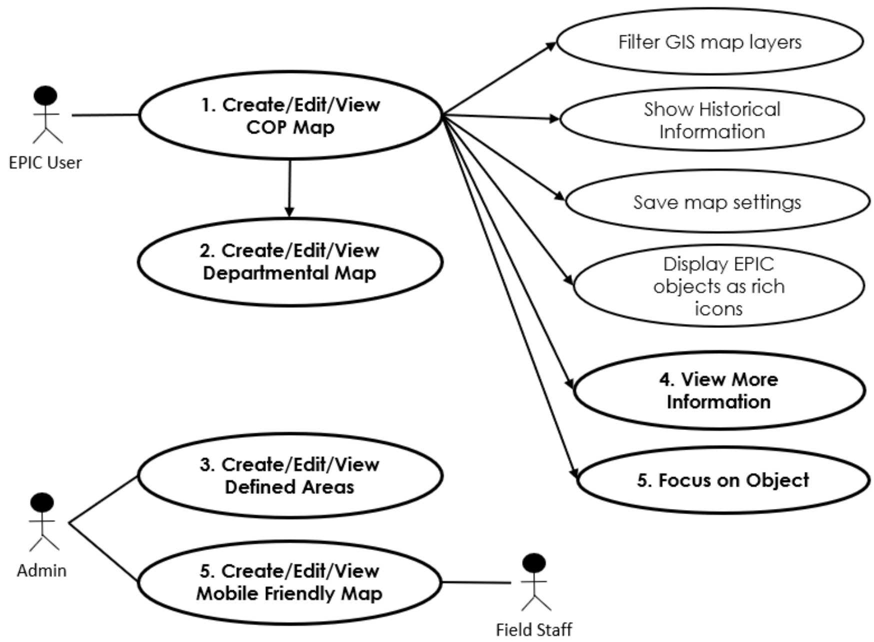


Figure 64: Use Case Diagram for F.1.1 Create Live Maps

Functional Technical Specifications for F.1.1

Use case	Description: The solution should provide the ability to…	Req ID	Mandatory
1. Create/Edit/View COP Map	Display the Common Operating Picture (COP) which is a live map used for situational awareness generated from underlying Geographic Information System (GIS).	F.1.1.1 (a)	Yes
	Combine the GIS base map (background) data obtained from City provided map layers with dynamic information regarding EPIC transactional system objects and their current location.	F.1.1.1 (b)	Yes
	Pop the map out to a separate screen so that the primary full screen is available for user activities while the map could be displayed on a secondary screen.	F.1.1.1 (c)	Yes
	Filter the GIS map layers displayed dynamically by selecting map layers to view.	F.1.1.1 (d)	Yes
	Apply additional object filters such as priority of RFS, Department associated with units.	F.1.1.1 (e)	Yes

	Save the map configuration including filters and boundaries, zoom status etc. so that the user can see the same view in future and ability to select a default view.	F.1.1.1 (f)	No
	Allow authorised super user to configure global default map settings such as filters and boundaries, zoom status etc. per department or role.	F.1.1.1 (g)	Yes
	Display historical information regarding EPIC transactional system objects (e.g. RFS, Unit) on the map by selecting a date range.	F.1.1.1 (h)	Yes
	Display objects defined within the EPIC solution as rich icons on the map indicating current location and status.	F.1.1.1 (i)	Yes
	Flag relevant objects to indicate SLA violations.	F.1.1.1 (j)	No
	As objects move their location/status will refresh on the map. If connectivity is lost and the location is therefore not current this must be indicated e.g. via colour code. The time period for updates must be configurable. After an hour of inactivity the object must be removed and placed at its home base location.	F.1.1.1 (k)	No
	Use Map Icons (symbols) per object type with ability to select or upload icon images.	F.1.1.1 (l)	No
	Use different icons for various vehicle types e.g. fire truck, motor vehicle, boat, helicopter, drone.	F.1.1.1 (m)	No
	Indicate additional information such as dispatch status (availability) or the department it belongs to – configurable per object type.	F.1.1.1 (n)	Yes
	Display the status of Operational units and other resources.	F.1.1.1 (o)	Yes
	Show a label for each icon e.g. vehicles must display the registration number.	F.1.1.1 (p)	No
	Separate objects which overlap on the map view so that the individual items can be selected.	F.1.1.1 (q)	No
	Allow RFS objects to come into view based on the zoom level.	F.1.1.1 (r)	No
	Indicate if a camera is available (e.g. bodycam/dashcam for Operational units) this must be visible with the icon and provide access to camera number/feed when selected.	F.1.1.1 (s)	No
	Indicate department(s) present at the RFS site.	F.1.1.1 (t)	Yes
	Show the department that owns the RFS but also indicate who else is present.	F.1.1.1 (u)	No
	Display status of connectivity to the GIS back-end system in order to indicate if tracking information and other information are reliable.	F1.1.1 (v)	No
	Access COP map directly from a browser (via URL) or desktop icon.	F.1.1.1 (w)	No
2. Create/Edit/View Departmental Map	Define a Departmental Map which is configurable and is the default map displayed on the Departmental Home Screen (See A.3.1).	F.1.1.2 (a)	Yes
	Filter COP Map to focus on GIS layers and object types that are most relevant to the department and its dispatchers/control room.	F.1.1.2 (b)	Yes
	Associate a map with a region/area or section within the Department – saved as a configuration which is the default for users within that cluster (profile based).	F.1.1.2 (c)	No

	Show all objects linked to the department in the Operational Structure on the Departmental map.	F.1.1.2 (d)	Yes
	An Operational unit assigned to a Base location will show in the dropdown list for the location so that actions can take place.	F.1.1.2 (e)	No
	Allow user to switch roles to see a different departmental map without having to leave the map viewer.	F.1.1.2 (f)	No
	Define Call Taker default map which is used as a pop-out screen from the call taking screen.	F.1.1.2 (g)	No
3. Create/Edit/View Defined Areas	Utilise any number of Defined Areas which are operational, reporting or risk boundaries via polygons – stored as GIS layers (these can be sourced from EPIC GIS instance provided by the City).	F.1.1.3 (a)	Yes
	Operational boundaries must be associated with an attribute of the RFS and available during operations e.g. policing district is used for dispatching.	F.1.1.3 (b)	Yes
	Flag RFS that falls within high-risk zone so that appropriate precautions can be activated.	F.1.1.3 (c)	No
	Use a different demarcations of operational boundaries per department e.g. policing districts are different from areas served by fire stations or court districts.	F.1.1.3 (d)	Yes
	Automatically set the fields associated with operational boundaries when the RFS location is selected.	F.1.1.3 (e)	Yes
	Assign multiple operational boundary classifications to the RFS object.	F.1.1.3 (f)	No
4. View More Information	View more information on any object on the map for example through right click as a pop-up.	F.1.1.4 (a)	Yes
	Indicate if there are attachments (related media) linked to an RFS.	F.1.1.4 (b)	No
	View multi-media such as photograph or video from an object on the map (such as RFS) by clicking on the relevant link(s), provided the user has required permission via RBAC.	F.1.1.4 (c)	No
	View live feed from a camera enabled object on the map, provided the user has required permission via RBAC.	F.1.1.4 (d)	No
	View historical feed for camera enabled object by selecting the data/time, provided the user has required permission via RBAC.	F.1.1.4 (e)	No
	Navigate to links and see additional information as well as take actions directly from within the map viewer.	F.1.1.4 (f)	No
5. Focus on Object	Dock a particular object so that the information remains visible – e.g. on the side of the map.	F.1.1.5 (a)	No
	Make an object (typically an RFS) the focus of the map by removing/greying out everything that have no relation to the selected object.	F.1.1.5 (b)	No
	Make a search object (e.g. by RFS number) the focus of the map or create a pop-out map containing only this object and its relationships.	F.1.1.5 (c)	Yes
6. Create/Edit/View Mobile Friendly map	Generate a mobile friendly GIS map with current RFS as focus to be viewed from Mobile app. Show where the unit is in relation to the relevant RFS location,	F.1.1.6 (a)	Yes
	Use configurable base layers and able to turn on additional objects/layers as required.	F.1.1.6 (b)	No

	View route to RFS location on GIS map and/or turn by turn navigation. Propose best route and include traffic information.	F.1.1.6 (c)	No
	Draw on mobile map to indicate additional information.	F.1.1.6 (d)	No
	Indicate the perimeter of the incident (e.g. fire) by capturing waypoints on mobile device to map out the extent if it runs over multiple erfs.	F.1.1.6 (e)	No

Integration touch points for F.1.1

EPIC ArcGIS	Integrate to EPIC instance of ArcGIS to provide the GIS base map and enable spatial functionality within the EPIC transactional system.	Yes
EPIC Content Server	Integrate Multi-media from EPIC Content Server or shared file location.	Yes
Camera Systems	Integrate Camera feed from various camera platforms on demand – this is not a continuous feed but can be activated for a specific camera on request.	No

F.1.2 Perform Map Actions

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

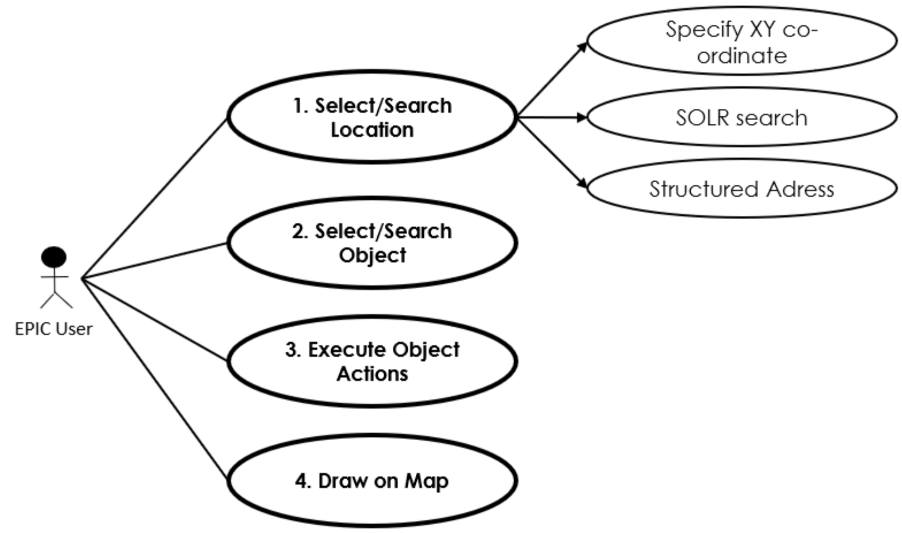


Figure 65: Use Case Diagram for F.1.2 Perform map actions

Functional Technical Specifications for F.1.2

Use case	Requirement description The solution should provide the ability to…	Req ID	Manda tory
1. Select/Search Location	Enter a location to become the centre of the map view by indicating XY co-ordinates.	F.1.2.1 (a)	Yes
	Intelligently search for a location by means of text that can identify address, point of interest, intersection etc.	F.1.2.1 (b)	Yes
	Utilise the City's SOLR search index (maintained by the City Corporate GIS section).	F.1.2.1 (c)	No
	Perform search based on structured address using City provided data.	F.1.2.1 (d)	Yes
2. Select/Search Object	Search the map for a specific object e.g. vehicle, Operational unit by using its unique identifier e.g. serial number or bar code.	F.1.2.2 (a)	Yes

	Search for mobile device by IMEI, staff number, username. Show last known location. Also able to see location over defined time period ('breadcrumbs').	F.1.2.2 (b)	No
	Also show linked Operational units and RFS. It must be possible to view historical data by specifying a date/time range requires appropriate profile.	F.1.2.2 (c)	No
3. Execute Object Actions	Execute actions associated with an object – these could for example show as buttons or menu items when the object is selected and can be triggered from the map – given appropriate user profile via RBAC.	F.1.2.3 (a)	Yes
	Use drag and drop or similar functionality to execute actions e.g. assign an Operational unit to RFS by dropping the unit icon on the RFS using the map.	F.1.2.3 (b)	Yes
	Move a unit on the map if it has lost connectivity. There must be an indictor that the location has been set manually.	F.1.2.3 (c)	No
	Create an RFS from any map view by selecting a map action at a pinpointed location.	F.1.2.3 (d)	No
	Show Operational units close to RFS. Indicate distances or highlight closest unit. Likewise show RFSs close to the Operational Unit. This is used to assist with dispatching.	F.1.2.3 (e)	No
4. Draw on Map	Draw on the map to mark an area of interest. Return all objects such as Operational units and RFS within the area marked including their status.	F.1.2.4 (a)	No
	Create map snapshot linked to RFS. Draw additional information such as wind direction, extent of fire etc. This map must be saved and available when viewing the RFS e.g. as an attached pdf.	F.1.2.4 (b)	No
	View historical data for area of interest by specifying a date/time range.	F.1.2.4 (c)	No
	Label and publish an area of interest e.g. Hot spot. This is time based (start and end date) and visible to all map users. Requires appropriate user profile via RBAC.	F.1.2.4 (d)	No
	Alert profiled users if an object enters/exit the area of interest (geofence).	F.1.2.4 (e)	No
	Send an alert/message or communication to all staff within the marked area of interest or alternatively within a specified radius from an RFS.	F.1.2.4 (f)	Yes

Integration touch points for F.1.2

SOLR	Incorporate SOLR (Open-Source Java script plug-in) capability into the map searching technology.	No

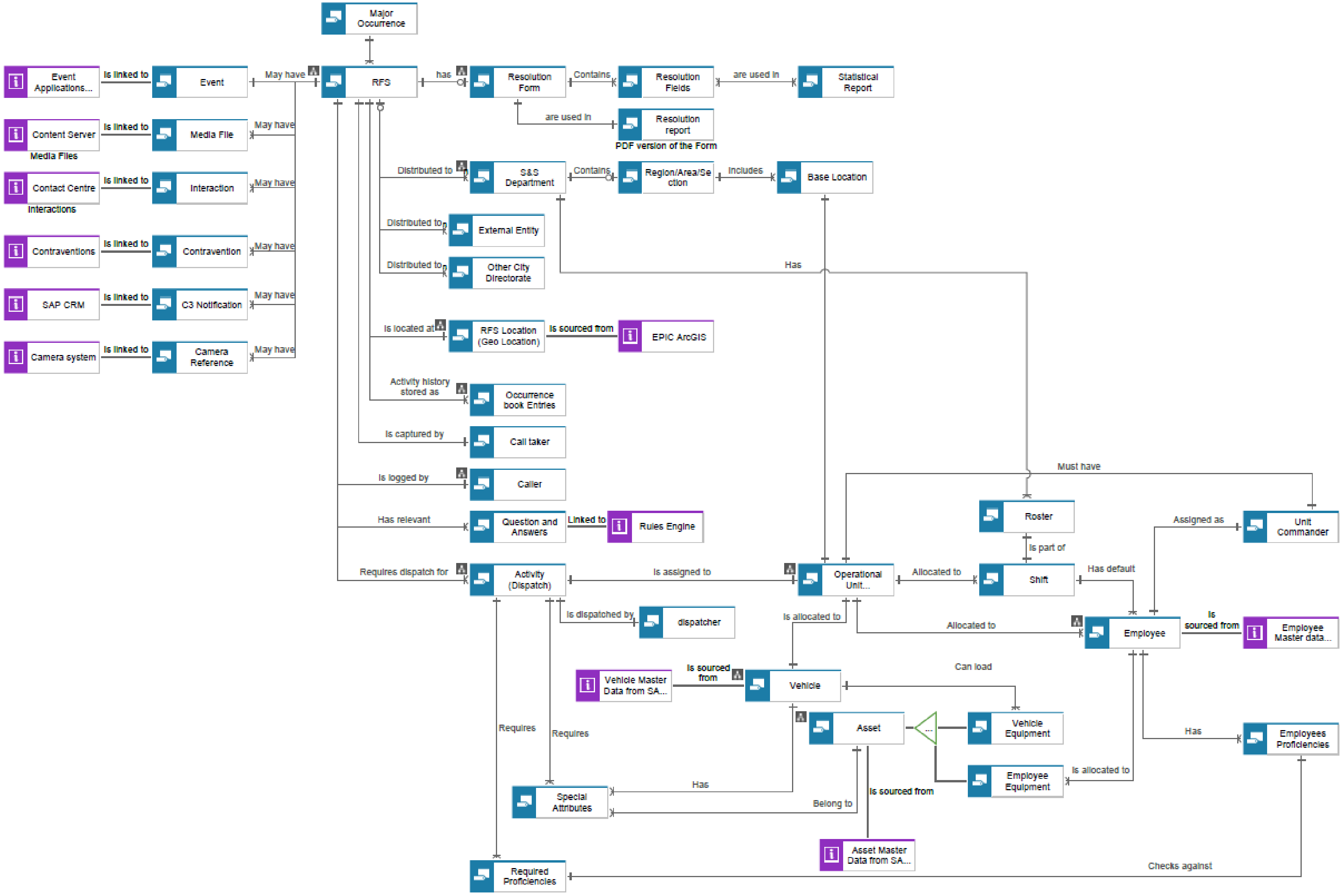
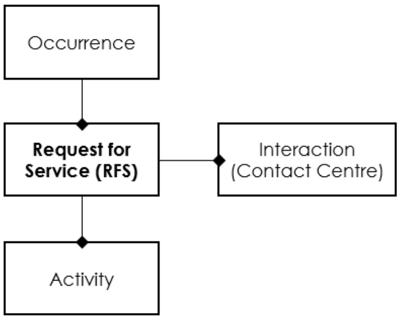


Figure 66: Key business entities required by EPIC Transactional System

5.2.1.2 Data Specifications for EPIC Transactional System

It is understood that different solutions will use different terminology to refer to data items. The terminology utilised throughout this specification is explained in Figure 677. The City's current operations are explained in and must be supported by the solution.

While the physical data model is solution dependant it is important to have the flexibility to effectively express the City of Cape Town's key business entities (logical data objects) and relationships between them as illustrated in Figure 666.



-**Request for Service (RFS):** The key object representing an incident that occurred or request received.

-**Occurrence**: This can be planned occurrence such as a major sports event or an unplanned occurrence such as a flood – typically a collection of RFS.

-**Activity**: Work or tasks that can be assigned and tracked. It must be possible to identify and measure the types of Activity that resources spend their time on.

Relationships:
-RFS is typically created from an interaction in the contact centre and associated with the interaction record. Follow up interactions may be linked to the same RFS,
-RFS can also be created directly (no interaction) e.g. for pre-planned work or started from a mobile device by field staff.
-It is possible to link existing RFSs to each other or to a Major Occurrence
-RFS can lead to one or more Activities which must be assigned and executed – with configurable status/lifecycle that is separate from the parent RFS.
-Activities or work can be created outside of RFS and must be tacked and measured for reporting purposes.

Figure 67: Terminology and main objects in EPIC Transactional System

The table below highlights important features expected from key business objects for the EPIC Transactional System to function as specified.

Business Entity	Requirement
Request for Service (RFS)	RFS fields are configurable and include Unique identifier, Date and time, Description, RFS type, Channel, Caller name, Phone number, Location description, XY Co-ordinates and/or Address, Urgency, Impact (Priority)
	RFS can be distributed to one or more Departments and a Departmental Priority assigned. Depending on the design this may be represented as a child (linked) RFS.
	Geographic area classifications (looked up from GIS) should be stored as data associated with RFS e.g. Policing District, Ward, Risk level.
	Multiple attachments can be associated with an RFS such as text, photo or video evidence and pdf files.
	RFS must make provision for multiple internal references (e.g. Dispatcher (user), Call taker (user) and external references
	RFS can be linked to multiple Interaction Records (from Contact Center)
	RFS contains configurable checklist indicators e.g. new, checked by supervisor, emergency, exercise only, generate bill.
Major Occurrence	Multiple RFS can be linked to a major Occurrence in order to group them together for operational and reporting purposes. The mechanism to achieve this implementation dependant and could be or a different object or an RFS with major Occurrence status.
Activity	The RFS can have multiple associated actions or work items which are called Activities. These are assigned to resources to execute e.g. by dispatching an Operational Unit.
RFS Type	RFS Type or Categorisation is a multi-level hierarchy (at least four levels).
Resolution Code	Resolution code is populated from a list which is configurable by department and RFS Type.
	Resolution Code is associated with indicators determining if available on mobile device, automatic close triggered and if a Resolution Form is required.
Resolution Form	Resolution form is an online form to complete before closing an RFS. The content is configurable by RFS Type and Department.

	The underlying **form field data must be available for reporting** purposes. Values are predefined e.g. check box, list, date & time and data validation applied. Use free text only for descriptive fields.
	Indicate sensitive fields and mandatory fields.
Resolution Report	Resolution Report is a printable document (e.g. appropriately formatted pdf) which results from completing of a Resolution Form.
Operational Unit	Resources are group together as Operational Units for dispatching purposes. Typically, this includes a vehicle, a unit commander and other crew members as well as additional equipment. The current operation and concepts applied by the City of Cape Town are explained in 5.1.3.1.2 As-Is Operational Unit Methodology.
Status	Many objects contain status information which must be tracked through its lifecycle. While the objects may be different based on the selected solution, the business outcomes described in 5.1.3.1.3 As-Is Status management methodology must be achieved.
Occurrence Book	History of all actions including updates taking place in relation to an RFS. Each entry must include user, location of mobile device (if relevant) and time of activity/update. An example of status book entries is provided in 5.1.3.1.4 As-Is Occurrence Book methodology.
Operational Structure	Operational structure is a resource hierarchy (at least 6 levels) which reflects the organisational structure within Safety and Security from an operations perspective. The structure must be configurable.
	Assign attributes such as workforce planner, manager and geographic area to organisational entities at various levels (e.g. departments, regions or areas).
	Temporary changes are made to the Operational Structure by linking Employees and Operational Units to different Base locations or Departments to address demand for resources. Resources can also temporarily to be assigned to a DCT, VOC, JOC or FCP in order to attend to a major Occurrence.

5.2.1.3 Integration Specifications for EPIC Transactional System

The proposed EPIC transactional system must provide robust integration capabilities to ensure seamless interoperability across the City's technology landscape. The solution is required to support open API standards that will enable flexible and secure data exchange with internal and external systems. Integration must align with industry recognised standards for geographic information systems, specifically ensuring compatibility and seamless integration with ESRI ArcGIS for spatial mapping and geolocation services. The EPIC transactional system should support Open Geospatial Consortium standards.

The City will procure the SAP integration suite as its enterprise integration tool, which may be leveraged for the development and Management of customised APIs where necessary. All integration with the City's SAP ERP system and the EPIC Transactional system will use the SAP Integration Suite.

The table below lists the minimum integration standards that the EPIC transactional system should support.

Category	Protocol / Standard	Purpose / Justification
Web Services / APIs	REST (Representational State Transfer)	Standard for lightweight, scalable web services and APIs.
	SOAP (Simple Object Access Protocol)	Required for legacy system integrations and enterprise service buses.
	OData (Open Data Protocol)	Widely used in SAP and enterprise data services for query able APIs.
	GraphQL	Efficient, flexible querying for complex data sets and mobile apps.
Messaging / Event Streaming	AMQP (Advanced Message Queuing Protocol)	For secure, reliable message-oriented middleware.
	MQTT (Message Queuing Telemetry Transport)	Lightweight protocol for real-time IoT/edge device integration.
	Kafka / Event Streaming APIs	High-throughput, real-time event data integration.

GIS / Spatial Standards	OGC WMS (Web Map Service)	Standard protocol for serving georeferenced map images.
	OGC WFS (Web Feature Service)	Allows querying and retrieval of geospatial features.
	OGC WMTS (Web Map Tile Service)	For efficient tiled map delivery, aligned with ArcGIS.
	GeoJSON	Standard JSON format for encoding geographic data.
	ESRI REST API	Native ArcGIS integration for geospatial services.
Security & Identity	OAuth 2.0	Secure API authorization.
	OpenID Connect (OIDC)	Federated authentication for integration with identity providers.
	SAML 2.0	Enterprise authentication, especially with government/enterprise IdPs.
	TLS 1.2/1.3	Mandatory for secure communication channels.
Data Formats	JSON	Standard lightweight data interchange format.
	XML	Required for legacy and SOAP-based integrations.
	CSV	For batch-based data exchange and reporting.
Enterprise Integration (SAP Integration Suite)	IDoc (Intermediate Document)	Native SAP format for integration of transactional data.
	RFC/BAPI	Remote Function Calls for direct SAP system integration.
	SAP Cloud Connector & APIs	Secure connectivity with SAP business applications.

5.2.1.4 Sizing and Roles for EPIC Transactional System

System	**Role**	**Quantity**
EPIC Transactional	Workforce Planner	1200
EPIC Transactional	Call Talking	460
EPIC Transactional	Dispatcher	350
EPIC Transactional	Fieldworkers	5450
EPIC Transactional	Reporting	800
EPIC Transactional	Commander/Supervisor	880

5.2.1.5 Non-Functional Specifications for EPIC Transactional System

Non-functional Area	**Options**
Deployment Options	• For the EPIC transactional system, the City has adopted **an on-premises deployment model.** • While the City has adopted an on-premises model for the EPIC transactional system, service providers **may deliver SaaS cloud offering as future modules to extend functionality**, as long as legislative/policy requirements are met. • The Solution must be deployed as a **3-tier environment**, namely Production, Quality Assurance/Test, and Development. • The Solution must have a dedicated training instance that shall be used for ongoing training of City employees.

Application Licences	• For the EPIC transactional system, the City has adopted a perpetual licence model with annual maintenance and support. • Maintenance and support will include regular feature enhancements, security patching, upgrades to latest version releases and support and troubleshooting of technical issues. • While the City has adopted a perpetual licence model for the EPIC Transactional system, service providers may deliver subscription licence models in the future to extend functionality of the Solution, provided it meets all legislative requirements.
Operating System Licences	List all Operating system Licences required and quantities e.g. Microsoft Windows Server 2022 or RHEL 9. Please refer to schedule **F.13.9** for completion.
Database Licences	• List all database licences required and quantities e.g. Microsoft SQL Server 2022 Enterprise / Standard. Please refer to schedule **F.13.9** for completion.
On premise Infrastructure	• Provide detail specifications and quantities of all on premise server hardware and storage required for the solution. • Provide detail specification of any additional hardware required for the solution. Please refer to schedule **F.13.8** for completion.
Third Party Dependencies	List any or all dependencies on third party product licences or APIs e.g. Google API. APIs must be clearly indicated.
Performance Requirements	• Response Time: The system shall respond to user queries and distribute or dispatch actions within 3 seconds under normal operating conditions. • Throughput: the system shall support a minimum of 2500 concurrent desktop users and mobile users without degradation in performance. Baseline Benchmark established. • In the event of any nightly batch jobs, this should be completed within 8 hours. Scalability: The system must be able to scale horizontally or vertically to support future growth in users, data volumes and geographic coverage.
Availability & Reliability	• System uptime: The system shall maintain a 99.95% uptime, including planned and scheduled maintenance. • Fail over and Redundancy: the system must support failover and have redundancy to ensure continuity during hardware and software failures. • Disaster recovery: A disaster recovery plan must be in place with full system restoration achievable within 4 hours of critical failure. • The EPIC Transactional system shall be highly available. • Solution should preferably be able to be backed up by Veritas Netbackup.

Security Requirements	• The system shall support Role Base Access Control (RBAC). • In addition to default roles the creation of custom roles. Granular RBAC. • The system shall support Single Sign on (SSO) and multifactor authentication (MFA) by utilising or integrating to the City's Identity provider (IdP) which is Microsoft Entra ID for SSO and MFA. • Data Encryption: All data in transit must be encrypted using latest supported standard protocols (e.g. TLS 1.2 or later). • Audit: All user and system actions must be logged with timestamps, user ID or system ID and action details. Logs should be retained for a minimum of 12 months. • Data Integrity and Accuracy: The system should have the ability to enforce data validation rules at input.
Mobile Applications	• Mobile applications must support Android Version 12 or later. • Mobile application must support being deployed by Microsoft Intune. (able to be packaged and uploaded to play store.) • Mobile application should preferably be able to operate in an offline mode. • Mobile application should support the following current devices, Huawei V800, Samsung Galaxy Tab 3, Samsung Galaxy Tab 5, Samsung Xcover 7 or later devices.
Maintainability & Supportability	• Support: The vendor must provide support as defined within SLA's for incident response and resolution. • Documentation: The service provider must provide comprehensive technical and user documentation, including API references, system architecture and troubleshooting guides.

5.2.3 Investigations (Schedule B)

5.2.3.1 Functional Technical Specifications for Investigative Case Management (B.1)

The Functional Technical Specifications are summarised in Figure 34: EPIC Replacement – High level functional Scope. The detailed requirements for each scope item in the paragraphs below are relevant to SCHEDULE B: SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR INVESTIGATIVE CASE MANAGEMENT SYSTEM.

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.

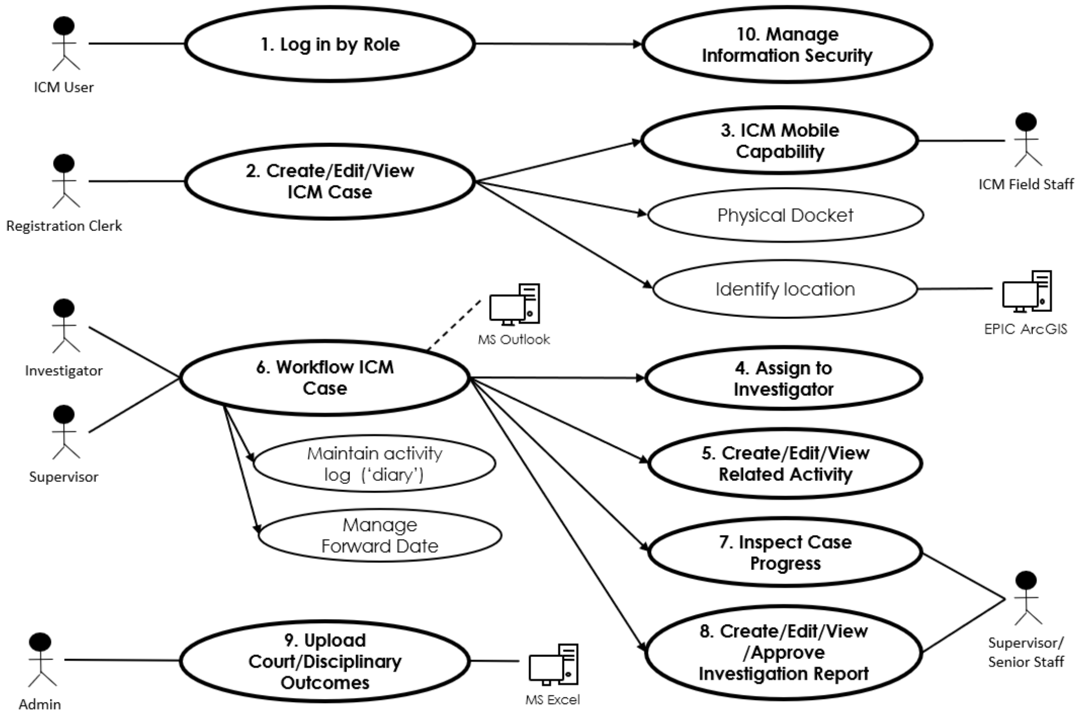


Figure 68: Use diagram for B.1.1 Manage Investigations Lifecycle

Functional Technical Specifications for B.1.1

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Login by Role	Differentiate between departments (ICM grouping) e.g. Internal Investigations and SSIU.	B.1.1.1 (a)	Yes
	Support role-based access control at a granular level.	B.1.1.1 (b)	Yes
	Support multiple roles per user id. It must be auditable and tracked explicitly under which user and role activities are performed.	B.1.1.1 (c)	Yes
2. Create/Edit/View ICM Case	Capture first information on case (FIC) also known as 24hr report before a case number or type is assigned. This will become an ICM case when approved as an investigation by appropriately profiled user.	B.1.1.2 (a)	No
	Create an ICM Case for an approved investigation – case number assigned immediately.	B.1.1.2 (b)	Yes
	Assign a unique case number (with configurable structure) e.g. prefix by department and date of incident.	B.1.1.2 (c)	Yes

	Restart number sequence each month.	B.1.1.2 (d)	No
	Link (cross reference) the ICM case to an RFS in EPIC Transactional System if relevant.	B.1.1.2 (e)	Yes
	Search EPIC system for potentially related RFS based on POLE objects.	B.1.1.2 (f)	No
	Select ICM Case location based on GIS Co-ordinates or Structured Address (not free text). Derive location from the RFS if available. This enables visualisation of ICM cases on a GIS map.	B.1.1.2 (g)	Yes
	View information relating to a linked RFS (in EPIC) from within ICM including attachments and POLE object linkages.	B.1.1.2 (h)	No
	Select priority and provide complete description, investigation type.	B.1.1.2 (i)	Yes
	Define investigation types per Department/ICM group.	B.1.1.2 (j)	No
	Define mandatory fields per investigation type.	B.1.1.2 (k)	Yes
	Print the ICM case registration form so it can be filed in the physical docket.	B.1.1.2 (l)	Yes
	Attached a scanned image of the front page of the physical docket to the ICM case.	B.1.1.2 (m)	Yes
3. ICM Mobile Capability	Provide capability for Investigator to capture first information on case (FIC) using a mobile device.	B.1.1.3 (a)	No
	Provide mobile capability for Investigator to collect evidence/media relating to ICM case in the field.	B.1.1.3 (b)	Yes
4. Assign to Investigator	Assign ICM Case to an Investigator – requires appropriate profile.	B.1.1.4 (a)	Yes
	Restrict access to the assigned Investigator and his/her supervisor.	B.1.1.4 (b)	No
	Add additional Investigators who will then see the ICM case and add to information.	B.1.1.4 (c)	No
	Provide the required by date (called brought forward date or BFD) when investigation is due.	B.1.1.4 (d)	Yes
	Capture information to reflect the facts as investigation progresses.	B.1.1.4 (e)	Yes
5. Create/Edit/View Related Activity	Create linked Activity (with own due date) and assign to the employee responsible.	B.1.1.5 (a)	No
	Maintain history of all actions performed in relation to the Case (called 'Diary'). This must include information updates and any communication with role players - with document reference, date and time.	B.1.1.5 (b)	Yes
6. Workflow ICM Case	Manage the ICM case lifecycle via configurable workflow - each step can have a due date (BFD) associated.	B.1.1.6 (a)	Yes
	Monitor compliance to these due dates and alert users of violations.	B.1.1.6 (b)	Yes
	Notify users (e.g. via e-mail) of new tasks assigned to them and due date changes.	B.1.1.6 (c)	Yes
	View a list (inbox) of workflow Activities per user (indicate if overdue).	B.1.1.6 (d)	Yes
	Request to release evidence/footage must follow a defined workflow and require appropriate permission. This involves completion of appropriate form. The request should be an Action within the parent ICM case.	B.1.1.6 (e)	No

7. Inspect case progress	Inspect the case progress and add notes – requires supervisor profile via RBAC. These notes cannot be changed by the Investigator.	B.1.1.7 (a)	Yes
	Perform completion check as part of close out process.	B.1.1.7 (b)	Yes
	Complete notes section (free text).	B.1.1.7 (c)	Yes
	Select current status of the case (configurable list).	B.1.1.7 (d)	Yes
8. Create/Edit/View/ Approve Investigation Report	Generate Investigation report in printable pdf format.	B.1.1.8 (a)	Yes
	The template/format of the report may depend on the type of ICM case.	B.1.1.8 (b)	Yes
9. Upload Court/Disciplinary Outcomes	Reflect outcomes of Court Cases so that information becomes available in related ICM cases.	B.1.1.9 (a)	Yes
	Reflect outcomes of Disciplinary Hearings Outcomes so that information becomes available in related ICM cases.	B.1.1.9 (b)	Yes
10. Manage Information Security	Keep an audit trail of all changes indicating who updated what information when, including the old and new value.	B.1.1.10 (a)	Yes
	Keep an audit trail when information is viewed, indicating date and time, user and role/profile user and reason of accessing the information.	B.1.1.10 (b)	Yes
	Classify ICM Case according to security level of information and apply role-based access control (RBAC) to prevent unauthorised access.	B.1.1.10 (c)	Yes
	Classify data fields according to security level of information and apply role-based access control (RBAC) to prevent unauthorised access.	B.1.1.10 (d)	No
	Keep ‘Deleted’ information recoverable including multi-media attachments - deletion/delinking information from the Case requires authorisation via RBAC.	B.1.1.10 (e)	No
	Alert the relevant Investigator if case information is being viewed or attempted to be viewed.	B.1.1.10 (f)	No
	Indicate who should be contacted to obtain access to restricted information – trigger a workflow to request this access.	B.1.1.10 (g)	No

Integration touch points for B.1.1

EPIC Transactional System	Integrate RFS from EPIC Transactional System to ICM Case.	Yes
Content Server	Integrate multi-media files from/to EPIC Content Server or shared storage platform.	Yes
Social media	Upload social media content to the digital evidence platform	No
Camara platforms	Upload digital evidence file generated from camara platforms e.g. CCTV, Mobile video unit	No
Digital Evidence System	Search digital evidence system for possible footage (time, location)	No
MS Outlook	Integrate to Outlook to send alerts and reminders via e-mail	No
Outlook Calendar	Link due dates (brought forward date) to Outlook Calendar to visualise when deliverables are due	No

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.

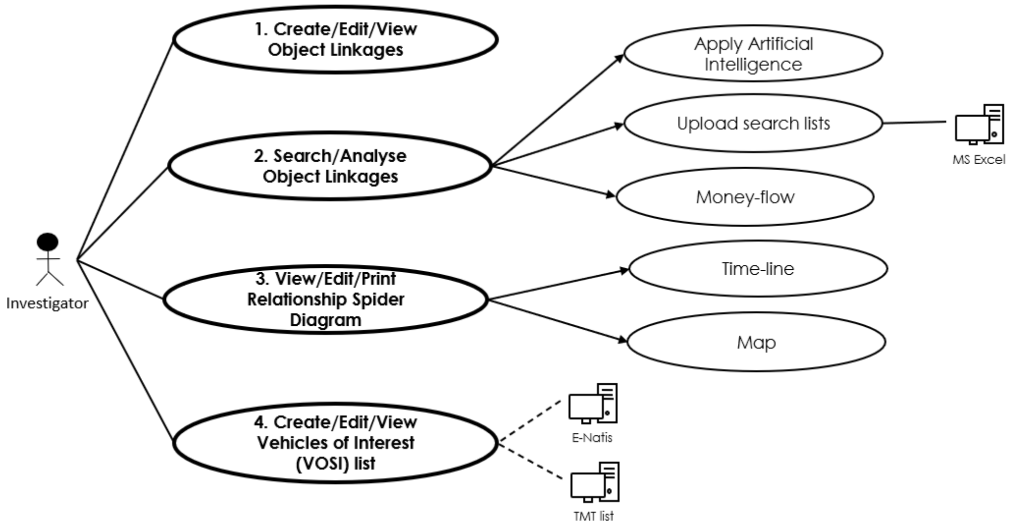


Figure 69: Use diagram for B.1.2 Analyse POLE relationships

Functional Technical Specifications for B.1.2

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Create/Edit/View Object Linkages	Provide an analysis mechanism to manage and analyse linkages.	B.1.2.1 (a)	Yes
	Data is obtained from EPIC RFS, ICM cases and Contraventions as well as external data sources e.g. imports from Excel.	B.1.2.1 (b)	Yes
	Create and link people, object, location, event (POLE) and other objects to ICM Case; Persons/Organisation, Object e.g. Firearm, Vehicle, Location, Activity/Event e.g. Arrests made, Court case, SAPS case reference.	B.1.2.1 (c)	Yes
	Apply data validation when creating objects.	B.1.2.1 (d)	No
	Profile a person - classify as suspect, witness etc. (configurable), upload picture, capture address.	B.1.2.1 (e)	Yes
	Automatically Identify objects from text descriptions.	B.1.2.1 (f)	No
2. Search/Analyse Object Linkages	Find related cases based on ICM fields and linked POLE objects.	B.1.2.2 (a)	Yes
	Limit related case search results based on security level and authorisation.	B.1.2.2 (b)	No
	Perform fuzzy search able to deal partial matches.	B.1.2.2 (c)	No
	Alert investigator if this is a repeat occurrence to avoid creating duplication	B.1.2.2 (d)	No
	Apply Artificial Intelligence (AI) to discover potential relationships and identify commonalities, analysis and discover patterns.	B.1.2.2 (e)	No
	Upload search lists e.g. dialled numbers, vehicles of interest from MS Excel and use in matching/searches.	B.1.2.2 (f)	No
	Analyse money flow using uploaded information.	B.1.2.2 (g)	No
	Analyse timeline using uploaded information.	B.1.2.2 (h)	No

3. View/Edit/Print Relationships Spider Diagram	View graphical representation of relationships (e.g. spider diagram).	B.1.2.3 (a)	Yes
	Visually create objects and links (named relationships) by editing the spider diagram using a drawing tool.	B.1.2.3 (b)	No
	Represent object types with appropriate icons – which must be configurable.	B.1.2.3 (c)	Yes
	Provide additional information and descriptive text behind objects and relationships.	B.1.2.3 (d)	Yes
	Copy a chart or section of a chart to another diagram.	B.1.2.3 (e)	No
	Create a diagram based on a selected object – showing all relationships found in the system.	B.1.2.3 (f)	No
	Organise/re-organise diagram to optimally represent the objects and relationships.	B.1.2.3 (g)	No
	Represent and visualise events on a time-lime.	B.1.2.3 (h)	No
	Represent event/object locations on a map.	B.1.2.3 (i)	No
	Print spider diagram – including ability to use a plotter for large diagrams.	B.1.2.3 (j)	Yes
4. Create/Edit/View VOSI list	Generate prioritised hot list of vehicles of special interest (VOSI) flagged in ICM – these must be identified on ANPR or when listed in EPIC RFS.	B.1.2.4 (a)	No
	The ICM Investigator should be notified if the vehicle appears on ANPR or in a case.	B.1.2.4 (b)	No
	Remove a vehicle from the VOSI list.	B.1.2.4 (c)	No
	Use list from TMT which combines lists from NATIS and others as input to the VOSI list.	B.1.2.4 (d)	No

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.

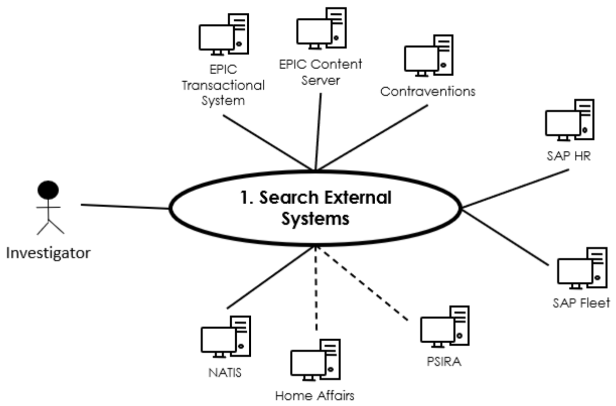


Figure 70: Use case diagram for B.1.3 Integrate ICM to Data Sources

Functional Technical Specifications for B.1.3

Use case	Description: The solution should provide the ability to…	Req ID	Man- datory
1. Search External Systems	Store a reference from external systems e.g. Neighbourhood Watch portal or SAPS and manually capture related information if appropriate.	B.1.3.1 (a)	Yes
	Lookup grading information on Security guards from Private Security Industry Regulatory Authority PSIRA.	B.1.3.1 (b)	No
	Get information on vehicle owner from NATIS (in accordance with POPIA).	B.1.3.1 (c)	No
	Get employee information from SAP HR	B.1.3.1 (d)	Yes
	Get vehicle and driver information from SAP Fleet	B.1.3.1 (e)	No
	Search subjects on Home Affairs database using facial information, ID numbers, Refugee number, name, surname (in accordance with POPIA).	B.1.3.1 (f)	No
	Carry references to RFS in EPIC and Notices in Contraventions - able to access the information including evidence attached from within ICM.	B.1.3.1 (g)	No

Integration touch points for B.1.3

SAP HR	Integrate Employee information from SAP HR e.g. name, surname, id, staff number, residential address, spouse (configurable)	Yes
SAP Fleet	Integrate Vehicle information from SAP Fleet.	No
NATIS	Look up NATIS information for a vehicle.	No
PSIRA	Integrate to PSIRA system	No
Home Affairs	Integrate to Home Affairs and other national data sources	No

B.1.4 Reporting Technical Specifications for ICM

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

Functional Technical Specifications for B.1.4

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Generate printable pdf reports	Generate a summary report of the ICM case in printable pdf format – configurable which fields to include. E.g. case registration information for physical docket.	B.1.4.1 (a)	Yes
	Generate printable pdf of completed Investigation Report with selected attachments - report template may depend on the type of case. Indicate date and time as well as requestor.	B.1.4.1 (b)	Yes
	Generate printable pdf report with sensitive information suppressed.	B.1.4.1 (c)	No
2. Standard Reporting	Deliver configurable reporting capability using any combination of ICM fields.	B.1.4.2 (a)	Yes
	Reports showing trends, hotspots and assist in crime pattern analysis.	B.1.4.2 (b)	No
	Generate analytical reports and dashboards.	B.1.4.2 (c)	No

5.2.3.2 Data Migration Requirements for Investigative Case Management

The data migration approach for the Investigative Case Management (ICM) System shall ensure the accurate, secure, and complete transfer of all relevant legacy data from the existing ICM system to the new solution. The migration process will include data profiling, cleansing, mapping, transformation, and validation to ensure data integrity and consistency in the target system. The service provider shall develop a detailed Data Migration Plan that outlines migration phases, roles, tools, and methodologies to minimise business disruption and maintain data quality. Historical and active case data, including associated metadata, documents, and audit trails, must be migrated in accordance with the City's records management, security, and privacy standards. Rigorous testing, reconciliation, and user validation must be performed to confirm that migrated data is complete, accurate, and accessible within the new ICM system prior to go-live.

Schedule	Source System	Data Volume (GB/TB)
Schedule B – Investigative Case Management System	SAP CRM with Oracle DB	300GB

5.2.3.3 Integration Specifications for Investigative Case Management System

The proposed Investigative Case Management system must provide robust integration capabilities to ensure seamless interoperability across the City's technology landscape. The solution is required to support open API standards that will enable flexible and secure data exchange with internal and external systems. Integration should align with industry recognised standards for geographic information systems, specifically ensuring compatibility and seamless integration with ESRI ArcGIS for spatial mapping and geolocation services. The Investigative Case Management system should support Open Geospatial Consortium standards.

The City will procure the SAP integration suite as its enterprise integration tool, which may be leveraged for the development and Management of customised APIs where necessary. All integration with the City's SAP ERP system and the Investigative Case Management system will use the SAP Integration Suite.

The table below lists the minimum integration standards that the Investigative Case Management system should support.

Category	Protocol / Standard	Purpose / Justification
Web Services / APIs	REST (Representational State Transfer)	Standard for lightweight, scalable web services and APIs.

	SOAP (Simple Object Access Protocol)	Required for legacy system integrations and enterprise service buses.
	OData (Open Data Protocol)	Widely used in SAP and enterprise data services for query able APIs.
	GraphQL	Efficient, flexible querying for complex data sets and mobile apps.
Messaging / Event Streaming	AMQP (Advanced Message Queuing Protocol)	For secure, reliable message-oriented middleware.
	MQTT (Message Queuing Telemetry Transport)	Lightweight protocol for real-time IoT/edge device integration.
	Kafka / Event Streaming APIs	High-throughput, real-time event data integration.
GIS / Spatial Standards	OGC WMS (Web Map Service)	Standard protocol for serving georeferenced map images.
	OGC WFS (Web Feature Service)	Allows querying and retrieval of geospatial features.
	OGC WMTS (Web Map Tile Service)	For efficient tiled map delivery, aligned with ArcGIS.
	GeoJSON	Standard JSON format for encoding geographic data.
	ESRI REST API	Native ArcGIS integration for geospatial services.
Security & Identity	OAuth 2.0	Secure API authorization.
	OpenID Connect (OIDC)	Federated authentication for integration with identity providers.
	SAML 2.0	Enterprise authentication, especially with government/enterprise IdPs.
	TLS 1.2/1.3	Mandatory for secure communication channels.
Data Formats	JSON	Standard lightweight data interchange format.
	XML	Required for legacy and SOAP-based integrations.
	CSV	For batch-based data exchange and reporting.
Enterprise Integration (SAP Integration Suite)	IDoc (Intermediate Document)	Native SAP format for integration of transactional data.
	RFC/BAPI	Remote Function Calls for direct SAP system integration.
	SAP Cloud Connector & APIs	Secure connectivity with SAP business applications.

5.2.3.4 Sizing and Roles for Investigative Case Management

System	**Role**	**Quantity**
Investigative Case Management	Case Administrator	55
Investigative Case Management	Investigator	320
Investigative Case Management	Investigation Case Manager	35
Investigative Case Management	Evidence Officer	40
Investigative Case Management	Intelligence Analyst	40

5.2.3.5 Non-Functional Specifications for Investigative Case Management

Non-functional Area	Options
Deployment Options	• For the Investigative Case Management system, the City has adopted an on-premises deployment model. • While the City has adopted an on-premises model for the Investigative Case Management system, service providers may deliver SaaS cloud offering as future modules to extend functionality, as long as legislative/policy requirements are met. • The Solution must be deployed as a 3-tier environment, namely Production, Quality Assurance/Test, and Development. • The Solution must have a dedicated training instance that shall be used for ongoing training of City employees.
Application Licences	• For the Investigative Case Management system, the City has adopted a perpetual licence model with annual maintenance and support. • Maintenance and support will include regular feature enhancements, security patching, upgrades to latest version releases and support and troubleshooting of technical issues. • While the City has adopted a perpetual licence model for the Investigative Case Management system, service providers may deliver subscription licence models in the future to extend functionality of the Solution, provided it meets all legislative requirements.
Operating System Licences	List all Operating system Licences required and quantities e.g. Microsoft Windows Server 2022 or RHEL 9. Please refer to schedule **F.13.9** for completion.
Database Licences	List all database licences required and quantities e.g. Microsoft SQL Server 2022 Enterprise / Standard. Please refer to schedule **F.13.9** for completion.
On premise Infrastructure	• Provide detail specifications and quantities of all on premise server hardware required for the solution. • Provide detail specification of any additional hardware required for the solution. Please refer to schedule **F.13.8** for completion.
Third Party Dependencies	List any or all dependencies on third party product licences or APIs e.g. Google API. APIs must be clearly indicated.
Performance Requirements	• Response Time: The system shall respond to user queries within 3 seconds under normal operating conditions. • Throughput: the system shall support a minimum of 100 concurrent users without degradation in performance. Baseline Benchmark established. • The system shall execute nightly batch jobs within an 8 hour time period.

Availability & Reliability	• System uptime: The system shall maintain a 99.95% uptime, excluding planned and scheduled maintenance. • Fail over and Redundancy: the system must support failover and have redundancy to ensure continuity during hardware and software failures. • Disaster recovery: A disaster recovery plan must be in place with full system restoration achievable within 4 hours of critical failure • The Investigative Case Management system shall be highly available. • Solution should preferably be able to be backed up by Veritas Netbackup.
Security Requirements	• The system shall support Role Base Access Control (RBAC) • In addition to default roles the creation of custom roles. Granular RBAC • The system shall support Single Sign on (SSO) and multifactor authentication (MFA) by utilising or integrating to the City's Identity provider (IdP) which is Microsoft Entra ID for SSO and MFA • Data Encryption: All data in transit must be encrypted using latest supported standard protocols (e.g, TLS 1.2 or later) • Audit: All user and system actions must be logged with timestamps, user ID or system ID and action details. Logs should be retained for a minimum of 12 months • Data Integrity and Accuracy: The system should have the ability to enforce data validation rules at input
Mobile Applications	• Mobile applications should support Android Version 12 or later • Mobile application must support being deployed by Microsoft Intune. (able to be packaged and uploaded to play store.) • Mobile application should be able to operate in an offline mode. • Mobile application should support the following current devices Huawei V800, Samsung Galaxy Tab 3, Samsung Galaxy Tab 5, Samsung Xcover 7 or later devices.
Maintainability & Supportability	• Support: The vendor must provide support with defined SLA's for incident response and resolution. • Documentation: The service provider must provide comprehensive technical and user documentation, including API references, system architecture and troubleshooting guides.

5.2.4 Contraventions (Schedule C)

The Functional Technical Specifications are summarised in Figure 34: EPIC Replacement – High level functional Scope. The detailed requirements for each scope item in the paragraphs below are relevant to SCHEDULE C: SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR CONTRAVENTIONS SYSTEM.

5.2.4.1 Functional Technical Specifications for Contraventions (C.1)

C.1.1 Manage EPIC Contraventions Mobile

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

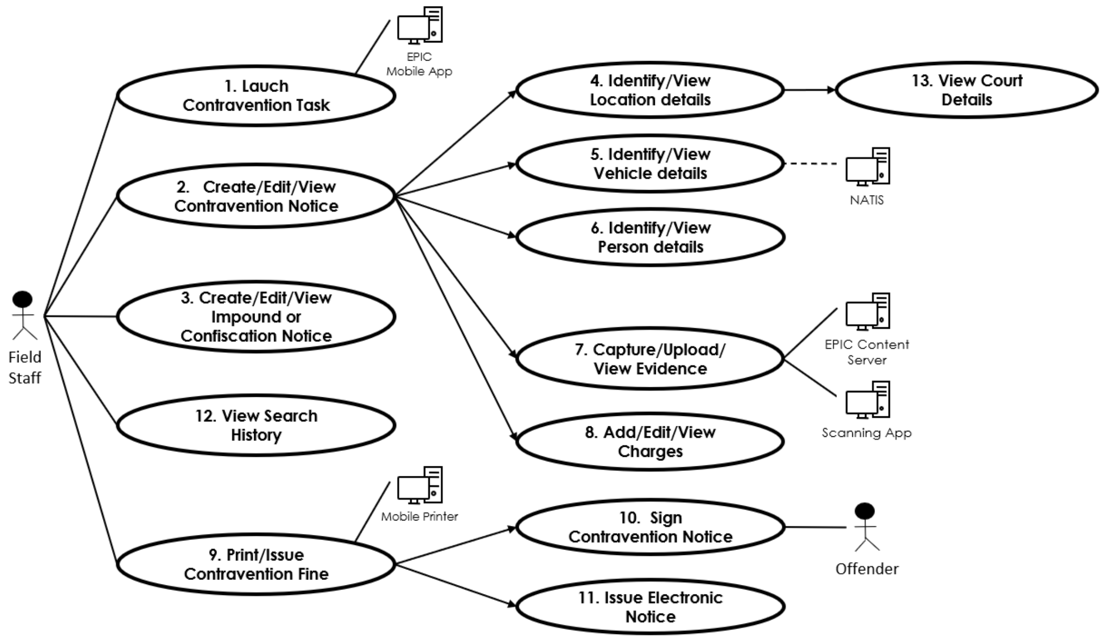


Figure 71: Use case diagram for C.1.1 Manage EPIC Contraventions Mobile app

Functional Technical Specifications for C.1.1

Use case	Description: The solution should provide the ability to…	Req ID	Man- datory
1. Launch Contravention Task	Launch contravention task from the EPIC mobile solution and transfer RFS number, location and other known information - EPIC RFS and Contravention notice numbers are cross-referenced between the two systems.	C.1.1.1 (a)	Yes
	Sort and view the follow-up tasks by CCT defined criteria.	C.1.1.1 (b)	Yes
	Restrict viewable user interface functionality based on the authorisations set against the user's user group.	C.1.1.1 (c)	Yes
	View list of outstanding unfinished or draft notices assigned to the user group.	C.1.1.1 (d)	Yes
	Display list of notices previously issued by the user or user group sorted by latest date.	C.1.1.1 (e)	Yes
	Action charges after following up on a Compliance Notice (warning) issued previously. Or extend period if required.	C.1.1.1 (f)	Yes

2. Create / Edit / View Contravention Notice	Pre-populate known information from the database e.g. based on charge code could automatically generate alternate charges.	C.1.1.2 (a)	Yes
	Capture date and time with option to back date the contravention notice when applicable.	C.1.1.2 (b)	Yes
	Copy a contravention notice and carry over location, person, vehicle, charge and RFS Reference number to the new notice.	C.1.1.2 (c)	No
	Handle errors including validation of mandatory fields and allow update of details.	C.1.1.2 (d)	Yes
	Highlight information discrepancies based on CCT defined rules.	C.1.1.2 (e)	No
	Add additional information to the Contravention.	C.1.1.2 (f)	Yes
	Select and action single or multiple charges simultaneously.	C.1.1.2 (g)	Yes
	Manage notice number allocation and allow request of additional notice numbers to be sent to the device.	C.1.1.2 (h)	Yes
	Store draft notices and continue with notice or cancel notice.	C.1.1.2 (i)	Yes
	Synchronise contravention notice from the back end to the contravention mobile solution and vice versa.	C.1.1.2 (j)	Yes
	Capture Contravention notice while device is off-line i.e. the mobile app must have an off-line mode.	C.1.1.2 (k)	No
3. Create / Edit / View Impound or Confiscation Notice	Receive and release an asset from the pound facility.	C.1.1.3 (a)	Yes
	Process asset receipts (book-in) and asset releases.	C.1.1.3 (b)	Yes
	Electronically record the movement of impounded devices.	C.1.1.3 (c)	Yes
	Send electronic messages to offenders to collect goods once paid.	C.1.1.3 (d)	Yes
4. Identify / View Location details	Find geolocation information and use to populate location for the contravention notice.	C.1.1.4 (a)	Yes
	Inform the user if geolocation look-up is unsuccessful or device is offline.	C.1.1.4 (b)	Yes
	Search location details like street names and suburbs.	C.1.1.4 (c)	Yes
	Select location on GIS map.	C.1.1.4 (d)	No
	Capture relevant address facets, address coordinate, ward, sub-council.	C.1.1.4 (e)	Yes
	Automatically populate the Court information based on location - see C.1.2.9 (e).	C.1.1.4 (f)	Yes
5. Identify / View Vehicle details	Capture vehicle details that include make, model, description, colour and license disk expiry date.	C.1.1.5 (a)	Yes
	Scan and decrypt barcode on the license disc and populate all relevant fields.	C.1.1.5 (b)	Yes
	Allow user to confirm that number plate matches the scanned information.	C.1.1.5 (c)	Yes
	Capture Permit or License details manually.	C.1.1.5 (d)	Yes
	Store additional NATIS data when a NATIS query is run and information received.	C.1.1.5 (e)	No

	Store administrative vehicle details from NATIS such as Suspended Vehicle, Stolen status, Case number, Circulated Vehicle, Vehicle Cleared if stolen.	C.1.1.5 (f)	No
6. Identify / View Person details	Capture the person's details including name, identity number and address.	C.1.1.6 (a)	Yes
	Select between individual/business when entering offender details.	C.1.1.6 (b)	Yes
	Categorise the person related to the contravention notice which include driver and offender.	C.1.1.6 (c)	No
	Scan person details from driver's license document and pre-populate relevant fields.	C.1.1.6 (d)	Yes
	Select identity type and enforce validations on identification details based on identity type selected.	C.1.1.6 (e)	Yes
	Select and add additional persons details for witness and Owner and other.	C.1.1.6 (f)	Yes
7. View/Upload Media	Capture and upload image, video and audio with unique identifier against the contravention notice.	C.1.1.7 (a)	Yes
	Access the mobile camera, microphone only via the app and media should be removed once successfully uploaded.	C.1.1.7 (b)	Yes
	Watermark media with location and time photograph/video is taken – XY co-ordinate is included as part of the image.	C.1.1.7 (c)	Yes
	Handle exceptions of evidence that did not upload to the system and initiate upload.	C.1.1.7 (d)	Yes
	Handle offline and exception queues and status of upload of notices to the system, with ability to re-synchronise to backend.	C.1.1.7 (e)	Yes
8. Add / Edit / Delete / View Charge	Search charges catalogue based on legislation type.	C.1.1.8 (a)	Yes
	Filter by National, Provincial and By-Law charges.	C.1.1.8 (b)	Yes
	Search for the various charges and link to contravention notice.	C.1.1.8 (c)	Yes
	Search for any type of offence based on offence code or keywords; display notices and view notices.	C.1.1.8 (d)	Yes
	Calculate total charge amount based on the charges against the notice.	C.1.1.8 (e)	Yes
9. Print / Issue Contravention	Print and Re-print notices. Printing the notice should also submit it to the Contraventions back-end.	C.1.1.9 (a)	Yes
	Configure / Pair a Mobile Printer with the Mobile Device. The same printer can be paired with multiple devices.	C.1.1.9 (b)	Yes
	Manage the Print Queue if printer is off-line.	C.1.1.9 (c)	Yes
10. Sign Contravention Notice	Add signature for user	C.1.1.10 (a)	Yes
	Allow the offender to sign notice on the mobile device.	C.1.1.10 (b)	Yes
	Supply a reason if offender did not sign the notice.	C.1.1.10 (c)	Yes
11. Issue Electronic Notice	Submit electronic notice to the Contraventions back-end.	C.1.1.11 (a)	Yes

12. Search/View History	Search notice history by CCT defined criteria that include but not limited to date, month, notice number, ID number or Vehicle License number.	C.1.1.12 (a)	Yes
	Retrieve contravention, notice details based on selected RFS number, Task ID or Compliance notice.	C.1.1.12 (b)	Yes
13. Identify / View Court details	Search court details including court, court address and court date.	C.1.1.13 (a)	Yes
	Overwrite or select new court area than that provided by geocoding.	C.1.1.13 (b)	No

Integration touch points for C.1.1

EPIC Content Server	Integrate Documents from and to Contraventions mobile solution to EPIC Content server or shared file location.	Yes
EPIC ArcGIS	Integrate Location and mobile map viewer from geographical information system (EPIC ArcGIS)	Yes
Mobile Printer	Integrate Notice Data to Printer linked to Mobile device	Yes
Ms Outlook	Integrate Notice Data to E-mail (MS Outlook)	Yes
EPIC Transactional System	Integrate Contravention Reference from Contravention solution to EPIC transactional system (cross reference RFS)	Yes
AARTO	Integrate to/from National Traffic Offence Register (NTOR) which is part of Administrative Adjudication of Road Traffic Offences AARTO.	Yes
NATIS	Integrate Vehicle Information from NATIS Vehicle and Drive data.	Yes

C.1.2 Manage EPIC Contraventions Back end

The contraventions back end provides the system behind the Contraventions mobile app. It is used to manage contraventions as well as representations for reduction and payments.

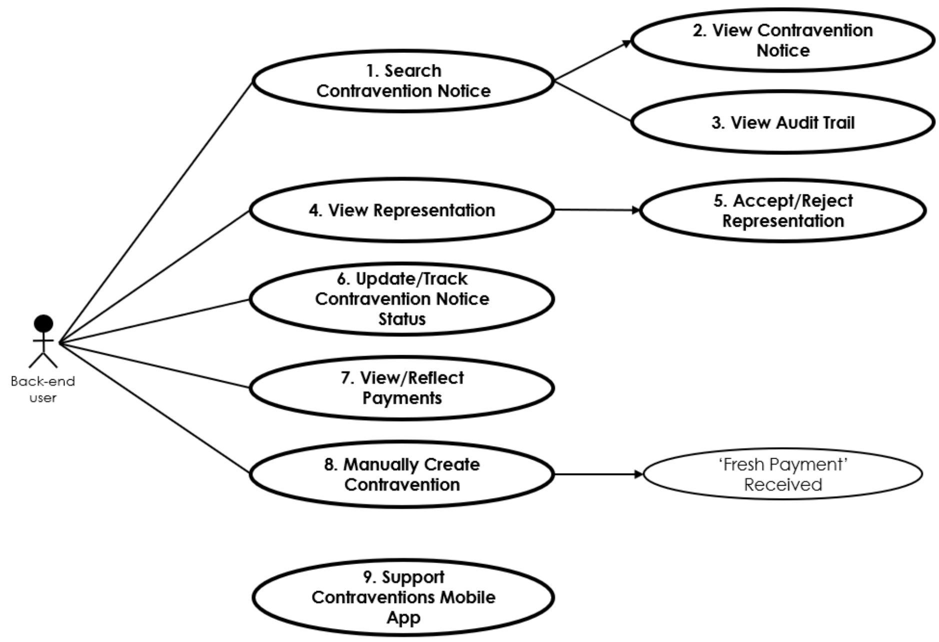


Figure 72: Use case diagram for C.1.2 Contraventions Back-end

Functional Technical Specifications for C.1.2

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Create / Search Contraventions	Create contravention case based on contravention notice created on the contravention mobile app.	C.1.2.1 (a)	Yes
	Queue inbound contravention notices from mobile device when cases cannot be created on the backend.	C.1.2.1 (b)	Yes
	Validate upload failure by comparing number of media/evidence files uploaded by the user to the number which were indicated to be uploaded.	C.1.2.1 (c)	Yes
	Mark all information successfully passed from mobile device.	C.1.2.1 (d)	No
	Search Contravention notices based on fields that include but not limited to notice number, location, vehicle, person and charge type.	C.1.2.1 (e)	Yes
	Display overview of key Contravention information such as notice number, date, Notice type, time of offence and court outcome.	C.1.2.1 (f)	Yes
2. View/Edit Contravention Notice	View contravention notices created on the Contraventions mobile app.	C.1.2.2 (a)	Yes
	View contravention notice detail including related Evidence, Location details, Person details, Vehicle details, Charge detail, License details, Court Detail, View Parties details, View Property details.	C.1.2.2 (b)	Yes
	Manually upload additional case documents.	C.1.2.2 (c)	Yes
3. View Case Log	View change history for Contravention Notice (Audit trial) including date & time, user, current and previous value.	C.1.2.3 (a)	Yes
	Perform compliance monitoring on contravention cases.	C.1.2.3 (b)	Yes
4. View Contravention Representation	Send representation request (e.g. submitted via E-services) to principal inspector as workflow item and notify via E-mail.	C.1.2.4 (a)	Yes
	View Contravention Representation and Comments.	C.1.2.4 (b)	Yes
5. Accept / Reject Contravention Representation	Accept or reject Representation through configurable workflow that include ability to have multiple approvers.	C.1.2.5 (a)	Yes
	Reduce Contravention Notice amount based on representation outcome.	C.1.2.5 (b)	Yes
6. Update / Track Contravention Status	Update the status of the contravention once payment has been made and close confirmation received.	C.1.2.6 (a)	Yes
	Manually update contravention notice status in specific defined circumstances – requires appropriate profile.	C.1.2.6 (b)	Yes
	Keep audit trail of actions on the contravention notice that include status changes.	C.1.2.6 (c)	Yes
	Manually update contravention status based on Court outcome.	C.1.2.6 (d)	Yes
	Automate update of contravention status based on Court outcome received daily as Excel file.	C.1.2.6 (e)	No

7. View Payments	Reflect payments received (from SAP financial system) to relevant Contravention Notice and update the status.	C.1.2.7 (a)	Yes
	Include Barcode or QR code on Contravention Notice to make payments easier.	C.1.2.7 (b)	Yes
8. Manually Create Contravention	Capture the case details manually for certain notices, especially when contraventions did not synchronise / upload or when mobile device was off-line.	C.1.2.8 (a)	Yes
	Cater for situation where handwritten ticket is not yet captured on the on External Provider system, but payment is received (‘Fresh Payment’). The ticket must be manually created on the back end and status updated to reflect the payment.	C.1.2.8 (b)	Yes
	Send notification of ‘fresh payments’ processed to the service provider.	C.1.2.8 (c)	No
9. Support Contraventions Mobile App	Assign Notice types, Charge group code/s and ability to perform NATIS Query to user roles.	C.1.2.9 (a)	Yes
	Define what functionality a user can access with the mobile application based on role.	C.1.2.9 (b)	Yes
	Define completion form and print template related to specific contravention notice types.	C.1.2.9 (c)	Yes
	Generate Notice number ranges based on a structured format and pass the numbers that can be used to mobile devices.	C.1.2.9 (d)	Yes
	When a contravention notice is created on the mobile app, the Contraventions back-end uses the location to perform a lookup on the EPIC ArcGIS instance to find the relevant court based on court district boundaries.	C.1.2.9 (e)	Yes
	When a contravention notice is created on the mobile app, the Contraventions back-end assigns a court date. The system keeps tracks of notices issued to each court on each date and performs load balancing to ensure a court is not over-subscribed on a given date.	C.1.2.9 (f)	Yes

Integration touch points for C.1.2

EPIC Content Server	Integrate Documents from Contraventions to EPIC Content Server or shared file location.	Yes
External Service Provider	Integrate Contravention Notice Data to External Service provider system via Open API (currently iForce Helios, future AARTO).	Yes
External Service Provider	Integrate Contravention Close Notice from External Service provider system via Open API (currently iForce Helios, future AARTO).	Yes
External Service Provider	Integrate Manually created Contravention Notice from External Service provider system (currently iForce Helios) to the Contraventions Back-end.	No
External Service Provider	Integrate Manual Contravention created though ‘Fresh Payments’ on Contraventions Back-end to External Service provider system via Open API (currently iForce Helios, future AARTO)	No

Payment Provider	Integrate Payments from payment provider systems via Open API (Currently SAMRAS)	Yes
MS Outlook	Integrate Workflow item (Representation) to E-mail (MS Outlook)	Yes
Excel	Upload Court Outcomes from MS Excel	No

C.1.3 Manage EPIC Contravention E-Services

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

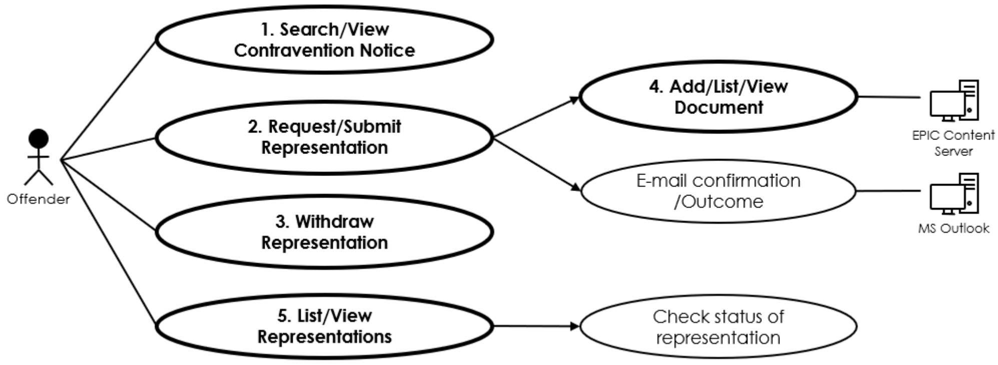


Figure 73: Use case diagram for C.1.3 Contravention E-Services

Functional Technical Specifications for C.1.3

Use case	Description: The solution should provide the ability to…	Req ID	Mandatory
1. Search / View Contravention Notice	Allow offender to register and login to Contraventions self-service portal.	C.1.3.1 (a)	Yes
	Allow single sign-on using the City's authentication services which is based on Microsoft Entra-ID.	C.1.3.1 (b)	Yes
	Search/View list of Contravention notices.	C.1.3.1 (c)	Yes
2. Request/Submit/ Withdraw Representation	Request Contravention Representation to reduce a fine amount - against specific notice number.	C.1.3.2 (a)	Yes
	Capture motivation for Contravention notice representation and provide the reason code from a list.	C.1.3.2 (b)	Yes
	Send confirmation of the Representation to the user via e-mail.	C.1.3.2 (c)	Yes
3. Add/List/View Document	Add supporting documentation to the Representation.	C.1.3.3 (a)	Yes
4. Withdraw Contravention Representation	Withdraw a Representation that was already submitted.	C.1.3.4 (a)	Yes
	Alert user with assigned workflow items that the Representation was with withdrawn.	C.1.3.4 (b)	Yes
5. List/View Representations	Find a Representation from the List and view the status / Outcome.	C.1.3.5 (a)	Yes

Integration touch points for C.1.3

EPIC Content Server	Integrate Documents from Contraventions E-service solution to EPIC Content Server or shared location.	Yes
Contraventions Back-end	Integrate Contravention Representation from Contravention E-service solution to Contravention Back-end.	Yes
E-mail	Integrate E-mail notification from E-Services to MS Outlook	Yes

C.1.4 Reporting Specifications for Contraventions

Use case	Description: The solution should provide the ability to…	Req ID	Man-datory
1. Generate printable pdf reports	Generate a summary report of Contravention notice in printable pdf format – configurable which fields to include.	C.1.4.1 (a)	Yes
	Generate printable pdf report with sensitive information suppressed.	C.1.4.1 (b)	No
2. Standard Reporting	Deliver configurable reporting capability using any combination of Contravention notice fields.	C.1.4.2 (a)	Yes
	Generate analytical reports and dashboards.	C.1.4.2 (b)	No

Reporting Examples for C.1.4

Contravention Notices Statistical Report
Contravention Officer Report
Contravention Mobile Device Utilisation Report
Contravention Performance Report
Contraventions Offence report

5.2.4.2 Data Migration for Contraventions

The data migration approach for the Contraventions System shall ensure the accurate, secure, and complete transfer of all relevant legacy data from the existing Contraventions system to the new solution. The migration process will include data profiling, cleansing, mapping, transformation, and validation to ensure data integrity and consistency in the target system. The service provider shall develop a detailed Data Migration Plan that outlines migration phases, roles, tools, and methodologies to minimise business disruption and maintain data quality. Historical and active case data, including associated metadata, documents, and audit trails, must be migrated in accordance with the City's records management, security, and privacy standards. Rigorous testing, reconciliation, and user validation must be performed to confirm that migrated data is complete, accurate, and accessible within the new Contraventions system prior to go-live.

Schedule	**Source System**	**Data Volume (GB/TB)**
Schedule C – Contraventions System	SAP CRM with Oracle DB	Contraventions Data Size
	Hana DB	300GB
	Content Server with MAXDB	05 TB

5.2.4.2 Integration Specifications for Contraventions System

The proposed Contraventions system must provide robust integration capabilities to ensure seamless interoperability across the City's technology landscape. The solution is required to support open API standards that will enable flexible and secure data exchange with internal and external systems. Integration must align with industry recognised standards for geographic information systems, specifically ensuring compatibility and seamless integration with ESRI ArcGIS for spatial mapping and geolocation services. The Contraventions system should support Open Geospatial Consortium standards.

The City has standardised on SAP integration suite as its enterprise integration tool, which may be leveraged for the development and Management of customised APIs where necessary. All integration with the City's SAP ERP system and the Contraventions system will use the SAP Integration Suite.

The table below lists the minimum integration standards that the Contraventions system should support.

Category	Protocol / Standard	Purpose / Justification
Web Services / APIs	REST (Representational State Transfer)	Standard for lightweight, scalable web services and APIs.
	SOAP (Simple Object Access Protocol)	Required for legacy system integrations and enterprise service buses.
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	GraphQL	Efficient, flexible querying for complex data sets and mobile apps.
Messaging / Event Streaming	AMQP (Advanced Message Queuing Protocol)	For secure, reliable message-oriented middleware.
	MQTT (Message Queuing Telemetry Transport)	Lightweight protocol for real-time IoT/edge device integration.
	Kafka / Event Streaming APIs	High-throughput, real-time event data integration.
GIS / Spatial Standards	OGC WMS (Web Map Service)	Standard protocol for serving georeferenced map images.
	OGC WFS (Web Feature Service)	Allows querying and retrieval of geospatial features.
	OGC WMTS (Web Map Tile Service)	For efficient tiled map delivery, aligned with ArcGIS.
	GeoJSON	Standard JSON format for encoding geographic data.
	ESRI REST API	Native ArcGIS integration for geospatial services.
Security & Identity	OAuth 2.0	Secure API authorization.
	OpenID Connect (OIDC)	Federated authentication for integration with identity providers.
	SAML 2.0	Enterprise authentication, especially with government/enterprise IdPs.
	TLS 1.2/1.3	Mandatory for secure communication channels.
Data Formats	JSON	Standard lightweight data interchange format.
	XML	Required for legacy and SOAP-based integrations.
	CSV	For batch-based data exchange and reporting.
Enterprise Integration (SAP Integration Suite)	IDoc (Intermediate Document)	Native SAP format for integration of transactional data.
	RFC/BAPI	Remote Function Calls for direct SAP system integration.
	SAP Cloud Connector & APIs	Secure connectivity with SAP business applications.

5.2.4.3 Sizing and Roles Contraventions System

System	Role	Quantity
Contraventions	Contraventions Administrator	15
Contraventions	Field Officer / Staff	4100
Contraventions	Contraventions Manager	180
Contraventions	System Administrator	15

5.2.4.4 Non-Functional Specifications for Contraventions System

Non-functional Area	Options
Deployment Options	• The City prefers an on-premise deployment module for the Contraventions system. The City's preference does not prevent service providers from providing solutions based on different deployment models such as Software as a Service Cloud offering. • The Solution must be deployed as a 3-tier environment, namely Production, Quality Assurance/Test, and Development. • The Solution must have a dedicated training instance that shall be used for ongoing training City employees.
Application Licences	• The City prefers a perpetual licencing model with maintenance and support. • The City's licence model preference does not prevent service providers from providing solutions with alternate application licence models such as subscription base licencing.
Operating System Licences	List all Operating system Licences required and quantities e.g. Microsoft Windows Server 2022 or RHEL 9 Please refer to schedule **F.13.9** for completion.
Database Licences	List all database licences required and quantities e.g. Microsoft SQL Server 2022 Enterprise / Standard Please refer to schedule **F.13.9** for completion.
On premise Infrastructure	• Provide detail specifications and quantities of all on premise server hardware required for the solution. • Provide detail specification of any additional hardware required for the solution. Please refer to schedule **F.13.8** for completion.
Cloud Infrastructure	Provide detail Specification of all connectivity required to utilise the proposed cloud solution.
Third Party Dependencies	List any or all dependencies on third party product licences or APIs e.g. Google API. APIs must be clearly indicated.

Performance Requirements	• Response Time: The system shall respond to user queries within 3 seconds under normal operating conditions. • Throughput: the system shall support a minimum of 2500 concurrent desktop users and mobile users without degradation in performance. Baseline Benchmark established. • The system shall execute nightly batch jobs within an 8 hour time period. • Scalability: The system must be able to scale either horizontally or vertically to support future growth in users, data volumes and geographic coverage.
Availability & Reliability	• System uptime: The system shall maintain a 99.95% uptime, excluding planned and scheduled maintenance. • Fail over and Redundancy: the system must support failover and have redundancy to ensure continuity during hardware and software failures. • Disaster recovery: A disaster recovery plan must be in place with full system restoration achievable within 4 hours of critical failure. The Contraventions system shall be highly available. • Solution should preferably be able to be backed up by Veritas Netbackup.
Security Requirements	• The system shall support Role Base Access Control (RBAC). • In addition to default roles the creation of custom roles. Granular RBAC. • The system shall support Single Sign on (SSO) and multifactor authentication (MFA) by utilising or integrating to the City's Identity provider (IdP) which is Microsoft Entra ID for SSO and MFA. • Data Encryption: All data in transit must be encrypted using latest supported standard protocols (e.g, TLS 1.2 or later). • Data Encryption: All personal data to be encrypted at rest. • Audit: All user and system actions must be logged with timestamps, user ID or system ID and action details. Logs should be retained for a minimum of 12 months. • Data Integrity and Accuracy: The system should have the ability to enforce data validation rules at input. • Additional for consideration.
Mobile Applications	• Mobile applications must support Android Version 12 or later. • Mobile application must support being deployed by Microsoft Intune. (able to be packaged and uploaded to play store.) • Mobile application should be able to operate in an offline mode. • Mobile application should support the following current devices Huawei V800, Samsung Galaxy Tab 3, Samsung Galaxy Tab 5, Samsung Xcover 7 or later devices.
Maintainability & Supportability	• Support: The vendor must provide support with defined SLA's for incident response and resolution. • Documentation: The service provider must provide comprehensive technical and user documentation, including API references, system architecture and troubleshooting guides.

5.2.5 Implementation Scope

The Implementation requirements below apply to Schedule A, B and C.

The EPIC solution must be implemented within a period not exceeding 18 months. The implementation must align with the CCT IS&T Project implementation methodology.

Completed implementation refers to the Go-Live of a fully functional Production System that meets all the mandatory functional and non-functional specifications and the provided solution configured and set up according to the needs of the CCT. It must include all users being trained, profiled and active on the system.

5.2.5.1 General Requirements for Implementation

The implementation approach for the EPIC solution shall recognise that the EPIC Transactional System (Schedule A) serves as the core foundation of the overall EPIC ecosystem. While Schedules B (Investigative Case Management System) and Schedule C (Contraventions System) may be implemented by the same or different service providers, it is imperative that all appointed service providers collaborate closely to ensure seamless integration, interoperability, and data exchange across all systems. The service providers must adopt a coordinated implementation strategy, aligning project timelines, technical standards, and integration frameworks to deliver a unified and fully functional EPIC environment. The expectation is that all service providers demonstrate a commitment to joint planning, open communication, and cooperative testing to achieve optimal performance and end-to-end operational efficiency of the EPIC ecosystem.

Deliverable Category	Requirement Description
Implementation	The Service Provider to attach to **Schedule F.13.6**: • A detailed explanation of the approach to the implementation. • A high-level plan including all below processes where applicable for each Schedule (A, B &C). • Detailed plan indicating proposed sequencing, milestones of scope implementations. • A RACI matrix. Explain the Implementation approach which encompasses all processes involved in the relevant Schedules for each System. **a) Discovery and Planning** Assessing the current environment and planning upgrades/replacement to the new proposed Systems. **b) Design** Design according to best practices. **c) Build and Implement** Implementation and configuration of proposed solution. • Integration and touch points must be investigated, tested, updated and data/documents migrated as applicable • Any integration with external systems must comply with CCT integration principles and toolsets. • Training as per the specified Training Requirements. **d) Testing** Testing of proposed solution, minimising disruptions to the CCT. **e) Deployment and Migration** All software is fully configured, operationalised and related data moved to the new EPIC Systems: • Migration of legacy data where applicable. • All processes should adhere to audit principles both internal and external. • All users migrated and ready to use the new systems. • Templates and standard documents must be available for use. **f) Knowledge and Skills Transfer / Operational Handover** Support staff must receive the appropriate knowledge and skills transfer.

	g) Post Go-Live Support (Hyper Care Support - minimum of 3 months) Support staff must receive Post Go-Live Solution Handover with Documentation **h) Closeout** Support staff receive Project Close-out/Work Completion Report **i) Maintenance and Support** Maintenance and Support for the duration of the contract.

5.2.5.2 Project Implementation Approach

A detailed implementation approach inclusive of a project plan must accompany your response and be included in **Schedule F.13.6.** The project plan and the associated deliverables must be aligned to the CCT IS&T Project implementation methodology as illustrated in the figure below. The project implementation will commence from the planning phase.

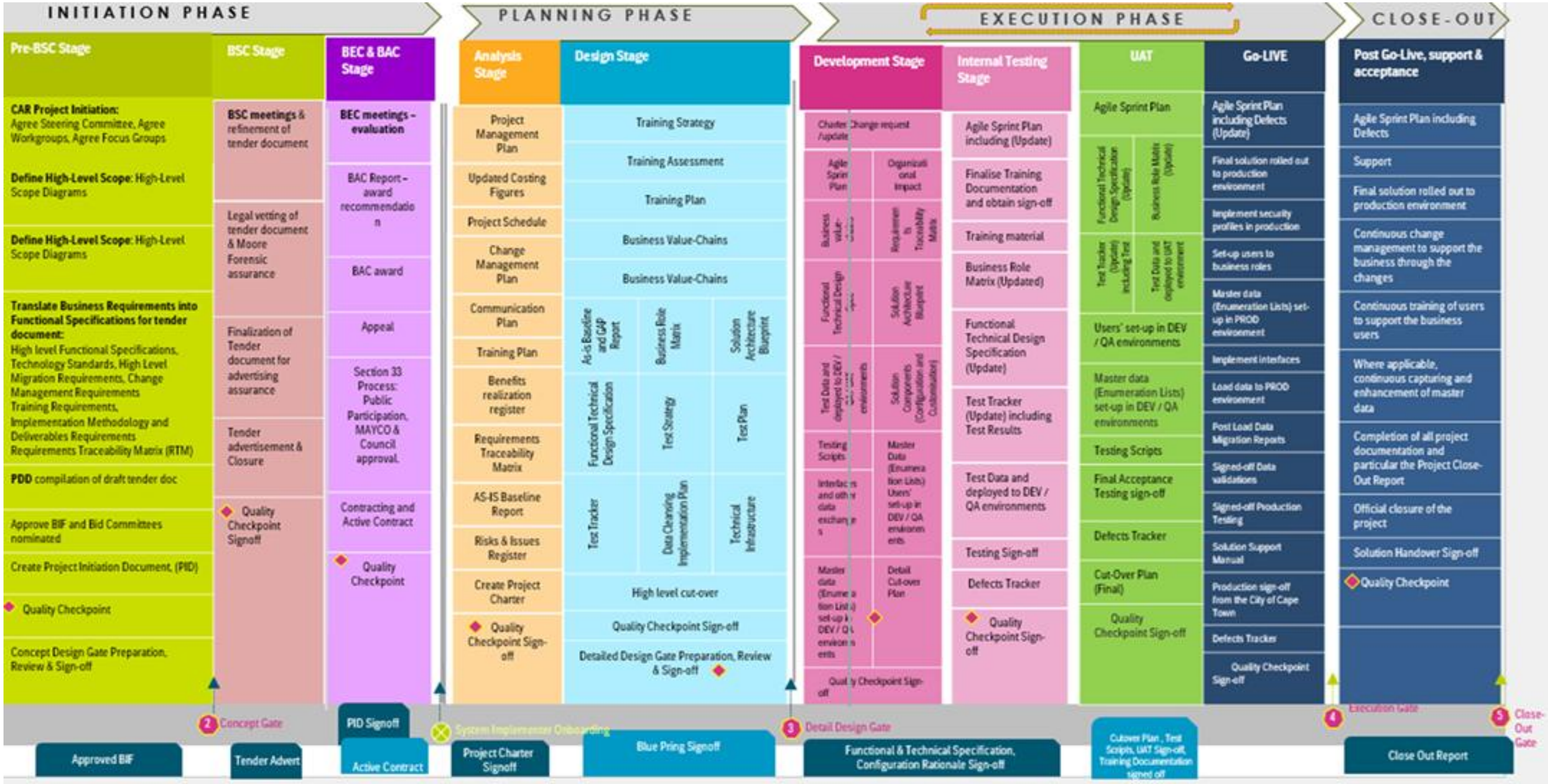

Figure 74: CCT IS&T Project implementation methodology

The entire project is expected to be completed within a period not exceeding 18 months, followed by post go-live support of a minimum of 3 months. The table below and figure above lists the minimum required documentation/artefacts/deliverables for the implementation and should be utilised in conjunction when completing the information required for **Schedule F.13.6.** The methodology, documentation/artefacts/deliverables and billing deliverables will be discussed and agreed upon during the Analysis Stage.

Project Phase	Sub-Phase	Project Deliverables	Milestone Artefact/Deliverable	Billing Deliverable
Planning Phase	**Discovery and Planning**	• Project Charter • Benefits Realization Register • Risks & Issues Register • Project Execution Plan • Project Schedule • Organizational Change Management Plan • Communication Plan • Training Plan • AS-IS Baseline and GAP Report (Final)	• Environmental Assessment Document	• Proof of Execution (POE) • Milestone Invoice
	Design	• Detail Design Gate Review Approval • Training Strategy • Training Assessment • Training Plan • Business Value Plan (Level 1 to 3) • Business Role Matrix • Solution Architecture Blueprint • Test Strategy • Test Plan • Test Tracker • Data Cleansing Implementation Plan • Technical Infrastructure • High Level Cutover Plan • Solution Design Document	• Solution Design Document	• Proof of Execution (POE) • Milestone Invoice

Project Phase	Sub-Phase	Project Deliverables	Milestone Artefact/Deliverable	Billing Deliverable
Execution Phase	**Build and Implement**	• Charter Change Request /update (where applicable) • Organisational Impact • Business Value Chains (Level 1 to 3) (Update) • Business Role Matrix (Update) • Solution Architecture Blueprint (Update) • Test Tracker (Update) including Test Results • Defects Tracker • Test Data and deployed to DEV / QA / UAT environments • Testing Scripts • Master Data (Enumeration Lists) • Solution Components (Configuration and Customization) • Interfaces and other data exchanges • Users' set-up in DEV / QA environments • Master data (Enumeration Lists) set-up in DEV / QA environments • Detail Cut-over Plan • Functional Technical Design Specification (Final)	• Functional Technical Design Specification (FTDS)	• Proof of Execution (POE) • Milestone Invoice
	Testing	• Business Role Matrix (Update) • Test Tracker (Update) including Test Results • Test Data and deployed to UAT environment	• User Acceptance Testing (UAT)	• Proof of Execution (POE) • Milestone Invoice

Project Phase	Sub-Phase	Project Deliverables	Milestone Artefact/Deliverable	Billing Deliverable
		• Users' set-up in DEV / QA environments • Master data (Enumeration Lists) set-up in DEV / QA environments • Testing Scripts • Defects Tracker • Detail Cut-Over Plan • User Acceptance Testing (Final)		
	Deployment and Migration	• Final solution rolled out to production environment • Implement security profiles in production • Set-up users to business roles • Master data (Enumeration Lists) set-up in PROD environment • Implement interfaces • Load data to PROD environment • Post Load Data Migration Reports • Signed-off Data validations • Solution Support Manual • Defects Tracker • Detail Cut-Over Plan (Final)	• Cut-Over Plan	• Proof of Execution (POE) • Milestone Invoice

Project Phase	Sub-Phase	Project Deliverables	Milestone Artefact/Deliverable	Billing Deliverable
	Knowledge and Skills Transfer / Operational Handover	• Execution Stage Gate Review Approval • Knowledge transfer to users to support the business users • Where applicable, continuous capturing and enhancement of master data • Completion of all project documentation and particular the Project Close-Out Report • Defects Tracker • Production sign-off from the City of Cape Town	• Maintenance and Support Handover Document	• Proof of Execution (POE) • Milestone Invoice
Project Phase	**Sub-Phase**	**Project Deliverables**	**Milestone Artefact/Deliverable**	**Billing Deliverable**
		• Solution Support Manual (Final) • Maintenance and Support Handover Document (Final)		
	Post Go-Live Support	• Post Go-Live Solution Support (Hyper Care Support - minimum of 3 months) • Continuous organizational change management to support the business through the changes • Continuous training of users to support the business users • Where applicable, continuous capturing and enhancement of master data • Post Go-Live Solution Handover Document	• Post Go-Live Solution Handover Document	• Proof of Execution (POE) • Milestone Invoice
Closure Phase	**Closeout**	• Commission & Close-Out Stage Gate Review Approval • Completion of all project documentation • Official closure of the project • Project Close-out/Work Completion Report	• Project Close-out/Work Completion Report	• Proof of Execution (POE) • Milestone Invoice

5.2.6 Training Requirements

The Service Provider must deliver comprehensive training and structured skills transfer to enable the City's workforce to competently use, administer, support, and develop within the mission-critical, on-premises software application. The training solution must be modular, role-based and scalable.

The CCT requires the service provider to deliver training to End-Users (those who will use the system on a day to day basis) as well as to identified training staff within the City of Cape Town who will then become trainers of the modules. This skills transfer is an essential component of the required approach.

Each training course is to be delivered either on-site and in-person and/or via facilitated web-based training. Web-based training should be Shareable Object Reference Material (SCORM) compliant.

The CCT is only responsible for providing suitably equipped venues for each training session. The service provider is required to cater for travel and accommodation. The cost must be all inclusive and no further disbursements will be considered.

Whilst the City will not dictate the length of each course, the training duration should be reasonable and may be negotiated during the implementation phase. It is expected that the Train-the-Trainer courses will be longer than the end user training in order to equip the City Facilitators.

The supplier is responsible to ensure all course and materials are kept up to date and current for every change / release that affects user interface or processes etc. and where they conduct "train the trainer" refreshers as necessary. Training material must be updated in time for new releases.

The City requires the option of a "train the trainer" approach per training module as indicated below. The Train the Trainer course must ensure that those who attend it are fully capable of delivering the course to end-users and training these users to utilise the specific solution modules. Each Train the Trainer course must be priced separately in the pricing schedule.

Please note the following deliverables that are to be provided in English and must form the requisite knowledge base:

- Comprehensive Training User Guide (Text and screenshots)
- Quick Reference Guide (short and graphical easy to read)
- PowerPoint Training Presentation
- Training videos
- Web-based content

The following must be priced in the pricing schedule per Module:

- In-Person Training
    - Number of users per course indicated in the pricing schedule.
- Virtual Training
    - Facilitator led through an appropriate online platform.
- A Train-the-Trainer course as indicated by a "Yes" in the below table, column 3 (Train-The-Trainer Required?).

Training Module	Applicable Schedule	Train-The-Trainer Required?	Requirement Description

System Administrator	A, B, C	No	The training must ensure that the system administrator acquires the necessary technical, operational and security knowledge to:
			• Manage and maintain the relevant system
			• Support Users, troubleshoot incidents and perform system configurations
			• Ability to monitor integration and data management operations
			• Configure and update the applicable and relevant system data as required including but not limited to:
			    ○ User maintenance and access control
			    ○ Categorisation
			    ○ Master Data
			• Utilise any applicable reporting tools

Super User	A, B, C	No	The Training must ensure that Super Users with the role are competent to: • Support Users, troubleshoot incidents • Perform the necessary Low-Code/No-Code configurations as necessary
Call Taker	A	Yes	The Training must equip operational users with the Call Taker role with the knowledge and skills to: • Efficiently capture and process emergency and non-emergency calls • Accurately create and update RFS records • Utilise any applicable reporting tools
Dispatcher	A	Yes	The Training must ensure that operational users with the Dispatcher role are competent to: • Manage real time deployment of Units (resources) • Receive, manage and update RFS information efficiently • Utilise all applicable system tools to make the most appropriate dispatch decisions • Utilise any applicable reporting tools

Workforce Planner (Duty Management)	A	Yes	The Training must ensure that operational users with the Workforce Planner role are competent to:
			• Create, Configure, Manage and maintain all of the following:
			  ○ Employees
			  ○ Equipment
			  ○ Vehicles
			  ○ Dispatchable Resources (Units)
			  ○ Relevant master data such as shift schedules
			• Create, manage and update all Pre-Planned Activities
			• Assign the relevant Units to these Activities
			• Utilise any applicable reporting tools

Manager	A	Yes	The Training must ensure that users with the Manager role are competent to: • View all applicable records (Unit, RFS, Activities etc.) • Utilise any applicable reporting tools
Field Staff	A and C	Yes	The Training must ensure that field staff with this role are competent to: • Login and configure their Unit • Receive, update, manage and resolve RFS Tasks • Add Media, Complete Forms • Initiate the Contraventions Process • Issue and print electronic contraventions • Understand all other mobile functionality
Contraventions Administrator	C	Yes	The Training must ensure that Administrators with this role are competent to: • Access, review and manage the contraventions on the backend. • Manage user access to the system • Utilise any applicable reporting tools

Investigator	B	Yes	The Training must ensure that Investigators with this role are competent to:
			• Perform the full range of investigative actions on the system including but not limited to:
			  ○ Creation of Cases
			  ○ Ongoing management and update of cases
			  ○ Evidence upload and management
			  ○ Resolution of cases
			• Utilise any applicable reporting tools

Investigations Manager	B	Yes	The Training must ensure that Managers with this role are competent to: • Oversee all Cases on the system • Utilise all tools for quality assurance of cases • Utilise any applicable reporting tools

Investigations Case Administrator	B	Yes	The Training must ensure that users with the Investigations Case Administrator role are competent to: Manage the lifecycle of Investigations: • Creating, updating, and closing investigation cases • Assigning tasks and tracking progress across investigative teams • Managing timelines, milestones, and escalation protocols • Generating case summaries, performance metrics, and compliance reports
Evidence Officer	B	Yes	The Training must ensure that users with the Evidence Officer role are competent to: • Manage the lifecycle of digital evidence within the ICM system • Upload digital evidence or intake procedures • Uploading and tagging digital evidence • Search and retrieval of digital evidence • Manage logs
Forensic Analyst	B	Yes	The training must ensure that users with the Forensic Analyst role are competent to: • **System navigation**: Familiarity with dashboards, case views, and evidence modules • **Case creation and linking**: Associating forensic findings with relevant investigation cases • **Data entry standards**: Accurate documentation of forensic reports, timestamps, and analyst notes • **Search and retrieval**: Efficient use of filters and queries to access case data and evidence • **Metadata preservation**: Ensuring original file attributes are maintained for legal admissibility

5.2.7 Professional Resources

The following section outlines the requirements and deliverables for professional services related to this contract. Professional Services refer to specialist resources contracted to deliver defined pieces of work that enhance, extend, or integrate with the software solution. These engagements are typically project-based or deliverable-based. The City reserves the right to request CV's of the resources proposed to participate in projects and/or deliverables. If an assigned resource cannot continue with the work, resources with equivalent experience will be required.

No.	Function / Role	Minimum experience level
1	Project Manager	5 years' relevant experience
2	Senior Project Manager	8 years' relevant experience
3	Architect	5 years' relevant experience
4	Senior Architect	8 years' relevant experience
5	Product Specialist	5 years' relevant experience
6	Senior Product Specialist	8 years' relevant experience
7	Report Writer	3 years' relevant experience
8	Business Analyst	5 years' relevant experience
9	Developer	5 years' relevant experience
10	Content developer for training material	3 years' relevant experience
11	Trainer	3 years' relevant experience
12	Senior Trainer	5 years' relevant experience
13	Integration Specialist	5 years' relevant experience
14	Senior Consultant	8 years' relevant experience
15	Consultant	5 years' relevant experience
16	Junior Consultant	3 years' relevant experience

5.2.8 Requirements for Maintenance and Support Services

The following provide for the requirements and deliverables for maintenance and support for Schedule A, Schedule B, and Schedule C. Refer to Section C4 PRICE SCHEDULE with specific reference to:

- **SCHEDULE A.3 MAINTENANCE AND SUPPORT SERVICES OF THE EMERGENCY POLICING & INCIDENT CONTROL SYSTEM**
- **SCHEDULE B.3 MAINTENANCE AND SUPPORT SERVICES OF THE INVESTIGATIVE CASE MANAGEMENT SYSTEM**
- **SCHEDULE C.3 MAINTENANCE AND SUPPORT SERVICES OF THE CONTRAVENTIONS SYSTEM**

Support and Maintenance services refer to service provider/vendor provided services intended to ensure that the licensed software remains operational, secure, stable, and fully supported in accordance with the Service Level Agreement (SLA).

Support and Maintenance does not constitute operational management of the system and must be included under a separate Managed Services agreement.

Deliverable Category	Applicable Schedules	Requirement Description
Maintenance	A, B, C	Ongoing service that ensures the maintenance of the respective systems by the service provider of each system. • Fixing faults • Installing or Applying security patches • Installing or Enabling new features • Applying any other updates/upgrades that become available for the software that forms part of the respective system • Upgrades to new versions Maintenance encompasses the end-to-end process from relevant improvements being available for the software, to the testing of these improvements, to the final implementation on the production systems. The service provider would be expected to conform to the City's standard processes in this regard, which include, but are not limited to, the use of distinct test and production environments, as well as governed change control processes.
Support	A, B, C	Support encompasses: • Support requirement is 24 hours a day, 7 days a week. • Technical support will be provided by the service provider responsible for their respective system. • Application support will be the responsibility of the appointed service provider. • Dedicated end-user support for a minimum of 3 months after or during initial roll-out of the solution.

5.2.8.1 Support Level Definitions and Escalation Matrix

Support Level	**Definition or Description**
Level 1 (L1) Frontline or Service Desk Support	L1 support is the first point of contact for all users of the system. It is responsible for receiving, logging, and categorizing incidents, service requests, and user queries.

	L1 personnel perform initial diagnosis and troubleshooting, resolve known issues using documented procedures or knowledge bases, and escalate unresolved issues to higher support levels. Activities include but is not limited to password resets, basic configuration assistance, and user guidance on standard operations.
Level 2 (L2) Technical / Application Support	L2 supports incidents and problems that cannot be resolved at Level 1. This level provides in-depth technical analysis, configuration troubleshooting, and system monitoring to identify root causes of recurring or complex issues. L2 personnel perform application-specific diagnostics, interface checks, and minor code or configuration adjustments where authorized. They coordinate with external and/or internal technical teams to implement fixes and test solutions prior to deployment. All changes made at this level must follow approved change management and testing procedures.
Level 3 (L3) Expert / OEM/OSM-Backed Support	L3 support provides advanced troubleshooting and resolution for complex software defects, integration failures, or architectural issues. This level includes product specialists, developers, or OEM/OSM technical experts responsible for source code-level analysis, patch development, and system performance optimization. L3 manages version upgrades, critical bug fixes, and architectural enhancements in collaboration with external and/or internal technical teams. All changes made at this level must follow approved change management and testing procedures.

5.2.8.2 Support Escalation Matrix

Support Level	Description / Responsibility	Typical Activities	Escalates To	Communication Channels
Level 1 (L1) Frontline / Service Desk Support	First point of contact for all incidents, service requests, and user assistance.	-Log and categorize incidents. -Provide user guidance and password resets. Resolve known or minor issues. -Monitor and update tickets.	Level 2 Support	Service Desk Portal, Email, Telephone.
Level 2 (L2) Technical / Application Support	Handles incidents escalated from L1 requiring detailed technical or application expertise.	-Perform root cause analysis. -Troubleshoot configuration issues. -Validate integrations. -Apply tested fixes or patches.	Level 3 Support	Service Management Tool, Email.
Level 3 (L3) Expert / OEM/OSM-Backed Support	Manages complex software defects, architectural issues, and OEM/OSM-related escalations.	-Debug source code. -Debug low-code/no-code. - Apply hotfixes or develop patches. - Perform version and feature upgrades - Optimize performance.	OEM / OSM Vendor Support	OEM/OSM Portal, Email, Scheduled Calls.

- The Service Provider must maintain a Single Point of Contact (SPOC) for all support escalations and coordinate with the designated City's representative throughout the incident lifecycle.
- Escalation and resolution times must align with agreed Service Level Agreements (SLAs) as defined per priority.
- All incidents and resolutions must be tracked in a centralized ticketing system, with documented audit trails.
- The Service Provider shall provide monthly support performance reports detailing incident trends, resolution times, and root cause analyses.

5.2.9 Managed Services

The following provide for the requirements and deliverables for Managed Services for Schedule A, Schedule B, and Schedule C. Refer to Section C4 PRICE SCHEDULE with specific reference to:

- **SCHEDULE A.4 MANAGED SERVICES FOR THE EMERGENCY POLICING & INCIDENT CONTROL SYSTEM**
- **SCHEDULE B.4 MANAGED SERVICES OF THE INVESTIGATIVE CASE MANAGEMENT SYSTEM**
- **SCHEDULE C.4 MANAGED SERVICES OF THE CONTRAVENTIONS SYSTEM**

Managed Services refer to a comprehensive operational service whereby the service provider assumes defined responsibility for the ongoing operation, administration, monitoring, and performance of the application, system and associated components.

Managed Services Resource Type	Definition or Description
Managed Service Resource Type 1	Type 1 resources provide routine, low-complexity, operational and administrative support services that do not require deep system architecture, database, or infrastructure expertise. These tasks are repeatable, standardised, and procedural in nature. A. User Administration • Creation, modification, and deactivation of user accounts • Password resets • Role assignment and permission updates • Access reviews • Enforcement of predefined security policies B. Application Administration (Routine) • Maintenance of system parameters • Updating lookup values and reference data • Managing user profiles • Configuring standard workflows (non-technical adjustments) • Standard configuration updates that do not alter core system architecture C. Reporting • Generation of standard reports • Scheduled report execution • Exporting system data to approved formats • Assistance with standard dashboards • Minor formatting adjustments to existing reports
Managed Service Resource Type 2	Type 2 resources provide intermediate to advanced application and system-level support. They address configuration changes, monitoring, and controlled enhancements within the application layer. These tasks require technical expertise but do not extend to core infrastructure or database architecture management. A. System and Application Monitoring • Monitoring application health • Log analysis • Performance threshold monitoring • Proactive identification of system degradation • Incident trend analysis B. Configuration Management • Complex workflow configuration • Business rule configuration

	• System parameter adjustments impacting multiple modules • Interface configuration updates • Integration endpoint configuration C. Low-Code / No-Code Development • Development of forms using platform tools • Configuration-based feature enhancements • Creating or modifying dashboards • Report development (custom reports) • Minor automation using built-in tools D. Release and Patch Coordination • Coordinating patch deployments • Pre-release validation • Configuration validation post-deployment • Support during upgrade activities E. Incident Resolution (Application Layer) • Diagnosing application-level defects • Reproducing application issues • Supporting root cause analysis in collaboration with vendor
Managed Service Resource Type 3	Type 3 resources provide specialised technical services at the database, operating system, and infrastructure level. These tasks are high-risk, high-impact, and require specialist technical expertise. A. Database Administration (DBA) • Database installation and configuration • Database upgrades and patching • Backup and restore management • Database replication management • Index management • Storage optimisation B. Database Performance Tuning • Query optimisation • Execution plan analysis • Performance bottleneck identification • Memory and resource allocation tuning • Transaction log optimisation C. Infrastructure Management • Server provisioning • Virtual machine management • Storage allocation • High availability configuration • Disaster recovery environment management D. Operating System Administration • OS patching and upgrades • Security hardening • Access control configuration • Service management • Performance monitoring at OS level E. Security and Compliance (Technical Layer) • Implementation of security controls • Encryption configuration • Certificate management

	• System-level audit logging

5.3 LOCAL OFFICE

5.3.1 Tenderers' will be required to hold an office within the jurisdiction of the CCT for the duration of the contract.
5.3.2 In the event that a Service Provider does not hold an office within the jurisdiction of the CCT at bid submission, the Service Provider will be required to establish one within 60 days of the date of contract commencement.
5.3.3.Tenderers are required to complete **Schedule F.15** to indicate its Local Office details or make an undertaking that it will set up one within 60 days of contract commencement.

5.4 DATA HOSTING AND JURISDICTIONAL REQUIREMENTS

The Service Provider may host data outside the borders of the Republic of South Africa, provided that such data is hosted in a jurisdiction with data protection and privacy laws that are equivalent to or more stringent than the Protection of Personal Information Act, 2013 (POPIA). Preference shall be given to jurisdictions governed by the General Data Protection Regulation (GDPR) or other comparable legal frameworks. The Service Provider shall declare the location(s) of all data hosting and processing to the City of Cape Town in writing prior to commencement of services, to enable the City to fulfil its obligations to the Information Regulator under POPIA.

5.5 TRADE NAMES OR PROPRIETARY PRODUCTS

Tenderers/Suppliers must note that wherever this document refers to any particular trade mark, name, patent, design, type, specific origin or producer, such reference shall be deemed to be accompanied by the words "or equivalent".

5.6 EMPLOYMENT OF SECURITY PERSONNEL

All security staff employed by the Supplier on behalf of the CCT or at any CCT property must be registered with Private Security Industry Regulatory Authority (PSiRA). Proof of such registration must be made available to the CCT or its agent, upon request.

5.7 FORMS FOR CONTRACT ADMINISTRATION

The Supplier shall complete, sign and submit with each invoice, the following:

a) Monthly Project Labour Report (described below)

The Monthly Project Labour Report must include details of <u>all</u> labour (including that of sub-contractors) that are South African citizens earning less than **R500** per day, as adjusted from time to time (excluding any benefits), who are employed on a temporary or contract basis on this contract in the month in question.

In addition to the Monthly Project Labour Report the Supplier shall simultaneously furnish the CCT's Agent with copies of the employment contracts entered into with such labour, together with certified copies of identification documents, proof of attendance in the form of attendance register or timesheets as well as evidence of payments to such labour in the form of copies of payslips or payroll runs. If the worker is paid in cash or by cheque, this information must be recorded on the envelope and the worker must acknowledge receipt of payment by signing for it and proof of such acknowledgement shall be furnished to the CCT's Agent.

5.8 COMPLIANCE TO POLICY

The Service Provider shall ensure that all services, systems, and solutions delivered under this Contract comply where applicable with the Minimum Information and Security Standards (MISS) and the National Policy on Data and Cloud as issued by the Government of the Republic of South Africa.

C.6 SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract, referring to the National Treasury – Conditions of Contract (revised July 2010), are applicable to this agreement. Given that this a niche product/services the City of Cape Town reserves the right to stipulate and adopt contract conditions which are specific in nature over and above standard National treasury or General Conditions of Contract

1. Definitions

Insert new clause 1.1A with the following:

1.1A "Commencement Date" means the date the Supplier confirms receipt from the Purchaser of 1 (one) complete, signed copy of the Contract, the *Schedule of Deviations* (if any).

1.1B "Conditions of Contract" means the general conditions of contract and special conditions of contract including all other contract data incorporated by reference.

Delete Clause 1.15 and substitute with the following

1.15 The word 'Goods' is to be replaced everywhere it occurs in the GCC with the phrase 'Goods and / or Services' which means all of the equipment, machinery, materials, services, products, consumables, etc. that the Supplier is required to deliver to the Purchaser under the agreement. This definition shall also be applicable, as the context requires, anywhere where the words "supplies" and "services" occurs in the GCC.

Delete Clause 1.19 and substitute with the following

1.19 The word 'Order' is to be replaced everywhere it occurs in the GCC with the words 'Purchase Order' which means the official purchase order authorised and released on the Purchaser's SAP System.

Delete Clause 1.21 and substitute with the following:

1.21 'Purchaser' means the City of Cape Town. The address of the Purchaser is 12 Hertzog Boulevard, Cape Town, 8001 (chosen domicilium citandi et executandi).

Add the following after Clause 1.25:

1.26 'Supplier' means the provider of Goods and / or Services with whom the Contract is concluded also referred to as "contractor" in the GCC.

1.27 "Intellectual Property" means any and all intellectual property rights of any nature anywhere in the world whether registered, registerable or otherwise, including patents, trademarks, registered designs and domain names, applications for any of the foregoing, trade or business names, copyright and rights in the nature of copyright, design rights, rights in databases, know-how, trade secrets and any other intellectual property rights which subsist in computer software, computer programs, websites, documents, information, techniques, business methods, drawings, logos, instruction manuals, lists and procedures and particulars of customers, marketing methods and procedures and advertising literature, including the "look and feel" of any websites

1.28 "Working Day" means Monday to Friday excluding weekends and Public Holidays (in the Republic of South Africa).

3. General Obligations

Delete Clause 3.2 in its entirety and replace with the following clauses.

3.2 The Parties will be liable to each other arising out of or in connection with any breach of the obligations detailed or implied in this contract, subject to clause 28.

3.3 If the Supplier is a joint venture, all parties in a joint venture or consortium shall be jointly and severally liable to the Purchaser in terms of the Contract and shall carry individually the minimum levels of insurance stated in the Contract, if any.

3.4 The Parties shall comply with all laws, regulations and bylaws of local or other authorities having jurisdiction regarding the Delivery of the Goods and/or Services and give all notices and pay all charges required by such authorities.

3.4.1 The Parties agree that this Contract shall also be subject to the CCT's Supply Chain Management Policy ("SCM Policy") that was applicable on the date the bid was advertised as amended from time to time. If the Purchaser adopts a new SCM Policy which contemplates that any clause therein would apply to the Contract emanating from this tender, such clause shall also be applicable to the Contract. Please refer to this document contained on the CCT's website.

3.4.2 Abuse of the supply chain management system is not permitted and may result in termination of the Contract, restriction of the Supplier, and/or the exercise by the CCT of any other remedies available to it as described in the SCM Policy or in law.

3.5 The Supplier shall:

3.5.1 Arrange for the documents listed below to be provided to the Purchaser prior to the issuing of the Purchase Order by the Purchaser and no later than the periods as set out in the Contract:

a) Proof of Insurance (Refer to Clause 11) or Insurance Broker's Warrantee,
b) Letter of good standing from the Compensation Commissioner, or a licensed compensation insurer (Refer to Clause 11),
c) Initial delivery programme, and
d) Other requirements as detailed in the Contract.

3.5.2 Only when notified of the acceptance of the bid on the Date of Commencement of Contract, the Supplier shall commence with and carry out the Delivery of the Goods and/or Services in accordance with the Contract, to the satisfaction, of the Purchaser.

3.5.3 Provide all of the necessary materials, labour, plant and equipment required for the delivery of the Goods and/or Services including any temporary services that may be required.

3.5.4 Insure his workmen and employees against death or injury arising out of the delivery of the Goods.

3.5.5 Be continuously represented during the Delivery of the Goods and/or Services by a competent representative duly authorised to execute instructions.

3.5.6 In the event of a loss resulting in a claim against the insurance policies stated in clause 11, pay the first amount (excess) as required by the insurance policy.

3.5.7 Comply with all written instructions from the Purchaser subject to clause 18.

3.5.8 Complete and Deliver the goods within the period stated in clause 10, or any extensions thereof in terms of clause 21.

3.5.9 Make good at his own expense, all incomplete and defective Goods during the warranty period.

3.5.10 Pay to the Purchaser any penalty for delay as due on demand by the Purchaser. The Supplier hereby consents to such amounts being deducted from any payment due to the Supplier.

3.5.11 Comply with the provisions of the OHAS Act & all relevant regulations.

3.5.12 Comply with all laws relating to wages and conditions generally governing the employment of labour in the Cape Town area and any applicable Bargaining Council agreements.

3.5.13 Deliver the Goods in accordance with the Contract and with all reasonable care, diligence and skill in accordance with generally accepted professional techniques and standards.

3.6 The Purchaser shall:

3.6.1 Issue Purchase Orders for the Goods and/or Services required under this Contract. No liability for payment will ensue for arising out of the Delivery of the Goods and/or Services, unless a Purchase Order has been issued to the Supplier.

3.6.2 Make payment to the Supplier for the Goods and/or Services as set out herein.

3.6.3 Take possession of the Goods and /or Services upon Delivery by the Supplier.

3.6.4 Regularly inspect the Goods to establish that it is being delivered in compliance with the Contract.

3.6.5 Give any instructions and/or explanations and/or variations to the Supplier including any relevant advice to assist the Supplier to understand the Contract.

3.6.6 Grant or refuse any extension of time requested by the Supplier of the period stated in clause 10.

3.6.7 Inspect the Goods and/or Services to determine if, in the opinion of the Purchaser, it has been delivered in compliance with the Contract, alternatively in such a state that it can be properly used for the purpose for which it was intended.

3.6.8 Brief the Supplier and issue all documents, information, etc. in accordance with the contract.

5. Use of contract documents and information; inspection, copyright, confidentiality, etc.

Add the following after clause 5.4:

5.5 Copyright of all documents prepared by the Supplier in accordance with the relevant provisions of the Copyright Act (Act 98 of 1978) relating to the Contract shall be vested in the Purchaser. Where copyright is vested in the Supplier, the Purchaser shall be entitled to use the documents or copy them only for the purposes for which they are intended in regard to the agreement and need not obtain the Supplier's permission to copy it for such use. Where copyright is vested in the Purchaser, the Supplier shall not be liable in any way for the use of any of the information other than as originally intended in terms of the agreement and the Purchaser hereby indemnifies the Supplier against any claim which may be made against it by any person / entity, arising from the use of such documentation for other purposes.

The ownership of data and factual information collected by the Supplier and paid for by the Purchaser shall, after payment, vest with the Purchaser.

5.6 Publicity and publication
The Supplier shall not release public or media statements or publish material related to the services or agreement within two (2) years of Delivery of the Goods, without the written approval of the Purchaser, which approval shall not be unreasonably withheld.

5.7 Confidentiality
Both Parties shall keep all information obtained by them in the context of the agreement, confidential and shall not divulge it without the written approval of the other Party.

5.8 Intellectual Property

5.8.1 The Supplier acknowledges that it shall not acquire any right, title or interest in or to the Intellectual Property of the Purchaser.

5.8.2 The Supplier hereby assigns to the Purchaser, all Intellectual Property created, developed or otherwise brought into existence by it for the purposes of the agreement, unless the Parties expressly agree otherwise in writing.

5.8.3 The Supplier shall, and warrants that it shall:

5.8.3.1 Not be entitled to use the Purchaser's Intellectual Property for any purpose other than as contemplated in the agreement;

5.8.3.2 not modify, add to, change or alter the Purchaser's Intellectual Property, or any information or data related thereto, nor may the Supplier produce any product as a result of, including and/or arising from any such information, data and Intellectual Property, and in the event that it does produce any such product, the product shall be, and be deemed in law to be, owned by the Purchaser;

5.8.3.3 Not apply for or obtain registration of any domain name, trademark or design which is similar to any Intellectual Property of the Purchaser;

5.8.3.4 Comply with all reasonable directions or instructions given to it by the Purchaser in relation to the form and manner of use of the CCT Intellectual Property, including without limitation, any brand guidelines which the Purchaser may provide to the Supplier from time to time;

5.8.3.5 Ensure that its employees, directors, members and contractors comply strictly with the provisions of this Clause 5.8.3.4 above unless the Purchaser expressly agrees to the contrary, in writing and only after obtaining due internal authority for such agreement.

5.8.4 The Supplier represents and warrants to the Purchaser that, in providing Goods and/or Services for the duration of the agreement it will not infringe or make unauthorised use of the Intellectual Property rights of any third party and hereby indemnifies the Purchaser from any claims, liability, loss, damages, costs, and expenses arising from the infringement or unauthorised use by the Supplier of any third party's Intellectual Property rights.

5.8.5 Upon expiry of the contract period and in the event that the Contract is terminated, ended or is declared void, any and all of the Purchaser's Intellectual Property, and any and all information and data related thereto, shall be immediately handed over to the Purchaser by the Supplier and no copies thereof shall be retained by the Supplier unless the Purchaser expressly and in writing, after obtaining due internal authority, agrees otherwise.

Add the following after clause 5.8:

5.9 **<u>Protection of Personal Information Act of 2013</u>**

By submitting a tender to the Purchaser, (and by concluding any ensuing related agreement with the City of Cape Town, if applicable), the Tenderer thereby acknowledges and unconditionally agrees:

5.9.1 that the tenderer has been informed of the purpose of the collection and processing of its personal information as defined in the Protection of Personal Information Act of 2013 ("POPIA"), which, for the avoidance of doubt is for, and in relation to, the tender process and the negotiation, conclusion, performance and enforcement of the ensuing agreement, if applicable, as well as for the City of Cape Town's reporting purposes;

5.9.2 to the collection and processing of the tenderer's personal information by the City of Cape Town and agrees to make available to the City of Cape Town, all information reasonably required by the City of Cape Town for the above purposes;

5.9.3 that the personal information the City of Cape Town collects from the tenderer or about the tenderer may be further processed for other activities and/or purposes which are lawful, reasonable, relevant and not excessive in relation to the purposes set out above, for which it was originally collected;

5.9.4 that, the tenderer indemnifies the City of Cape Town and its officials, employees, and directors and undertakes to keep the City of Cape Town and its officials, employees, and directors indemnified in respect of any claim, loss, demands, liability, costs and expenses of whatsoever nature which may be made against the City of Cape Town (including the costs incurred in defending or contesting any such claim) in relation to the tenderer or the tenderer's employees', representatives' and/or sub-Suppliers' non-compliance with POPIA and/or the City of Cape Town's failure to obtain the tenderer's consent or to notify the tenderer of the reason for the processing of the tenderer's personal information;

5.9.5 to the disclosure of the tenderer's personal information by the City of Cape Town to any third party, where the City of Cape Town has a legal or contractual obligation to disclose such personal information to the third party (or a legitimate interest exits therein);

5.9.6 that, under POPIA, the tenderer may request to access, confirm, request the correction, destruction, or deletion of, or request a description of, personal information held by the City of Cape Town in relation to you, subject to applicable law; and

that under POPIA, subject to applicable law, the tenderer also has the right to be notified of a personal information breach and the right to object to, or restrict, the City of Cape Town's processing of its personal information.

5.10 **PERFORMANCE MONITORING**

5.10.1 As required by section 116(2)(b) of the Local Government: Municipal Financial Management Act 56 of 2003, the CCT shall monitor the performance of the Supplier on at least a monthly basis, and the Supplier agrees to provide the CCT with its full cooperation in this regard.

7. Performance Security (Not Applicable)

Delete clause 7.1 to 7.4 and replace with the following:

Not Applicable. Tenderers must disregard the **Pro Forma Performance Security/ Guarantee** and are not required to furnish same.

8. Inspections, tests and analyses

Delete Clause 8.2 and substitute with the following:

8.2 If it is a bid condition that Goods and/or Services to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or Supplier shall be open, at all reasonable hours, for inspection by a representative of the Purchaser or an organisation acting on behalf of the Purchaser.

10. Delivery and documents

Delete clauses 10.1 and 10.2 and replace with the following:

10.1 Delivery of the goods shall be made by the Supplier in accordance with the terms specified in the contract. The time for Delivery of the goods shall be the date as stated on the Purchase Order. In the case of agreements for Delivery of goods in terms of framework or panel agreements, Purchase Orders for the supply and delivery of goods may be raised up until the expiry of a framework or panel agreement, provided that the goods can be delivered within 30 (thirty) days of expiry of the framework or panel agreement. In this context, the “goods” does not include services and carries its ordinary meaning. All Purchase Orders other than for the supply and Delivery of goods (i.e. supply of services, professional services or constructions works), must be completed prior to the expiry of the contract period.

10.2 The Purchaser shall determine, in its sole discretion, whether the Goods and/or Services have been delivered in compliance with the Contract, alternatively in such a state that it can be properly used for the purpose for which it was intended. When the Purchaser determines that the Goods and/or Services have been satisfactorily delivered, the Purchaser must issue an appropriate certification, or written approval, to that effect. Invoicing may only occur, and must be dated, on or after the date of such written acceptance of the Goods.

11. Insurance

Add the following after clause 11.1:

11.2 Without limiting the obligations of the Supplier in terms of this Contract, the Supplier shall effect and maintain the following additional insurances:

11.2.1 Public liability insurances, in the name of the Supplier, covering the Supplier and the Purchaser against liability for the death of or injury to any person, or loss of or damage to any property, arising out of or in the course of this Contract, in an amount not less than **R20 million** for any single claim;

11.2.2 Motor Vehicle Liability Insurance, in respect of all vehicles owned and / or leased by the Supplier, comprising (as a minimum) “Balance of Third Party” Risks including Passenger Liability Indemnity;

11.2.3 Registration / insurance in terms of the Compensation for Occupational Injuries and Disease Act, Act 130 of 1993. This can either take the form of a certified copy of a valid Letter of Good Standing issued by the Compensation Commissioner, or proof of insurance with a licenced compensation insurer, from either the Supplier's broker or the insurance company itself (see the Pro Forma Insurance Broker's Warranty).

[11.2.4 In the case of Contracts for delivery of professional services, Professional indemnity insurance providing cover in an amount of not less than **R5 million** in respect of each and every claim during the contract period.]

11.2.5 In the event of under insurance or the insurer's repudiation of any claim for whatever reason, the Purchaser will retain its right of recourse against the Supplier.

11.3 The Supplier shall be obliged to furnish the Purchaser with proof of such insurance as the Purchaser may require from time to time for the duration of this Contract. Evidence that the insurances have been effected in terms of this clause, shall be either in the form of an insurance broker's warranty worded precisely as per the pro forma version contained in the Pro forma Insurance Broker's Warranty or copies of the insurance policies.

15. Warranty

Add to Clause 15.2:

15.2 The warranty for this Contract shall remain valid for six (6) months from date of Delivery of the Goods and/or Services.

16. Payment

Delete Clause 16.1 in its entirety and replace with the following:

16.1 Payment of invoices will be made:

16.1.1 Within 30 (thirty) days of receiving the relevant invoice or statement from the Supplier, unless otherwise prescribed for certain categories of expenditure or specific contractual requirements in accordance with any other applicable policies of the Purchaser.

16.1.2 Notwithstanding anything contained above, the Purchaser shall not be liable for payment of any invoice that pre-dates the date of delivery of any Goods and/or Services.

Delete Clause 16.2 in its entirety and replace with the following:

16.2 The Supplier shall furnish the purchaser's Accounts Payable Department with an original tax invoice, clearly showing the amount due in respect of each and every claim for payment.

Add the following after clause 16.4

16.5 Notwithstanding any amount stated on the Purchase Order, the Supplier shall only be entitled to payment for Goods and/or Services actually delivered in terms of the Specification and Drawings, or any variations thereof made in accordance with clause 18. Any contingency sum included shall be for the sole use, and at the discretion, of the Purchaser.

16.6 The Purchaser will only make advanced payments to the Supplier in strict compliance with the terms and conditions as contained in the Pro forma Advanced Payment Guarantee and only once the authenticity of such guarantee has been verified by the Purchaser's Treasury Department.

16.6.1 The Advance Payment Schedule applicable to this Contract is set out below. The items of plant and materials which have been identified by the Purchaser as being suitable for advance payment in terms of this Contract are listed in the table below, and for which the Purchaser is prepared to make advance payment to the Supplier, subject to the conditions below. Should an item or items be added to the list at tender stage by a tenderer, no obligation to advance payment shall be incurred by the Purchaser, for such items added by the tenderer except as provided for herein.

Plant and materials which have been manufactured and are stored by the supplier	Plant and materials yet to be manufactured and for which a deposit with order is required from the supplier by a third party manufacturer/supplier, and which may be stored by the supplier:
Not applicable	**Not applicable**

16.6.2 The Supplier can only rely on advance payment being permitted by the Purchaser in respect of the plant and materials listed in the table above. The Purchaser may, however, permit advance payment for other plant and materials in exceptional circumstances and at its sole discretion, during the course of the Contract, and upon reasonable request from the Supplier.

16.6.3 Advance payment for the purposes of deposits will only be provided up to a limit of **0%** of the value of any one item being claimed.

16.6.4 The Supplier shall provide the Purchaser with documentary evidence of the terms and conditions for which a deposit with order is required by a third party manufacturer/supplier, together with the advance payment guarantee.

16.6.5 The Supplier will also be permitted to obtain advance payment for the balance of the value of the plant and materials in respect of which he has paid a deposit, for an item which after manufacture is stored by the Supplier. The Supplier shall, in respect of such payment, provide an advance payment guarantee, either for such balance or, if the advance payment guarantee in respect of the deposit is to be returned by the Purchaser upon request, for the whole value of the item.

17. Prices

Add the following after clause 17.1

17.2 If as a result of an award of a contract beyond the original tender validity period, the contract execution will be completed beyond a period of twelve (12) months from the expiry of the original tender validity period, then the contract may be subject to contract price adjustment for that period beyond such twelve (12) months. An appropriate contract price adjustment formula will be determined by the Purchaser delegated authority if such was not included in the bid documents.

17.3 If as a result of any extension of time granted, the contract execution will be completed beyond a period of twelve (12) months from the expiry of the original tender validity period, then contract price adjustment may apply to that period beyond such twelve (12) months. An appropriate contract price adjustment formula will be determined by the Director: Supply Chain Management if such was not included in the bid documents.

17.4 The prices for the goods and/or Services delivered and services performed shall be subject to contract price adjustment in terms of Schedule F.1 Contract Price Adjustment and/or Rate of Exchange Variations and the following conditions will be applicable.

STATS SA CPI Index Based CPA or ROE based CPA AND (IF REQUIRED), EITHER Pricelist / Quotation based CPA

18. Contract Amendments and Variations

Add the following to clause 18.1:

Variations means changes to the Goods and/or Services, extension of the contract period or increases in the value of the Contract as a result of written instructions issued by the Purchaser to the Supplier. Such changes are subject to prior approval by the Purchaser’s delegated authority. Should the Supplier deliver any Goods not described in a written instruction from the Purchaser, the Purchaser’s liability for payment shall no arise until such time as the change has been duly approved and such approval communicated to the Purchaser.

20. Subcontracts

Add the following after clause 20.1:

20.2 The Supplier shall be liable for the acts, defaults and negligence of any subcontractor, his agents or employees as fully as if they were the acts, defaults or negligence of the Supplier.

20.3 Any appointment of a subcontractor shall not amount to a contract between the Purchaser and the subcontractor, or a responsibility or liability on the part of the Purchaser to the subcontractor and shall not relive the Supplier from any liability or obligation under the Contract.

21. Delays in the supplier's performance

Delete Clause 21.2 in its entirety and replace with the following:

21.2 If at any time during the performance of obligations contained in the Contract the Supplier or its subcontractors should encounter conditions beyond their reasonable control which impede the timely delivery of the Goods and/or Services, the Supplier shall notify the Purchaser in writing, within 7 (seven) days of first having become aware of these conditions, of the facts of the delay, its cause(s) and its probable duration. As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation, and may at his discretion extend the time for Delivery.

Where additional time is granted, the Purchaser shall also determine whether or not the Supplier is entitled to payment for additional costs in respect thereof. The principle to be applied in this regard is that where the Purchaser or any of its agents are responsible for the delay, reasonable costs shall be paid. In respect of delays that were beyond the reasonable control of both the Supplier and the Purchaser, additional time only (no costs) will be granted.

The Purchaser shall notify the Supplier in writing of his decision(s) in the above regard.

21.3 No provision in this Contract shall be deemed to prohibit the obtaining of Goods and/or Services from a national department, provincial department, or a local authority.

22. Penalties

Delete clause 22.1 and replace with the following:

22.1 Subject to GCC Clause 25, if the Supplier fails to deliver any or all of the Goods and/or Services within the period(s) specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from amounts payable, as a penalty, a sum as stated herein for each day of the delay until actual Delivery or performance.

The penalty for this contract shall be as follows:

A Performance Penalty will be incurred at a rate of 0.5% of the Grand Total for Analysis, Detail Design, Customization, Supply, Installation, Maintenance, Support and Change Management/ Training over the Contract period.

The maximum penalty per calendar month is limited to 10% of the Grand Total for Analysis Detail Design, Configuration / Customisation, Supply, Installation, Maintenance, Support and Change Management/ Training over the contract period.

#	Performance Element	Performance Measure	Performance Metrics	Penalty
1	Implementation & Delivery Delays	If the vendor fails to meet the agreed project milestones (e.g., Analysis, details design, customization / configuration completion, system testing, go-live).	Timelines in respect of the various phases of the project implementation.	0.5% of the total contract value of phase per week of delay, capped at 10% of the total contract value of phase. Beyond 20 weeks of delay, the City reserves the right to terminate the contract and claim damages.

2	System Availability & Uptime (Any disruption that has a material impact on the ability to deliver a service will be regarded as downtime.)	The system is classified as mission-critical and must meet agreed Service Level Agreements (SLAs). Minimum uptime: 99.95% per month.	Minimum uptime: 99.95% per month.	For every 0.1% drop below SLA, the vendor pays 2% of the monthly support and maintenance fee. Sustained non-compliance for 3 consecutive months gives the City the right to terminate and claim damages.
3	Incident Response & Resolution	Vendor must provide 24x7 support with defined response and resolution times.	Severity/Priority 1 = less than 15 minutes response, less than 4 hours resolution. Severity/Priority 2 = less than 3 hours response, less than 8 hours resolution. Severity/Priority 3 = less than 4 hours response, less than 24 hours resolution.	Failure to meet resolution SLA within the allocated time period: -Severity 1 incidents: R5,000 penalty per hour delay or part thereof. -Severity 2 incidents: R3,000 per hour delay or part thereof. -Severity 3 incidents: R2,000 per day of delay or part thereof.

Severity/Priority Level	SLA Response Time	SLA Resolution Time	Definition	Example
Severity/Priority 1: (Critical / Major Outage)	Non-automated response less than 15 minutes acknowledging issue.	Resolution less than 4 hours	Complete loss of service or a critical fault that prevents emergency operations. Direct impact on life safety, incident response, or critical policing functions.	System is completely down or inaccessible. Dispatch operators cannot log incidents or allocate resources. Communication between field units and control centre is not working. Major database corruption or crash preventing data retrieval. Critical integrations Security breach or data compromise impacting operational continuity
Severity 2: (High / Major Degradation)	Response less than 3 hours	Resolution less than 8 hours	System partially degraded, but emergency operations can continue with limited	System is operational but slow, causing delays in incident logging or dispatching.

			functionality or workarounds. Business continuity is at risk if not resolved quickly.	Some users (e.g., one control center station or a specific precinct) cannot access the system. Integration with non-critical external systems (e.g., reporting tools, non-urgent databases) is failing. GIS mapping is available but missing layers or showing inaccurate locations. Automated alerts (e.g., BOLO, stolen vehicle notifications) not functioning, but dispatch is still possible. Failover to backup environment required, but backup itself is stable.
Severity 3: **(Medium / Low Impact)**	Response less than 4 hours	Resolution less than 24 hours	Non-critical issues, minor defects, or usability problems with no immediate impact on emergency response.	Cosmetic interface issues (labels, fonts, minor screen layout problems). Reports not generating correctly but operational systems are unaffected. Logging/audit trail not exporting, but incident capture is working. Individual user configuration issues (e.g., login role permissions not set correctly). Minor data synchronization delays with non-critical systems. Known bug that does not impact emergency operations

22.2 The Purchaser shall, without prejudice to its other remedies under the contract, deduct from amounts payable, financial penalties as contained on the Preference Schedule for breaches of the conditions upon which preference points were awarded.

23. Termination for default

Delete the heading of clause 23 and replace with the following:

<u>23. Termination</u>

Add the following to the end of clause 23.1:

If the Supplier fails to remedy the breach in terms of such notice.

Add the following after clause 23.7:

23.8 In addition to the grounds for termination due to default by the Supplier, the Contract may also be terminated:

23.8.1 Upon the death of the Supplier who was a Sole Proprietor, or a sole member of a Close Corporation, in which case the contract will terminate forthwith.

23.8.2 If the Parties, by mutual agreement, terminate the Contract.

23.8.3 If a material irregularity vitiates the procurement process leading to the conclusion of the Contract, rendering the procurement process and the conclusion of the resulting Contract unfair, inequitable, non-transparent, uncompetitive or not cost-effective the Contract may be terminated by the Purchaser (upon conclusion of applicable processes by the City Manager as described in the Purchaser's SCM Policy).

23.8.4 Reputational risk or harm to the Purchaser

The Purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, may terminate the contract if the implementation of the contract may result in reputational risk or harm to the Purchaser as a result of (inter alia):

a) reports of poor governance and/or unethical behaviour;
b) association with known notorious individuals and family of notorious individuals;
c) poor performance issues, known to the Purchaser
d) negative social media reports;
e) adverse assurance (e.g. due diligence) report outcomes; or
f) circumstances where the relevant vendor has employed, or is directed by, anyone who was previously employed in the service of the state (as defined in clause 1.53), where the person is or was negatively implicated in any SCM irregularity.

By or in relation to the Supplier, the Contract may be terminated by the Purchaser after providing notice to the Supplier.

23.9 If the Contract is terminated in terms of clause 23.8, all obligations that were due and enforceable prior to the date of the termination, must be performed by the relevant Party.

26. Termination for insolvency

Delete clause 26.1 and replace with the following:

26.1 In the event of the Supplier becoming bankrupt or otherwise insolvent the Purchaser may elect to:

26.1.1 At any time, terminate the Contract by giving written notice to the Supplier; or
26.1.2 Accept a Supplier's proposal (via the liquidator) to render delivery utilising the appropriate contractual mechanisms or takes steps to ensure its rights are protected and any negative impact on service delivery is mitigated.

26.2 In the event of the Purchaser electing to cancel the Contract in accordance with clause 26.1.1 above, the Purchaser shall make payment of all verified and signed off invoices. In the event of there being any dispute in respect of any outstanding invoices such dispute shall be dealt with in accordance with the dispute resolution mechanism in the Contract.

27. Settlement of Disputes

Amend clause 27.1 as follows:

27.1 If any dispute or difference of any kind whatsoever, with the exception of termination in terms of clause 23 arises between the Purchaser and the Supplier in connection with or arising out of the Contract, the Parties shall make every effort to resolve such dispute or difference amicably, by mutual consultation.

Delete Clause 27.2 in its entirety and replace with the following:

27.2 Should the Parties fail to resolve any dispute by way of mutual consultation, either party shall be entitled to refer the matter for mediation before an independent and impartial person appointed by the City Manager in accordance with Regulation 50(1) of the Local Government: Municipal Finance Management Act, 56 of 2003 – Municipal Supply Chain Management Regulations (Notice 868 of 2005). Such referral shall be done by either party giving written notice to the other of its intention to commence with mediation. No mediation may be commenced unless such notice is given to the other party.

Irrespective whether the mediation resolves the dispute, the Parties shall bear their own costs concerning the mediation and share the costs of the mediator and related costs equally.

The mediator shall agree the procedures, representation and dates for the mediation process with the Parties. The mediator may meet the Parties together or individually to enable a settlement.

Where the Parties reach settlement of the dispute or any part thereof, the mediator shall record such agreement and on signing thereof by the Parties the agreement shall be final and binding.

Save for reference to any portion of any settlement or decision which has been agreed to be final and binding on the Parties, no reference shall be made by or on behalf of either party in any subsequent court proceedings, to any outcome of an amicable settlement by mutual consultation, or the fact that any particular evidence was given, or to any submission, statement or admission made in the course of amicable settlement by mutual consultation or mediation.

28. Limitation of Liability

Delete clause 28.1 (a) and (b) and replace with the following:

(a) notwithstanding any provision to the contrary contained in this contract, neither the supplier nor any of its officers, directors, employees, agents contractors, consultants or other representatives shall be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect, incidental, special or consequential loss or damage of any kind, including without limitation the loss of use, loss of production, or loss of profits or interest costs, loss of goodwill, lost or damaged data or software, costs of substitute products/services and/or loss of business or business opportunities (whether foreseeable or unforeseeable), provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser;

(b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the sums insured in terms of clause 11 in respect of insurable events, or where no such amounts are stated, to an amount equal to twice the Contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

Add the following after clause 28.1:

28.2 Without detracting from, and in addition to, any of the other indemnities in this Contract, the Supplier shall be solely liable for and hereby indemnifies and holds harmless the Purchaser against all claims, charges, damages, costs, actions, liability, demands and/or proceedings and expense in connection with:

a) personal injury or loss of life to any individual;
b) loss of or damage to property;

arising from, out of, or in connection with the performance by the Supplier in terms of this Contract, save to the extent caused by the gross negligence or wilful misconduct of the Purchaser.

28.3 The Supplier and/or its employees, agents, concessionaires, suppliers, sub-contractors or customers shall not have any claim of any nature against the purchaser for any loss, damage, injury or death which any of them may directly or indirectly suffer, whether or not such loss, damages, injury or death is caused through negligence of the Purchaser or its agents or employees.

28.4 Notwithstanding anything to the contrary contained in this Contract, under no circumstances whatsoever, including as a result of its negligent (including grossly negligent) acts or omissions or those of its servants, agents or contractors or other persons for whom in law it may be liable, shall any party or its servants (in whose favour this constitutes a *stipulatio alteri*) be liable for any indirect, extrinsic, special, penal, punitive, exemplary or consequential loss or damage of any kind whatsoever, whether or not the loss was actually foreseen or reasonably foreseeable), sustained by the other party, its directors and/or servants, including but not limited to any loss of profits, loss of operation time, corruption or loss of information and/or loss of contracts.

28.5 Each party agrees to waive all claims against the other insofar as the aggregate of compensation which might otherwise be payable exceeds the aforesaid maximum amounts payable.

31. Notices

Delete clauses 31.1 and 31.2 and replace with the following:

31.1 Any notice, request, consent, approvals or other communications made between the Parties pursuant to the Contract shall be in writing and forwarded to the addresses specified in the Contract and may be given as set out hereunder and shall be deemed to have been received when:

a) hand delivered – on the day delivery of delivery or the next Working Day,
b) sent by registered mail – five (5) Working Days after mailing,
c) sent by email or telefax – one (1) Working Day after transmission.

32. Taxes and Duties

Delete the final sentence of 32.3 and replace with the following:

. In this regard, it is the responsibility of the Tenderer to submit evidence in the form of a valid Tax Compliance Status PIN issued by SARS to the CCT at the Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5), or included with this tender.

Add the following after clause 32.3:

32.4 The VAT registration number of the CCT is 4500193497.

ADDITIONAL SPECIAL CONDITIONS OF CONTRACT

Add the following Clause after Clause 34:

35. Reporting Obligations

35.1 The Supplier shall complete, sign and submit with each delivery note, all the documents as required in the Specifications including Monthly Project Labour Reports (Annexure B). Any failure in this regard may result in a delay in the processing of payments.

36. Compliance to Policy

36.1 The Service Provider shall ensure that all services, systems, and solutions delivered under this Contract comply where applicable with the Minimum Information and Security Standards (MISS) and the National Policy on Data and Cloud as issued by the Government of the Republic of South Africa.

37. Local Office

37.1 Service Provider's will be required to hold an office within the jurisdiction of the City of Cape Town for the duration of the contract.

37.2 In the event that a Service Provider does not hold an office within the jurisdiction of the City of Cape Town at bid submission, the Service Provider will be required to establish one within 60 days of the date of contract commencement.

37.3 If the Service Provider fails to establish an office in accordance with the provisions of clause 37.2, read with the Specifications, the City reserves the right to terminate the contract forthwith.

37.4 The Employer via its Project Manager, or nominee, will conduct a site inspection within 90 days of the commencement of contract to ascertain compliance with clause 37.2 by the Service Provider.

38. OEM/OSM Accreditation

38.1 The Service Provider shall ensure that OEM/OSM accreditation remains valid throughout the duration of the contract. The City reserves the right to request OEM/OSM accreditation throughout the duration of the contract.

39. Adherence to IS&T Standards

39.1 The Service Provider is referred to **Annexure G**. The Service Provider shall ensure that all services, systems, and solutions delivered under this Contract comply with the IS&T Standards and CCT Data Access Specifications respectively, as amended from time to time.

C.7 GENERAL CONDITIONS OF CONTRACT

(National Treasury - General Conditions of Contract (revised July 2010))

TABLE OF CLAUSES

1. Definitions

1. The following terms shall be interpreted as indicated:

1.1 'Closing time' means the date and hour specified in the bidding documents for the receipt of bids.

1.2 'Contract' means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the Parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

1.3 'Contract price' means the price payable to the supplier under the contract for the full and proper performance of his or her contractual obligations.

1.4 'Corrupt practice' means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

1.5 'Countervailing duties' are imposed in cases in which an enterprise abroad is subsidised by its government and encouraged to market its products internationally.

1.6 'Country of origin' means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognised new product results that is substantially different in basic characteristics or in purpose or utility from its components.

1.7 ‘Day’ means calendar day.

1.8 ‘Delivery’ means delivery in compliance with the conditions of the contract or order.

1.9 ‘Delivery ex stock’ means immediate delivery directly from stock actually on hand.

1.10 ‘Delivery into consignee’s store or to his site’ means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.

1.11 ‘Dumping’ occurs when a private enterprise abroad markets its goods on its own initiative in the RSA at lower prices than that of the country of origin, and which action has the potential to harm the local industries in the RSA.

1.12 ‘Force majeure’ means an event beyond the control of the supplier, not involving the supplier’s fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

1.13 ‘Fraudulent practice’ means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the bidder of the benefits of free and open competition.

1.14 ‘GCC’ means the General Conditions of Contract.

1.15 ‘Goods’ means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

1.16 ‘Imported content’ means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and
which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.

1.17 ‘Local content’ means that portion of the bidding price which is not included in the imported content, provided that local manufacture does take place.

1.18 ‘Manufacture’ means the production of products in a factory using labour, materials, components and machinery, and includes other, related value-adding activities.

1.19 ‘Order’ means an official written order issued for the supply of goods or works or the rendering of a service.

1.20 ‘Project site’, where applicable, means the place indicated in bidding documents.

1.21 ‘Purchaser’ means the organisation purchasing the goods.

1.22 ‘Republic’ means the Republic of South Africa.

1.23 ‘SCC’ means the Special Conditions of Contract..24 ‘Services’ means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance, and other such obligations of the supplier covered under the contract.

1.25 ‘Written’ or ‘in writing’ means handwritten in ink or any form of electronic or mechanical writing.

2. Application

2.1 These general conditions are applicable to all bids, contracts and orders, including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable, a non-refundable fee for documents may be charged.

3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za.

4. Standards

4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for the purposes of such performance.

5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1, except for purposes of performing the contract.

5.3 Any document, other than the contract itself, mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.

5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from the use of the goods or any part thereof by the purchaser.

7. Performance Security

7.1 Within 30 (thirty) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in the SCC.

7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.

1.3 The performance security shall be denominated in the currency of the contract or in a freely convertible currency acceptable to the purchaser, and shall be in one of the following forms:

a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or

b) A cashier's or certified cheque.

7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than 30 (thirty) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in the SCC.

8. Inspections, tests and analyses

8.1 All pre-bidding testing will be for the account of the bidder.

8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organisation acting on behalf of the Department.

8.3 If there are no inspection requirements indicated in the bidding documents and no mention of such is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.

8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.

8.7 Any contract supplies may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier, who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal, the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of the GCC.

9. Packing

9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in the SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in the SCC.

10.2 Documents to be submitted by the supplier are specified in the SCC.

11. Insurance

11.1 The goods supplied under the contract shall be fully insured, in a freely convertible currency, against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental Services

13.1 The supplier may be required to provide any or all of the following services, including additional services (if any) specified in the SCC:
- (a) performance or supervision of on-site assembly, and/or commissioning of the supplied goods;
- (b) furnishing of tools required for the assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the Parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the Parties and shall not exceed the prevailing rates charged to other Parties by the supplier for similar services.

14. Spare parts

14.1 As specified in the SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:
- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:

(i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and

(ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications), or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for 12 (twelve) months after the goods, or any portion thereof, as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for 18 (eighteen) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in the SCC.

15.3 The purchaser shall notify the supplier promptly, in writing, of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in the SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in the SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in the SCC.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of any other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than 30 (thirty) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated in the SCC.

17. Prices

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices tendered by the supplier in his bid, with the exception of any price adjustments authorized in the SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract Amendments

18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the Parties concerned.

19. Assignment

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2 If at any time during the performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his or her discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the Parties by amendment of contract.

21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

21.4 The right is reserved to procure, outside of the contract, small quantities of supplies; or to have minor essential services executed if an emergency arises, or the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in
substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and, without prejudice to his other rights, be entitled to claim damages /from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services, using the current prime interest rate, calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

(a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
(b) if the supplier fails to perform any other obligation(s) under the contract; or
(c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than 14 (fourteen) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated 14 (fourteen) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer/Authority will, at the discretion of the Accounting Officer/Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person is or was, in the opinion of the Accounting Officer/Authority, actively associated.

23.6 If a restriction is imposed, the purchaser must, within 5 (five) working days of such imposition, furnish the National Treasury with the following information:
(i) the name and address of the supplier and/or person restricted by the purchaser;
(ii) the date of commencement of the restriction;
(iii) the period of restriction; and
(iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, Act 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period of not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction, and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidised import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall, on demand, be paid forthwith by the contractor to the State, or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he or she delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him or her.

25. Force majeure

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if, and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall notify the purchaser promptly, in writing, of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the Parties shall make every effort to resolve such dispute or difference amicably, by mutual consultation.

27.2 If, after 30 (thirty) days, the Parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.5 Notwithstanding any reference to mediation and/or court proceedings herein,

(a) the Parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and

(b) the purchaser shall pay the supplier any monies due to the supplier.

28. Limitation of Liability

28.1 Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6:

(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing language

29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the Parties shall also be written in English.

30. Applicable Law

30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in the SCC.

31. Notices

31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail, and any other notice to him shall be posted by ordinary mail, to the address furnished in his bid or to the address notified later by him in writing; and such posting shall be deemed to be proper service of such notice.

31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and Duties

32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, licence fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, licence fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

33. National Industrial Participation (NIP) Programme

33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

34 Prohibition of Restrictive practices

34.1 In terms of section 4 (1) (b) (iii) of the Competition Act, Act 89 of 1998, as amended, an agreement between or concerted practice by firms, or a decision by an association of firms, is prohibited if it is between Parties in a horizontal relationship and if a bidder(s) is/are or a contractor(s) was/were involved in collusive bidding (or bid rigging).

34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has/have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act, Act 89 of 1998.

34.3 If a bidder(s) or contractor(s) has/have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and/or terminate the contract in whole or part, and/or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding 10 (ten) years and/or claim damages from the bidder(s) or contractor(s) concerned.

C.8 ANNEXURES

Annexure A – Pro Forma Insurance Broker's Warranty

Broker Logo	*Letterhead of supplier's Insurance Broker*

Date __________________________

CCT
City Manager
Civic Centre
12 Hertzog Boulevard
Cape Town
8000

Dear Sir

***TENDER NO.**:* *2023/24*

TENDER DESCRIPTION:

NAME OF SUPPLIER: ____

I, the undersigned, do hereby confirm and warrant that all the insurances required in terms of the abovementioned contract have been issued and/or in the case of blanket/umbrella policies, have been endorsed to reflect the interests of the CCT with regard to the abovementioned contract, and that all the insurances and endorsements, etc., are all in accordance with the requirements of the contract.

I furthermore confirm that all premiums in the above regard have been paid.

Yours faithfully

Signed: ____________________

For: ____________________ (Supplier's Insurance Broker)

Annexure B – Monthly Project Labour Report – NOT APPLICABLE

ANNEX 1

CITY OF CAPE TOWN
MONTHLY PROJECT LABOUR REPORT

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Instructions for completing and submitting forms

General

1 The Monthly Project Labour Reports must be completed in full, using typed, proper case characters; alternatively, should a computer not be available, handwritten in black ink.
2 Incomplete / incorrect / illegible forms will not be accepted.
3 Any conditions relating to targeted labour stipulated in the Contract (in the case of contracted out services or works) shall apply to the completion and submission of these forms.
4 This document is available in Microsoft Excel format upon request from the City's EPWP office, tel 021 400 9406, email EPWPLR@capetown.gov.za.

Project Details

5 If a field is not applicable insert the letters: NA
6 Only the Project Number supplied by the Corporate EPWP Office must be inserted. The Project Number can be obtained from the Coordinator or Project Manager or from the e-mail address in point 4 above.
7 On completion of the contract or works project the anticipated end date must be updated to reflect the actual end date.

Beneficiary Details and Work Information

8 Care must be taken to ensure that beneficiary details correspond accurately with the beneficiary's ID document.
9 A new beneficiary is one in respect of which a new employment contract is signed in the current month. A certied ID copy must accompany this labour report on submission.
10 Was the beneficiary sourced from the City's job seeker database?
11 The contract end date as stated in the beneficiary's employment contract.
12 Where a beneficiary has not worked in a particular month, the beneficiary's name shall not be reflected on this form at all for the month in question.
13 Training will be recorded separately from normal working days and together shall not exceed the maximum of 23 days per month
14 Workers earning more than the maximum daily rate (currently R450 excluding any benefits) shall not be reflected on this form at all.

Submission of Forms

15 Signed hardcopy forms must be scanned and submitted to the City's project manager in electronic (.pdf) format, together with the completed form in Microsoft Excel format.
16 Scanned copies of all applicable supporting documentation must be submitted along with each monthly project labour report. Copies of employment contracts and ID documents are only required in respect of new beneficiaries.
17 If a computer is not available hardcopy forms and supporting documentation will be accepted.

PROJECT DETAILS

Numbers in cells below e.g (6) refer to the relevant instruction above for completing and submitting forms

CONTRACT OR WORKS PROJECT NAME: (6)		EPWP SUPPLIED PROJECT NUMBER: (6)	
DIRECTORATE:		DEPARTMENT:	
CONTRACTOR OR VENDOR NAME:		CONTRACTOR OR VENDOR E-MAIL ADDRESS:	
CONTRACTOR OR VENDOR CONTACT PERSON:		CONTRACTOR OR VENDOR TEL. NUMBER:	CELL WORK

PROJECT LABOUR REPORT CURRENT MONTH (mark with "X")

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YEAR

ACTUAL START DATE (yyyy/mm/dd)	ANTICIPATED / ACTUAL END DATE (yyyy/mm/dd) (7)

TOTAL PROJECT EXPENDITURE / VALUE OF WORK DONE TO-DATE (INCLUDING ALL COSTS, BUT EXCLUDING VAT)

R

ANNEX 1 (continued)

MONTHLY PROJECT LABOUR REPORT

BENEFICIARY DETAILS AND WORK INFORMATION

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

CONTRACT OR WORKS PROJECT NUMBER:		Year	Month	Sheet	
				1	of

	(8)	(8)	(8)	(9)			(10)		(11)	(12)	(13)	(14)
No.	First name	Surname	ID number	New Beneficiary (Y/N)	Gender (M/F)	Disabled (Y/N)	Job seeker database (Y/N)	Contract start date (DDMMYY)	Contract end date (DDMMYY)	No. days worked this month (excl. training)	Training days	Rate of pay per day (R – c)
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												
										0	0	R -

Declared by Contractor or Vendor to be true and correct:	Name		Signature	
	Date			
Received by Employer's Agent / Representative:	Name		Signature	
	Date			

Annexure C - Pro Forma Performance Security/ Guarantee: Not Applicable

GUARANTEE PERFORMANCE SECURITY

GUARANTOR *DETAILS AND DEFINITIONS*

"Guarantor" means: ....

Physical address of Guarantor: ....

"Supplier" means: ....

"Contract Sum" means: The accepted tender amount (INCLUSIVE OF VAT) of R..

Amount in words: ....

"Guaranteed Sum" means: The maximum amount of R ....

Amount in words: ....

“Contract” means: The agreement made in terms of the Form of Offer and Acceptance for tender no …and such amendments or additions to the contract as may be agreed in writing between the Parties.

PERFORMANCE GUARANTEE

1. *The Guarantor's liability shall be limited to the amount of the Guaranteed Sum.*

2. *The Guarantor's period of liability shall be from and including the date of issue of this Guarantee/Performance Security up to and including the termination of the Contract or the date of payment in full of the Guaranteed Sum, whichever occurs first.*

3. *The Guarantor hereby acknowledges that:*

   3.1 *any reference in this Guarantee/Performance to “Contract” is made for the purpose of convenience and shall not be construed as any intention whatsoever to create an accessory obligation or any intention whatsoever to create a suretyship;*

   3.2 *Its obligation under this Guarantee/Performance Security is restricted to the payment of money.*

4. *Subject to the Guarantor's maximum liability referred to in 1, the Guarantor hereby undertakes to pay the CCT the sum due and payable upon receipt of the documents identified in 4.1 to 4.2:*

   4.1 *A copy of a first written demand issued by the CCT to the Supplier stating that payment of a sum which is due and payable has not been made by the Supplier in terms of the Contract and failing such payment within seven (7) calendar days, the CCT intends to call upon the Guarantor to make payment in terms of 4.2;*

   4.2 *A first written demand issued by the CCT to the Guarantor at the Guarantor's physical address with a copy to the Supplier stating that a period of seven (7) days has elapsed since the first written demand in terms of 4.1 and the sum has still not been paid.*

5. *Subject to the Guarantor's maximum liability referred to in 1, the Guarantor undertakes to pay to the CCT the Guaranteed Sum or the full outstanding balance upon receipt of a first written demand from the CCT to the Guarantor at the Guarantor's physical address calling up this Guarantee / Performance Security, such demand stating that:*

   5.1 *The Contract has been terminated due to the Supplier's default and that this Guarantee/Performance Security is called up in terms of 5; or*

   5.2 *a provisional or final sequestration or liquidation court order has been granted against the Supplier and that the Guarantee/Performance Guarantee is called up in terms of 5; and*

5.3 *The aforesaid written demand is accompanied by a copy of the notice of termination and/or the provisional/final sequestration and/or the provisional liquidation court order.*

6. *It is recorded that the aggregate amount of payments required to be made by the Guarantor in terms of 4 and 5 shall not exceed the Guarantor's maximum liability in terms of 1.*

7. *Where the Guarantor has made payment in terms of 5, the CCT shall upon the termination date of the Contract, submit an expense account to the Guarantor showing how all monies received in terms of this Guarantee/Performance Security have been expended and shall refund to the Guarantor any resulting surplus. All monies refunded to the Guarantor in terms of this Guarantee/Performance Security shall bear interest at the prime overdraft rate of the CCT's bank compounded monthly and calculated from the date payment was made by the Guarantor to the CCT until the date of refund.*

8. *Payment by the Guarantor in terms of 4 or 5 shall be made within seven (7) calendar days upon receipt of the first written demand to the Guarantor.*

9. *The CCT shall have the absolute right to arrange its affairs with the Supplier in any manner which the CCT may deem fit and the Guarantor shall not have the right to claim his release from this Guarantee /Performance Security on account of any conduct alleged to be prejudicial to the Guarantor.*

10. *The Guarantor chooses the physical address as stated above for the service of all notices for all purposes in connection herewith.*

11. *This Guarantee/Performance Security is neither negotiable nor transferable and shall expire in terms of 2, where after no claims will be considered by the Guarantor. The original of this Guarantee / Performance Security shall be returned to the Guarantor after it has expired.*

12. *This Guarantee/Performance Security, with the required demand notices in terms of 4 or 5, shall be regarded as a liquid document for the purposes of obtaining a court order.*

13. *Where this Guarantee/Performance Security is issued in the Republic of South Africa the Guarantor hereby consents in terms of Section 45 of the Magistrate's Courts Act No 32 of 1944, as amended, to the jurisdiction of the Magistrate's Court of any district having jurisdiction in terms of Section 28 of the said Act, notwithstanding that the amount of the claim may exceed the jurisdiction of the Magistrate's Court.*

Signed at ....

Date ....

Guarantor's signatory (1) ....

Capacity ....

Guarantor's signatory (2) ....

Capacity ....

Witness signatory (1) ....

Witness signatory (2) ....

Annexure D - Pro Forma Advance Payment Guarantee: Not Applicable

ADVANCE PAYMENT GUARANTEE

GUARANTOR DETAILS AND DEFINITIONS

"Guarantor" means: ....

Physical address of guarantor: ....

"Supplier" means: ....

"Contract Sum" means: The accepted tender amount (INCLUSIVE of VAT) of R ....

Amount in words: ....

"Contract" means: The agreement made in terms of the Form of Offer and Acceptance and such amendments or additions to the Contract as may be agreed in writing between the Parties.

"Plant and materials" means: The Plant and materials in respect of which an advance payment prior to manufacture is required, which the CCT has agreed may be subject to advance payment, such Plant and materials being listed in the Schedule of Plant and materials.

"Schedule of Plant and materials" means: A list of Plant and materials which shows the value thereof to be included in the Guaranteed Advance Payment Sum.

"Guaranteed Advance Payment Sum" means: The maximum amount of R ....

Amount in words: ....

1. The Guarantor's liability shall be limited to the amount of the Guaranteed Advance Payment Sum.

2. The Guarantor's period of liability shall be from and including the date of issue of this Advance Payment Guarantee and up to and including the termination of the Contract or the date of payment in full of the Guaranteed Advance Payment Sum, whichever occurs first.

3. The Guarantor hereby acknowledges that:

3.1 any reference in this Advance Payment Guarantee to the Contract is made for the purpose of convenience and shall not be construed as any intention whatsoever to create an accessory obligation or any intention whatsoever to create a suretyship;

3.2 Its obligation under this Advance Payment Guarantee is restricted to the payment of money.

4. Subject to the Guarantor's maximum liability referred to in 1, the Guarantor hereby undertakes to pay the CCT the sum advanced to the Supplier upon receipt of the documents identified in 4.1 to 4.2:

4.1 A copy of a first written demand issued by the CCT to the Supplier stating that payment of a sum advanced by the CCT has not been repaid by the Supplier in terms of the Contract ("default") and failing such payment within seven (7) calendar days, the CCT intends to call upon the Guarantor to make payment in terms of 4.2;

4.2 A first written demand issued by the CCT to the Guarantor at the Guarantor's physical address with a copy to the Supplier stating that a period of seven (7) calendar days has elapsed since the first written demand in terms of 4.1 and the sum advanced has still not been repaid by the Supplier.

5. Subject to the Guarantor's maximum liability referred to in 1, the Guarantor undertakes to pay to the CCT the Guaranteed Advance Payment Sum or the full outstanding balance not repaid upon receipt of a first written demand from the CCT to the Guarantor at the Guarantor's physical address calling up this Advance Payment Guarantee, such demand stating that:

5.1 the Contract has been terminated due to the Supplier's default and that this Advance Payment

Guarantee is called up in terms of 5; or

5.2 a provisional or final sequestration or liquidation court order has been granted against the Supplier and that the Advance Payment Guarantee is called up in terms of 5; and

5.3 The aforesaid written demand is accompanied by a copy of the notice of termination and/or the provisional/final sequestration and/or the provisional liquidation court order.

6. It is recorded that the aggregate amount of payments required to be made by the Guarantor in terms of 4 and 5 shall not exceed the Guarantor's maximum liability in terms of 1.

7. Payment by the Guarantor in terms of 4 or 5 shall be made within seven (7) calendar days upon receipt of the first written demand to the Guarantor.

9. The CCT shall have the absolute right to arrange its affairs with the Supplier in any manner which the CCT may deem fit and the Guarantor shall not have the right to claim his release from this Advance Payment Guarantee on account of any conduct alleged to be prejudicial to the Guarantor.

10. The Guarantor chooses the physical address as stated above for the service of all notices for all purposes in connection herewith.

11. This Advance Payment Guarantee is neither negotiable nor transferable and shall expire in terms of 2, where after no claims will be considered by the Guarantor. The original of this Guarantee shall be returned to the Guarantor after it has expired.

12. This Advance Payment Guarantee, with the required demand notices in terms of 4 or 5, shall be regarded as a liquid document for the purposes of obtaining a court order.

13. Where this Guarantee/Performance Security is issued in the Republic of South Africa the Guarantor hereby consents in terms of Section 45 of the Magistrate's Courts Act No 32 of 1944, as amended, to the jurisdiction of the Magistrate's Court of any district having jurisdiction in terms of Section 28 of the said Act, notwithstanding that the amount of the claim may exceed the jurisdiction of the Magistrate's Court.

Signed at ....

Date ....

Guarantor's signatory (1) ....

Capacity ....

Guarantor's signatory (2) ....

Capacity ....

Witness signatory (1) ....

Witness signatory (2) ....

Approved Financial Institution as at 28 February 2023:

1.1 *National Banks*
ABSA Bank Limited
Firstrand Bank Limited
Investec Bank Limited
Nedbank Limited
Standard Bank of South Africa Limited

1.2 *International Banks (with branches in South Africa)*

Barclays Bank PLC
Citibank NA
Credit Agricole Corporate and Investment Bank
HSBC Bank PLC
JPMorgan Chase Bank
Societe Generale
Standard Chartered Bank

1.3 *Insurance Companies*

American International Group Inc (AIG)
Bryte Insurance Company Limited
Coface SA
Compass Insurance Company Limited
Credit Guarantee Insurance Corporation of Africa Limited
Guardrisk Insurance Company Limited
Hollard Insurance Company Limited
Infiniti Insurance Limited
Lombard Insurance Company Limited
Old Mutual Alternative Risk Transfer Insure Limited (OMART Insure) (previously Mutual and Federal)
New National Assurance Company Limited
PSG Konsult Ltd (previously Absa Insurance)
Regent Insurance Company Limited
Renasa Insurance Company Limited
Santam Limited

Annexure F - Tender Returnable Documents

Schedule F.1: Contract Price Adjustment

1. TENDER CONDITIONS

1.1 The Contract Price Adjustment (CPA) mechanism and/or provisions relating to Rate of Exchange (RoE) Variation, contained in this schedule is compulsory and binding on all Tenderers/Suppliers and this schedule (the parts relevant to the particular tender) must be completed by all Tenderers / Suppliers.

1.2 Tenderers/Suppliers are not permitted to amend, vary, alter or delete this schedule or any part thereof unless otherwise stated in this schedule.

1.3 Tenderers are not permitted to offer fixed and firm prices except as provided for in the Price Schedule and clause 17.4.1 of the Special Conditions of Contract (SCC).

2. CPA PROVISIONS SELECTION

2.1 The prices stipulated on the Price Schedule are subject to adjustment as set out below.

2.2 Tenderer to indicate the specific CPA and/or RoE provisions applicable to their bid by marking the relevant checkboxes below. Tenderers to note that the CPA and/or RoE provisions are not exclusive and multiple CPA Types can exist if the bid contains both local and foreign exchange based pricing. In such cases the CPA and/or ROE provision applies only to that particular portion of the tendered price.

2.3 The CPA and/or RoE provisions applicable to this tender and resulting contract are to be indicated below by checking the relevant boxes (with multiple selections only where indicated permissible):

	Indicate option	**CPA Type**	**Period**	**Refer to Section**
A	N/A	**FIRM PRICES** as per Pricing Schedule	Once-Off	*Schedule F.1 (A)*
		LOCAL (RSA) TENDER CONTENT:		
		EITHER		
B	N/A	SEIFSA Index based CPA	Monthly / Quarterly	*Schedule F.1 (B)*
		OR		
C	N/A	Pricelist / Quotation Based CPA	Ad-Hoc	*Schedule F.1 (C)*
		OR		
D		STATS SA CPI Index Based CPA	Annually	*Schedule F.1 (D)*
		OR/AND		
E	N/A	Sectorial Determination 1: Contract Cleaning Sector	Annually	*Schedule F.1 (E)*
		OR		
E	N/A	Sectorial Determination 6: Private Security Sector	Annually	*Schedule F.1 (E)*
		IMPORTED GOODS AND / OR COMPONENTS (IF APPLICABLE		
F		ROE based CPA	Ad-Hoc	*Schedule F.1 (F)*
		AND (IF REQUIRED), EITHER		
G		Pricelist / Quotation based CPA	Ad-Hoc / Periodic	*Schedule F.1 (G)*

OR

H	N/A	Overseas CPI / PPI index based CPA	Ad-Hoc / Periodic	*Schedule F.1 (H)*

2.4 CPA and/or RoE provisions marked as **not applicable** is not relevant and will not apply to this tender and resulting contract.

3. CONTRACT CPA APPLICATIONS AND ADMINISTRATION

3.1 Any claim for variation in the contract price (either CPA or RoE adjustments) must be submitted in writing:

i. By letter to: Manager: EPIC, City of Cape Town,
P O Box 655, Cape Town, 8000 or
ii. By email to: **SCM.Tenders13@capetown.gov.za**

at least 14 days prior to the month upon which the adjustment would become effective in the case of prices being set in advance, and as soon as relevant indices are available and no later than 60 days after the date of delivery of goods or the completion of the project (i.e. date of issue of the Taking-Over Certificate, if applicable) in the case of adjustments being claimed retrospectively for Goods or Services. The latter case is only applicable where specifically provided for in the CPA provisions.

3.2 When submitting a request for CPA and/or RoE adjustment the Supplier shall indicate the Rand Value claimed for each item listed on C.4 - Price Schedule, clearly indicating the item number as per C.4 - Price Schedule. Percentage increases will not be considered. A mere notification of a request for CPA without stating the new price claimed for each item shall, for the purpose of this clause, not be regarded as a valid request.

3.3 The CCT reserves the right to request the Supplier to submit auditor's certificates or such other documentary proof as it may require in order to verify a claim for CPA or RoE adjustments. Price adjustments will not be processed until such time as the Supplier submits such auditor's certificates or other documentary proof to the CCT. Should the Supplier fail to submit the auditor's certificates or other documentary proof to the CCT within 30 days from the written request, it shall be presumed that the Supplier has abandoned his request.

3.4 The CCT reserves the right to withhold payment of any claim for adjustment while only provisional figures are available and until such time as the final (revised) figures are issued by the relevant authority.

3.5 The CCT will confirm in writing once processing of the CPA or RoE adjustments have been completed including the effective date of the adjustments.

3.6 Where pricelist-based and other non-index based CPA requests are investigated and found to be not reasonable and market related, the CCT reserves the right to reject such requests. Where disputes arise with respect to such rejected requests the CCT reserves the right to procure the Goods from other available Suppliers until such time as the dispute is resolved.

3.7 Unless indicated otherwise in the relevant schedule below, all Purchase Orders issued on or after the effective date of the adjustment shall be issued at, and the Goods or Services supplied, invoiced and paid for at the adjusted prices. The relevant adjustment will not be applied to Purchase Orders issued prior to the effective date.

F.1 (A) – FIRM PRICES

NOT APPLICABLE

F.1 (B) LOCAL SOUTH AFRICAN CONTENT – SEIFSA INDICES

NOT APPLICABLE

F.1 (C) LOCAL SOUTH AFRICAN CONTENT - SUPPLIER/ MANUFACTURER PRICE LIST/QUOTATIONS

1. Tenderers /Suppliers that are not the manufacturer or original supplier of the tendered goods and whose tender prices are based on the price list/quotation of another company (manufacturer or other supplier) may apply Supplier / Manufacturer Pricelist / Quotation based CPA.

2. In such cases the Tenderer is required to submit with his tender a copy of the original Supplier / Manufacturer Pricelist / Quotation upon which his tender prices are based. Such pricelist / Quotation is required to be on the Letterhead of the Supplier / Manufacture, is to be dated, referenced and signed, and is to provide clear reference to the tender number and is required to clearly reference each item quoted to the respective Tender Item Number indicated in C.4 Price Schedule.

3. The tenderer shall further confirm the Manufacturer / supplier, Quotation date and reference number and applicable tender Items by completing Table F.1(C).1 below.

Table F.1(C).1: Price Schedule information for Manufacturers/Suppliers Price List(s)/Quotation

	Price List Information		
Manufacturer/ Supplier Name	**Price List/Quotation Date.**	**Price List/Quotation Reference Number**	**Pricelist applicable to Items as per C.4 Price Schedule**

4. During the contract period, the Tenderer (now Supplier) must submit the request for price adjustment based on increases in pricelists of manufacturers/suppliers prior to the effective date of the increase in the pricelist.
5. The effective date of any price adjustment granted will be the first day of the month following the month during which the fully substantiated application for contract price adjustment is submitted or, by agreement between the Tenderer/Supplier and the CCT, a subsequent date on which the price adjustment will become effective.

6. In instances where the Supplier's price adjustment claimed is less than entitled, the lesser price will be accepted.

7. Purchase orders placed prior to the effective date of any price increase shall be placed at the previously agreed price, not the claimed adjusted price.

8. Only the difference in source supplier / manufacturer pricelist (actual cost, not percentage) may be adjusted and under no circumstances may the Tenderer/Supplier increase their profit margin.

9. The Tenderer/Supplier shall, when submitting claims for contract price adjustment, submit all of the documentation indicated below a minimum of two weeks prior to the effective date of the contract price adjustment:
   a) Copies of price lists upon which original tender prices were based (refer to clause 2, Table F.1(C).1 above) clearly indicating the item(s) according to C.4 Price Schedule.

   b) The new price list (*from the same Supplier / Manufacturer as originally tendered)* on the relevant manufacturer/suppliers letterhead (with pamphlets, brochures and e-mail communication) clearly indicating the item(s) according to C.4 Price Schedule.

c) Detailed calculations indicating how the “adjusted” price was calculated. The calculations must be submitted in Excel, together with a signed, “PDF” version of the Excel spreadsheet. The example below – Table F.1(C).2, is what is required.

d) A covering letter on the Supplier’s letterhead requesting the CPA with the effective date of the claim.

10. The CCT will consider the request and either refer the request back for correction or additional information or approve the request.

11. The CCT will assess such pricelist based CPA claims against market pricing and indices and other input pricing indicators and will only approve such claims that are confirmed to be reasonable and market related with reference to the source pricing information provided with the tender and with the CPA application

12. Approval of the CPA request including confirmation of the effective date, will be communicated to the Supplier in writing together with a list of the approved adjusted rates. The effective date will be as per clause 3 above.

13. The successful Tenderer/Supplier shall immediately upon notification of the commencement date of contract submit written application for approval of any adjusted unit prices for the Goods that may have been notified by the Supplier / Manufacturer of the Goods, together with the required supporting documentation. This application will be assessed in accordance with the process laid out above in order to determine approved contract prices at the commencement of the contract.

14. Failure to submit such application within two working weeks of commencement of contract shall result in the tendered unit prices being applied for initial orders placed following commencement of the contract.

15. In the event of a Supplier changing their Supplier / Manufacturer during the tenure of the contract, no request for price variations will be considered unless the Supplier has obtained prior approval from the City for the change of Supplier / Manufacturer. Such approval shall include technical approval by the Engineer of the goods supplied by the replacement Supplier / Manufacturer. Technical approval by the Engineer shall be a prerequisite for any change of Supplier / Manufacturer.

Table F.1(C).2 – Pro Forma Table for Adjustments in price where the Supplier is not the Manufacturer)

C.4 Price Schedule Item No.	Original Tender Price	Previous and New Price List Information					New Contract Price (Excl. VAT)
		Manufacturer/ Supplier	Material no.	Price as per previous Manufacturer/ Supplier Price List (Excl. Vat) Price List Date:________	Price as per new Supplier/ Manufacturer Price List (Excl. Vat) Price List Date:____________	Difference between the previous and new manufacturer Price list (C)-(B)	
	(A)			(B)	(C)	(D)	(A)+(D)

**When submitting the first request for price adjustment, use the tender price as per C.4 Price Schedule.*

F.1 (D) LOCAL SOUTH AFRICAN CONTENT - STATS SA CONSUMER PRICE INDEX

1. Applicable where the Tenderer/Suppliers has indicated their tendered prices are subject to adjustment based on changes in the Statistics South Africa (STATS SA) Consumer Price Indices.

2. A minimum of 10% of the tender price as per C.4 Pricing Schedule shall be fixed and free of variation for the duration of the contract.

3. A total of 90% of the tender price as per C.4 Pricing Schedule shall be adjusted annually in accordance with clause 5 below.

4. The Contract Price(s) shall remain FIRM for the first 12 calendar months from date of Commencement Date of Contract and Suppliers are not permitted to requests CPA during this period.

5. The Contract Price(s) will thereafter be subject to adjustment annually based on the average percentage of change over 12 months as published by STATS SA: Consumer Price Index (P0141–Table B2 – CPI headline year-on-year rates) as follows:

   5.1 CPA applicable from the start of the 13th month to the end of the 24th month calculated as follows:
      a) The base month for the price adjustment being three (3) calendar months prior to Commencement Date of Contract; and
      b) The end month shall be three (3) calendar months prior to the 12th month.

   5.2 CPA applicable from the start of the 25th month to end of the 36th month calculated as follows:
      a) The base month for the price adjustment shall be three (3) calendar months prior to the 13th month; and
      b) The end month shall be three (3) calendar months prior to 24th month.

   5.3 The average CPI percentage will be calculated using the base month to the end month (both included) divided by the number of months. (12 months totalled/12 to achieve the average CPI)

   5.4 The CPA applicable beyond month 36th of the contract will follow the same principle in determining the base month (i.e. 3 calendar months prior to 25th month) and end date (3 calendar months prior to 36th month) as outlined above.

6. Subject to prior approval by the CCT delegated authority, in the event of any extension of the contract period, the CPA applicable beyond month 36th of the contract will follow the same principle in determining the base month (i.e. 3 calendar months prior to 25th month) and end date (3 calendar months prior to 36th month) as outlined above.

F.1. (E) LOCAL SOUTH AFRICAN CONTENT – SECTORIAL DETERMINATION

NOT APPLICABLE

F.1. (F) GOODS AND/OR COMPONENTS IMPORTED FROM OUTSIDE OF SOUTH AFRICA RATE OF EXCHANGE PRICE VARIATIONS

1. Subject to the above, when tendered prices of certain items in C.4 Price Schedule are subject to adjustment for changes in the cost of goods and/or components imported from outside of South Africa, the Tenderer must (as part of the bid submission) provide a list of such items and other information as required in Table F.1 (F).2 below and include it in the bid submission.

2. Only tenderers who are the direct importer of the goods may claim rate of exchange price variations.

Table F.1 (F).1: Information required for prices subject to Rate of Exchange adjustments

Exchange Rate on which tender is based:	________1 : Rand __________
Exchange Rate on which tender is based: (if more than one currency)	________1 : Rand __________
Exchange Rate on which tender is based: (if more than one currency)	________1 : Rand __________
Name of Bank	
Date of quoted rate of exchange	
Documentation relevant to calculation of adjustments based on Rate of Exchange (Mark with "x")	
Bill of Lading	
Waybill	
Customs invoice	
Other: ____	

TABLE F.1 (F).2: Price Basis for Imported Resources

C.4 Price Schedule Detail		Rand Value Calculation for Foreign Content (FOB)			Customs Surcharge		Customs Duty			Rand Value for South African Content (FOR)	Total Tender Price in Rand of (C) + (D) + (E) + (F) included in Price Schedule C.4
C.4 Price Schedule Item No.	Description of Resources	Value in Foreign Currency denomination (A)	Rate of Exchange as at Base Date* (B)	Value in Rand for Foreign currency content (A) x (B) (C)	%	Rand (D)	%	Rand (E)	Customs Duty Tariff Reference	Value in Rand for South African Content (F)	(G)

** Base Date: 7 (seven) calendar days before tender closing.*

3. Any items/resources not inserted in Table F.1 (F).2 above, are deemed to be manufactured / supplied in South Africa and is not subject to adjustment in terms of variation in rate of exchange.

4. The price adjustment for variations in the cost of plant and materials imported from outside of South Africa shall be based on the information contained on the schedule titled "Price Basis for Imported Resources" (Table F.1 (F).2). The Rand value of goods and components comprising entirely or partly imported content that is inserted on the Table F.1(F).2 titled "Price Basis for Imported Resources" (column (G)) shall be the rate tendered in the Pricing Schedule C.4, and shall be the value in foreign currency (column (A)) converted to South African Rand (column (C)) by using the closing spot selling rate on the Base Date (seven calendar days before tender closing date) rounded to the second decimal place (column (B)), to which shall be added

any Customs Surcharge and Customs Duty applicable at that date (columns (D) and (E)) and any South African manufactured or added content (column (F)). Any mark-up by the Tenderer or other costs not detailed above shall be entirely contained within the South African Content (Column (F)).

5. Column A of Table F.1 (F).2 shall detail the actual quotation for the imported Goods or components, and shall be substantiated by the original source quotation for such Goods or components. (Source quotation from foreign supplier/manufacturer, see Schedule F.1 (G), Table F.1 (G).1 below). No Supplier mark-up on the foreign currency value of such imported Goods or components is permissible. All Supplier mark-up shall be included in the South African content, Column F of Table F.1 (F).2 above.

6. Based on the evidence provided in Clause 5 above, the value in Rand inserted in column (C) on the schedule titled "Price Basis for Imported Resources" shall be recalculated using the forward cover rate obtained, and any increase or decrease in the Rand value defined in this clause shall be adjusted accordingly, subject to Clause 7 below.

7. The adjustments shall be calculated upon the value in foreign currency in the Supplier's forward cover contract, provided that, should this value exceed the value in foreign currency inserted in column (A) of on the schedule titled "Price Basis for Imported Resources", then the value in column (A) shall be used (or any adjusted value approved in accordance with Schedule F.1 (G) below).

8. Any increase or decrease in the Rand value between the amounts of Customs Surcharge and Customs Duty inserted in on the schedule titled "Price Basis for Imported Resources" and those amounts actually paid to the Customs and Excise Authorities, which are due to changes in the percentage rates applicable or to the foreign exchange rate used by the authorities, shall be adjusted accordingly.

9. The Tenderer shall state the Customs Duty Tariff Reference applicable to each item and the Supplier shall advise the CCT's Agent of any changes which occur.

10. Suppliers shall take out Forward Cover covering the foreign exchange component of the cost of any imported portion of the Goods ordered on each purchase order issued by the Employer.

11. The process to be followed by Suppliers for claims for Rate of Exchange Variations shall be as follows:

    a) The Supplier shall within seven working days from the date of receipt of the purchase order arrange for cover or recovering forward by way of a contract with a bank which is an authorised foreign exchange dealer, the foreign exchange component of the cost of any imported goods and components inserted by the Tenderer on the scheduled titled "Price Basis for Imported Resources" (Table F.1 (F).2), and submit such Forward Cover quotation to the City for approval.

    b) Upon receipt of the quotation for Forward Cover from the bank, the Supplier must forward the quote ideally, within 15 minutes of receiving it from their banker to the CCT: CPA.Request@capetown.gov.za and Contract Manager: **To be provided at contract commencement.** This is to ensure that the time difference from generation of the quotation for Forward Cover to finalising the Forward Cover with the Bank, is kept to a minimum due to the change in the exchange rate throughout the day.

    c) The Contract Manager will forward the quotation to the CCT Treasury Department immediately for their consideration and approval. The cut-off time for receipt of quotations for Forward Cover will be 14h00. It must be noted that if this deadline will not be achieved, it is recommended that the quotation process be undertaken on the following day which should fall within the 7 days of receipt of the purchase order.

    d) Only once the Forward Cover quotation rate has been approved by CCT Treasury Department, may the Supplier finalise the Forward Cover contract with their bank at the rate approved by the CCT Treasury Department for that Purchase Order and forward a copy of the contract to the CCT via email: CPA.Request@capetown.gov.za and Contract Manager: **To be provided at contract commencement.**

    e) The Forward Cover quotation envisaged above shall have the CCT purchase order number and a Forward Cover Contract (FCC) Value Date that is directly based upon the required delivery date for the imported Goods or components necessary in order to meet the Contract Delivery Period. Future FCC Value Dates beyond the Contract Delivery Period shall not be acceptable.

12. On delivery of the goods to the City the Supplier shall submit the following documentation to the CCT via email: CPA.Request@capetown.gov.za and Contract Manager: **To be provided at contract commencement**:

    a) The Bill of Lading/Waybill/Customs Invoice (clearly indicating the items as identified on the purchase order).
    b) Calculations detailing the difference in the rate of exchange at the time of entry and the date of tender. These shall be submitted on a covering letter.
    c) The invoice / credit note for the Rate of Exchange adjustment applicable to the specific order.

13. In exceptional circumstances, and subject to the Employer's explicit approval, Rate of Exchange variations on Goods or components that are imported in bulk in advance in fulfilment of the contract requirements or to create buffer stocks, but not specifically in response to specific purchase orders placed by the Employer in accordance with the contract, shall be based upon whichever of the following two methodologies is more advantageous to the Employer:

    a) Methodology 1: A spot quotation for the Forward Cover Contract rate for the imported portion of the Goods, based upon the FCC Value Date for the particular purchase order(s), as outlined in clause 11 above.

    b) Methodology 2: The actual Rate of Exchange cost variations incurred in fulfilment of the purchase order(s), fully substantiated by detailed Bills of Lading and Customs Invoice applicable to the particular Goods delivered. The applicable Rate of Exchange shall be the rate as defined on the Customs Invoice for the imported Goods.

    c) Determination of the more advantageous methodology shall be conducted and approved following delivery of the imported Goods or components to the Supplier but prior to delivery of the Goods to the Employer.

14. Approval of the process detailed in Clause 13 and sub-clauses above shall be on an order by order basis and application shall be submitted, with required supporting documents, immediately on receipt of the relevant purchase order(s).

F.1. (G) GOODS AND/OR COMPONENTS IMPORTED FROM OUTSIDE OF SOUTH AFRICA - MANUFACTURER/SUPPLIER PRICE/QUOTATION LIST

1. Manufacturer's / Supplier's Pricelist / Quotation Based CPA – Imported Goods or Components:

1.1 Tenderers with imported Goods or Components may claim contract price adjustment based on the overseas SUPPLIER'S / MANUFACTURER'S PRICE LISTS/ QUOTATION from the supplier or manufacturer of the tendered items.

1.2 In such cases the Tenderer is required to submit with his tender a copy of the original overseas Supplier / Manufacturer Pricelist / Quotation upon which his tender prices are based. Such pricelist / Quotation is required to be on the Letterhead of the Supplier / Manufacture, is to be dated, referenced and signed, and is to provide clear reference to the tender number or unambiguously indicate the relevant component.

1.3 The Tenderer is required to clearly reference each item quoted to the respective Tender Item Number indicated in C.4 Price Schedule by completing Table F.1 (G).1 below.

Table F.1 (G).1: Price Schedule information for Imported Goods or Components - Manufacturers/Suppliers Price List(s)/Quotation

	Price List Information		
Manufacturer/ Supplier Name	**Price List/Quotation Date.**	**Price List/Quotation Reference Number**	**Pricelist applicable to Items as per C.4 Price Schedule**

1.4 During the contract period, the Tenderer (now Supplier) must submit the request for price adjustment based on increases in pricelists of manufacturers/suppliers prior to the effective date of the increase in the pricelist.

1.5 The effective date of any price adjustment granted will be the first day of the month following the month during which the fully substantiated application for contract price adjustment is submitted or, by agreement between the Tenderer/Supplier and the CCT, a subsequent date on which the price adjustment will become effective.

1.6 In instances where the Supplier's price adjustment claimed is less than entitled, the lesser price will be accepted.

1.7 Only the difference in source supplier / manufacturer pricelist (actual cost, not percentage) may be adjusted and under no circumstances may the Tenderer/Supplier increase their profit margin.

1.8 The Tenderer/Supplier shall, when submitting claims for contract price adjustment, submit all of the documentation indicated below a minimum of two weeks prior to the effective date of the contract price adjustment:

a) Copies of price lists upon which original tender prices were based (refer to Clause 1.2, Table F.1 (G).1 above) clearly indicating the item(s) according to C.4 Price Schedule.

b) The new price list (*from the same Supplier / Manufacturer as originally tendered)* on the relevant manufacturer/suppliers letterhead (with pamphlets, brochures and e-mail communication) clearly indicating the item(s) according to C.4 Price Schedule.

c) Submit detailed calculations indicating how the "new" price is calculated. The calculations must be submitted in Excel, together with a signed, "PDF" version of the Excel spreadsheet. The example below – Table F.1(G).2, is what is required.

d) A covering letter on the Supplier's letterhead requesting the CPA with the effective date of the claim.

1.9 The CCT will consider the request and either refer the request back for correction or additional information or approve the request.

1.10 The CCT will assess such pricelist based CPA claims and will only approve such claims that are confirmed to be reasonable and market related with reference to the source pricing information provided with the tender and with the CPA application

1.11 Approval of the CPA request including confirmation of the effective date, will be communicated to the Supplier in writing. The effective date will be as per clause 1.3 above.

1.12 The successful Tenderer/Supplier shall immediately upon notification of the commencement date of contract submit written application for approval of any adjusted unit prices for the Goods that may have been notified by the Supplier / Manufacturer of the Goods, together with the required supporting documentation. This application will be assessed in accordance with the process laid out above in order to determine approved contract prices at the commencement of the contract.

1.13 Failure to submit such application within two working weeks of commencement of contract shall result in the tendered unit prices being applied for initial orders placed following commencement of the contract.

1.14 In the event of a Supplier changing their Supplier / Manufacturer during the tenure of the contract, no request for price variations will be considered unless the Supplier has obtained prior approval from the City for the change of Supplier / Manufacturer. Such approval shall include technical approval by the Engineer of the goods supplied by the replacement Supplier / Manufacturer. Technical approval by the Engineer shall be a prerequisite for any change of Supplier / Manufacturer.

Table F.1(G).2 – Pro Forma Table for Adjustments in price for Imported Goods or Components - Manufacturers/Suppliers Price List(s)/Quotation

C.4 Price Schedule Item No.	Original Tender Price	Previous and New Price List Information					New Contract Price (Excl. VAT)
		Manufacturer/ Supplier	Material no.	Price as per previous Manufacturer/ Supplier Price List (Excl. Vat) Price List Date:________	Price as per new Supplier/ Manufacturer Price List (Excl. Vat) Price List Date:____________	Difference between the previous and new manufacturer Price list (C)-(B)	
	(A)			(B)	(C)	(D)	(A)+(D)

OR

2. **Supplier Price List Variations for Suppliers Supplying Goods Imported by Another Party**

2.1 The Tenderers (now Supplier) that are not the director importer of the manufactured goods/components, and intend to purchase the goods from another supplier who in turn is importing the goods, may apply for Supplier / Manufacturer Pricelist / Quotation based CPA imported by a another Party.

2.2 In such cases the Tenderer is required to submit with his tender a copy of the original Supplier / Manufacturer Pricelist / Quotation upon which his tender prices are based. Such pricelist / Quotation is required to be on the Letterhead of the Supplier / Manufacture, is to be dated, referenced and signed, and is to provide clear reference to the tender number, exchange rate on which the quote is based and is required to clearly reference each item quoted to the respective Tender Item Number indicated in C.4 Price Schedule.

2.3 The tenderer shall further confirm the Manufacturer / supplier, Quotation date, exchange rate at date of quote and reference number and applicable tender Items by completing Table F.1(G).3 below.

Table F.1 (G).3: Price Schedule information for Imported Goods or Components, imported by Another Party Manufacturers/Suppliers Price List(s)/Quotation

	Price List Information			
Manufacturer/ Supplier Name	**Price List/Quotation Date.**	**Price List/Quotation Reference Number**	**Exchange Rate on which quote is based**	**Pricelist applicable to Items as per C.4 Price Schedule**
			______1 : Rand ______	
			______1 : Rand ______	
			______1 : Rand ______	
			______1 : Rand ______	

2.4 During the contract period, the Tenderer (now Supplier) must submit the request for price adjustment based on increases in pricelists of manufacturers/suppliers within seven calendar days of the date of the purchase order date.

2.5 The price adjustment claim will be fully substantiated and the approval will be limited to the relevant Purchase Order.

2.6 In instances where the Supplier's price adjustment claimed is less than entitled, the lesser price will be accepted.

2.7 Only the difference in source supplier / manufacturer pricelist (actual cost, not percentage) may be adjusted and under no circumstances may the Tenderer/Supplier increase their profit margin.

2.8 The Tenderer/Supplier shall, when submitting claims for contract price adjustment, submit all of the documentation indicated below a minimum of seven (7) days from date of purchase order:

a) Copies of price lists upon which original tender prices were based (refer to Clause 2.2, Table 2 above) clearly indicating the item(s) according to C.4 Price Schedule.

b) The new price list (*from the same Supplier / Manufacturer as originally tendered)* on the relevant manufacturer/suppliers letterhead (with pamphlets, brochures and e-mail communication) clearly indicating the item(s) according to C.4 Price Schedule.

c) Submit detailed calculations indicating how the "new" price is calculated.

d) A covering letter on the Supplier's letterhead requesting the CPA with the effective date of the claim.

2.9 The CCT will consider the request and either refer the request back for correction or additional information or approve the request.

2.10 The CCT will assess such pricelist based CPA claims and will only approve such claims that are confirmed to be reasonable and market related with reference to the source pricing information provided with the tender and with the CPA application

2.11 Approval of the CPA request for the relevant Purchase Order (refer to clause 2.5 above), will be communicated to the Supplier in writing.

F.1. (H) GOODS AND/OR COMPONENTS IMPORTED FROM OUTSIDE OF SOUTH AFRICA - BASED ON FOREIGN INDICES

NOT APPLICABLE

Schedule F.2: Certificate of Authority for Partnerships/ Joint Ventures/ Consortiums

This schedule is to be completed if the tender is submitted by a partnership/joint venture/ consortium.

1. We, the undersigned, are submitting this tender offer as a partnership/ joint venture/ consortium and hereby authorize Mr/Ms ____________________________, of the authorised entity ________________, acting in the capacity of Lead Partner, to sign all documents in connection with the tender offer and any contract resulting from it on the partnership/joint venture/ consortium's behalf.

2. By signing this schedule, the partners to the partnership/joint venture/ consortium:

   2.1 warrant that the tender submitted is in accordance with the main business and objectives of the partnership/joint venture/ consortium;

   2.2 agree that the CCT shall make all payments in terms of this Contract into the following bank account of the Lead Partner:

   Account Holder: ____________________________
   Financial Institution: __________________________
   Branch Code: _______________________________
   Account No.: ________________________________

   2.3 agree that in the event that there is a change in the partnership/ joint venture/ consortium and/or should a dispute arise between the partnership/joint venture/ consortium partners, that the CCT shall continue to make any/all payments due and payable in terms of the Contract into the aforesaid bank account until such time as the CCT is presented with a Court Order or an original agreement (signed by each and every partner of the partnership/joint venture/ consortium) notifying the CCT of the details of the new bank account into which it is required to make payment.

   2.4 agree that they shall be jointly and severally liable to the CCT for the due and proper fulfilment by the successful tenderer/supplier of its obligations in terms of the Contract as well as any damages suffered by the CCT as a result of breach by the successful tenderer/supplier. The partnership/joint venture/ consortium partners hereby renounce the benefits of excussion and division.

SIGNED BY THE PARTNERS OF THE PARTNERSHIP/ JOINT VENTURE/ CONSORTIUM		
NAME OF FIRM	**ADDRESS**	**DULY AUTHORISED SIGNATORY**
Lead partner		Signature…………………………….... Name…………………………………… Designation…………………………....
		Signature…………………………….... Name…………………………………… Designation…………………………....
		Signature…………………………….... Name…………………………………… Designation…………………………....
		Signature…………………………….... Name…………………………………… Designation…………………………....

Note: A copy of the Joint Venture Agreement shall be appended to *List of Other Documents Attached by Tenderer Schedule.*

Schedule F.3: Declaration for Procurement above R10 million

If the value of the transaction is expected to exceed R10 million (VAT included) the tenderer shall complete the following questionnaire, attach the necessary documents and sign this schedule:

1. Are you by law required to prepare annual financial statements for auditing? (**Please mark with X**)
   YES NO

   If YES, submit audited annual financial statements:
   (i) For the past three years, or
   (ii) Since the date of establishment of the tenderer (if established during the past three years)
   By attaching such audited financial statements to **List of Other Documents Attached by Tenderer Schedule.**

2. Do you have any outstanding undisputed commitments for municipal services towards the CCT or other municipality in respect of which payment is overdue for more than 30 (thirty) days? (**Please mark with X**)
   YES NO

   2.1 If NO, this serves to certify that the tenderer has no undisputed commitments for municipal services towards any municipality for more than three (3) (three) months in respect of which payment is overdue for more than 30 (thirty) days.
   2.2 If YES, provide particulars:

3. Has any contract been awarded to you by an organ of state during the past five (5) years? (**Please mark with X**)
   YES NO

   If YES, insert particulars in the table below including particulars of any material non-compliance or dispute concerning the execution of such contract. Alternatively attach the particulars to **List of Other Documents Attached by Tenderer** schedule in the same format as the table below:

Organ of State	Contract Description	Contract Period	Non-compliance/dispute (if any)

4. Will any portion of the goods or services be sourced from outside the Republic, and if so, what portion and whether any portion of payment from the CCT is expected to be transferred out of the Republic? (**Please mark with X**)
   YES NO

   If YES, furnish particulars below

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule F.4: Preference Points Claim Form In Terms Of the Preferential Procurement Regulations 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

The applicable preference point system for this tender is the 90/10 preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

(a) Price; and
(b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	90
SPECIFIC GOALS	10
Total points for Price and SPECIFIC GOALS	**100**

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

The following definitions shall apply to this schedule:

(a) “tender” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
(b) “price” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
(c) “rand value” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
(d) “tender for income-generating contracts” means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
(e) “The Act” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

POINTS AWARDED FOR PRICE

THE 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

90/10

Or

Where

Ps	=	Points scored for price of tender under consideration
Pt	=	Price of tender under consideration
Pmin	=	Price of lowest acceptable tender

THE 90/10 PREFERENCE POINT SYSTEMS

A maximum of 90 points is allocated for price on the following basis:

90/10

Or

Where

Ps	=	Points scored for price of tender under consideration
Pt	=	Price of tender under consideration
Pmin	=	Price of lowest acceptable tender

4. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 or 90/10

Or

Where:

Ps	=	Points scored for price of tender under consideration
Pt	=	Price of tender under consideration
Pmax	=	Price of highest acceptable tender

5. POINTS AWARDED FOR SPECIFIC GOALS

5.1 In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

5.2 In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	To be Completed by the Organ of State	To be Completed by the Tenderer
	Number of points Allocated (90/10 system)	**Number of points claimed (90/10 system)**
Gender	3	
Race	3	
Disability	1	
Promotion of Micro and Small Enterprises	3	

DECLARATION WITH REGARD TO COMPANY/FIRM

5.3 Name of company/firm…………………………………………………………………….

5.4 Company registration number: …………………………………………………………...

5.5 TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[Tick applicable box]

5.6 I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

i) The information furnished is true and correct;

ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 4.1 and 4.2, the Supplier may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process;

(b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

(d) recommend that the tenderer or Supplier, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the audi alteram partem (hear the other side) rule has been applied; and

(e) forward the matter for criminal prosecution, if deemed necessary.

Signature of Tenderer	*Date*	*Name and Surname*	*Address*

For official use.		
SIGNATURE OF CCT OFFICIALS AT TENDER OPENING		
1.	2.	3.

Schedule F.5: Declaration of Interest – State Employees (MBD 4 amended)

1. No bid will be accepted from:
   1.1 persons in the service of the state[1], or
   1.2 if the person is not a natural person, of which any director, manager or principal shareholder or stakeholder is in the service of the state, or
   1.3 from persons, or entities of which any director, manager or principal shareholder or stakeholder, has been in the service of the City of Cape Town (CCT) during the previous twelve (12) months, or
   1.4 from an entity who has employed a former CCT employee who was at a level of T14 of higher at the time of leaving the CCT's employ and involved in any of the CCT's bid committees for the bid submitted, if:
      1.4.1 the CCT employee left the CCT's employment voluntarily, during the previous twelve (12) months;
   1.5 a person who was a CCT employee, or an entity that employs a CCT employee, if
      1.5.1 the CCT employee left the CCT's employment whilst under investigation for alleged misconduct, or
      1.5.2 was facing disciplinary action or potential disciplinary action by the CCT, or
      1.5.3 was involved in a dispute against the CCT during the previous thirty six (36) months.

2. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the tenderer or their authorised representative declare their position in relation to the evaluating/adjudicating authority.

3. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

   3.1 Full Name of tenderer or his or her representative: ____________________________________

   3.2 Identity Number: ____

   3.3 Position occupied in the Company (director, trustee, shareholder[2]): _______________________

   3.4 Company or Close Corporation Registration Number: ____________________________________

   3.5 Tax Reference Number: ____

   3.6 VAT Registration Number: ____

   3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

   3.8 Are you presently in the service of the state? **YES / NO**
   3.8.1 If yes, furnish particulars: ____

   3.9 Have you been in the service of the state for the past twelve months? **YES / NO**
   3.9.1 If yes, furnish particulars: ____

   3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**
   3.10.1 If yes, furnish particulars: ____

   3.11 Are you, aware of any relationship (family, friend, other) between any other tenderer and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid? **YES / NO**
   3.11.1 If yes, furnish particulars: ____

   3.12 Are any of the company's directors, trustees, managers, principle shareholders or stakeholders in service of the state? **YES / NO**

3.12.1 If yes, furnish particulars: ____

3.13 Are any spouse, child or parent of the company's directors, trustees, managers, principle shareholders or stakeholders in service of the state? **YES / NO**
3.13.1 If yes, furnish particulars: ____

3.14 Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract? **YES / NO**
3.14.1 If yes, furnish particulars: ____

3.15 Have you, or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company been in the service of the CCT in the past twelve months? **YES / NO**
3.15.1 If yes, furnish particulars: ____

3.16 Do you have any employees who was in the service of the CCT at a level of T14 or higher at the time they left the employ of the CCT, and who was involved in any of the CCT's bid committees for this bid? **YES / NO**
3.16.1 If yes, furnish particulars: ____

4. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee Number

If the above table does not sufficient to provide the details of all directors / trustees / shareholders, please append full details to the tender submission.

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

______________________________ ______________________________
Signature
Print name: Date
On behalf of the tenderer (duly authorised)

[1]MSCM Regulations: "in the service of the state" means to be –
(a) a member of –
(i) any municipal council;
(ii) any provincial legislature; or
(iii) the national Assembly or the national Council of provinces;

(b) a member of the board of directors of any municipal entity;
(c) an official of any municipality or municipal entity;
(d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
(e) an executive member of the accounting authority of any national or provincial public entity; or
(f) an employee of Parliament or a provincial legislature.

[2] Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

Schedule F.6: Conflict of Interest Declaration

1. The tenderer shall declare whether it has any conflict of interest in the transaction for which the tender is submitted. (**Please mark with X**)

YES		NO	

1.1 If yes, the tenderer is required to set out the particulars in the table below:

2. The tenderer shall declare whether it has directly or through a representative or intermediary promised, offered or granted:

2.1 Any inducement or reward to the CCT for or in connection with the award of this contract; or

2.2 Any reward, gift, favour or hospitality to any official or any other role player involved in the implementation of the supply chain management policy. (**Please mark with X**)

YES		NO	

If yes, the tenderer is required to set out the particulars in the table below:

Should the tenderer be aware of any corrupt or fraudulent transactions relating to the procurement process of the CCT, please contact the following:

The CCT's anti-corruption hotline at 0800 32 31 30 (toll free)

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

____
Signature
Print name:
On behalf of the tenderer (duly authorised)

____
Date

Schedule F.7: Declaration of Tenderer's Past Supply Chain Management Practices (MBD 8)

Where the entity tendering is a partnership/joint venture/consortium, each party to the partnership/joint venture/consortium must sign a declaration in terms of the Municipal Finance Management Act, Act 56 0f 2003, and attach it to this schedule.

1 The tender offer of any tenderer may be rejected if that tenderer or any of its directors/members have:

a) abused the municipality's / municipal entity's supply chain management system or committed any fraudulent conduct in relation to such system;
b) been convicted for fraud or corruption during the past five years;
c) willfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract during the past five years; or
d) been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004) or Database of Restricted Suppliers.

2 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

Item	Question	Yes	No
2.1	**Is the tenderer or any of its directors/members listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?** (Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the *audi alteram partem* rule was applied). **The Database of Restricted Suppliers now resides on the National Treasury's website (www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.**	Yes ☐	No ☐
2.1.1	If so, furnish particulars:		
2.2	Is the tenderer or any of its directors/members listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004) or Database of Restricted Suppliers? **The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.**	Yes ☐	No ☐
2.2.1	If so, furnish particulars:		
2.3	Was the tenderer or any of its directors/members convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes ☐	No ☐
2.3.1	If so, furnish particulars:		

Item	Question	Yes	No
2.4	Does the tenderer or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes ☐	No ☐
2.4.1	If so, furnish particulars:		
2.5	Was any contract between the tenderer and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes ☐	No ☐
2.5.1	If so, furnish particulars:		

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract,, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

______________________________ ______________________________

Signature
Print name: Date
On behalf of the tenderer (duly authorised)

Schedule F.8: Authorisation for the Deduction of Outstanding Amounts Owed to the CCT

To: THE CITY MANAGER, City of Cape Town

From: ________________________
(Name of tenderer)

RE: AUTHORISATION FOR THE DEDUCTION OF OUTSTANDING AMOUNTS OWED TO THE CCT

The tenderer:

a) hereby acknowledges that according to SCM Regulation 38(1)(d)(i) the City Manager may reject the tender of the tenderer if any municipal rates and taxes or municipal service charges owed by the tenderer (or any of its directors/members/partners) to the CCT, or to any other municipality or municipal entity, are in arrears for more than 3 (three) months; and
b) therefore hereby agrees and authorises the CCT to deduct the full amount outstanding by the Tenderer or any of its directors/members/partners from any payment due to the tenderer; and
c) confirms the information as set out in the tables below for the purpose of giving effect to b) above;

Physical Business address(es) of the tenderer	Municipal Account number(s)	Inside the CCT municipal boundary (Yes/No)

If there is not enough space for all the names, please attach the information to **List of other documents attached by tenderer** schedule in the same format:

Name of Director / Member / Partner	Identity Number	Physical residential address of Director / Member / Partner	Municipal Account number(s)	Inside the CCT municipal boundary (Yes/No)

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

________________________________ ________________________________
Signature
Print name: Date
On behalf of the tenderer (duly authorised)

Schedule F.9: Certificate of Independent Tender Determination

I, the undersigned, in submitting this tender number **203S/2025/26** and tender description: **SUPPLY, INSTALL AND MAINTAIN AN EMERGENCY POLICING & INCIDENT CONTROL SYSTEM, INVESTIGATIVE CASE MANAGEMENT SYSTEM AND CONTRAVENTIONS SYSTEM FOR THE CITY OF CAPE TOWN** in response to the tender invitation made by THE CCT, do hereby make the following statements, which I certify to be true and complete in every respect:

I certify, on behalf of: ____ (Name of tenderer) that:

1. I have read and I understand the contents of this Certificate;

2. I understand that this tender will be disqualified if this Certificate is found not to be true and complete in every respect;

3. I am authorised by the tenderer to sign this Certificate, and to submit this tender, on behalf of the tenderer;

4. Each person whose signature appears on this tender has been authorised by the tenderer to determine the terms of, and to sign, the tender on behalf of the tenderer;

5. For the purposes of this Certificate and this tender, I understand that the word ‘competitor’ shall include any individual or organisation other than the tenderer, whether or not affiliated with the tenderer, who:
   - (a) has been requested to submit a tender in response to this tender invitation;
   - (b) could potentially submit a tender in response to this tender invitation, based on their qualifications, abilities or experience; and
   - (c) provides the same goods and services as the tenderer and/or is in the same line of business as the tenderer.

6. The tenderer has arrived at this tender independently from and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium[1] will not be construed as collusive price quoting.

7. In particular, without limiting the generality of paragraphs 5 and 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
   - (a) prices;
   - (b) geographical area where product or service will be rendered (market allocation);
   - (c) methods, factors or formulas used to calculate prices;
   - (d) the intention or decision to submit or not to submit a tender;
   - (e) the submission of a tender which does not meet the specifications and conditions of the tender; or
   - (f) tendering with the intention not to win the contract.

8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this tender invitation relates.

9. The terms of this tender have not been and will not be disclosed by the tenderer, directly or indirectly, to any competitor, prior to the date and time of the official tender opening or of the awarding of the contract.

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to tenders and contracts, tenders that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act, Act 89 of 1998, and/o/r may be reported to the National Prosecuting Authority (NPA) for criminal investigation, and/or may be restricted from conducting business with the public sector for a period not exceeding 10 (ten) years in terms of the Prevention and Combating of Corrupt Activities Act, Act 12 of 2004, or any other applicable legislation.

_________________________________ _________________________________

Signature
Print name: Date
On behalf of the tenderer (duly authorised)

([1] Consortium: Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.)

Schedule F.10: Proposed Deviations And Qualifications By Tenderer

The Tenderer should record any **proposed** deviations or qualifications they may wish to make to the tender documents in this Returnable Schedule. Alternatively, a tenderer may state such proposed deviations and qualifications in a covering letter attached to his tender and reference such letter in this schedule. Any proposed deviations or qualifications contained in a covering letter which is not referenced in this schedule will not be considered.

The Tenderer's attention is drawn to clause 2.3.7.2 of the Standard Conditions of Tender referenced in the Tender Data regarding the CCT's handling of material deviations and qualifications.

If no deviations or qualifications are proposed, the schedule hereunder is to be marked NIL and signed by the Tenderer.

PAGE	CLAUSE OR ITEM	PROPOSED DEVIATION OR QUALIFICATION

List relevant documentation attached in Schedule F.10 below.

Signature Print name: On behalf of the tenderer (duly authorised)	Date

Schedule F.11: List of Other Documents Attached By Tenderer

The tenderer has attached to this schedule, the following additional documentation:		
	Date of Document	**Title of Document or Description (refer to clauses / schedules of this tender document where applicable)**
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		

14.		
15.		
16.		
17.		

Attach additional pages if more space is required.

Signature
Print name: Date
On behalf of the tenderer (duly authorised)

Schedule F.12: Record of Addenda to Tender Documents

We confirm that the following communications received from the CCT before the submission of this tender offer, amending the tender documents, have been taken into account in this tender offer:

	Date	Title or Details
1.		
2.		
3.		
4.		
5.		
6.		
7.		

Attach additional pages if more space is required.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule F.13: Information to Be Provided With the Tender

The following information shall be provided with the Tender. Where the provided space is insufficient, or the TENDERER is required or select to provide the requested information as an attachment to the tender response, such attachment must be indexed and clearly referenced to the section in the tender document where the information is requested as well as the relevant sub-schedules where space is provided for the response to the requested information. The following information shall be provided with the Tender:

Schedule Name	Description
F.13.1	Confirmation of Offer
F.13.2	OEM/OSM Accreditation
F.13.3.A1	Eligibility for Schedule A
F.13.3.A2	Functionality for Schedule A
F.13.3.B1	Eligibility for Schedule B
F.13.3.B2	Functionality for Schedule B
F.13.3.C1	Eligibility for Schedule C
F.13.3.C2	Functionality for Schedule C
F.13.4.A	Experience of the Tendering Entity in Supply, Implementation, Training, Maintenance And Support, Professional Services for Emergency Policing & Incident Control System
F.13.4.B	Experience of the Tendering Entity in Supply, Implementation, Training, Maintenance And Support, Professional Services for Investigative Case Management System
F.13.4.C	Experience of the Tendering Entity in Supply, Implementation, Training, Maintenance And Support, Professional Services for Contraventions System.
F.13.4.D	Product Market Traction: Proposed Products For Supply, Implementation, Training, Maintenance And Support, Professional Services For Emergency Policing & Incident Control System
F.13.4.E	Product Market Traction: Proposed Products For Supply, Implementation, Training, Maintenance And Support, Professional Services for Investigative Case Management System
F.13.4.F	Product Market Traction: Proposed Products For Supply, Implementation, Training, Maintenance And Support, Professional Services For Contraventions System.

F.13.5.A	OEM/OSM Price List for Schedule A
F.13.5.B	OEM/OSM Price List for Schedule B
F.13.5.C	OEM/OSM Price List for Schedule C
F.13.6	Implementation Scope
F.13.7	Evidence of Demonstrations
F.13.8.A	Infrastructure Requirement for Emergency Policing and Incident Control System
F.13.8.B	Infrastructure Requirement for Investigative Case Management System
F.13.8.C	Infrastructure Requirement for Contraventions System
F.13.9.A	Software Requirements for Emergency Policing and Incident Control System
F.13.9.B	Software Requirements for Investigative Case Management System
F.13.9.C	Software Requirements for Contraventions System

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule F.13.1: Confirmation of Offer

The Tenderer shall

a) Complete the table below by indicating the schedule(s) tendered for with a YES (I am tendering) or NO (I am not tendering)

Table F.13.1

Schedule	Selection
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	

SIGNED ON BEHALF OF TENDERER: . . . .

Schedule F.13.2: OEM/OSM Accreditation

OEM/OSM Accreditation Requirements (Refer to clause 2.2.1.1.4)

In order to be declared responsive, tenderers must have **OEM/OSM accreditation directly with the OEM/OSM,** through **an accredited Distributor or through an accredited Reseller** as follows;

Table F.13.2

No.	Source of solution	Minimum Required Information
1.	**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.
2.	**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.
3.	**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.
4.	**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.

No.	Name of the OEM/OSM Distributor/Reseller	Contact Details	Product (s)	Expiry Date of Validity (DD/MM/YYYY)	Authorisation letter provided (Yes/No)
E.g.	*OEM/OSM Name*	*Joe Soap*	*Product Name*	*12/05/2030*	*Yes*
1.					
2.					
3.					
4.					
5.					

___________________________________ ___________________________________

Signature Date

Print name: ______________________

On behalf of the Tenderer (duly authorised)

_____________________________ __________________________

Email Address Contact Number

Schedule F.13.3.A1: Eligibility for Schedule A

Tenderers are required to refer to clause **2.2.1.1.5** for instructions on how to complete the table below.

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
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		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		Yes
		Pre-populate fields such as date and time, call taker, channel.	A.1.1.2 (b)	Yes		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		Yes
		Call taker over-ride pre-populated information.	A.1.1.2 (d)	Yes		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		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		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		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		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		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		Yes
		Pin-point a location and display relevant information e.g. Business name / Point of interest, Street number, Street name, Sub-suburb, Suburb, Town, Exit numbers for off-ramps of national roads, Longitude and Latitude (XY Co-ordinates).	A.1.1.3 (g)	Yes		Yes
		Transfer the correct Address, Co-ordinates and other relevant information required for dispatch to the RFS record once location is pinpointed on the map.	A.1.1.3 (h)	Yes		Yes
		Populate additional location information e.g. point of interest, call taker can add further descriptive information/directions – this must be visible to field officer on mobile device.	A.1.1.3 (i)	Yes		Yes
		Apply operational boundaries (defined in the GIS) to identify the appropriate Operational area(s) and populate the RFS field(s) e.g. policing district.	A.1.1.3 (j)	Yes		Yes
	4. Identify caller	Identity a known caller or create a new caller - based on name or phone number.	A.1.1.4 (a)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Check if the caller already exists, if so then verify information, else capture the correct information.	A.1.1.4 (b)	Yes		Yes
		Allow the caller to remain anonymous. The relevant telephone number must be saved on the RFS and be visible to specified roles only.	A.1.1.4 (c)	Yes		Yes
		Capture a call that was received from the tip-off line in the Contact Centre e.g. create an RFS of type 'Tip-off' with some information hidden.	A.1.1.4 (e)	Yes		Yes
	5. Identify RFS type	Select the RFS type from a configurable multi-level hierarchy of pre-defined types - at least four levels.	A.1.1.5 (a)	Yes		Yes
		Configure which levels of the hierarchy is mandatory at RFS creation. In some instances, the lower-level classification could be added later during the process.	A.1.1.5 (b)	Yes		Yes
		Search the hierarchy using fuzzy matching and predictive text.	A.1.1.5 (c)	Yes		Yes
		Populate the higher-level classification based on the detailed lower level if that has been matched.	A.1.1.5 (d)	Yes		Yes
		Distribute critical RFS and dispatch entities as soon as location and category are selected, but whilst additional information is still being elicited from a caller.	A.1.1.5 (e)	Yes		Yes
	6. Apply Rules and Questions	Answer questions based on rules relating to the RFS type and other known information (see A.1.7).	A.1.1.6 (a)	Yes		Yes
		Set initial assessment of urgency and impact so that priority can be determined.	A.1.1.6 (b)	Yes		Yes
	7. View Standard Operating Procedure	Display appropriate Standard Operating Procedure (SOP) based on the RFS type – typically aligned with the sub-category.	A.1.1.7 (a)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Configure and maintain the SOP information.	A.1.1.7 (b)	Yes		Yes
	8. Notify Originator/Caller	Notify originator/caller when the RFS was successfully registered on the system and include configurable fields e.g. RFS number, RFS type, date & time.	A.1.1.8 (a)	Yes		Yes
		Send further push notifications when RFS status changes to keep the originator/caller informed – it must be configurable which status changes will trigger notification.	A.1.1.8 (b)	Yes		Yes
	9. View RFS in progress	Display a list of RFS in progress, filtered e.g. based on status. The fields should be configurable.	A.1.1.9 (a)	Yes		Yes
		View the RFS and all related information including RFS action history (Occurrence Book).	A.1.1.9 (b)	Yes		Yes
A.1.2	1. Create RFS from Alarm	Create RFS from Alarm system via API (include Sensor Number, RFS type, Co-Ordinates).	A.1.2.1 (a)	Yes		Yes
		Indicate the source e.g. using Channel attribute of the RFS.	A.1.2.1 (b)	Yes		Yes
		Apply rules to trigger default values (e.g. priority) and distribution to relevant department(s) as appropriate – applicable to all RFS created manually or via API.	A.1.2.1 (c)	Yes		Yes
	3. Create RFS from User App	Create RFS from third party user application such as Citizen Mobile App, Neighbourhood Watch app - include Name, Phone Number, RFS type, Co-Ordinates, Address, Description, populate and other relevant information – populate the Caller name and Phone number fields.	A.1.2.3 (a)	Yes		No

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Provide API's that allow two-way communication (bi-directional transfer of data) with third party apps around RFS types, Questions and Answer (Q&A) logic. After creating the RFS, respond with reference number. Send status updates as required.	A.1.2.3 (b)	Yes		No
		Respond to the calling application with RFS reference and status updates.	A.1.2.3 (c)	Yes		No
		Set the Address and Co-ordinates as well as additional location description for the RFS.	A.1.2.3 (d)	Yes		No
		Include answers to questions as part of the API or as a subsequent call - answer questions as required by the rules engine with information received via API and apply the appropriate rules for prioritisation and distribution.	A.1.2.3 (f)	Yes		No
	4. Receive Media via API	Link media file(s) received from a third-party application (e.g. Citizen app) to a created RFS.	A.1.2.4 (a)	Yes		No
		Upload all media files to a centralised EPIC content server or storage location.	A.1.2.4 (b)	Yes		No
A.1.3	1. Create RFS from Surveillance	Create RFS based on incident detected on surveillance system e.g. CCTV – linked to the sensor rather than caller (requires appropriate profile via RBAC).	A.1.3.1 (a)	Yes		Yes
		Set RFS Type based on incident observed, add text description, capture the Sensor number (unique identifier of camera or alarm),channel, date and time.	A.1.3.1 (b)	Yes		Yes
		Populate the RFS location and address based on camera/sensor location. –	A.1.3.1 (c)	Yes		Yes
		Display the camera number as a label on the map.	A.1.3.1 (e)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Apply rules to distribute the RFS to appropriate department(s) for action.	A.1.3.1 (f)	Yes		Yes
	2. View/Save Camera Footage	Access the live feed or saved footage from within the RFS or by selecting Camera/RFS on the map (requires appropriate profile via RBAC).	A.1.3.2 (a)	Yes		Yes
		Save the camera footage (for specific time period) and link the file to the RFS.	A.1.3.2 (b)	Yes		Yes
A.1.4	1. Manage on Behalf	Create RFS based on radio call received from field staff (appropriate profile via RBAC).	A.1.4.1 (a)	Yes		No
		Accept tasks and change status and complete resolution on behalf of field staff (e.g. Fire Services staff will radio the control room), this requires appropriate profile via RBAC and doing so should not change the assignment of the task.	A.1.4.1 (b)	Yes		No
	2. Create Retro-active RFS	Create RFS retro-actively (after the fact) for information/reporting purpose by selecting date and time in the past (appropriate profile via RBAC). The RFS must be clearly flagged as retro-active.	A.1.4.2 (a)	Yes		Yes
		Suppress triggering of rules for retro-active RFS e.g. do not dispatch.	A.1.4.2 (b)	Yes		Yes
A.1.5	1. Escalate RFS Service delivery	Escalate the RFS to a supervisor / manager for attention if an escalation request is received e.g. due to a complaint received.	A.1.5.1 (a)	Yes		Yes
		Escalate the RFS to a supervisor manager for attention if the SLA requirements are not met.	A.1.5.1 (b)	Yes		Yes
	2. Escalate RFS Critical parameters	Escalate critical parameters of the RFS if new information is received. This must trigger a critical update workflow ensuring everyone is informed and correct rules are applied.	A.1.5.2 (a)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	3. Check RFS	Check RFS for correctness and completeness and indicate that it was checked (appropriate profile via RBAC).	A.1.5.3 (a)	Yes		No
A.1.6	1. Identify similar RFS	Assist the call taker to determine if the interaction relates to an existing RFS, a similar one or a major occurrence.	A.1.6.1 (a)	Yes		Yes
		Assist the call taker to determine if there are RFS and major occurrences in the same area / similar location on the map – configurable parameters e.g. past 24hrs, active, RFS type, radius.	A.1.6.1 (b)	Yes		Yes
		Assist the call taker to determine if an RFS refers to the same caller / phone number since this could be a follow-up or repeat contact on same topic (e.g. repeat issue or caller using multiple channels).	A.1.6.1 (c)	Yes		Yes
	2. Link RFS to Major Occurrence	Promote/indicate the RFS as a Major Occurrence if multiple RFS are received for similar topic in similar area (see A.3.3.1).	A.1.6.2 (a)	Yes		Yes
	3. Link Related RFS	Create RFS and link to existing RFS if they seem to be similar (and thus potentially related) and designate one of them as the ‘master’ request.	A.1.6.3 (a)	Yes		Yes
	4. Update existing RFS	Cancel creation of the new RFS (do not create a duplicate) and instead link an additional interaction record to the existing RFS if this is a repeat or follow-up contact.	A.1.6.4(a)	Yes		Yes
		Create a critical update to existing RFS/Occurrence to add additional information or dispatch required (See A.3.2.1)	A.1.6.3 (b)	Yes		Yes
A.1.7	1. Create/Edit/View Rules	Configure rules that will be applied to enrich the RFS by asking the right questions and act as a decision support tree to propose appropriate actions. Indicate which questions are mandatory based on RFS type.	A.1.7.1 (a)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Perform actions via rules to create/update information in the RFS. Each scenario i.e. combination of inputs could trigger multiple outputs/actions.	A.1.7.1 (c)	Yes		Yes
		Audit logs must indicate rules triggered including rule name and version applied.	A.1.7.1 (d)	Yes		No
	2. Ask Questions	Assist user to ask appropriate questions based on the RFS type and trigger rules based on the answers.	A.1.7.2 (a)	Yes		Yes
		Save all questions and answers as part of the RFS record – this must be reflected in the text and RFS action history (Occurrence book).	A.1.7.2 (b)	Yes		Yes
	3. Apply Rules	Apply rules to set default values in the RFS record e.g. Impact, Priority.	A.1.7.3 (a)	Yes		Yes
		Apply rules to determine distribution to the RFS Department(s) including External agencies and set departmental priority.	A.1.7.3 (b)	Yes		Yes
		Allow fully automated distribution under certain conditions e.g. if received via API from gunshot detection system then distribute to policing departments automatically.	A.1.7.3 (d)	Yes		Yes
		Apply rules to specify operational unit type and special attributes or resources required to attend to the RFS.	A.1.7.3 (e)	Yes		Yes
		Apply rules to generate appropriate notifications in the form of Messages (sent via e-mail, SMS) or Alerts (distributed via mobile device) or via API.	A.1.7.3 (f)	Yes		No
		Allow users to override the values/actions proposed by rules e.g. add additional departments or alternatives if no resources available. Such changes must be recorded and reported on.	A.1.7.3 (g)	Yes		No

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
A.1.8	1. Distribute to Departments	Distribute RFS to multiple S&S Departments within the EPIC transactional system and assign a departmental priority which may be different from that of the main RFS. Distributing the RFS does not dispatch resources to site, this is a separate step handled by the relevant dispatchers.	A.1.8.1 (a)	Yes		Yes
		Set default distribution based on rules, but this must be confirmed by the user.	A.1.8.1 (b)	Yes		Yes
		Ensure RFS distributed to a department is visible to Dispatchers from that department and show up on the departmental home screen and map.	A.1.8.1 (c)	Yes		Yes
		Change the distribution if a critical change is made to the RFS.	A.1.8.1 (d)	Yes		Yes
	2. Distribute to Other Directorates	Distribute work relating to an RFS to other City directorates by creating a notification on the appropriate system (if integrated).	A.1.8.2 (a)	Yes		No
		Receive feedback and status updates from work assigned to other directorates and update the RFS accordingly.	A.1.8.2 (b)	Yes		No
		If distributing to a City directorate not using an integrated system then notify them manually and capture a reference number.	A.1.8.2 (c)	Yes		Yes
	3. Distribute to External Agencies	Distribute work to external agencies via API if this is available.	A.1.8.3 (a)	Yes		No
		Receive feedback and status updates from external agency system and update the RFS accordingly (i.e. two-way communication required).	A.1.8.3 (b)	Yes		No
		If distributing to an external agency not using an integrated system then notify them manually and capture a reference number.	A.1.8.3 (c)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	4. Communicate to External Parties	Define appropriate automated communication channel if the External agency or City Directorate is not using a system to receive work e.g. telephone call or a message via SMS/e-mail.	A.1.8.4 (a)	Yes		Yes
		Include incident report or extract from RFS if notification e-mail is sent.	A.1.8.4 (b)	Yes		Yes
A.1.9	2. Create/Edit/View Broadcast Alert	Compile an appropriate Alert from the RFS content (or manually) using configurable templates – including validity period (time), priority and departments	A.1.9.2 (a)	Yes		Yes
		Send alert to role players linked to an RFS (individuals or external organisations) via their mobile device.	A.1.9.2 (b)	Yes		Yes
		Demarcate the alert area with geographic location (e.g. radius around RFS or Occurrence/drawn on the GIS map. Send Alert to the mobile devices of all field staff currently within the defined geographic location.	A.1.9.2 (c)	Yes		Yes
		Remove alerts from all devices manually or automatically – e.g. once the defined time expires or relevant RFS status changed.	A.1.9.2 (d)	Yes		Yes
	3. Create/Edit/View Message	Compile an appropriate message from the RFS content using configurable templates (manually). Trigger automatic message based on RFS type and/or rules.	A.1.9.3 (a)	Yes		Yes
		Send message to role players linked to an RFS (individuals or external organisations) via E-mail or SMS	A.1.9.3 (b)	Yes		Yes
		Send push notifications to Mobile apps e.g. Citizen app, Neighbourhood Watch app.	A.1.9.3 (c)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	4. Create/Edit/View RFS Alert	Create an RFS of type Alert which will be displayed on the map but requires no action and no one will be dispatched to it. Trigger automatic message based on RFS type and/or rules.	A.1.9.4 (a)	Yes		Yes
		Departments subscribe to alerts based on incident type, all units within the department will receive the alert if triggered.	A.1.9.4 (b)	Yes		Yes
A.2.1	1. Create/Edit/View Pre-planned Event	Manually create an RFS for a Pre-planned Event e.g. based on requests received in the SAP Event Applications system or planned operations. Such RFS will have a date and time (in future) associated.	A.2.1.1 (a)	Yes		Yes
		Capture and apply a SAPS risk rating (e.g. high, med low) for certain external planned events.	A.2.1.1 (b)	Yes		No
	2. Create Pre-planned Activity	Create multiple Pre-planned Activities related to the Pre-planned Event – these can be assigned to departments in advance so that resources can be pre-allocated.	A.2.1.2 (a)	Yes		Yes
		Create a Pre-planned Activity to reflect pre-planned work performed by a department – related to RFS or outside it.	A.2.1.2 (b)	Yes		Yes
		Allocate an Operational Unit to the pre-planned Activity – must visible on their mobile device (no need to dispatch explicitly).	A.2.1.2 (c)	Yes		Yes
	-	View/upload required documentation for Activity e.g. the latest approved building plan to be used by the building inspector, Minutes of Meetings etc.	A.2.1.2 (e)	Yes		Yes
A.2.2	1. Create/Edit/View Events Calendar	Maintain a shared calendar of Pre-planned events which is visible to all users but can be filtered by Department and highlight all the ‘obligations’ that the S&S Directorate needs to service in the future.	A.2.2.1 (a)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	2. Plan Resource Demand	Plan demand for resources based on the Calendar of Pre-planned Events/Activities.	A.2.2.2 (a)	Yes		Yes
		Notify workforce planners in impacted department of planned work required via in system workflow, so that operational units can be reserved/allocated in advance.	A.2.2.2 (b)	Yes		Yes
A.2.3	1. Create Linked RFS	Link one or more related RFS to a Pre-planned RFS (each with own location).	A.2.3.1 (a)	Yes		Yes
		Create a linked RFS from within an existing pre-planned RFS on mobile device (self-start in context) linked to pre-planned RFS automatically.	A.2.3.1 (b)	Yes		Yes
		Indicate on map where individuals/units linked to the event are actually deployed (not just all at the event location).	A.2.3.1 (c)	Yes		Yes
	2. View/Execute Pre-planned Activities	Show the Pre-planned Activity on the list of current Activities (departmental dashboards and COP map) once the start date is reached and remove it as Activities are closed.	A.2.3.2 (a)	Yes		Yes
		Ability for Pre-planned Activities to show up on Departmental Home Screen and COP map as soon as it is created and distributed to the department – configurable option to hide these.	A.2.3.2 (b)	Yes		Yes
		View Pre-planned Activities on mobile device (in advance) however, it can only be executed on the day it is required.	A.2.3.2 (c)	Yes		Yes
A.3.1	1. View/Configure Departmental Home Screen	Include a filtered live map (Departmental Map), Dashboard (live report) and RFS list on the Departmental Home Screen or landing page for Dispatcher role.	A.3.1.1 (a)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Configure the Departmental Map per department and include all map actions and functionality as per COP map.	A.3.1.1 (b)	Yes		Yes
	2. Select and Verify RFS	View list of RFS distributed to the department which can be sorted and colour coded (e.g. by type or priority). The list must be configurable and filtered. The list must provide enough detail to allow dispatchers to effectively manage the environment for which they are responsible.	A.3.1.2 (a)	Yes		Yes
		Alert dispatchers (e.g. by sound) and the flag RFS as new if added to the list.	A.3.1.2 (b)	Yes		Yes
		Select RFS to view, verify and accept responsibility for, the dispatcher can add additional information and review priority.	A.3.1.2 (c)	Yes		Yes
	3. Allocate Resources	View resources that match the requirements for the RFS type - based on rules applied.	A.3.1.3 (a)	Yes		Yes
		Search and filter Operational Units using type, location, availability, department, Proficiencies and Special Resource Attributes of the associated resources.	A.3.1.3 (b)	Yes		Yes
		Search and filter individual resources such as Employee, Vehicle, Equipment based on attributes and availability.	A.3.1.3 (c)	Yes		Yes
		Display the filtered list of resources on the map. The map must stay in sync with the actions of the dispatcher. Able to focus on selected RFS location and see available resources in the area.	A.3.1.3 (d)	Yes		Yes
		Assign one or more resources to the RFS by selecting from the list.	A.3.1.3 (e)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Provide situational awareness to the dispatcher via appropriate map layers and prompts – including real time tracking, dynamic incident mapping, relevant GIS information layers.	A.3.1.3 (f)	Yes		Yes
		Allow dispatcher to interact with the RFS via the map e.g. drag & drop to dispatch, change status, add radio message.	A.3.1.3 (g)	Yes		Yes
	4. Dispatch Resources	Dispatch all assigned resources on the system – mobile device users will receive this on their devices as an Activity.	A.3.1.4 (a)	Yes		Yes
		Update status of an Activity on behalf of the Operational unit if feedback is provided via radio.	A.3.1.4 (b)	Yes		Yes
	5. Drop the bells	Activate 'Drop the bells' procedure e.g. at the appropriate fire station when the Operational Unit at that base location is dispatched.	A.3.1.5 (a)	Yes		No
		Automatically print the RFS information at the relevant Base location's printer.	A.3.1.5 (b)	Yes		Yes
A.3.2	1. Make Critical Change	Edit the RFS information with critical updates such as changes to location, urgency, impact or additional information such as a death or critical injury.	A.3.2.1 (a)	Yes		Yes
		Propagate the critical RFS change throughout the system including maps, dashboards and re-apply rules as appropriate.	A.3.2.1 (b)	Yes		Yes
		Communicate the critical change to role players linked to the RFS and all its related Activities.	A.3.2.1 (c)	Yes		Yes
		Alert the dispatcher (e.g. by sound) and flag RFS if a critical update was made.	A.3.2.1 (d)	Yes		Yes
	2. Add Resource to Activity	Add resource to RFS by dispatching Activity to an Operational Unit (Internal) or External Agency.	A.3.2.2 (a)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Notify external Service providers (e.g. telephonically) and capture their reference number.	A.3.2.2 (d)	Yes		Yes
		Notify external Service providers via e-mail message include attachment with incident report or extract from RFS.	A.3.2.2 (e)	Yes		No
		Update the activity history (Occurrence book of RFS) to reflect the request for external service providers.	A.3.2.2 (f)	Yes		No
	3. Recall Resource from Activity	Recall resource linked to Activity e.g. if they need to be re-assigned to another Activity or if an incorrect call sign was used.	A.3.2.3 (a)	Yes		Yes
		Update the status of the Activity to indicate that it is now pending and make it available for dispatch (similar to new) if resource was recalled.	A.3.2.3 (b)	Yes		Yes
		Apply rules relating to recall e.g. a fire unit that is ‘At incident’ cannot be recalled since there may be billing implication.	A.3.2.3 (c)	Yes		No
		Apply rules to ensure that if the incident commander is recalled then another commander must be assigned.	A.3.2.3 (d)	Yes		Yes
	4. Add Department to RFS Distribution	Distribute the RFS to additional department(s) and ensure it is added to the relevant departmental home screen for attention.	A.3.2.4 (a)	Yes		Yes
		Send an alert to departments that may not be actively monitoring a home screen when RFS is distributed to it.	A.3.2.4 (b)	Yes		Yes
	5. Manage RFS through its Lifecycle	Manage the RFS/Major Occurrence through its lifecycle (status values and allow all relevant information and evidence to be recorded against the RFS.	A.3.2.5 (a)	Yes		Yes
		Communicate with units in the field, and senior management. using in-app messaging functionality.	A.3.2.5 (b)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Communicate with external role-players (such as other City Agencies, or external parties and or service providers (through alerts or other channels.	A.3.2.5 (c)	Yes		Yes
		Manage resources by assigning / re-assigning personnel / units depending on major incidents or high demand.	A.3.2.5 (d)	Yes		Yes
		Ability to consume incoming information and make decisions relating to the progress of the incident i.e. add more resources, demobilise resources, escalate risk, notify role players of changes.	A.3.2.5 (e)	Yes		Yes
	6. Escalate RFS to Occurrence	Escalate the existing RFS to become a major Occurrence (appropriate profile via RBAC).	A.3.2.6 (a)	Yes		Yes
A.3.3	1. Create/Edit/View Major Occurrence	Create a new Major Occurrence or flag an RFS as having major Occurrence status - this may require some additional information to be captured.	A.3.3.1 (a)	Yes		Yes
		Flag or categorise a Major Occurrence as an Exercise if appropriate. It must be possible to perform a fully enacted exercise including all dispatches and notifications but with a clearly visible indication that this is an exercise only and not a real emergency.	A.3.3.1 (c)	Yes		No
	2. Activate or create DCT/VOC/JOC/FCP	Activate or create a Disaster Co-ordination Team (DCT), Venue Operating Centre (VOC), Joint Operations Centre (JOC) or Forward Command Post (FCP) to handle the Major Occurrence. These entities could exist in the Operational Structure and handled similarly to Departments except that they are only staffed when required.	A.3.3.2 (a)	Yes		Yes
		Capture the objectives and taskings of the DCT/VOC/JOC/FCP e.g. in the activity history (Occurrence Book) of the Major Occurrence.	A.3.3.2 (b)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Flag events where the SAPS is in control and indicate duly authorised SAPS officer. These are dealt with by the relevant group even though the City is not the owner.	A.3.3.2 (c)	Yes		No
		Handle planning activities for pre-planned major events which are future dated (see A.2.1).	A.3.3.2 (d)	Yes		No
		Incorporate action list from all related RFS into the action list history (Occurrence Book) of the Major Occurrence and able to effectively filter and search this to generate a report.	A.3.3.2 (e)	Yes		No
		Make designated resources available to the DCT/VOC/JOC/FCP to be dispatched. Such resources are under control of the incident commander of the Major Occurrence or Event in agreement with their originating department. Also include external resources into the temporary structure (see A.6.1).	A.3.3.2 (f)	Yes		Yes
		Resources assigned to the Major Occurrence must be indicated on maps e.g. through iconography and/or colour coding.	A.3.3.2 (g)	Yes		Yes
		Assign users to the relevant DCT, VOC, JOC or FCP ‘department’. This will change the Departmental Home Screen of dispatchers/control room users to view the relevant Map, Dashboard, list of RFS and available resources related to the Major Occurrence.	A.3.3.2 (h)	Yes		Yes
		Allow dispatcher and/or control room staff to view a dedicated situational awareness map.	A.3.3.2 (i)	Yes		Yes
		Activate pre-defined map layer (where these exist) for Major Occurrence at national key points such as Koeberg (nuclear power station) or Parliament or for	A.3.3.2 (j)	Yes		No

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		certain Pre-planned events.				
		Assign pre-defined SOP such as disaster management plan or event plan to the Major Occurrence.	A.3.3.2 (k)	Yes		No
A.3.4	1. Activate Situational Awareness Map Layers	Activate additional map layers used for situational awareness (see E.2.2).	A.3.4.1 (a)	Yes		Yes
		Display live information from City sources such as Traffic lights, Road closures, Power outages.	A.3.4.1 (d)	Yes		No
	4. Resource awareness	Enable awareness of resource updates including mid-shift changes.	A.3.4.4 (a)	Yes		Yes
	5. Field manager situation awareness	Enable field managers to visualise, monitor and manage their areas of responsibility in real-time, both on desktop application and on Mobile Application.	A.3.4.5 (a)	Yes		Yes
A.4.1	1. Login to Mobile Device	Make dedicated mobile Application available to Field staff which can run on Android mobile devices and are able to preferably function in off-line mode.	A.4.1.1 (a)	Yes		Yes
		Login to EPIC mobile application using crew member, commander or incident commander role.	A.4.1.1 (b)	Yes		Yes
		Enable single sign-on for mobile apps for EPIC via Microsoft EntraID.	A.4.1.1 (c)	Yes		No
	2. Track Mobile Device and User	Keep track of the date and time user logged in as well as device location (co-ordinates) over time and make this available for reporting purposes and show on the map.	A.4.1.2 (a)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	Column B	Column C	Column D	Column E	Column F	Column G
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Use multiple streams of tracking data for location of Operational units to achieve redundancy and high confidence location tracking. This could include vehicle tracking, mobile device tracking and TETRA radio tracking.	A.4.1.2 (c)	Yes		No
	3. Manage Mobile Device	Ensure the mobile application is up to date using Microsoft Intune to distribute mobile app - comply with technical requirements for Google PlayStore deployment.	A.4.1.3 (a)	Yes		No
A.4.2	1. View/Edit Operational Unit	View Operational unit including resources linked.	A.4.2.1 (a)	Yes		Yes
		Indicate if a bodycam is being worn or a dashcam is available in the vehicle associated with the Operational unit.	A.4.2.1 (b)	Yes		Yes
		Edit resources linked to Operational unit on mobile device (Unit commander profile only). Apply validity checks when making changes and ability to re-assign resources from another unit if required.	A.4.2.1 (c)	Yes		Yes
	2. View/Edit Activity	View list of Activities linked to the user / Operational unit and select an activity from the list.	A.4.2.2 (a)	Yes		Yes
		Include upcoming planned Activities on the list (time period configurable).	A.4.2.2 (b)	Yes		No
		Accept Activities on behalf of the Operational unit i.e. change the status (Unit commander only). The dispatcher could also perform this on behalf of the unit commander in which case the occurrence book will not reflect location.	A.4.2.2 (c)	Yes		Yes
		Complete the Activity, capture additional information – this will create entry in action history (Occurrence book) of the RFS.	A.4.2.2 (d)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	3. View/Resolve RFS	View RFS to which Activity is linked or view history of RFS for user / location or immediate surrounds. Select RFS to view detail.	A.4.2.3 (a)	Yes		Yes
		Restrict some RFS fields from being updated on mobile device.	A.4.2.3 (b)	Yes		Yes
	4. View/Edit Resolution Form	Select Resolution code for the RFS and complete related Resolution Form(s)if appropriate - depends on resolution code.	A.4.2.4 (a)	Yes		Yes
		Trigger a configurable workflow which may depend on the resolution code and department.	A.4.2.4 (b)	Yes		No
		Designate one of the Unit Commanders (from all Activities related to RFS) to be the Incident Commander for the RFS (per department) - able to submit the RFS resolution and complete the relevant Resolution Form.	A.4.2.4 (c)	Yes		No
	5. View/Upload Media	Upload evidence such as voice recordings, pictures or video taken on the Mobile device to the Activity/RFS – the device camera and microphone but should be accessed from within the app only (files should not be stored on device once uploaded).	A.4.2.5 (a)	Yes		Yes
		Deal with no signal or not enough band width scenarios – information must be stored offline and synchronised when connectivity is available. Media should be removed once successfully uploaded.	A.4.2.5 (b)	Yes		Yes
		Watermark media - the location and time photograph/video is taken and the XY co-ordinate is included as part of the image.	A.4.2.5 (c)	Yes		Yes
	6. View Mobile Friendly Map	View a mobile friendly GIS map with current RFS as focus (see E.2.2).	A.4.2.6 (a)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Automatically create an entry in the action list (Occurrence book) of the RFS when information is updated or status changed, this must include date and time stamp, user and location of mobile device (geo-tagged). User cannot edit these entries.	A.4.2.7 (b)	Yes		Yes
A.4.3	1. Create/Edit/View /Pause Self Start RFS	Create an ad-hoc RFS from the mobile device (known as a self-start) and automatically distribute it to the user's own department. Assign an Activity to the Operational unit / user and status set to 'At incident'.	A.4.3.1 (a)	Yes		Yes
		Select RFS type (by user) before resolving the RFS.	A.4.3.1 (b)	Yes		Yes
		Switch between Activity/RFS e.g. to create an ad-hoc RFS (self-start). User is able to return to the original RFS and continue.	A.4.3.1 (c)	Yes		Yes
	2. Create/Edit/View Activity	Create an independent Activity from the mobile device – (this is known as a duty task) and assign it to the Operational unit / user. Set status to 'Busy'. This assists in recording the activity of the resource while not assigned to an RFS.	A.4.3.2 (a)	Yes		Yes
		Select activity type and complete the Activity when done.	A.4.3.2 (b)	Yes		Yes
	3. Create Contravention	Launch the Contraventions mobile app and link the RFS number to the Contravention notice number.	A.4.3.3 (a)	Yes		No
A.4.4	1. View Alert	View Alerts distributed to mobile devices.	A.4.4.1 (a)	Yes		Yes
		Prompt user when a new alert is received but no need to acknowledge receipt.	A.4.4.1 (b)	Yes		Yes
	2. View Message	View priority messages sent to user. This may include an attachment with additional information.	A.4.4.2 (a)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Prompt user when a new message is received.	A.4.4.2 (b)	Yes		Yes
		The user must acknowledge receipt.	A.4.4.2 (c)	Yes		Yes
A.4.5	1. Press Panic Button	Offer an easily accessible Panic alert as part of the EPIC Mobile application.	A.4.5.1 (a)	Yes		No
		Create RFS of type 'Panic' to request assistance when the mobile user presses the Panic Button.	A.4.5.1 (b)	Yes		No
		Attach device location to the RFS (if signal available). If no signal use last known location (if less than 2 minutes). If no recent location available, proceed without it and update location as soon as signal is restored. Warn the user that no location was found.	A.4.5.1 (c)	Yes		No
		Set up rules to automatically distribute this RFS to policing departments and user's own department.	A.4.5.1 (d)	Yes		No
		Lock mobile device to prevent information access once Panic RFS is successfully logged – need to log in to re-activate.	A.4.5.1 (e)	Yes		No
A.5.1	1. Resolve RFS	Ensure all activities are completed before the RFS is resolved.	A.5.1.1 (a)	Yes		Yes
		Select resolution code for RFS from configurable list. Only Incident commander (per department) is able to resolve the RFS.	A.5.1.1 (b)	Yes		Yes
		Capture a resolution comment as part of the RFS resolution if required.	A.5.1.1 (c)	Yes		Yes
		Set up rules associated with resolution codes e.g. available on mobile or not.	A.5.1.1 (d)	Yes		No
		Allow a self-start RFS to be resolved by the user that created it.	A.5.1.1 (e)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	2. Close RFS	Follow close-out workflow (configurable per department) and inform users if they have pending workflow items, including notification of billing steps where required.	A.5.1.2 (a)	Yes		Yes
		Put RFS in 'Ongoing' status if required.	A.5.1.2 (b)	Yes		Yes
		Close the RFS – requires Incident Commander or Workforce planner profile via RBAC.	A.5.1.2 (c)	Yes		Yes
		Automatically close RFS if certain resolution codes are selected (configurable).	A.5.1.2 (d)	Yes		No
		Batch closure of RFS distributed to external agencies (within 24 hrs) – resolution code indicates batch closure.	A.5.1.2 (e)	Yes		No
		Automatically close RFS once the appropriate resolution form has been submitted/approved.	A.5.1.2 (g)	Yes		Yes
		Unlock/edit activities and service request fields after resolution (appropriate profile via RBAC).	A.5.1.2 (h)	Yes		No
		Close a Major Occurrence or master RFS once all linked RFS are closed.	A.5.1.2 (i)	Yes		Yes
	3. Notify Originator	Notify requestor/originator via e-mail/SMS of the RFS that is has been resolved and/or closed (configurable).	A.5.1.3 (a)	Yes		No
A.5.2	1. Create/Edit/View Resolution Form	Complete a Resolution form (if required) based on RFS type, Resolution code and Department. Some types/codes do not require a form (configurable).	A.5.2.1 (a)	Yes		Yes
		Configure re-usable Resolution form.	A.5.2.1 (b)	Yes		Yes
		Complete relevant resolution form using drop down lists and apply data validation - as little free text as possible.	A.5.2.1 (c)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Pre-populate values that are linked to existing RFS fields e.g. resolution code, date, location etc.	A.5.2.1 (e)	Yes		Yes
		Render the Resolution form correctly on computer screen, for printing/pdf (portrait or landscape) and on mobile device.	A.5.2.1 (g)	Yes		No
		Save a draft form and resume completion later – irrespective if done on computer or mobile device.	A.5.2.1 (h)	Yes		Yes
		Mark fields that are for immediate completion and will prevent RFS being closed if not yet captured. This could be a 'short form' used with 'Completed' status.	A.5.2.1 (i)	Yes		No
		Keep an audit trail of who completed what information when - the information in the resolution form must hold up in court.	A.5.2.1 (m)	Yes		Yes
		Allow Incident Commander to submit the completed Resolution form.	A.5.2.1 (n)	Yes		Yes
		Perform configurable approval/workflow process once submitted.	A.5.2.1 (o)	Yes		Yes
		Store all form data in the database and make it available for reporting purposes – including standard reports, available via API and available for data analytics (see E.1.1).	A.5.2.1 (p)	Yes		Yes
	2. Print/Sign/Distribute Resolution Report	Generate full Resolution report in printable pdf format – include selected attachments from the RFS (appropriate profile via RBAC).	A.5.2.2 (a)	Yes		Yes
		Print reduced report if required - with all sensitive fields and personal information removed.	A.5.2.2 (b)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
A.5.3	1. Flag RFS as Chargeable	Indicate as part of the RFS when services are rendered that must be charged to other City directorates e.g. when escorting staff operating in a hot spot area or dealing with situations that requires special assistance.	A.5.3.1 (a)	Yes		Yes
		Indicate when services are rendered to external parties which must be billed e.g. assisting other municipalities or agencies, fire services.	A.5.3.1 (b)	Yes		Yes
		Verify indicator confirming if the RFS is chargeable - Incident Commander only.	A.5.3.1 (d)	Yes		No
		Confirm that the bill is generated and signed off before RFS can be closed – if the flag indicates bill required.	A.5.3.1 (e)	Yes		No
A.6.1	1. Create/Edit/View Operational Structure	Configure and maintain an Operational structure - hierarchical organisational structure specific to EPIC and which may differ from HR reporting lines.	A.6.1.1 (a)	Yes		Yes
		Include Departments, Regions, Areas, Employees, Deployment stations and Resources such as Vehicles within the Operational structure (configurable).	A.6.1.1 (b)	Yes		Yes
		Visualise the Operational structure e.g. as a diagram or structured table.	A.6.1.1 (c)	Yes		Yes
		Move resources within the Operational structure (appropriate profile via RBAC).	A.6.1.1 (d)	Yes		Yes
		Make temporary changes to the Operational structure which allows employees/resources to be moved to another Department/Deployment station for a particular shift or moved to a DCT, VOC, JOC or FPT. This assignment is time based and will expire when the specified period elapsed.	A.6.1.1 (e)	Yes		No

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	2. Create/Edit/View Employee Data	Store EPIC specific employee data while the master record is sourced from SAP HR.	A.6.1.2 (a)	Yes		No
		Control and limit access to employee data per department.	A.6.1.2 (c)	Yes		No
		Include temporary employees in the Operational Structure e.g. staff from external agencies, volunteers – no staff number is required and no system access provided.	A.6.1.2 (d)	Yes		No
		Allow some temporary employees to have system access if required. In this case the temporary employees are required to have a staff number and must exist in SAP HR.	A.6.1.2 (e)	Yes		No
		Block/unblock employee e.g. due to suspension. The employee cannot be assigned to an RFS and must be denied access to sensitive information - with immediate effect (requires appropriate profile via RBAC).	A.6.1.2 (h)	Yes		No
	3. Create/Edit/View Proficiencies	Configure proficiency requirements per department / unit type.	A.6.1.3 (a)	Yes		Yes
		Associate proficiencies with an Employee and use these in assignment rules e.g. based on the RFS type a specific proficiency may be required.	A.6.1.3 (b)	Yes		Yes
		Flag/prompt users when proficiencies expire or is about to expire (configurable per proficiency type).	A.6.1.3 (c)	Yes		No
	4. Create/Edit/View Vehicle	Maintain EPIC specific Vehicle information (fields are configurable) while the master record is sourced from SAP Fleet.	A.6.1.4 (a)	Yes		No
	5. Create/Edit/View Asset	The solution should provide ability to Maintain EPIC specific Asset information (fields are configurable) while the master record is sourced from SAP Plant	A.6.1.5 (a)	Yes		No

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Maintenance.				
		Associate Special resource attributes with vehicles or assets and use these in assignment rules e.g. based on the RFS type a specific attribute may be required.	A.6.1.5 (b)	Yes		Yes
		List and filter resources based on their attributes including special resource attributes.	A.6.1.5 (c)	Yes		Yes
		Define new asset types through configuration.	A.6.1.5 (d)	Yes		No
	6. View audit trail	Keep an audit trail of all changes indicating who updated what information when, including the old and new value and if the information was sensitive.	A.6.1.6 (a)	Yes		No
		Keep an audit trail when information flagged as sensitive is viewed, indicating date and time, user and role/profile used.	A.6.1.6 (b)	Yes		No
		Suppress sensitive Employee data, Customer data, Vehicle information, charges, evidence, from being displayed or printed.	A.6.1.6 (c)	Yes		Yes
A.6.2	1. Create/Edit/View Operational Unit	Dispatch and track resources together as part of an Operational Unit consisting of Employee(s), Vehicle and other Assets. All profiles' relevant information is merged into the unit to ensure a 'system' understanding of the unit object - this is the backbone for all transactions in the system.	A.6.2.1 (a)	Yes		Yes
		Assign a unit commander – which is compulsory for the unit be available for dispatch.	A.6.2.1 (c)	Yes		Yes
		Pre-allocate Employees to a unit for a particular shift.	A.6.2.1 (d)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Use proficiencies and special resource attributes from the resources linked to the Operational unit for dispatch purposes including assignment rules.	A.6.2.1 (f)	Yes		Yes
		Persist the Operational unit even if all resources are removed – the unit is re-used and retains its naming, deployment location etc.	A.6.2.1 (g)	Yes		No
		View list of units filtered by status (availability for dispatch) including on the GIS map.	A.6.2.1 (h)	Yes		Yes
		Accept Activities, change status and assign a Resolution Code on behalf of the Operational Unit (only unit commander, workforce planner, dispatcher).	A.6.2.1 (i)	Yes		Yes
		Register a duty task against a unit for various periods during a shift when they are not allocated to a Pre-Planed Activity or an active RFS. This to ensures that the time that a unit is on-duty is always accounted for. Either by association to an RFS, or Pre-planned Activity or to a duty task.	A.6.2.1 (j)	Yes		No
	2. Link/Unlink Resources to Operational Unit	Link/unlink Employees and other resources to the Operational Unit (only unit commander, workforce planner, dispatcher).	A.6.2.2 (a)	Yes		Yes
		Link/unlink individually tracked resources with unique identifiers such as Employees, Vehicles, bodycams, horses to an Operational Unit.	A.6.2.2 (b)	Yes		Yes
		Assign the status, location, shift pattern and activities of the unit to each of the linked resources including for reporting purposes.	A.6.2.2 (d)	Yes		Yes
		Adjust the unit object in real-time (mid-shift) by authorised roles in the back office/ control room or the unit commander in the field. Ensure accurate record keeping as it pertains to changes of crew mid-shift, or	A.6.2.2 (e)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		changes of any vehicles or other equipment mid-shift.				
A.6.3	1. Create/Edit/View Shift Pattern	Configure shift patterns for different types of employees and indicate on-off time during a typical week e.g. two-days on 3 days-off, 12-hour shifts, 8-hour shifts etc.	A.6.3.1 (a)	Yes		Yes
	2. Create/Edit/View Roster	Apply the shift pattern to specific dates to generate a roster and assign individuals and resources to specific timeslots.	A.6.3.2 (a)	Yes		Yes
		Generate an equivalent standby roster - configurable and keep track of standby duty.	A.6.3.2 (b)	Yes		Yes
		Allow to schedule overtime or special assignments or change the shift/roster.	A.6.3.2 (c)	Yes		Yes
		Treat the shift schedule/roster as planning, and not the actual hours worked – that is determined by time and attendance tracking.	A.6.3.2 (d)	Yes		No
		Temporarily transfer staff to another station in order to achieve the required manning levels (make time-based changes to Operational structure)	A.6.3.2 (e)	Yes		No
	3. Create/Edit/View Employee Availability	Determine Employee availability by leave approved and also shift pattern assigned - used in planning and rostering.	A.6.3.3 (a)	Yes		Yes
		Indicate what Activity each individual/unit is assigned to each hour while they are on duty, e.g. ‘Street patrol ‘or ‘At base and ready’ or ‘At court’. When assigned to an RFS the Activity type changes. This must be configurable.	A.6.3.3 (b)	Yes		No

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	4. Create /Edit/View Employee on/off duty status	Allocate 'Availability to assign' status on EPIC when the Employee/unit is available. This is independent from the Employee clock-in/out on the HR system.	A.6.3.4 (a)	Yes		Yes
		Allow Employees with EPIC mobile app to self-manage on/off duty status. However, this needs to be double checked by supervisors.	A.6.3.4 (c)	Yes		Yes
		Allow an Employee on duty at an incident to remain until relieved and this extra time is recorded correctly.	A.6.3.4 (e)	Yes		No
		Manually capture attendance of temporary staff such as volunteers (with no system access).	A.6.3.4 (f)	Yes		No
E.1.1	2. Create/Edit/View Operational Reports	Deliver configurable reporting for authorised users to configure reports based on data contained within the system.	E.1.1.2 (a)	Yes		Yes
		Use fields/attributes associated with data objects as defined in the data requirement for reporting purposes (see Data Specifications for EPIC Transactional System).	E.1.1.2 (b)	Yes		No
		Use all fields used in a Resolution Report (A.5.2) for reporting purposes.	E.1.1.2 (c)	Yes		Yes
		Offer operational reports as a live view (dashboards) showing current values including status.	E.1.1.2 (e)	Yes		Yes
	3. Provide Desensitised Information	Desensitise information by removing sensitive data fields to provide anonymous information for statistical/reporting purposes and make this available via API.	E.1. 1.3 (a)	Yes		No
F.1.1	1. Create/Edit/View COP Map	Display the Common Operating Picture (COP) which is a live map used for situational awareness generated from underlying Geographic Information System (GIS).	F.1.1.1 (a)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	Column B	Column C	Column D	Column E	Column F	Column G
Scope Item	Use case	Description:	Req ID	Mandatory	Comply Yes or No	Requirement to be shown in the demonstration video
		Combine the GIS base map (background) data obtained from City provided map layers with dynamic information regarding EPIC transactional system objects and their current location.	F.1.1.1 (b)	Yes		Yes
		Pop the map out to a separate screen so that the primary full screen is available for user activities while the map could be displayed on a secondary screen.	F.1.1.1 (c)	Yes		Yes
		Filter the GIS map layers displayed dynamically by selecting map layers to view.	F.1.1.1 (d)	Yes		Yes
		Apply additional object filters such as priority of RFS, Department associated with units.	F.1.1.1 (e)	Yes		Yes
		Allow authorised super user to configure global default map settings such as filters and boundaries, zoom status etc. per department or role.	F.1.1.1 (g)	Yes		No
		Display historical information regarding EPIC transactional system objects (e.g. RFS, Unit) on the map by selecting a date range.	F.1.1.1 (h)	Yes		No
		Display objects defined within the EPIC solution as rich icons on the map indicating current location and status.	F.1.1.1 (i)	Yes		Yes
		Indicate additional information such as dispatch status (availability) or the department it belongs to – configurable per object type.	F.1.1.1 (n)	Yes		Yes
		Display the status of Operational units and other resources.	F.1.1.1 (o)	Yes		Yes
		Indicate department(s) present at the RFS site.	F.1.1.1 (t)	Yes		No
	2. Create/Edit/View Departmental Map	Define a Departmental Map which is configurable and is the default map displayed on the Departmental Home Screen (See A.3.1).	F.1.1.2 (a)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Filter COP Map to focus on GIS layers and object types that are most relevant to the department and its dispatchers/control room.	F.1.1.2 (b)	Yes		Yes
		Show all objects linked to the department in the Operational Structure on the Departmental map.	F.1.1.2 (d)	Yes		Yes
	3. Create/Edit/View Defined Areas	Utilise any number of Defined Areas which are operational, reporting or risk boundaries via polygons – stored as GIS layers (these can be sourced from EPIC GIS instance provided by the City).	F.1.1.3 (a)	Yes		Yes
		Operational boundaries must be associated with an attribute of the RFS and available during operations e.g. policing district is used for dispatching.	F.1.1.3 (b)	Yes		Yes
		Use a different demarcations of operational boundaries per department e.g. policing districts are different from areas served by fire stations or court districts.	F.1.1.3 (d)	Yes		Yes
		Automatically set the fields associated with operational boundaries when the RFS location is selected.	F.1.1.3 (e)	Yes		Yes
	4. View More Information	View more information on any object on the map for example through right click as a pop-up.	F.1.1.4 (a)	Yes		Yes
		Make a search object (e.g. by RFS number) the focus of the map or create a pop-out map containing only this object and its relationships.	F.1.1.5 (c)	Yes		No
	6. Create/Edit/View Mobile Friendly map	Generate a mobile friendly GIS map with current RFS as focus to be viewed from Mobile app. Show where the unit is in relation to the relevant RFS location,	F.1.1.6 (a)	Yes		Yes
F.1.2	1. Select/Search Location	Enter a location to become the centre of the map view by indicating XY co-ordinates.	F.1.2.1 (a)	Yes		Yes

F.13.3.A1 Eligibility for Schedule A						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Intelligently search for a location by means of text that can identify address, point of interest, intersection etc.	F.1.2.1 (b)	Yes		Yes
		Perform search based on structured address using City provided data.	F.1.2.1 (d)	Yes		Yes
	2. Select/Search Object	Search the map for a specific object e.g. vehicle, Operational unit by using its unique identifier e.g. serial number or bar code.	F.1.2.2 (a)	Yes		Yes
	3. Execute Object Actions	Execute actions associated with an object – these could for example show as buttons or menu items when the object is selected and can be triggered from the map – given appropriate user profile via RBAC.	F.1.2.3 (a)	Yes		Yes
		Use drag and drop or similar functionality to execute actions e.g. assign an Operational unit to RFS by dropping the unit icon on the RFS using the map.	F.1.2.3 (b)	Yes		Yes
		Send an alert/message or communication to all staff within the marked area of interest or alternatively within a specified radius from an RFS.	F.1.2.4 (f)	Yes		No

Schedule F.13.3.A2: Functionality for Schedule A

Tenderers are required to refer to clause **2.2.1.1.5** for instructions on how to complete the table below.

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
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)	Technical Fit		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)	Technical Fit		Yes		
		Pre-populate fields such as date and time, call taker, channel.	A.1.1.2 (b)	Technical Fit		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)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Call taker over-ride pre-populated information.	A.1.1.2 (d)	Technical Fit		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)	Technical Fit		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)	Technical Fit		Yes		
		Display the GIS map in a separate window that can pop out or be on a secondary screen so that the RFS screen have more space available.	A.1.1.3 (b)	Additional Capability		No		
		The solution should provide ability to derive the location from caller's mobile device (automatic geo-location) - but can be overwritten by the call taker.	A.1.1.3 (c)	Additional Capability		No		
		The solution should provide ability to use geo-location when receiving a call from the Citizen App to provide automatic	A.1.1.3 (d)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		location information – if customer opted in.						
		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)	Technical Fit		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)	Technical Fit		Yes		
		Pin-point a location and display relevant information e.g. Business name / Point of interest, Street number, Street name, Sub-suburb, Suburb, Town, Exit numbers for off-ramps of national roads, Longitude and Latitude (XY Co-ordinates).	A.1.1.3 (g)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Transfer the correct Address, Co-ordinates and other relevant information required for dispatch to the RFS record once location is pinpointed on the map.	A.1.1.3 (h)	Technical Fit		Yes		
		Populate additional location information e.g. point of interest, call taker can add further descriptive information/directions – this must be visible to field officer on mobile device.	A.1.1.3 (i)	Technical Fit		Yes		
		Apply operational boundaries (defined in the GIS) to identify the appropriate Operational area(s) and populate the RFS field(s) e.g. policing district.	A.1.1.3 (j)	Technical Fit		Yes		
	4. Identify caller	Identity a known caller or create a new caller - based on name or phone number.	A.1.1.4 (a)	Technical Fit		Yes		
		Check if the caller already exists, if so then verify information, else capture the correct information.	A.1.1.4 (b)	Technical Fit		Yes		
		Allow the caller to remain anonymous. The relevant telephone number must be	A.1.1.4 (c)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		saved on the RFS and be visible to specified roles only.						
		Capture a call that was received from the tip-off line in the Contact Centre e.g. create an RFS of type 'Tip-off' with some information hidden.	A.1.1.4 (e)	Technical Fit		Yes		
	5. Identify RFS type	Select the RFS type from a configurable multi-level hierarchy of pre-defined types - at least four levels.	A.1.1.5 (a)	Technical Fit		Yes		
		Configure which levels of the hierarchy is mandatory at RFS creation. In some instances, the lower-level classification could be added later during the process.	A.1.1.5 (b)	Technical Fit		Yes		
		Search the hierarchy using fuzzy matching and predictive text.	A.1.1.5 (c)	Technical Fit		Yes		
		Populate the higher-level classification based on the detailed lower level if that has been matched.	A.1.1.5 (d)	Technical Fit		Yes		
		Distribute critical RFS and dispatch entities as soon as location and category are	A.1.1.5 (e)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		selected, but whilst additional information is still being elicited from a caller.						
	6. Apply Rules and Questions	Answer questions based on rules relating to the RFS type and other known information (see A.1.7).	A.1.1.6 (a)	Technical Fit		Yes		
		Set initial assessment of urgency and impact so that priority can be determined.	A.1.1.6 (b)	Technical Fit		Yes		
		Identify keywords in the caller information free-text and predict the RFS type, answers to questions etc.	A.1.1.6 (c)	Additional Capability		No		
		Recognise objects such as id number and vehicle registration in the caller's free-text and link the appropriate objects to the RFS.	A.1.1.6 (d)	Additional Capability		No		
	7. View Standard Operating Procedure	Display appropriate Standard Operating Procedure (SOP) based on the RFS type – typically aligned with the sub-category.	A.1.1.7 (a)	Technical Fit		Yes		
		Configure and maintain the SOP information.	A.1.1.7 (b)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Execute SOP e.g. communicate specific instructions, create and record Actions and initiate Notifications.	A.1.1.7 (c)	Additional Capability		No		
	8. Notify Originator/Caller	Notify originator/caller when the RFS was successfully registered on the system and include configurable fields e.g. RFS number, RFS type, date & time.	A.1.1.8 (a)	Technical Fit		Yes		
		Send further push notifications when RFS status changes to keep the originator/caller informed – it must be configurable which status changes will trigger notification.	A.1.1.8 (b)	Technical Fit		Yes		
		Send default notification via SMS but an alternate channel may be appropriate e.g. if received via e-mail or RFS created via API (e.g. Citizen App) then respond using original channel.	A.1.1.8 (c)	Additional Capability		No		
		Send notification on demand with editable message.	A.1.1.8 (d)	Additional Capability		No		
	9. View RFS in progress	Display a list of RFS in progress, filtered e.g. based on	A.1.1.9 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		status. The fields should be configurable.						
		View the RFS and all related information including RFS action history (Occurrence Book).	A.1.1.9 (b)	Technical Fit		Yes		
A.1.2	1. Create RFS from Alarm	Create RFS from Alarm system via API (include Sensor Number, RFS type, Co-Ordinates).	A.1.2.1 (a)	Technical Fit		Yes		
		Indicate the source e.g. using Channel attribute of the RFS.	A.1.2.1 (b)	Technical Fit		Yes		
		Apply rules to trigger default values (e.g. priority) and distribution to relevant department(s) as appropriate – applicable to all RFS created manually or via API.	A.1.2.1 (c)	Technical Fit		Yes		
	2. Create RFS from ANPR	Create RFS from Automatic Number Plate Recognition (ANPR) system via API if a listed vehicle is spotted – this must be configurable and should include Identification Number, RFS type, Co-Ordinates, Vehicle, Priority level.	A.1.2.2 (a)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Link the RFS to the relevant Vehicle– if the Vehicle does not exist then create it.	A.1.2.2 (b)	Additional Capability		No		
		Find existing RFS, Investigative Case or Contravention linked to the triggered vehicle and create an Alert if appropriate.	A.1.2.2 (c)	Additional Capability		No		
	3. Create RFS from User App	Create RFS from third party user application such as Citizen Mobile App, Neighbourhood Watch app - include Name, Phone Number, RFS type, Co-Ordinates, Address, Description, populate and other relevant information – populate the Caller name and Phone number fields.	A.1.2.3 (a)	Technical Fit		No		
		Provide API's that allow two-way communication (bi-directional transfer of data) with third party apps around RFS types, Questions and Answer (Q&A) logic. After creating the RFS, respond with reference number. Send status updates as required.	A.1.2.3 (b)	Technical Fit		No		
		Respond to the calling application with RFS reference and status updates.	A.1.2.3 (c)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Set the Address and Co-ordinates as well as additional location description for the RFS.	A.1.2.3 (d)	Technical Fit		No		
		Export RFS types and question logic so that calling applications can be configured to provide appropriate additional information and correct RFS Type classification.	A.1.2.3 (e)	Additional Capability		No		
		Include answers to questions as part of the API or as a subsequent call - answer questions as required by the rules engine with information received via API and apply the appropriate rules for prioritisation and distribution.	A.1.2.3 (f)	Technical Fit		No		
	4. Receive Media via API	Link media file(s) received from a third-party application (e.g. Citizen app) to a created RFS.	A.1.2.4 (a)	Technical Fit		No		
		Upload all media files to a centralised EPIC content server or storage location.	A.1.2.4 (b)	Technical Fit		No		
A.1.3	1. Create RFS from Surveillance	Create RFS based on incident detected on surveillance system e.g. CCTV – linked to the sensor rather than caller	A.1.3.1 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		(requires appropriate profile via RBAC).						
		Set RFS Type based on incident observed, add text description, capture the Sensor number (unique identifier of camera or alarm),channel, date and time.	A.1.3.1 (b)	Technical Fit		Yes		
		Populate the RFS location and address based on camera/sensor location. –	A.1.3.1 (c)	Technical Fit		Yes		
		Display the RFS on the map and clearly indicate that there is a camera associated (e.g. additional symbol or altered icon)	A.1.3.1 (d)	Additional Capability		No		
		Display the camera number as a label on the map.	A.1.3.1 (e)	Technical Fit		Yes		
		Apply rules to distribute the RFS to appropriate department(s) for action.	A.1.3.1 (f)	Technical Fit		Yes		
	2. View/Save Camera Footage	Access the live feed or saved footage from within the RFS or by selecting Camera/RFS on the map (requires appropriate profile via RBAC).	A.1.3.2 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Save the camera footage (for specific time period) and link the file to the RFS.	A.1.3.2 (b)	Technical Fit		Yes		
		Reduce/clip and compress camera footage to produce a targeted evidence file (video or image) that can be attached to the RFS.	A.1.3.2 (c)	Additional Capability		No		
		Save camera evidence linked to RFS as watermarked media file(s).	A.1.3.2 (d)	Additional Capability		No		
		Export evidence as reduced and watermarked media files or complete camera footage for the period e.g. to provide to SAPS or Investigator (requires appropriate profile via RBAC).	A.1.3.2 (e)	Additional Capability		No		
A.1.4	1. Manage on Behalf	Create RFS based on radio call received from field staff (appropriate profile via RBAC).	A.1.4.1 (a)	Technical Fit		No		
		Accept tasks and change status and complete resolution on behalf of field staff (e.g. Fire Services staff will radio the control room), this requires appropriate profile via RBAC and doing so should not change the assignment of the	A.1.4.1 (b)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		task.						
		Link recording of the radio conversation to the relevant RFS.	A.1.4.1 (c)	Additional Capability		No		
	2. Create Retro-active RFS	Create RFS retro-actively (after the fact) for information/reporting purpose by selecting date and time in the past (appropriate profile via RBAC). The RFS must be clearly flagged as retro-active.	A.1.4.2 (a)	Technical Fit		Yes		
		Suppress triggering of rules for retro-active RFS e.g. do not dispatch.	A.1.4.2 (b)	Technical Fit		Yes		
		Create RFS off-line (e.g. system or connection unavailable) and import these into production system when online again.	A.1.4.2 (c)	Additional Capability		No		
A.1.5	1. Escalate RFS Service delivery	Escalate the RFS to a supervisor / manager for attention if an escalation request is received e.g. due to a complaint received.	A.1.5.1 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Escalate the RFS to a supervisor manager for attention if the SLA requirements are not met.	A.1.5.1 (b)	Technical Fit		Yes		
	2. Escalate RFS Critical parameters	Escalate critical parameters of the RFS if new information is received. This must trigger a critical update workflow ensuring everyone is informed and correct rules are applied.	A.1.5.2 (a)	Technical Fit		Yes		
	3. Check RFS	Check RFS for correctness and completeness and indicate that it was checked (appropriate profile via RBAC).	A.1.5.3 (a)	Technical Fit		No		
A.1.6	1. Identify similar RFS	Assist the call taker to determine if the interaction relates to an existing RFS, a similar one or a major occurrence.	A.1.6.1 (a)	Technical Fit		Yes		
		Assist the call taker to determine if there are RFS and major occurrences in the same area / similar location on the map – configurable parameters e.g. past 24hrs, active, RFS type, radius.	A.1.6.1 (b)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Assist the call taker to determine if an RFS refers to the same caller / phone number since this could be a follow-up or repeat contact on same topic (e.g. repeat issue or caller using multiple channels).	A.1.6.1 (c)	Technical Fit		Yes		
		Notify user if people, objects, locations or events are already part of a configurable list of RFS or if there is a related investigative case underway – apply Artificial Intelligence (AI).	A.1.6.1 (d)	Additional Capability		No		
	2. Link RFS to Major Occurrence	Promote/indicate the RFS as a Major Occurrence if multiple RFS are received for similar topic in similar area (see A.3.3.1).	A.1.6.2 (a)	Technical Fit		Yes		
		Link RFS to Major Occurrence by using drag and drop on the map	A.1.6.2 (b)	Additional Capability		No		
	3. Link Related RFS	Create RFS and link to existing RFS if they seem to be similar (and thus potentially related) and designate one of them as the 'master' request.	A.1.6.3 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	4. Update existing RFS	Cancel creation of the new RFS (do not create a duplicate) and instead link an additional interaction record to the existing RFS if this is a repeat or follow-up contact.	A.1.6.4(a)	Technical Fit		Yes		
		Create a critical update to existing RFS/Occurrence to add additional information or dispatch required (See A.3.2.1)	A.1.6.3 (b)	Technical Fit		Yes		
A.1.7	1. Create/Edit/View Rules	Configure rules that will be applied to enrich the RFS by asking the right questions and act as a decision support tree to propose appropriate actions. Indicate which questions are mandatory based on RFS type.	A.1.7.1 (a)	Technical Fit		Yes		
		Configure keywords that can be extracted from the RFS Description text to pre-answer questions and/or set the RFS type.	A.1.7.1 (b)	Additional Capability		No		
		Perform actions via rules to create/update information in the RFS. Each scenario i.e. combination of inputs could trigger multiple outputs/actions.	A.1.7.1 (c)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Audit logs must indicate rules triggered including rule name and version applied.	A.1.7.1 (d)	Technical Fit		No		
	2. Ask Questions	Assist user to ask appropriate questions based on the RFS type and trigger rules based on the answers.	A.1.7.2 (a)	Technical Fit		Yes		
		Save all questions and answers as part of the RFS record – this must be reflected in the text and RFS action history (Occurrence book).	A.1.7.2 (b)	Technical Fit		Yes		
		Trigger additional questions and rules based on answers to questions.	A.1.7.2 (c)	Additional Capability		No		
		Trigger additional rules based on critical information changes after the RFS is Distributed/Dispatched.	A.1.7.2 (d)	Additional Capability		No		
	3. Apply Rules	Apply rules to set default values in the RFS record e.g. Impact, Priority.	A.1.7.3 (a)	Technical Fit		Yes		
		Apply rules to determine distribution to the RFS Department(s) including External agencies and set departmental priority.	A.1.7.3 (b)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Configure a rule to distribute to a specific dispatcher e.g. for major Occurrences, based on skillset, area of responsibility, priority etc.	A.1.7.3 (c)	Additional Capability		No		
		Allow fully automated distribution under certain conditions e.g. if received via API from gunshot detection system then distribute to policing departments automatically.	A.1.7.3 (d)	Technical Fit		Yes		
		Apply rules to specify operational unit type and special attributes or resources required to attend to the RFS.	A.1.7.3 (e)	Technical Fit		Yes		
		Apply rules to generate appropriate notifications in the form of Messages (sent via e-mail, SMS) or Alerts (distributed via mobile device) or via API.	A.1.7.3 (f)	Technical Fit		No		
		Allow users to override the values/actions proposed by rules e.g. add additional departments or alternatives if no resources available. Such changes must be recorded and reported on.	A.1.7.3 (g)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
A.1.8	1. Distribute to Departments	Distribute RFS to multiple S&S Departments within the EPIC transactional system and assign a departmental priority which may be different from that of the main RFS. Distributing the RFS does not dispatch resources to site, this is a separate step handled by the relevant dispatchers.	A.1.8.1 (a)	Technical Fit		Yes		
		Set default distribution based on rules, but this must be confirmed by the user.	A.1.8.1 (b)	Technical Fit		Yes		
		Ensure RFS distributed to a department is visible to Dispatchers from that department and show up on the departmental home screen and map.	A.1.8.1 (c)	Technical Fit		Yes		
		Change the distribution if a critical change is made to the RFS.	A.1.8.1 (d)	Technical Fit		Yes		
	2. Distribute to Other Directorates	Distribute work relating to an RFS to other City directorates by creating a notification on the appropriate system (if integrated).	A.1.8.2 (a)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Receive feedback and status updates from work assigned to other directorates and update the RFS accordingly.	A.1.8.2 (b)	Technical Fit		No		
		If distributing to a City directorate not using an integrated system then notify them manually and capture a reference number.	A.1.8.2 (c)	Technical Fit		Yes		
	3. Distribute to External Agencies	Distribute work to external agencies via API if this is available.	A.1.8.3 (a)	Technical Fit		No		
		Receive feedback and status updates from external agency system and update the RFS accordingly (i.e. two-way communication required).	A.1.8.3 (b)	Technical Fit		No		
		If distributing to an external agency not using an integrated system then notify them manually and capture a reference number.	A.1.8.3 (c)	Technical Fit		Yes		
	4. Communicate to External Parties	Define appropriate automated communication channel if the External agency or City Directorate is not using a system to receive work e.g. telephone call or a message via	A.1.8.4 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		SMS/e-mail.						
		Include incident report or extract from RFS if notification e-mail is sent.	A.1.8.4 (b)	Technical Fit		Yes		
		Manually trigger notification to external agency or City Directorate by creating a message linked to RFS without distributing the RFS to them.	A.1.8.4 (c)	Additional Capability		No		
A.1.9	1. Create/Edit/View News ticker	Display alerts/broadcasts/critical updates on RFS / Major Occurrences in ‘news ticker’ fashion at the bottom of the screen.	A.1.9.1 (a)	Additional Capability		No		
		Display news ticker to EPIC users (configurable through roles and authorisations-, as a minimum on Call Taker and Dispatcher screens to assist in avoiding duplication.	A.1.9.1 (b)	Additional Capability		No		
		Personalise the news ticker content based on the user role / profile.	A.1.9.1 (c)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	2. Create/Edit/View Broadcast Alert	Compile an appropriate Alert from the RFS content (or manually) using configurable templates – including validity period (time), priority and departments	A.1.9.2 (a)	Technical Fit		Yes		
		Send alert to role players linked to an RFS (individuals or external organisations) via their mobile device.	A.1.9.2 (b)	Technical Fit		Yes		
		Demarcate the alert area with geographic location (e.g. radius around RFS or Occurrence/drawn on the GIS map. Send Alert to the mobile devices of all field staff currently within the defined geographic location.	A.1.9.2 (c)	Technical Fit		Yes		
		Remove alerts from all devices manually or automatically – e.g. once the defined time expires or relevant RFS status changed.	A.1.9.2 (d)	Technical Fit		Yes		
	3. Create/Edit/View Message	Compile an appropriate message from the RFS content using configurable templates (manually). Trigger automatic message based on RFS type and/or rules.	A.1.9.3 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Send message to role players linked to an RFS (individuals or external organisations) via E-mail or SMS	A.1.9.3 (b)	Technical Fit		Yes		
		Send push notifications to Mobile apps e.g. Citizen app, Neighbourhood Watch app.	A.1.9.3 (c)	Technical Fit		Yes		
	4. Create/Edit/View RFS Alert	Create an RFS of type Alert which will be displayed on the map but requires no action and no one will be dispatched to it. Trigger automatic message based on RFS type and/or rules.	A.1.9.4 (a)	Technical Fit		Yes		
		Departments subscribe to alerts based on incident type, all units within the department will receive the alert if triggered.	A.1.9.4 (b)	Technical Fit		Yes		
A.2.1	1. Create/Edit/View Pre-planned Event	Manually create an RFS for a Pre-planned Event e.g. based on requests received in the SAP Event Applications system or planned operations. Such RFS will have a date and time (in future) associated.	A.2.1.1 (a)	Technical Fit		Yes		
		Capture and apply a SAPS risk rating (e.g. high, med low) for certain external planned	A.2.1.1 (b)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		events.						
	2. Create Pre-planned Activity	Create multiple Pre-planned Activities related to the Pre-planned Event – these can be assigned to departments in advance so that resources can be pre-allocated.	A.2.1.2 (a)	Technical Fit		Yes		
		Create a Pre-planned Activity to reflect pre-planned work performed by a department – related to RFS or outside it.	A.2.1.2 (b)	Technical Fit		Yes		
		Allocate an Operational Unit to the pre-planned Activity – must visible on their mobile device (no need to dispatch explicitly).	A.2.1.2 (c)	Technical Fit		Yes		
		Have the option of defining a series of linked sub-activities which must each be executed to complete to overall Activity including a follow-up task.	A.2.1.2 (d)	Additional Capability		No		
	-	View/upload required documentation for Activity e.g. the latest approved building plan to be used by the building inspector, Minutes of Meetings etc.	A.2.1.2 (e)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Define configurable Workflow for Activities (if required).	A.2.1.2 (f)	Additional Capability		No		
		Allocate an Incident commander and notify them via e-mail.	A.2.1.2 (g)	Additional Capability		No		
		Alert the incident commander if sufficient resources are not allocated or if resources were changed/ removed.	A,2.1.2 (h)	Additional Capability		No		
	3. Create/Edit/View Quotation	Generate a quotation for the safety and security services required for Major events, film shoots and escort of other City Directorates based on the cost of Pre-planned Activities and resources linked to it.	A.2.1.3 (a)	Additional Capability		No		
A.2.2	1. Create/Edit/View Events Calendar	Maintain a shared calendar of Pre-planned events which is visible to all users but can be filtered by Department and highlight all the ‘obligations’ that the S&S Directorate needs to service in the future.	A.2.2.1 (a)	Technical Fit		Yes		
		Track the lifecycle/status of the Pre-planned events and assign colours for visualisation	A.2.2.1 (b)	Additional Capability		No		
		Visualise the events calendar (or integrate to Outlook for	A.2.2.1 (c)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		visualisation)						
	2. Plan Resource Demand	Plan demand for resources based on the Calendar of Pre-planned Events/Activities.	A.2.2.2 (a)	Technical Fit		Yes		
		Notify workforce planners in impacted department of planned work required via in system workflow, so that operational units can be reserved/allocated in advance.	A.2.2.2 (b)	Technical Fit		Yes		
		Forewarn users of resource shortages, based on activity demand within the pre-planned environment, taking into account the normal 'patrol' (duty task) demand.	A.2.2.2 (c)	Additional Capability		No		
		View unit availability for the future date and visualise how relevant units are allocated to the planned event. This may involve different roles i.e. workforce planner creating demand, and area commanders allocating resources.	A.2.2.2 (d)	Additional Capability		No		
A.2.3	1. Create Linked RFS	Link one or more related RFS to a Pre-planned RFS (each	A.2.3.1 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		with own location).						
		Create a linked RFS from within an existing pre-planned RFS on mobile device (self-start in context) linked to pre-planned RFS automatically.	A.2.3.1 (b)	Technical Fit		Yes		
		Indicate on map where individuals/units linked to the event are actually deployed (not just all at the event location).	A.2.3.1 (c)	Technical Fit		Yes		
	2. View/Execute Pre-planned Activities	Show the Pre-planned Activity on the list of current Activities (departmental dashboards and COP map) once the start date is reached and remove it as Activities are closed.	A.2.3.2 (a)	Technical Fit		Yes		
		Ability for Pre-planned Activities to show up on Departmental Home Screen and COP map as soon as it is created and distributed to the department – configurable option to hide these.	A.2.3.2 (b)	Technical Fit		Yes		
		View Pre-planned Activities on mobile device (in advance) however, it can only be	A.2.3.2 (c)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		executed on the day it is required.						
A.3.1	1. View/Configure Departmental Home Screen	Include a filtered live map (Departmental Map), Dashboard (live report) and RFS list on the Departmental Home Screen or landing page for Dispatcher role.	A.3.1.1 (a)	Technical Fit		Yes		
		Configure the Departmental Map per department and include all map actions and functionality as per COP map.	A.3.1.1 (b)	Technical Fit		Yes		
		Allow individuals users to arrange their screen and zoom in on elements as required and save their own user default layout.	A.3.1.1 (c)	Additional Capability		No		
	2. Select and Verify RFS	View list of RFS distributed to the department which can be sorted and colour coded (e.g. by type or priority). The list must be configurable and filtered. The list must provide enough detail to allow dispatchers to effectively manage the environment for which they are responsible.	A.3.1.2 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Alert dispatchers (e.g. by sound) and the flag RFS as new if added to the list.	A.3.1.2 (b)	Technical Fit		Yes		
		Select RFS to view, verify and accept responsibility for, the dispatcher can add additional information and review priority.	A.3.1.2 (c)	Technical Fit		Yes		
		Provide authorised users with access to the related call centre / radio operator recording(s).	A.3.1.2 (d)	Additional Capability		No		
	3. Allocate Resources	View resources that match the requirements for the RFS type - based on rules applied.	A.3.1.3 (a)	Technical Fit		Yes		
		Search and filter Operational Units using type, location, availability, department, Proficiencies and Special Resource Attributes of the associated resources.	A.3.1.3 (b)	Technical Fit		Yes		
		Search and filter individual resources such as Employee, Vehicle, Equipment based on attributes and availability.	A.3.1.3 (c)	Technical Fit		Yes		
		Display the filtered list of resources on the map. The map must stay in sync with the actions of the dispatcher. Able to focus on selected RFS	A.3.1.3 (d)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		location and see available resources in the area.						
		Assign one or more resources to the RFS by selecting from the list.	A.3.1.3 (e)	Technical Fit		Yes		
		Provide situational awareness to the dispatcher via appropriate map layers and prompts – including real time tracking, dynamic incident mapping, relevant GIS information layers.	A.3.1.3 (f)	Technical Fit		Yes		
		Allow dispatcher to interact with the RFS via the map e.g. drag & drop to dispatch, change status, add radio message.	A.3.1.3 (g)	Technical Fit		Yes		
		Allow dispatcher to interact with the RFS via other tools such as Command Line.	A.3.1.3 (h)	Additional Capability		No		
	4. Dispatch Resources	Dispatch all assigned resources on the system – mobile device users will receive this on their devices as an Activity.	A.3.1.4 (a)	Technical Fit		Yes		
		Update status of an Activity on behalf of the Operational unit if feedback is provided via radio.	A.3.1.4 (b)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Share / conference the voice call or digital evidence that triggered the RFS to improve situational awareness.	A.3.1.4 (c)	Additional Capability		No		
	5. Drop the bells	Activate 'Drop the bells' procedure e.g. at the appropriate fire station when the Operational Unit at that base location is dispatched.	A.3.1.5 (a)	Technical Fit		No		
		Automatically print the RFS information at the relevant Base location's printer.	A.3.1.5 (b)	Technical Fit		Yes		
		The solution should provide ability to Include turn by turn navigation instructions to get from the fire station to the RFS location in the printout.	A.3.1.5 (c)	Additional Capability		No		
A.3.2	1. Make Critical Change	Edit the RFS information with critical updates such as changes to location, urgency, impact or additional information such as a death or critical injury.	A.3.2.1 (a)	Technical Fit		Yes		
		Propagate the critical RFS change throughout the system including maps, dashboards and re-apply rules as appropriate.	A.3.2.1 (b)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Communicate the critical change to role players linked to the RFS and all its related Activities.	A.3.2.1 (c)	Technical Fit		Yes		
		Alert the dispatcher (e.g. by sound) and flag RFS if a critical update was made.	A.3.2.1 (d)	Technical Fit		Yes		
	2. Add Resource to Activity	Add resource to RFS by dispatching Activity to an Operational Unit (Internal) or External Agency.	A.3.2.2 (a)	Technical Fit		Yes		
		Check billing indicator if the Activity requires a bill to be generated e.g. external service provider such as tow truck is dispatched.	A.3.2.2 (b)	Additional Capability		No		
		Apply rules to check the status of the service provider to ensure the contract is valid.	A.3.2.2 (c)	Additional Capability		No		
		Notify external Service providers (e.g. telephonically) and capture their reference number.	A.3.2.2 (d)	Technical Fit		Yes		
		Notify external Service providers via e-mail message include attachment with incident report or extract from RFS.	A.3.2.2 (e)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Update the activity history (Occurrence book of RFS) to reflect the request for external service providers.	A.3.2.2 (f)	Technical Fit		No		
	3. Recall Resource from Activity	Recall resource linked to Activity e.g. if they need to be re-assigned to another Activity or if an incorrect call sign was used.	A.3.2.3 (a)	Technical Fit		Yes		
		Update the status of the Activity to indicate that it is now pending and make it available for dispatch (similar to new) if resource was recalled.	A.3.2.3 (b)	Technical Fit		Yes		
		Apply rules relating to recall e.g. a fire unit that is ‘At incident’ cannot be recalled since there may be billing implication.	A.3.2.3 (c)	Technical Fit		No		
		Apply rules to ensure that if the incident commander is recalled then another commander must be assigned.	A.3.2.3 (d)	Technical Fit		Yes		
	4. Add Department to RFS Distribution	Distribute the RFS to additional department(s) and ensure it is added to the relevant departmental home screen for attention.	A.3.2.4 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Send an alert to departments that may not be actively monitoring a home screen when RFS is distributed to it.	A.3.2.4 (b)	Technical Fit		Yes		
	5. Manage RFS through its Lifecycle	Manage the RFS/Major Occurrence through its lifecycle (status values and allow all relevant information and evidence to be recorded against the RFS.	A.3.2.5 (a)	Technical Fit		Yes		
		Communicate with units in the field, and senior management. using in-app messaging functionality.	A.3.2.5 (b)	Technical Fit		Yes		
		Communicate with external role-players (such as other City Agencies, or external parties and or service providers (through alerts or other channels.	A.3.2.5 (c)	Technical Fit		Yes		
		Manage resources by assigning / re-assigning personnel / units depending on major incidents or high demand.	A.3.2.5 (d)	Technical Fit		Yes		
		Ability to consume incoming information and make decisions relating to the	A.3.2.5 (e)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		progress of the incident i.e. add more resources, demobilise resources, escalate risk, notify role players of changes.						
	6. Escalate RFS to Occurrence	Escalate the existing RFS to become a major Occurrence (appropriate profile via RBAC).	A.3.2.6 (a)	Technical Fit		Yes		
A.3.3	1. Create/Edit/View Major Occurrence	Create a new Major Occurrence or flag an RFS as having major Occurrence status - this may require some additional information to be captured.	A.3.3.1 (a)	Technical Fit		Yes		
		Enable M/ETHANE methodology by capturing: **M - Major Incident**: The declaration of a major incident. **E - Exact Location:** Specifying the precise location of the incident. **T - Type of Incident:** Identifying the nature of the incident, such as chemical, vehicle, train, or plane related. **H - Hazards**: Assessing and conveying the environmental and on-scene hazards, including potential dangers to people and surroundings.	A.3.3.1 (b)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		A - Access and Egress: Addressing access and exit routes, considering potential obstacles like damaged bridges and hazardous substances. **N - Number of Casualties:** Estimating the count of casualties and anticipating additional risks due to factors like gas, smoke, or chemicals. **E - Emergency Services:** Specifying the types and quantities of emergency services required on scene to manage the incident effectively.						
		Flag or categorise a Major Occurrence as an Exercise if appropriate. It must be possible to perform a fully enacted exercise including all dispatches and notifications but with a clearly visible indication that this is an exercise only and not a real emergency.	A.3.3.1 (c)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	2. Activate or create DCT/VOC/JOC/FCP	Activate or create a Disaster Co-ordination Team (DCT), Venue Operating Centre (VOC), Joint Operations Centre (JOC) or Forward Command Post (FCP) to handle the Major Occurrence. These entities could exist in the Operational Structure and handled similarly to Departments except that they are only staffed when required.	A.3.3.2 (a)	Technical Fit		Yes		
		Capture the objectives and taskings of the DCT/VOC/JOC/FCP e.g. in the activity history (Occurrence Book) of the Major Occurrence.	A.3.3.2 (b)	Technical Fit		Yes		
		Flag events where the SAPS is in control and indicate duly authorised SAPS officer. These are dealt with by the relevant group even though the City is not the owner.	A.3.3.2 (c)	Technical Fit		No		
		Handle planning activities for pre-planned major events which are future dated (see A.2.1).	A.3.3.2 (d)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Incorporate action list from all related RFS into the action list history (Occurrence Book) of the Major Occurrence and able to effectively filter and search this to generate a report.	A.3.3.2 (e)	Technical Fit		No		
		Make designated resources available to the DCT/VOC/JOC/FCP to be dispatched. Such resources are under control of the incident commander of the Major Occurrence or Event in agreement with their originating department. Also include external resources into the temporary structure (see A.6.1).	A.3.3.2 (f)	Technical Fit		Yes		
		Resources assigned to the Major Occurrence must be indicated on maps e.g. through iconography and/or colour coding.	A.3.3.2 (g)	Technical Fit		Yes		
		Assign users to the relevant DCT, VOC, JOC or FCP ‘department’. This will change the Departmental Home Screen of dispatchers/control room users to view the relevant	A.3.3.2 (h)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Map, Dashboard, list of RFS and available resources related to the Major Occurrence.						
		Allow dispatcher and/or control room staff to view a dedicated situational awareness map.	A.3.3.2 (i)	Technical Fit		Yes		
		Activate pre-defined map layer (where these exist) for Major Occurrence at national key points such as Koeberg (nuclear power station) or Parliament or for certain Pre-planned events.	A.3.3.2 (j)	Technical Fit		No		
		Assign pre-defined SOP such as disaster management plan or event plan to the Major Occurrence.	A.3.3.2 (k)	Technical Fit		No		
		Configure a rule to distribute particular RFS type(s) or locations to the appropriate DCT, VOC, JOC or FCP. Ensure the date is matched (e.g. for re-planned event) and only activate once the relevant entity is operational.	A.3.3.2 (l)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	3. Collaborate with External Parties	Allow external parties to collaborate with the city in case of major disaster situation.	A.3.3.3 (a)	Additional Capability		No		
A.3.4	1. Activate Situational Awareness Map Layers	Activate additional map layers used for situational awareness (see E.2.2).	A.3.4.1 (a)	Technical Fit		Yes		
		Display live information from external feeds – examples are news, weather, traffic (e.g. Google Traffic), aeroplane tracking, marine tracking and sensor data (IoT) via an appropriate API. No long-term storage of this information.	A.3.4.1 (b)	Additional Capability		No		
		The solution should provide ability to Switch on 3-dimensional viewing (3D) of buildings in the city. The City has a 3D model of buildings, but work required to enable this.	A.3.4.1 (c)	Additional Capability		No		
		Display live information from City sources such as Traffic lights, Road closures, Power outages.	A.3.4.1 (d)	Technical Fit		No		
		Make selected situational awareness information	A.3.4.1 (e)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		available on the mobile device to assist officers in the field.						
	2. Apply AI based Situational Awareness	Apply Artificial intelligence to identify potentially relevant information.	A.3.4.2 (a)	Additional Capability		No		
	3. Prompt Users	Prompt control room / call centre when sending units into an area where there are hazards or other situational awareness information of note.	A.3.4.3 (a)	Additional Capability		No		
		Notify field staff on mobile device when they enter high risk / hazard area – as defined on GIS layer or situational awareness items of note.	A.3.4.3 (b)	Additional Capability		No		
	4. Resource awareness	Enable awareness of resource updates including mid-shift changes.	A.3.4.4 (a)	Technical Fit		Yes		
	5. Field manager situation awareness	Enable field managers to visualise, monitor and manage their areas of responsibility in real-time, both on desktop application and on Mobile Application.	A.3.4.5 (a)	Technical Fit		Yes		
A.4.1	1. Login to Mobile Device	Make dedicated mobile Application available to Field staff which can run on Android mobile devices and are able to	A.4.1.1 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		preferably function in off-line mode.						
		Login to EPIC mobile application using crew member, commander or incident commander role.	A.4.1.1 (b)	Technical Fit		Yes		
		Enable single sign-on for mobile apps for EPIC via Microsoft EntraID.	A.4.1.1 (c)	Technical Fit		No		
		Allow password reset on the mobile device.	A.4.1.1 (d)	Additional Capability		No		
	2. Track Mobile Device and User	Keep track of the date and time user logged in as well as device location (co-ordinates) over time and make this available for reporting purposes and show on the map.	A.4.1.2 (a)	Technical Fit		Yes		
		Utilise or integrate to the City of Cape Town in-house developed Tracking app to report the mobile device location and user logged in at regular intervals.	A.4.1.2 (b)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Use multiple streams of tracking data for location of Operational units to achieve redundancy and high confidence location tracking. This could include vehicle tracking, mobile device tracking and TETRA radio tracking.	A.4.1.2 (c)	Technical Fit		No		
	3. Manage Mobile Device	Ensure the mobile application is up to date using Microsoft Intune to distribute mobile app - comply with technical requirements for Google PlayStore deployment.	A.4.1.3 (a)	Technical Fit		No		
		Utilise or integrate with Device info app in-house developed by City of Cape Town to get mobile device information and software version. This app will return a unique mobile device identifier.	A.4.1.3 (b)	Additional Capability		No		
A.4.2	1. View/Edit Operational Unit	View Operational unit including resources linked.	A.4.2.1 (a)	Technical Fit		Yes		
		Indicate if a bodycam is being worn or a dashcam is available in the vehicle associated with the Operational unit.	A.4.2.1 (b)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Edit resources linked to Operational unit on mobile device (Unit commander profile only). Apply validity checks when making changes and ability to re-assign resources from another unit if required.	A.4.2.1 (c)	Technical Fit		Yes		
	2. View/Edit Activity	View list of Activities linked to the user / Operational unit and select an activity from the list.	A.4.2.2 (a)	Technical Fit		Yes		
		Include upcoming planned Activities on the list (time period configurable).	A.4.2.2 (b)	Technical Fit		No		
		Accept Activities on behalf of the Operational unit i.e. change the status (Unit commander only). The dispatcher could also perform this on behalf of the unit commander in which case the occurrence book will not reflect location.	A.4.2.2 (c)	Technical Fit		Yes		
		Complete the Activity, capture additional information – this will create entry in action history (Occurrence book) of the RFS.	A.4.2.2 (d)	Technical Fit		Yes		
		Automatically detect proximity to RFS location and offer to change status to indicate the	A.4.2.2 (e)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Operational unit is on site.						
	3. View/Resolve RFS	View RFS to which Activity is linked or view history of RFS for user / location or immediate surrounds. Select RFS to view detail.	A.4.2.3 (a)	Technical Fit		Yes		
		Restrict some RFS fields from being updated on mobile device.	A.4.2.3 (b)	Technical Fit		Yes		
	4. View/Edit Resolution Form	Select Resolution code for the RFS and complete related Resolution Form(s)if appropriate - depends on resolution code.	A.4.2.4 (a)	Technical Fit		Yes		
		Trigger a configurable workflow which may depend on the resolution code and department.	A.4.2.4 (b)	Technical Fit		No		
		Designate one of the Unit Commanders (from all Activities related to RFS) to be the Incident Commander for the RFS (per department) - able to submit the RFS resolution and complete the relevant Resolution Form.	A.4.2.4 (c)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	5. View/Upload Media	Upload evidence such as voice recordings, pictures or video taken on the Mobile device to the Activity/RFS –the device camera and microphone but should be accessed from within the app only (files should not be stored on device once uploaded).	A.4.2.5 (a)	Technical Fit		Yes		
		Deal with no signal or not enough band width scenarios – information must be stored offline and synchronised when connectivity is available. Media should be removed once successfully uploaded.	A.4.2.5 (b)	Technical Fit		Yes		
		Watermark media - the location and time photograph/video is taken and the XY co-ordinate is included as part of the image.	A.4.2.5 (c)	Technical Fit		Yes		
		Scan license disk, ID card or driver's license and populate the relevant RFS fields.	A.4.2.5 (d)	Additional Capability		No		
	6. View Mobile Friendly Map	View a mobile friendly GIS map with current RFS as focus (see E.2.2).	A.4.2.6 (a)	Technical Fit		Yes		
	7. View/Update Occurrence Book	View a simplified action list (Occurrence Book) for current	A.4.2.7 (a)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		RFS or related RFS.						
		Automatically create an entry in the action list (Occurrence book) of the RFS when information is updated or status changed, this must include date and time stamp, user and location of mobile device (geo-tagged). User cannot edit these entries.	A.4.2.7 (b)	Technical Fit		Yes		
A.4.3	1. Create/Edit/View/Pause Self Start RFS	Create an ad-hoc RFS from the mobile device (known as a self-start) and automatically distribute it to the user's own department. Assign an Activity to the Operational unit / user and status set to 'At incident'.	A.4.3.1 (a)	Technical Fit		Yes		
		Select RFS type (by user) before resolving the RFS.	A.4.3.1 (b)	Technical Fit		Yes		
		Switch between Activity/RFS e.g. to create an ad-hoc RFS (self-start). User is able to return to the original RFS and continue.	A.4.3.1 (c)	Technical Fit		Yes		
		Detect proximity to an existing RFS and offer to link the Activity to the relevant RFS	A.4.3.1 (e)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		instead of creating a new self-start.						
	2. Create/Edit/View Activity	Create an independent Activity from the mobile device – (this is known as a duty task) and assign it to the Operational unit / user. Set status to 'Busy'. This assists in recording the activity of the resource while not assigned to an RFS.	A.4.3.2 (a)	Technical Fit		Yes		
		Select activity type and complete the Activity when done.	A.4.3.2 (b)	Technical Fit		Yes		
	3. Create Contravention	Launch the Contraventions mobile app and link the RFS number to the Contravention notice number.	A.4.3.3 (a)	Technical Fit		No		
	4. Create Maintenance Request	Create an RFS to be distributed to another City Directorate e.g. to fix fire hydrant or damage caused by an accident – apply appropriate rules.	A.4.3.4 (a)	Additional Capability		No		
A.4.4	1. View Alert	View Alerts distributed to mobile devices.	A.4.4.1 (a)	Technical Fit		Yes		
		Prompt user when a new alert is received but no need to acknowledge receipt.	A.4.4.1 (b)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	2. View Message	View priority messages sent to user. This may include an attachment with additional information.	A.4.4.2 (a)	Technical Fit		Yes		
		Prompt user when a new message is received.	A.4.4.2 (b)	Technical Fit		Yes		
		The user must acknowledge receipt.	A.4.4.2 (c)	Technical Fit		Yes		
	3. View Training Material	The solution should provide ability to View Documents (e.g. SOP) and Training Material on mobile device and keep record that the user has watched it.	A.4.4.3 (a)	Additional Capability		No		
		The solution should provide ability to Download the Document / Training material. This can be viewed off-line but removed after being watched.	A.4.4.3 (b)	Additional Capability		No		
A.4.5	1. Press Panic Button	Offer an easily accessible Panic alert as part of the EPIC Mobile application.	A.4.5.1 (a)	Technical Fit		No		
		Create RFS of type ‘Panic’ to request assistance when the mobile user presses the Panic Button.	A.4.5.1 (b)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Attach device location to the RFS (if signal available). If no signal use last known location (if less than 2 minutes). If no recent location available, proceed without it and update location as soon as signal is restored. Warn the user that no location was found.	A.4.5.1 (c)	Technical Fit		No		
		Set up rules to automatically distribute this RFS to policing departments and user's own department.	A.4.5.1 (d)	Technical Fit		No		
		Lock mobile device to prevent information access once Panic RFS is successfully logged – need to log in to re-activate.	A.4.5.1 (e)	Technical Fit		No		
		Edit the panic RFS to downgrade it if appropriate when user is able to log in again.	A.4.5.1 (f)	Additional Capability		No		
	2. Make Group Call	Make a group call (audio/video) to colleagues involved with the same RFS – also those from other departments that were dispatched.	A.4.5.2 (a)	Additional Capability		No		
		Save recording of group call as part of the RFS.	A.4.5.2 (b)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A

Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	3. Share Live Media	Share real time media (e.g. images/video) feed to control room while on site or with others linked to the RFS.	A.4.5.3 (a)	Additional Capability		No		
	4. Message RFS Participants	Send text message to everyone involved with the RFS	A.4.5.4 (a)	Additional Capability		No		
A.5.1	1. Resolve RFS	Ensure all activities are completed before the RFS is resolved.	A.5.1.1 (a)	Technical Fit		Yes		
		Select resolution code for RFS from configurable list. Only Incident commander (per department) is able to resolve the RFS.	A.5.1.1 (b)	Technical Fit		Yes		
		Capture a resolution comment as part of the RFS resolution if required.	A.5.1.1 (c)	Technical Fit		Yes		
		Set up rules associated with resolution codes e.g. available on mobile or not.	A.5.1.1 (d)	Technical Fit		No		
		Allow a self-start RFS to be resolved by the user that created it.	A.5.1.1 (e)	Technical Fit		Yes		
	2. Close RFS	Follow close-out workflow (configurable per department) and inform users if they have pending workflow items, including notification of billing	A.5.1.2 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		steps where required.						
		Put RFS in 'Ongoing' status if required.	A.5.1.2 (b)	Technical Fit		Yes		
		Close the RFS – requires Incident Commander or Workforce planner profile via RBAC.	A.5.1.2 (c)	Technical Fit		Yes		
		Automatically close RFS if certain resolution codes are selected (configurable).	A.5.1.2 (d)	Technical Fit		No		
		Batch closure of RFS distributed to external agencies (within 24 hrs) – resolution code indicates batch closure.	A.5.1.2 (e)	Technical Fit		No		
		Close on completion if two-way integration with systems from external agencies in place (no batch closure).	A.5.1.2 (f)	Additional Capability		No		
		Automatically close RFS once the appropriate resolution form has been submitted/approved.	A.5.1.2 (g)	Technical Fit		Yes		
		Unlock/edit activities and service request fields after resolution (appropriate profile via RBAC).	A.5.1.2 (h)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Close a Major Occurrence or master RFS once all linked RFS are closed.	A.5.1.2 (i)	Technical Fit		Yes		
	3. Notify Originator	Notify requestor/originator via e-mail/SMS of the RFS that is has been resolved and/or closed (configurable).	A.5.1.3 (a)	Technical Fit		No		
		Notify user on originating app (e.g. Citizen app) via API that RFS was resolved and/or closed.	A.5.1.3 (b)	Additional Capability		No		
A.5.2	1. Create/Edit/View Resolution Form	Complete a Resolution form (if required) based on RFS type, Resolution code and Department. Some types/codes do not require a form (configurable).	A.5.2.1 (a)	Technical Fit		Yes		
		Configure re-usable Resolution form.	A.5.2.1 (b)	Technical Fit		Yes		
		Complete relevant resolution form using drop down lists and apply data validation - as little free text as possible.	A.5.2.1 (c)	Technical Fit		Yes		
		Determine valid entries that may depend on the value of other fields.	A.5.2.1 (d)	Additional Capability		No		
		Pre-populate values that are linked to existing RFS fields	A.5.2.1 (e)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		e.g. resolution code, date, location etc.						
		Group multiple fields into sections – there may be multiple entries required for certain fields.	A.5.2.1 (f)	Additional Capability		No		
		Render the Resolution form correctly on computer screen, for printing/pdf (portrait or landscape) and on mobile device.	A.5.2.1 (g)	Technical Fit		No		
		Save a draft form and resume completion later – irrespective if done on computer or mobile device.	A.5.2.1 (h)	Technical Fit		Yes		
		Mark fields that are for immediate completion and will prevent RFS being closed if not yet captured. This could be a 'short form' used with 'Completed' status.	A.5.2.1 (i)	Technical Fit		No		
		Allow multiple individuals to add actions which do not override each other – i.e. multiple actions listed on the same form.	A.5.2.1 (j)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Allow different users to edit the same Resolution form – including concurrent access to different sections/fields on the same form - resolve any conflicts that may arise.	A.5.2.1 (k)	Additional Capability		No		
		Allow only authorised users to make changes/edit completed and submitted information. This must be version controlled - keep track of which fields were edited.	A.5.2.1 (l)	Additional Capability		No		
		Keep an audit trail of who completed what information when - the information in the resolution form must hold up in court.	A.5.2.1 (m)	Technical Fit		Yes		
		Allow Incident Commander to submit the completed Resolution form.	A.5.2.1 (n)	Technical Fit		Yes		
		Perform configurable approval/workflow process once submitted.	A.5.2.1 (o)	Technical Fit		Yes		
		Store all form data in the database and make it available for reporting purposes – including standard reports, available via API and available	A.5.2.1 (p)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		for data analytics (see E.1.1).						
	2. Print/Sign/Distribute Resolution Report	Generate full Resolution report in printable pdf format – include selected attachments from the RFS (appropriate profile via RBAC).	A.5.2.2 (a)	Technical Fit		Yes		
		Print reduced report if required - with all sensitive fields and personal information removed.	A.5.2.2 (b)	Technical Fit		Yes		
		Sign-off resolution form using advanced electronic signature for distribution to external parties.	A.5.2.2 (c)	Additional Capability		No		
		Send Resolution Report to external parties via E-mail – this must be manually triggered and approved.	A.5.2.2 (d)	Additional Capability		No		
A.5.3	1. Flag RFS as Chargeable	Indicate as part of the RFS when services are rendered that must be charged to other City directorates e.g. when escorting staff operating in a hot spot area or dealing with situations that requires special assistance.	A.5.3.1 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Indicate when services are rendered to external parties which must be billed e.g. assisting other municipalities or agencies, fire services.	A.5.3.1 (b)	Technical Fit		Yes		
		Determine via rules/attributes which RFS types and Activity types are billable.	A.5.3.1 (c)	Additional Capability		No		
		Verify indicator confirming if the RFS is chargeable - Incident Commander only.	A.5.3.1 (d)	Technical Fit		No		
		Confirm that the bill is generated and signed off before RFS can be closed – if the flag indicates bill required.	A.5.3.1 (e)	Technical Fit		No		
	2. Calculate RFS Charges	Import/upload Tariff of Charges to associate cost with planned activities - from Excel (exported from SAP).	A.5.3.2 (a)	Additional Capability		No		
		Calculate cost of each Activity based on Tarriff of charges (and time spent) to generate a Bill/Quotation for Security Services such as Escorts during major events.	A.5.3.2 (b)	Additional Capability		No		
		Display real time accumulated cost of Major Occurrence as part of dashboard - as it	A.5.3.2 (c)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		unfolds.						
		Calculate total cost of RFS based as the sum of Activity costs.	A.5.3.2 (d)	Additional Capability		No		
	3. Create/Edit/View Bill or Charges	Generate bill (external party) or charge to internal department. Integrate this to SAP Financial system.	A.5.3.3 (a)	Additional Capability		No		
A.6.1	1. Create/Edit/View Operational Structure	Configure and maintain an Operational structure - hierarchical organisational structure specific to EPIC and which may differ from HR reporting lines.	A.6.1.1 (a)	Technical Fit		Yes		
		Include Departments, Regions, Areas, Employees, Deployment stations and Resources such as Vehicles within the Operational structure (configurable).	A.6.1.1 (b)	Technical Fit		Yes		
		Visualise the Operational structure e.g. as a diagram or structured table.	A.6.1.1 (c)	Technical Fit		Yes		
		Move resources within the Operational structure (appropriate profile via RBAC).	A.6.1.1 (d)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Make temporary changes to the Operational structure which allows employees/resources to be moved to another Department/Deployment station for a particular shift or moved to a DCT, VOC, JOC or FPT. This assignment is time based and will expire when the specified period elapsed.	A.6.1.1 (e)	Technical Fit		No		
	2. Create/Edit/View Employee Data	Store EPIC specific employee data while the master record is sourced from SAP HR.	A.6.1.2 (a)	Technical Fit		No		
		Update employee data should the master data change and flag the record to indicate the change.	A.6.1.2 (b)	Additional Capability		No		
		Control and limit access to employee data per department.	A.6.1.2 (c)	Technical Fit		No		
		Include temporary employees in the Operational Structure e.g. staff from external agencies, volunteers – no staff number is required and no system access provided.	A.6.1.2 (d)	Technical Fit		No		
		Allow some temporary employees to have system access if required. In this case	A.6.1.2 (e)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		the temporary employees are required to have a staff number and must exist in SAP HR.						
		Allow an RFS to be assigned to an external agency, where their employees can access limited functionality related to the specific RFS.	A.6.1.2 (f)	Additional Capability		No		
		Reflect changes timeously when staff join/leave/move or is suspended – via integration.	A.6.1.2 (g)	Additional Capability		No		
		Block/unblock employee e.g. due to suspension. The employee cannot be assigned to an RFS and must be denied access to sensitive information - with immediate effect (requires appropriate profile via RBAC).	A.6.1.2 (h)	Technical Fit		No		
	3. Create/Edit/View Proficiencies	Configure proficiency requirements per department / unit type.	A.6.1.3 (a)	Technical Fit		Yes		
		Associate proficiencies with an Employee and use these in assignment rules e.g. based on the RFS type a specific proficiency may be required.	A.6.1.3 (b)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Flag/prompt users when proficiencies expire or is about to expire (configurable per proficiency type).	A.6.1.3 (c)	Technical Fit		No		
	4. Create/Edit/View Vehicle	Maintain EPIC specific Vehicle information (fields are configurable) while the master record is sourced from SAP Fleet.	A.6.1.4 (a)	Technical Fit		No		
	5. Create/Edit/View Asset	The solution should provide ability to Maintain EPIC specific Asset information (fields are configurable) while the master record is sourced from SAP Plant Maintenance.	A.6.1.5 (a)	Technical Fit		No		
		Associate Special resource attributes with vehicles or assets and use these in assignment rules e.g. based on the RFS type a specific attribute may be required.	A.6.1.5 (b)	Technical Fit		Yes		
		List and filter resources based on their attributes including special resource attributes.	A.6.1.5 (c)	Technical Fit		Yes		
		Define new asset types through configuration.	A.6.1.5 (d)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	6. View audit trail	Keep an audit trail of all changes indicating who updated what information when, including the old and new value and if the information was sensitive.	A.6.1.6 (a)	Technical Fit		No		
		Keep an audit trail when information flagged as sensitive is viewed, indicating date and time, user and role/profile used.	A.6.1.6 (b)	Technical Fit		No		
		Suppress sensitive Employee data, Customer data, Vehicle information, charges, evidence, from being displayed or printed.	A.6.1.6 (c)	Technical Fit		Yes		
		Flag any field in the database with a configurable sensitivity label which indicates the role/permission level required to view or print it – considering POPIA.	A.6.1.6 (d)	Additional Capability		No		
A.6.2	1. Create/Edit/View Operational Unit	Dispatch and track resources together as part of an Operational Unit consisting of Employee(s), Vehicle and other Assets. All profiles' relevant information is merged into the unit to ensure a 'system' understanding of the unit object - this is the backbone for all	A.6.2.1 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		transactions in the system.						
		Define dispatchable resources as an Operational unit – even if it consists of one individual on foot with no additional equipment.	A.6.2.1 (b)	Additional Capability		No		
		Assign a unit commander – which is compulsory for the unit be available for dispatch.	A.6.2.1 (c)	Technical Fit		Yes		
		Pre-allocate Employees to a unit for a particular shift.	A.6.2.1 (d)	Technical Fit		Yes		
		Apply minimum manning levels (requirements) for the unit to be available for dispatch i.e. which resources, proficiencies or resource attributes are compulsory. A template system / unit type definition assists the users to create units with preset minimum requirements.	A.6.2.1 (e)	Additional Capability		No		
		Use proficiencies and special resource attributes from the resources linked to the	A.6.2.1 (f)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
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Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Operational unit for dispatch purposes including assignment rules.						
		Persist the Operational unit even if all resources are removed – the unit is re-used and retains its naming, deployment location etc.	A.6.2.1 (g)	Technical Fit		No		
		View list of units filtered by status (availability for dispatch) including on the GIS map.	A.6.2.1 (h)	Technical Fit		Yes		
		Accept Activities, change status and assign a Resolution Code on behalf of the Operational Unit (only unit commander, workforce planner, dispatcher).	A.6.2.1 (i)	Technical Fit		Yes		
		Register a duty task against a unit for various periods during a shift when they are not allocated to a Pre-Planed Activity or an active RFS. This to ensures that the time that a unit is on-duty is always accounted for. Either by association to an RFS, or Pre-planned Activity or to a duty task.	A.6.2.1 (j)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
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Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	2. Link/Unlink Resources to Operational Unit	Link/unlink Employees and other resources to the Operational Unit (only unit commander, workforce planner, dispatcher).	A.6.2.2 (a)	Technical Fit		Yes		
		Link/unlink individually tracked resources with unique identifiers such as Employees, Vehicles, bodycams, horses to an Operational Unit.	A.6.2.2 (b)	Technical Fit		Yes		
		Link/unlink resources that are not individually tracked e.g. 10 shields are issued to the Operational Unit.	A.6.2.2 (c)	Additional Capability		No		
		Assign the status, location, shift pattern and activities of the unit to each of the linked resources including for reporting purposes.	A.6.2.2 (d)	Technical Fit		Yes		
		Adjust the unit object in real-time (mid-shift) by authorised roles in the back office/ control room or the unit commander in the field. Ensure accurate record keeping as it pertains to changes of crew mid-shift, or changes of any vehicles or other equipment mid-shift.	A.6.2.2 (e)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
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Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
A.6.3	1. Create/Edit/View Shift Pattern	Configure shift patterns for different types of employees and indicate on-off time during a typical week e.g. two-days on 3 days-off, 12-hour shifts, 8-hour shifts etc.	A.6.3.1 (a)	Technical Fit		Yes		
		Assign a default shift pattern to each department but this can be overwritten/changed when the actual roster is compiled.	A.6.3.1 (b)	Additional Capability		No		
		Indicate overtime hours if the employee works outside the normal shift pattern.	A.6.3.1 (c)	Additional Capability		No		
		Keep track of and prevent exceeding Employee overtime limits.	A.6.3.1 (d)	Additional Capability		No		
	2. Create/Edit/View Roster	Apply the shift pattern to specific dates to generate a roster and assign individuals and resources to specific timeslots.	A.6.3.2 (a)	Technical Fit		Yes		
		Generate an equivalent standby roster - configurable and keep track of standby duty.	A.6.3.2 (b)	Technical Fit		Yes		
		Allow to schedule overtime or special assignments or change the shift/roster.	A.6.3.2 (c)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Treat the shift schedule/roster as planning, and not the actual hours worked – that is determined by time and attendance tracking.	A.6.3.2 (d)	Technical Fit		No		
		Temporarily transfer staff to another station in order to achieve the required manning levels (make time-based changes to Operational structure)	A.6.3.2 (e)	Technical Fit		No		
	3. Create/Edit/View Employee Availability	Determine Employee availability by leave approved and also shift pattern assigned - used in planning and rostering.	A.6.3.3 (a)	Technical Fit		Yes		
		Indicate what Activity each individual/unit is assigned to each hour while they are on duty, e.g. ‘Street patrol ‘or ‘At base and ready’ or ‘At court’. When assigned to an RFS the Activity type changes. This must be configurable.	A.6.3.3 (b)	Technical Fit		No		
	4. Create /Edit/View Employee on/off duty status	Allocate ‘Availability to assign’ status on EPIC when the Employee/unit is available. This is independent from the Employee clock-in/out on the	A.6.3.4 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		HR system.						
		Derive on/off duty status of an Employee from the Operational unit assigned to or manually capture it by Workforce Planner or back-office staff.	A.6.3.4 (b)	Additional Capability		No		
		Allow Employees with EPIC mobile app to self-manage on/off duty status. However, this needs to be double checked by supervisors.	A.6.3.4 (c)	Technical Fit		Yes		
		Identify login outside of official deployed times as this may be fraudulent.	A.6.3.4 (d)	Additional Capability		No		
		Allow an Employee on duty at an incident to remain until relieved and this extra time is recorded correctly.	A.6.3.4 (e)	Technical Fit		No		
		Manually capture attendance of temporary staff such as volunteers (with no system access).	A.6.3.4 (f)	Technical Fit		No		
E.1.1	1. Create/Edit/View System Reports	Produce system health/performance reports indicating various metrics such as uptime, volumes, speed,	E.1.1.1 (a)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
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Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		interfaces invoked, etc.						
		Produce system utilisation reports providing insights into users and the actions they performed.	E.1.1.1 (b)	Additional Capability		No		
		Produce API reports to get insights into performance, success/failure and volumes of API transactions.	E.1.1.1 (c)	Additional Capability		No		
	2. Create/Edit/View Operational Reports	Deliver configurable reporting for authorised users to configure reports based on data contained within the system.	E.1.1.2 (a)	Technical Fit		Yes		
		Use fields/attributes associated with data objects as defined in the data requirement for reporting purposes (see Data Specifications for EPIC Transactional System).	E.1.1.2 (b)	Technical Fit		No		
		Use all fields used in a Resolution Report (A.5.2) for reporting purposes.	E.1.1.2 (c)	Technical Fit		Yes		
		Define reports based on geographical boundaries contained in GIS layers e.g. policing district, ward.	E.1.1.2 (d)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
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Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Offer operational reports as a live view (dashboards) showing current values including status.	E.1.1.2 (e)	Technical Fit		Yes		
		Use widgets to visualise operational dashboards using OOTB functionality if available – no custom development.	E.1.1.2 (f)	Additional Capability		No		
		Authorised super users should be able to create/configure dashboards.	E.1.1.2 (g)	Additional Capability		No		
	3. Provide Desensitised Information	Desensitise information by removing sensitive data fields to provide anonymous information for statistical/reporting purposes and make this available via API.	E.1. 1.3 (a)	Technical Fit		No		
F.1.1	1. Create/Edit/View COP Map	Display the Common Operating Picture (COP) which is a live map used for situational awareness generated from underlying Geographic Information System (GIS).	F.1.1.1 (a)	Technical Fit		Yes		
		Combine the GIS base map (background) data obtained from City provided map layers with dynamic information regarding EPIC transactional	F.1.1.1 (b)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
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Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		system objects and their current location.						
		Pop the map out to a separate screen so that the primary full screen is available for user activities while the map could be displayed on a secondary screen.	F.1.1.1 (c)	Technical Fit		Yes		
		Filter the GIS map layers displayed dynamically by selecting map layers to view.	F.1.1.1 (d)	Technical Fit		Yes		
		Apply additional object filters such as priority of RFS, Department associated with units.	F.1.1.1 (e)	Technical Fit		Yes		
		Save the map configuration including filters and boundaries, zoom status etc. so that the user can see the same view in future and ability to select a default view.	F.1.1.1 (f)	Additional Capability		No		
		Allow authorised super user to configure global default map settings such as filters and boundaries, zoom status etc. per department or role.	F.1.1.1 (g)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
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Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Display historical information regarding EPIC transactional system objects (e.g. RFS, Unit) on the map by selecting a date range.	F.1.1.1 (h)	Technical Fit		No		
		Display objects defined within the EPIC solution as rich icons on the map indicating current location and status.	F.1.1.1 (i)	Technical Fit		Yes		
		Flag relevant objects to indicate SLA violations.	F.1.1.1 (j)	Additional Capability		No		
		As objects move their location/status will refresh on the map. If connectivity is lost and the location is therefore not current this must be indicated e.g. via colour code. The time period for updates must be configurable. After an hour of inactivity the object must be removed and placed at its home base location.	F.1.1.1 (k)	Additional Capability		No		
		Use Map Icons (symbols) per object type with ability to select or upload icon images.	F.1.1.1 (l)	Additional Capability		No		
		Use different icons for various vehicle types e.g. fire truck, motor vehicle, boat, helicopter,	F.1.1.1 (m)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
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Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		drone.						
		Indicate additional information such as dispatch status (availability) or the department it belongs to – configurable per object type.	F.1.1.1 (n)	Technical Fit		Yes		
		Display the status of Operational units and other resources.	F.1.1.1 (o)	Technical Fit		Yes		
		Show a label for each icon e.g. vehicles must display the registration number.	F.1.1.1 (p)	Additional Capability		No		
		Separate objects which overlap on the map view so that the individual items can be selected.	F.1.1.1 (q)	Additional Capability		No		
		Allow RFS objects to come into view based on the zoom level.	F.1.1.1 (r)	Additional Capability		No		
		Indicate if a camera is available (e.g. bodycam/dashcam for Operational units) this must be visible with the icon and provide access to camera number/feed when selected.	F.1.1.1 (s)	Additional Capability		No		
		Indicate department(s) present at the RFS site.	F.1.1.1 (t)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
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Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Show the department that owns the RFS but also indicate who else is present.	F.1.1.1 (u)	Additional Capability		No		
	-	Display status of connectivity to the GIS back-end system in order to indicate if tracking information and other information are reliable.	F1.1.1 (v)	Additional Capability		No		
		Access COP map directly from a browser (via URL) or desktop icon.	F.1.1.1 (w)	Additional Capability		No		
	2. Create/Edit/View Departmental Map	Define a Departmental Map which is configurable and is the default map displayed on the Departmental Home Screen (See A.3.1).	F.1.1.2 (a)	Technical Fit		Yes		
		Filter COP Map to focus on GIS layers and object types that are most relevant to the department and its dispatchers/control room.	F.1.1.2 (b)	Technical Fit		Yes		
		Associate a map with a region/area or section within the Department – saved as a configuration which is the default for users within that cluster (profile based).	F.1.1.2 (c)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
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Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Show all objects linked to the department in the Operational Structure on the Departmental map.	F.1.1.2 (d)	Technical Fit		Yes		
		An Operational unit assigned to a Base location will show in the dropdown list for the location so that actions can take place.	F.1.1.2 (e)	Additional Capability		No		
		Allow user to switch roles to see a different departmental map without having to leave the map viewer.	F.1.1.2 (f)	Additional Capability		No		
		Define Call Taker default map which is used as a pop-out screen from the call taking screen.	F.1.1.2 (g)	Additional Capability		No		
	3. Create/Edit/View Defined Areas	Utilise any number of Defined Areas which are operational, reporting or risk boundaries via polygons – stored as GIS layers (these can be sourced from EPIC GIS instance provided by the City).	F.1.1.3 (a)	Technical Fit		Yes		
		Operational boundaries must be associated with an attribute of the RFS and available during operations e.g. policing district is used for dispatching.	F.1.1.3 (b)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
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Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Flag RFS that falls within high-risk zone so that appropriate precautions can be activated.	F.1.1.3 (c)	Additional Capability		No		
		Use a different demarcations of operational boundaries per department e.g. policing districts are different from areas served by fire stations or court districts.	F.1.1.3 (d)	Technical Fit		Yes		
		Automatically set the fields associated with operational boundaries when the RFS location is selected.	F.1.1.3 (e)	Technical Fit		Yes		
		Assign multiple operational boundary classifications to the RFS object.	F.1.1.3 (f)	Additional Capability		No		
	4. View More Information	View more information on any object on the map for example through right click as a pop-up.	F.1.1.4 (a)	Technical Fit		Yes		
		Indicate if there are attachments (related media) linked to an RFS.	F.1.1.4 (b)	Additional Capability		No		
		View multi-media such as photograph or video from an object on the map (such as RFS) by clicking on the relevant link(s), provided the user has required permission via RBAC.	F.1.1.4 (c)	Additional Capability		No		

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Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		View live feed from a camera enabled object on the map, provided the user has required permission via RBAC.	F.1.1.4 (d)	Additional Capability		No		
		View historical feed for camera enabled object by selecting the data/time, provided the user has required permission via RBAC.	F.1.1.4 (e)	Additional Capability		No		
		Navigate to links and see additional information as well as take actions directly from within the map viewer.	F.1.1.4 (f)	Additional Capability		No		
	5. Focus on Object	Dock a particular object so that the information remains visible – e.g. on the side of the map.	F.1.1.5 (a)	Additional Capability		No		
		Make an object (typically an RFS) the focus of the map by removing/greying out everything that have no relation to the selected object.	F.1.1.5 (b)	Additional Capability		No		
		Make a search object (e.g. by RFS number) the focus of the map or create a pop-out map containing only this object and its relationships.	F.1.1.5 (c)	Technical Fit		No		

F.13.3.A2: Functionality for Schedule A								
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Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	6. Create/Edit/View Mobile Friendly map	Generate a mobile friendly GIS map with current RFS as focus to be viewed from Mobile app. Show where the unit is in relation to the relevant RFS location,	F.1.1.6 (a)	Technical Fit		Yes		
		Use configurable base layers and able to turn on additional objects/layers as required.	F.1.1.6 (b)	Additional Capability		No		
		View route to RFS location on GIS map and/or turn by turn navigation. Propose best route and include traffic information.	F.1.1.6 (c)	Additional Capability		No		
		Draw on mobile map to indicate additional information.	F.1.1.6 (d)	Additional Capability		No		
		Indicate the perimeter of the incident (e.g. fire) by capturing waypoints on mobile device to map out the extent if it runs over multiple erfs.	F.1.1.6 (e)	Additional Capability		No		
F.1.2	1. Select/Search Location	Enter a location to become the centre of the map view by indicating XY co-ordinates.	F.1.2.1 (a)	Technical Fit		Yes		
		Intelligently search for a location by means of text that can identify address, point of interest, intersection etc.	F.1.2.1 (b)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Utilise the City's SOLR search index (maintained by the City Corporate GIS section).	F.1.2.1 (c)	Additional Capability		No		
		Perform search based on structured address using City provided data.	F.1.2.1 (d)	Technical Fit		Yes		
	2. Select/Search Object	Search the map for a specific object e.g. vehicle, Operational unit by using its unique identifier e.g. serial number or bar code.	F.1.2.2 (a)	Technical Fit		Yes		
		Search for mobile device by IMEI, staff number, username. Show last known location. Also able to see location over defined time period ('breadcrumbs').	F.1.2.2 (b)	Additional Capability		No		
		Also show linked Operational units and RFS. It must be possible to view historical data by specifying a date/time range requires appropriate profile.	F.1.2.2 (c)	Additional Capability		No		
	3. Execute Object Actions	Execute actions associated with an object – these could for example show as buttons or menu items when the object is selected and can be triggered from the map – given	F.1.2.3 (a)	Technical Fit		Yes		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		appropriate user profile via RBAC.						
		Use drag and drop or similar functionality to execute actions e.g. assign an Operational unit to RFS by dropping the unit icon on the RFS using the map.	F.1.2.3 (b)	Technical Fit		Yes		
		Move a unit on the map if it has lost connectivity. There must be an indictor that the location has been set manually.	F.1.2.3 (c)	Additional Capability		No		
		Create an RFS from any map view by selecting a map action at a pinpointed location.	F.1.2.3 (d)	Additional Capability		No		
		Show Operational units close to RFS. Indicate distances or highlight closest unit. Likewise show RFSs close to the Operational Unit. This is used to assist with dispatching.	F.1.2.3 (e)	Additional Capability		No		
	4. Draw on Map	Draw on the map to mark an area of interest. Return all objects such as Operational units and RFS within the area marked including their status.	F.1.2.4 (a)	Additional Capability		No		

F.13.3.A2: Functionality for Schedule A								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Create map snapshot linked to RFS. Draw additional information such as wind direction, extent of fire etc. This map must be saved and available when viewing the RFS e.g. as an attached pdf.	F.1.2.4 (b)	Additional Capability		No		
		View historical data for area of interest by specifying a date/time range.	F.1.2.4 (c)	Additional Capability		No		
		Label and publish an area of interest e.g. Hot spot. This is time based (start and end date) and visible to all map users. Requires appropriate user profile via RBAC.	F.1.2.4 (d)	Additional Capability		No		
		Alert profiled users if an object enters/exit the area of interest (geofence).	F.1.2.4 (e)	Additional Capability		No		
		Send an alert/message or communication to all staff within the marked area of interest or alternatively within a specified radius from an RFS.	F.1.2.4 (f)	Technical Fit		No		

Schedule F.13.3.B1: Eligibility for Schedule B

Tenderers are required to refer to clause **2.2.1.1.5** for instructions on how to complete the table below.

F.13.3.B1: Eligibility for Schedule B						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
B.1.1	1. Login by Role	Differentiate between departments (ICM grouping) e.g. Internal Investigations and SSIU.	B.1.1.1 (a)	Yes		Yes
		Support role-based access control at a granular level.	B.1.1.1 (b)	Yes		Yes
		Support multiple roles per user id. It must be auditable and tracked explicitly under which user and role activities are performed.	B.1.1.1 (c)	Yes		Yes
		Create an ICM Case for an approved investigation – case number assigned immediately.	B.1.1.2 (b)	Yes		Yes
		Assign a unique case number (with configurable structure) e.g. prefix by department and date of incident.	B.1.1.2 (c)	Yes		Yes
		Link (cross reference) the ICM case to an RFS in EPIC Transactional System if relevant.	B.1.1.2 (e)	Yes		No
		Select ICM Case location based on GIS Co-ordinates or Structured Address (not free text). Derive location from the RFS if available. This enables visualisation of ICM cases on a GIS map.	B.1.1.2 (g)	Yes		No

F.13.3.B1: Eligibility for Schedule B						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Select priority and provide complete description, investigation type.	B.1.1.2 (i)	Yes		Yes
		Define mandatory fields per investigation type.	B.1.1.2 (k)	Yes		Yes
		Print the ICM case registration form so it can be filed in the physical docket.	B.1.1.2 (l)	Yes		No
		Attached a scanned image of the front page of the physical docket to the ICM case.	B.1.1.2 (m)	Yes		Yes
		Provide mobile capability for Investigator to collect evidence/media relating to ICM case in the field.	B.1.1.3 (b)	Yes		No
	4. Assign to Investigator	Assign ICM Case to an Investigator – requires appropriate profile.	B.1.1.4 (a)	Yes		Yes
		Provide the required by date (called brought forward date or BFD) when investigation is due.	B.1.1.4 (d)	Yes		Yes
		Capture information to reflect the facts as investigation progresses.	B.1.1.4 (e)	Yes		Yes
		Maintain history of all actions performed in relation to the Case (called 'Diary'). This must include information updates and any communication with role players - with document reference, date and time.	B.1.1.5 (b)	Yes		Yes
	6. Workflow ICM Case	Manage the ICM case lifecycle via configurable workflow - each step can have a due date (BFD) associated.	B.1.1.6 (a)	Yes		Yes
		Monitor compliance to these due dates and alert users of violations.	B.1.1.6 (b)	Yes		No

F.13.3.B1: Eligibility for Schedule B						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Notify users (e.g. via e-mail) of new tasks assigned to them and due date changes.	B.1.1.6 (c)	Yes		No
		View a list (inbox) of workflow Activities per user (indicate if overdue).	B.1.1.6 (d)	Yes		Yes
	7. Inspect case progress	Inspect the case progress and add notes – requires supervisor profile via RBAC. These notes cannot be changed by the Investigator.	B.1.1.7 (a)	Yes		No
		Perform completion check as part of close out process.	B.1.1.7 (b)	Yes		Yes
		Complete notes section (free text).	B.1.1.7 (c)	Yes		Yes
		Select current status of the case (configurable list).	B.1.1.7 (d)	Yes		Yes
	8. Create/Edit/View/Approve Investigation Report	Generate Investigation report in printable pdf format.	B.1.1.8 (a)	Yes		Yes
		The template/format of the report may depend on the type of ICM case.	B.1.1.8 (b)	Yes		Yes
	9. Upload Court/Disciplinary Outcomes	Reflect outcomes of Court Cases so that information becomes available in related ICM cases.	B.1.1.9 (a)	Yes		No
		Reflect outcomes of Disciplinary Hearings Outcomes so that information becomes available in related ICM cases.	B.1.1.9 (b)	Yes		No
	10. Manage Information Security	Keep an audit trail of all changes indicating who updated what information when, including the old and new value.	B.1.1.10 (a)	Yes		Yes

F.13.3.B1: Eligibility for Schedule B						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Keep an audit trail when information is viewed, indicating date and time, user and role/profile user and reason of accessing the information.	B.1.1.10 (b)	Yes		Yes
		Classify ICM Case according to security level of information and apply role-based access control (RBAC) to prevent unauthorised access.	B.1.1.10 (c)	Yes		Yes
B.1.2	1. Create/Edit/View Object Linkages	Provide an analysis mechanism to manage and analyse linkages.	B.1.2.1 (a)	Yes		Yes
		Data is obtained from EPIC RFS, ICM cases and Contraventions as well as external data sources e.g. imports from Excel.	B.1.2.1 (b)	Yes		Yes
		Create and link people, object, location, event (POLE) and other objects to ICM Case; Persons/Organisation, Object e.g. Firearm, Vehicle, Location, Activity/Event e.g. Arrests made, Court case, SAPS case reference.	B.1.2.1 (c)	Yes		Yes
		Profile a person - classify as suspect, witness etc. (configurable), upload picture, capture address.	B.1.2.1 (e)	Yes		Yes
	2. Search/Analyse Object Linkages	Find related cases based on ICM fields and linked POLE objects.	B.1.2.2 (a)	Yes		Yes
	3. View/Edit/Print Relationships Spider Diagram	View graphical representation of relationships (e.g. spider diagram).	B.1.2.3 (a)	Yes		Yes

F.13.3.B1: Eligibility for Schedule B						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Represent object types with appropriate icons – which must be configurable.	B.1.2.3 (c)	Yes		Yes
		Provide additional information and descriptive text behind objects and relationships.	B.1.2.3 (d)	Yes		Yes
		Print spider diagram – including ability to use a plotter for large diagrams.	B.1.2.3 (j)	Yes		No
B.1.3	1. Search External Systems	Store a reference from external systems e.g. Neighbourhood Watch portal or SAPS and manually capture related information if appropriate.	B.1.3.1 (a)	Yes		No
		Get employee information from SAP HR	B.1.3.1 (d)	Yes		No
B.1.4	1. Generate printable pdf reports	Generate a summary report of the ICM case in printable pdf format – configurable which fields to include. E.g. case registration information for physical docket.	B.1.4.1 (a)	Yes		No
		Generate printable pdf of completed Investigation Report with selected attachments - report template may depend on the type of case. Indicate date and time as well as requestor.	B.1.4.1 (b)	Yes		Yes
	2. Standard Reporting	Deliver configurable reporting capability using any combination of ICM fields.	B.1.4.2 (a)	Yes		Yes

Schedule F.13.3.B2: Functionality for Schedule B

Tenderers are required to refer to clause **2.2.1.1.5** for instructions on how to complete the table below.

F.13.3.B2: Functionality for Schedule B								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
B.1.1	1. Login by Role	Differentiate between departments (ICM grouping) e.g. Internal Investigations and SSIU.	B.1.1.1 (a)	Technical Fit		Yes		
		Support role-based access control at a granular level.	B.1.1.1 (b)	Technical Fit		Yes		
		Support multiple roles per user id. It must be auditable and tracked explicitly under which user and role activities are performed.	B.1.1.1 (c)	Technical Fit		Yes		
	2. Create/Edit/View ICM Case	Capture first information on case (FIC) also known as 24hr report before a case number or type is assigned. This will become an ICM case	B.1.1.2 (a)	Additional Capability		No		

F.13.3.B2: Functionality for Schedule B								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		when approved as an investigation by appropriately profiled user.						
		Create an ICM Case for an approved investigation – case number assigned immediately.	B.1.1.2 (b)	Technical Fit		Yes		
		Assign a unique case number (with configurable structure) e.g. prefix by department and date of incident.	B.1.1.2 (c)	Technical Fit		Yes		
		Restart number sequence each month.	B.1.1.2 (d)	Additional Capability		No		
		Link (cross reference) the ICM case to an RFS in EPIC Transactional System if relevant.	B.1.1.2 (e)	Technical Fit		No		
		Search EPIC system for potentially related RFS based on POLE objects.	B.1.1.2 (f)	Additional Capability		No		

F.13.3.B2: Functionality for Schedule B								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Select ICM Case location based on GIS Co-ordinates or Structured Address (not free text). Derive location from the RFS if available. This enables visualisation of ICM cases on a GIS map.	B.1.1.2 (g)	Technical Fit		No		
		View information relating to a linked RFS (in EPIC) from within ICM including attachments and POLE object linkages.	B.1.1.2 (h)	Additional Capability		No		
		Select priority and provide complete description, investigation type.	B.1.1.2 (i)	Technical Fit		Yes		
		Define investigation types per Department/ICM group.	B.1.1.2 (j)	Additional Capability		No		
		Define mandatory fields per investigation type.	B.1.1.2 (k)	Technical Fit		Yes		
		Print the ICM case registration form so it can be filed in the physical docket.	B.1.1.2 (l)	Technical Fit		No		

F.13.3.B2: Functionality for Schedule B								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Attached a scanned image of the front page of the physical docket to the ICM case.	B.1.1.2 (m)	Technical Fit		Yes		
	3. ICM Mobile Capability	Provide capability for Investigator to capture first information on case (FIC) using a mobile device.	B.1.1.3 (a)	Additional Capability		No		
		Provide mobile capability for Investigator to collect evidence/media relating to ICM case in the field.	B.1.1.3 (b)	Technical Fit		No		
	4. Assign to Investigator	Assign ICM Case to an Investigator – requires appropriate profile.	B.1.1.4 (a)	Technical Fit		Yes		
		Restrict access to the assigned Investigator and his/her supervisor.	B.1.1.4 (b)	Additional Capability		No		
		Add additional Investigators who will then see the ICM case and add to information.	B.1.1.4 (c)	Additional Capability		No		
		Provide the required by date (called brought	B.1.1.4 (d)	Technical Fit		Yes		

F.13.3.B2: Functionality for Schedule B								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		forward date or BFD) when investigation is due.						
		Capture information to reflect the facts as investigation progresses.	B.1.1.4 (e)	Technical Fit		Yes		
	5. Create/Edit/View Related Activity	Create linked Activity (with own due date) and assign to the employee responsible.	B.1.1.5 (a)	Additional Capability		No		
		Maintain history of all actions performed in relation to the Case (called 'Diary'). This must include information updates and any communication with role players - with document reference, date and time.	B.1.1.5 (b)	Technical Fit		Yes		
	6. Workflow ICM Case	Manage the ICM case lifecycle via configurable workflow - each step can have a due date (BFD) associated.	B.1.1.6 (a)	Technical Fit		Yes		

F.13.3.B2: Functionality for Schedule B								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Monitor compliance to these due dates and alert users of violations.	B.1.1.6 (b)	Technical Fit		No		
		Notify users (e.g. via e-mail) of new tasks assigned to them and due date changes.	B.1.1.6 (c)	Technical Fit		No		
		View a list (inbox) of workflow Activities per user (indicate if overdue).	B.1.1.6 (d)	Technical Fit		Yes		
		Request to release evidence/footage must follow a defined workflow and require appropriate permission. This involves completion of appropriate form. The request should be an Action within the parent ICM case.	B.1.1.6 (e)	Additional Capability		No		
	7. Inspect case progress	Inspect the case progress and add notes – requires supervisor profile via RBAC. These notes cannot be changed by the	B.1.1.7 (a)	Technical Fit		No		

F.13.3.B2: Functionality for Schedule B								
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Investigator.						
		Perform completion check as part of close out process.	B.1.1.7 (b)	Technical Fit		Yes		
		Complete notes section (free text).	B.1.1.7 (c)	Technical Fit		Yes		
		Select current status of the case (configurable list).	B.1.1.7 (d)	Technical Fit		Yes		
	8. Create/Edit/View/Approve Investigation Report	Generate Investigation report in printable pdf format.	B.1.1.8 (a)	Technical Fit		Yes		
		The template/format of the report may depend on the type of ICM case.	B.1.1.8 (b)	Technical Fit		Yes		
	9. Upload Court/Disciplinary Outcomes	Reflect outcomes of Court Cases so that information becomes available in related ICM cases.	B.1.1.9 (a)	Technical Fit		No		
		Reflect outcomes of Disciplinary Hearings Outcomes so that information becomes	B.1.1.9 (b)	Technical Fit		No		

F.13.3.B2: Functionality for Schedule B								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		available in related ICM cases.						
	10. Manage Information Security	Keep an audit trail of all changes indicating who updated what information when, including the old and new value.	B.1.1.10 (a)	Technical Fit		Yes		
		Keep an audit trail when information is viewed, indicating date and time, user and role/profile user and reason of accessing the information.	B.1.1.10 (b)	Technical Fit		Yes		
		Classify ICM Case according to security level of information and apply role-based access control (RBAC) to prevent unauthorised access.	B.1.1.10 (c)	Technical Fit		Yes		
		Classify data fields according to security level of information and apply role-based access control (RBAC)	B.1.1.10 (d)	Additional Capability		No		

F.13.3.B2: Functionality for Schedule B								
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		to prevent unauthorised access.						
		Keep 'Deleted' information recoverable including multi-media attachments - deletion/delinking information from the Case requires authorisation via RBAC.	B.1.1.10 (e)	Additional Capability		No		
		Alert the relevant Investigator if case information is being viewed or attempted to be viewed.	B.1.1.10 (f)	Additional Capability		No		
		Indicate who should be contacted to obtain access to restricted information – trigger a workflow to request this access.	B.1.1.10 (g)	Additional Capability		No		
B.1.2	1. Create/Edit/View Object Linkages	Provide an analysis mechanism to manage and analyse linkages.	B.1.2.1 (a)	Technical Fit		Yes		

F.13.3.B2: Functionality for Schedule B								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Data is obtained from EPIC RFS, ICM cases and Contraventions as well as external data sources e.g. imports from Excel.	B.1.2.1 (b)	Technical Fit		Yes		
		Create and link people, object, location, event (POLE) and other objects to ICM Case; Persons/Organisation, Object e.g. Firearm, Vehicle, Location, Activity/Event e.g. Arrests made, Court case, SAPS case reference.	B.1.2.1 (c)	Technical Fit		Yes		
		Apply data validation when creating objects.	B.1.2.1 (d)	Additional Capability		No		
		Profile a person - classify as suspect, witness etc. (configurable), upload picture, capture address.	B.1.2.1 (e)	Technical Fit		Yes		
		Automatically Identify objects from text descriptions.	B.1.2.1 (f)	Additional Capability		No		

F.13.3.B2: Functionality for Schedule B								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	2. Search/Analyse Object Linkages	Find related cases based on ICM fields and linked POLE objects.	B.1.2.2 (a)	Technical Fit		Yes		
		Limit related case search results based on security level and authorisation.	B.1.2.2 (b)	Additional Capability		No		
		Perform fuzzy search able to deal partial matches.	B.1.2.2 (c)	Additional Capability		No		
		Alert investigator if this is a repeat occurrence to avoid creating duplication	B.1.2.2 (d)	Additional Capability		No		
		Apply Artificial Intelligence (AI) to discover potential relationships and identify commonalities, analysis and discover patterns.	B.1.2.2 (e)	Additional Capability		No		
		Upload search lists e.g. dialled numbers, vehicles of interest from MS Excel and use in matching/searches.	B.1.2.2 (f)	Additional Capability		No		

F.13.3.B2: Functionality for Schedule B								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Analyse money flow using uploaded information.	B.1.2.2 (g)	Additional Capability		No		
		Analyse timeline using uploaded information.	B.1.2.2 (h)	Additional Capability		No		
	3. View/Edit/Print Relationships Spider Diagram	View graphical representation of relationships (e.g. spider diagram).	B.1.2.3 (a)	Technical Fit		Yes		
		Visually create objects and links (named relationships) by editing the spider diagram using a drawing tool.	B.1.2.3 (b)	Additional Capability		No		
		Represent object types with appropriate icons – which must be configurable.	B.1.2.3 (c)	Technical Fit		Yes		
		Provide additional information and descriptive text behind objects and relationships.	B.1.2.3 (d)	Technical Fit		Yes		
		Copy a chart or section of a chart to another diagram.	B.1.2.3 (e)	Additional Capability		No		

F.13.3.B2: Functionality for Schedule B								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Create a diagram based on a selected object – showing all relationships found in the system.	B.1.2.3 (f)	Additional Capability		No		
		Organise/re-organise diagram to optimally represent the objects and relationships.	B.1.2.3 (g)	Additional Capability		No		
		Represent and visualise events on a time-lime.	B.1.2.3 (h)	Additional Capability		No		
		Represent event/object locations on a map.	B.1.2.3 (i)	Additional Capability		No		
		Print spider diagram – including ability to use a plotter for large diagrams.	B.1.2.3 (j)	Technical Fit		No		
	4. Create/Edit/View VOSI list	Generate prioritised hot list of vehicles of special interest (VOSI) flagged in ICM – these must be identified on ANPR or when listed in EPIC RFS.	B.1.2.4 (a)	Additional Capability		No		
		The ICM Investigator should be notified if the	B.1.2.4 (b)	Additional Capability		No		

F.13.3.B2: Functionality for Schedule B								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		vehicle appears on ANPR or in a case.						
		Remove a vehicle from the VOSI list.	B.1.2.4 (c)	Additional Capability		No		
		Use list from TMT which combines lists from NATIS and others as input to the VOSI list.	B.1.2.4 (d)	Additional Capability		No		
B.1.3	1. Search External Systems	Store a reference from external systems e.g. Neighbourhood Watch portal or SAPS and manually capture related information if appropriate.	B.1.3.1 (a)	Technical Fit		No		
		Lookup grading information on Security guards from Private Security Industry Regulatory Authority PSIRA.	B.1.3.1 (b)	Additional Capability		No		
		Get information on vehicle owner from NATIS (in accordance with POPIA).	B.1.3.1 (c)	Additional Capability		No		
		Get employee information from SAP	B.1.3.1 (d)	Technical Fit		No		

F.13.3.B2: Functionality for Schedule B								
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		HR						
		Get vehicle and driver information from SAP Fleet	B.1.3.1 (e)	Additional Capability		No		
		Search subjects on Home Affairs database using facial information, ID numbers, Refugee number, name, surname (in accordance with POPIA).	B.1.3.1 (f)	Additional Capability		No		
		Carry references to RFS in EPIC and Notices in Contraventions - able to access the information including evidence attached from within ICM.	B.1.3.1 (g)	Additional Capability		No		
B.1.4	1. Generate printable pdf reports	Generate a summary report of the ICM case in printable pdf format – configurable which fields to include. E.g. case registration information for physical	B.1.4.1 (a)	Technical Fit		No		

F.13.3.B2: Functionality for Schedule B								
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		docket.						
		Generate printable pdf of completed Investigation Report with selected attachments - report template may depend on the type of case. Indicate date and time as well as requestor.	B.1.4.1 (b)	Technical Fit		Yes		
		Generate printable pdf report with sensitive information suppressed.	B.1.4.1 (c)	Additional Capability		No		
	2. Standard Reporting	Deliver configurable reporting capability using any combination of ICM fields.	B.1.4.2 (a)	Technical Fit		Yes		
		Reports showing trends, hotspots and assist in crime pattern analysis.	B.1.4.2 (b)	Additional Capability		No		
		Generate analytical reports and dashboards.	B.1.4.2 (c)	Additional Capability		No		

Schedule F.13.3.C1: Eligibility for Schedule C

Tenderers are required to refer to clause **2.2.1.1.5** for instructions on how to complete the table below.

F.13.3.C1: Eligibility for Schedule C						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
C.1.1	1. Launch Contravention Task	Launch contravention task from the EPIC mobile solution and transfer RFS number, location and other known information - EPIC RFS and Contravention notice numbers are cross-referenced between the two systems.	C.1.1.1 (a)	Yes		No
		Sort and view the follow-up tasks by CCT defined criteria.	C.1.1.1 (b)	Yes		Yes
		Restrict viewable user interface functionality based on the authorisations set against the user's user group.	C.1.1.1 (c)	Yes		Yes
		View list of outstanding unfinished or draft notices assigned to the user group.	C.1.1.1 (d)	Yes		Yes
		Display list of notices previously issued by the user or user group sorted by latest date.	C.1.1.1 (e)	Yes		Yes
		Action charges after following up on a Compliance Notice (warning) issued previously. Or extend period if required.	C.1.1.1 (f)	Yes		No

F.13.3.C1: Eligibility for Schedule C						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	2. Create / Edit / View Contravention Notice	Pre-populate known information from the database e.g. based on charge code could automatically generate alternate charges.	C.1.1.2 (a)	Yes		Yes
		Capture date and time with option to back date the contravention notice when applicable.	C.1.1.2 (b)	Yes		Yes
		Handle errors including validation of mandatory fields and allow update of details.	C.1.1.2 (d)	Yes		Yes
		Add additional information to the Contravention.	C.1.1.2 (f)	Yes		Yes
		Select and action single or multiple charges simultaneously.	C.1.1.2 (g)	Yes		Yes
		Manage notice number allocation and allow request of additional notice numbers to be sent to the device.	C.1.1.2 (h)	Yes		No
		Store draft notices and continue with notice or cancel notice.	C.1.1.2 (i)	Yes		Yes
		Synchronise contravention notice from the back end to the contravention mobile solution and vice versa.	C.1.1.2 (j)	Yes		Yes

F.13.3.C1: Eligibility for Schedule C						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	3. Create / Edit / View Impound or Confiscation Notice	Receive and release an asset from the pound facility.	C.1.1.3 (a)	Yes		No
		Process asset receipts (book-in) and asset releases.	C.1.1.3 (b)	Yes		No
		Electronically record the movement of impounded devices.	C.1.1.3 (c)	Yes		No
		Send electronic messages to offenders to collect goods once paid.	C.1.1.3 (d)	Yes		No
	4. Identify / View Location details	Find geolocation information and use to populate location for the contravention notice.	C.1.1.4 (a)	Yes		Yes
		Inform the user if geolocation look-up is unsuccessful or device is offline.	C.1.1.4 (b)	Yes		No
		Search location details like street names and suburbs.	C.1.1.4 (c)	Yes		Yes
		Capture relevant address facets, address coordinate, ward, sub-council.	C.1.1.4 (e)	Yes		Yes
		Automatically populate the Court information based on location - see C.1.2.9 (e).	C.1.1.4 (f)	Yes		No

F.13.3.C1: Eligibility for Schedule C						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	5. Identify / View Vehicle details	Capture vehicle details that include make, model, description, colour and license disk expiry date.	C.1.1.5 (a)	Yes		Yes
		Scan and decrypt barcode on the license disc and populate all relevant fields.	C.1.1.5 (b)	Yes		Yes
		Allow user to confirm that number plate matches the scanned information.	C.1.1.5 (c)	Yes		No
		Capture Permit or License details manually.	C.1.1.5 (d)	Yes		Yes
	6. Identify / View Person details	Capture the person's details including name, identity number and address.	C.1.1.6 (a)	Yes		No
		Select between individual/business when entering offender details.	C.1.1.6 (b)	Yes		No
		Scan person details from driver's license document and pre-populate relevant fields.	C.1.1.6 (d)	Yes		Yes
		Select identity type and enforce validations on identification details based on identity type selected.	C.1.1.6 (e)	Yes		Yes
		Select and add additional persons details for witness and Owner and other.	C.1.1.6 (f)	Yes		No
	7. View/Upload Media	Capture and upload image, video and audio with unique identifier against the contravention notice.	C.1.1.7 (a)	Yes		Yes

F.13.3.C1: Eligibility for Schedule C						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Access the mobile camera, microphone only via the app and media should be removed once successfully uploaded.	C.1.1.7 (b)	Yes		No
		Watermark media with location and time photograph/video is taken – XY co-ordinate is included as part of the image.	C.1.1.7 (c)	Yes		No
		Handle exceptions of evidence that did not upload to the system and initiate upload.	C.1.1.7 (d)	Yes		Yes
		Handle offline and exception queues and status of upload of notices to the system, with ability to re-synchronise to backend.	C.1.1.7 (e)	Yes		Yes
	8. Add / Edit / Delete / View Charge	Search charges catalogue based on legislation type.	C.1.1.8 (a)	Yes		Yes
		Filter by National, Provincial and By-Law charges.	C.1.1.8 (b)	Yes		No
		Search for the various charges and link to contravention notice.	C.1.1.8 (c)	Yes		Yes
		Search for any type of offence based on offence code or keywords; display notices and view notices.	C.1.1.8 (d)	Yes		Yes
		Calculate total charge amount based on the charges against the notice.	C.1.1.8 (e)	Yes		Yes

F.13.3.C1: Eligibility for Schedule C						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	9. Print / Issue Contravention	Print and Re-print notices. Printing the notice should also submit it to the Contraventions back-end.	C.1.1.9 (a)	Yes		Yes
		Configure / Pair a Mobile Printer with the Mobile Device. The same printer can be paired with multiple devices.	C.1.1.9 (b)	Yes		Yes
		Manage the Print Queue if printer is off-line.	C.1.1.9 (c)	Yes		No
	10. Sign Contravention Notice	Add signature for user	C.1.1.10 (a)	Yes		Yes
		Allow the offender to sign notice on the mobile device.	C.1.1.10 (b)	Yes		Yes
		Supply a reason if offender did not sign the notice.	C.1.1.10 (c)	Yes		No
	11. Issue Electronic Notice	Submit electronic notice to the Contraventions back-end.	C.1.1.11 (a)	Yes		No
	12. Search/View History	Search notice history by CCT defined criteria that include but not limited to date, month, notice number, ID number or Vehicle License number.	C.1.1.12 (a)	Yes		Yes
		Retrieve contravention, notice details based on selected RFS number, Task ID or Compliance notice.	C.1.1.12 (b)	Yes		Yes

F.13.3.C1: Eligibility for Schedule C						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	13. Identify / View Court details	Search court details including court, court address and court date.	C.1.1.13 (a)	Yes		Yes
C.1.2	1. Create / Search Contraventions	Create contravention case based on contravention notice created on the contravention mobile app.	C.1.2.1 (a)	Yes		Yes
		Queue inbound contravention notices from mobile device when cases cannot be created on the backend.	C.1.2.1 (b)	Yes		No
		Validate upload failure by comparing number of media/evidence files uploaded by the user to the number which were indicated to be uploaded.	C.1.2.1 (c)	Yes		No
		Search Contravention notices based on fields that include but not limited to notice number, location, vehicle, person and charge type.	C.1.2.1 (e)	Yes		Yes
		Display overview of key Contravention information such as notice number, date, Notice type, time of offence and court outcome.	C.1.2.1 (f)	Yes		Yes
	2. View/Edit Contravention Notice	View contravention notices created on the Contraventions mobile app.	C.1.2.2 (a)	Yes		Yes

F.13.3.C1: Eligibility for Schedule C						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		View contravention notice detail including related Evidence, Location details, Person details, Vehicle details, Charge detail, License details, Court Detail, View Parties details, View Property details.	C.1.2.2 (b)	Yes		Yes
		Manually upload additional case documents.	C.1.2.2 (c)	Yes		Yes
	3. View Case Log	View change history for Contravention Notice (Audit trial) including date & time, user, current and previous value.	C.1.2.3 (a)	Yes		Yes
		Perform compliance monitoring on contravention cases.	C.1.2.3 (b)	Yes		Yes
	4. View Contravention Representation	Send representation request (e.g. submitted via E-services) to principal inspector as workflow item and notify via E-mail.	C.1.2.4 (a)	Yes		No
		View Contravention Representation and Comments.	C.1.2.4 (b)	Yes		No
	5. Accept / Reject Contravention Representation	Accept or reject Representation through configurable workflow that include ability to have multiple approvers.	C.1.2.5 (a)	Yes		No
		Reduce Contravention Notice amount based on representation outcome.	C.1.2.5 (b)	Yes		No

F.13.3.C1: Eligibility for Schedule C						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	6. Update / Track Contravention Status	Update the status of the contravention once payment has been made and close confirmation received.	C.1.2.6 (a)	Yes		No
		Manually update contravention notice status in specific defined circumstances – requires appropriate profile.	C.1.2.6 (b)	Yes		No
		Keep audit trail of actions on the contravention notice that include status changes.	C.1.2.6 (c)	Yes		Yes
		Manually update contravention status based on Court outcome.	C.1.2.6 (d)	Yes		Yes
	7. View Payments	Reflect payments received (from SAP financial system) to relevant Contravention Notice and update the status.	C.1.2.7 (a)	Yes		No
		Include Barcode or QR code on Contravention Notice to make payments easier.	C.1.2.7 (b)	Yes		Yes
	8. Manually Create Contravention	Capture the case details manually for certain notices, especially when contraventions did not synchronise / upload or when mobile device was off-line.	C.1.2.8 (a)	Yes		Yes

F.13.3.C1: Eligibility for Schedule C						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		Cater for situation where handwritten ticket is not yet captured on the on External Provider system, but payment is received ('Fresh Payment'). The ticket must be manually created on the back end and status updated to reflect the payment.	C.1.2.8 (b)	Yes		No
	9. Support Contraventions Mobile App	Assign Notice types, Charge group code/s and ability to perform NATIS Query to user roles.	C.1.2.9 (a)	Yes		No
		Define what functionality a user can access with the mobile application based on role.	C.1.2.9 (b)	Yes		No
		Define completion form and print template related to specific contravention notice types.	C.1.2.9 (c)	Yes		Yes
		Generate Notice number ranges based on a structured format and pass the numbers that can be used to mobile devices.	C.1.2.9 (d)	Yes		Yes

F.13.3.C1: Eligibility for Schedule C						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
		When a contravention notice is created on the mobile app, the Contraventions back-end uses the location to perform a lookup on the EPIC ArcGIS instance to find the relevant court based on court district boundaries.	C.1.2.9 (e)	Yes		No
		When a contravention notice is created on the mobile app, the Contraventions back-end assigns a court date. The system keeps tracks of notices issued to each court on each date and performs load balancing to ensure a court is not over-subscribed on a given date.	C.1.2.9 (f)	Yes		No
C.1.3	1. Search / View Contravention Notice	Allow offender to register and login to Contraventions self-service portal.	C.1.3.1 (a)	Yes		Yes
		Allow single sign-on using the City's authentication services which is based on Microsoft Entra-ID.	C.1.3.1 (b)	Yes		No
		Search/View list of Contravention notices.	C.1.3.1 (c)	Yes		Yes

F.13.3.C1: Eligibility for Schedule C						
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	2. Request/Submit/ Withdraw Representation	Request Contravention Representation to reduce a fine amount - against specific notice number.	C.1.3.2 (a)	Yes		Yes
		Capture motivation for Contravention notice representation and provide the reason code from a list.	C.1.3.2 (b)	Yes		Yes
		Send confirmation of the Representation to the user via e-mail.	C.1.3.2 (c)	Yes		Yes
	3. Add/List/View Document	Add supporting documentation to the Representation.	C.1.3.3 (a)	Yes		Yes
	4. Withdraw Contravention Representation	Withdraw a Representation that was already submitted.	C.1.3.4 (a)	Yes		Yes
		Alert user with assigned workflow items that the Representation was with withdrawn.	C.1.3.4 (b)	Yes		Yes
	5. List/View Representations	Find a Representation from the List and view the status / Outcome.	C.1.3.5 (a)	Yes		Yes
C.1.4	1. Generate printable pdf reports	Generate a summary report of Contravention notice in printable pdf format – configurable which fields to include.	C.1.4.1 (a)	Yes		No

F.13.3.C1: Eligibility for Schedule C						
Column A	Column B	Column C	Column D	Column E	Column F	Column G
Scope Item	**Use case**	**Description:**	**Req ID**	**Mandatory**	**Comply Yes or No**	**Requirement to be shown in the demonstration video**
	2. Standard Reporting	Deliver configurable reporting capability using any combination of Contravention notice fields.	C.1.4.2 (a)	Yes		Yes

Schedule F.13.3.C2: Functionality for Schedule C

Tenderers are required to refer to clause **2.2.1.1.5** for instructions on how to complete the table below.

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
C.1.1	1. Launch Contravention Task	Launch contravention task from the EPIC mobile solution and transfer RFS number, location and other known information - EPIC RFS and Contravention notice numbers are cross-referenced between the two systems.	C.1.1.1 (a)	Technical Fit		No		
		Sort and view the follow-up tasks by CCT defined criteria.	C.1.1.1 (b)	Technical Fit		Yes		
		Restrict viewable user interface functionality based on the authorisations set against the user's user group.	C.1.1.1 (c)	Technical Fit		Yes		
		View list of outstanding unfinished or draft notices assigned to the user group.	C.1.1.1 (d)	Technical Fit		Yes		
		Display list of notices previously issued by the user or user group sorted by latest date.	C.1.1.1 (e)	Technical Fit		Yes		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Action charges after following up on a Compliance Notice (warning) issued previously. Or extend period if required.	C.1.1.1 (f)	Technical Fit		No		
	2. Create / Edit / View Contravention Notice	Pre-populate known information from the database e.g. based on charge code could automatically generate alternate charges.	C.1.1.2 (a)	Technical Fit		Yes		
		Capture date and time with option to back date the contravention notice when applicable.	C.1.1.2 (b)	Technical Fit		Yes		
		Copy a contravention notice and carry over location, person, vehicle, charge and RFS Reference number to the new notice.	C.1.1.2 (c)	Additional Capability		No		
		Handle errors including validation of mandatory fields and allow update of details.	C.1.1.2 (d)	Technical Fit		Yes		
		Highlight information discrepancies based on CCT defined rules.	C.1.1.2 (e)	Additional Capability		No		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Add additional information to the Contravention.	C.1.1.2 (f)	Technical Fit		Yes		
		Select and action single or multiple charges simultaneously.	C.1.1.2 (g)	Technical Fit		Yes		
		Manage notice number allocation and allow request of additional notice numbers to be sent to the device.	C.1.1.2 (h)	Technical Fit		No		
		Store draft notices and continue with notice or cancel notice.	C.1.1.2 (i)	Technical Fit		Yes		
		Synchronise contravention notice from the back end to the contravention mobile solution and vice versa.	C.1.1.2 (j)	Technical Fit		Yes		
		Capture Contravention notice while device is off-line i.e the mobile app must have an off-line mode.	C.1.1.2 (k)	Additional Capability		No		
	3. Create / Edit / View Impound or Confiscation Notice	Receive and release an asset from the pound facility.	C.1.1.3 (a)	Technical Fit		No		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Process asset receipts (book-in) and asset releases.	C.1.1.3 (b)	Technical Fit		No		
		Electronically record the movement of impounded devices.	C.1.1.3 (c)	Technical Fit		No		
		Send electronic messages to offenders to collect goods once paid.	C.1.1.3 (d)	Technical Fit		No		
	4. Identify / View Location details	Find geolocation information and use to populate location for the contravention notice.	C.1.1.4 (a)	Technical Fit		Yes		
		Inform the user if geolocation look-up is unsuccessful or device is offline.	C.1.1.4 (b)	Technical Fit		No		
		Search location details like street names and suburbs.	C.1.1.4 (c)	Technical Fit		Yes		
		Select location on GIS map.	C.1.1.4 (d)	Additional Capability		No		
		Capture relevant address facets, address coordinate, ward, sub-council.	C.1.1.4 (e)	Technical Fit		Yes		
		Automatically populate the Court information based on location - see C.1.2.9 (e).	C.1.1.4 (f)	Technical Fit		No		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	5. Identify / View Vehicle details	Capture vehicle details that include make, model, description, colour and license disk expiry date.	C.1.1.5 (a)	Technical Fit		Yes		
		Scan and decrypt barcode on the license disc and populate all relevant fields.	C.1.1.5 (b)	Technical Fit		Yes		
		Allow user to confirm that number plate matches the scanned information.	C.1.1.5 (c)	Technical Fit		No		
		Capture Permit or License details manually.	C.1.1.5 (d)	Technical Fit		Yes		
		Store additional NATIS data when a NATIS query is run and information received.	C.1.1.5 (e)	Additional Capability		No		
		Store administrative vehicle details from NATIS such as Suspended Vehicle, Stolen status, Case number, Circulated Vehicle, Vehicle Cleared if stolen.	C.1.1.5 (f)	Additional Capability		No		
	6. Identify / View Person details	Capture the person's details including name, identity number and address.	C.1.1.6 (a)	Technical Fit		No		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Select between individual/business when entering offender details.	C.1.1.6 (b)	Technical Fit		No		
		Categorise the person related to the contravention notice which include driver and offender.	C.1.1.6 (c)	Additional Capability		No		
		Scan person details from driver's license document and pre-populate relevant fields.	C.1.1.6 (d)	Technical Fit		Yes		
		Select identity type and enforce validations on identification details based on identity type selected.	C.1.1.6 (e)	Technical Fit		Yes		
		Select and add additional persons details for witness and Owner and other.	C.1.1.6 (f)	Technical Fit		No		
	7. View/Upload Media	Capture and upload image, video and audio with unique identifier against the contravention notice.	C.1.1.7 (a)	Technical Fit		Yes		
		Access the mobile camera, microphone only via the app and media should be removed once successfully uploaded.	C.1.1.7 (b)	Technical Fit		No		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Watermark media with location and time photograph/video is taken – XY co-ordinate is included as part of the image.	C.1.1.7 (c)	Technical Fit		No		
		Handle exceptions of evidence that did not upload to the system and initiate upload.	C.1.1.7 (d)	Technical Fit		Yes		
		Handle offline and exception queues and status of upload of notices to the system, with ability to re-synchronise to backend.	C.1.1.7 (e)	Technical Fit		Yes		
	8. Add / Edit / Delete / View Charge	Search charges catalogue based on legislation type.	C.1.1.8 (a)	Technical Fit		Yes		
		Filter by National, Provincial and By-Law charges.	C.1.1.8 (b)	Technical Fit		No		
		Search for the various charges and link to contravention notice.	C.1.1.8 (c)	Technical Fit		Yes		
		Search for any type of offence based on offence code or keywords; display notices and view notices.	C.1.1.8 (d)	Technical Fit		Yes		
		Calculate total charge amount based on the charges against the	C.1.1.8 (e)	Technical Fit		Yes		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		notice.						
	9. Print / Issue Contravention	Print and Re-print notices. Printing the notice should also submit it to the Contraventions back-end.	C.1.1.9 (a)	Technical Fit		Yes		
		Configure / Pair a Mobile Printer with the Mobile Device. The same printer can be paired with multiple devices.	C.1.1.9 (b)	Technical Fit		Yes		
		Manage the Print Queue if printer is off-line.	C.1.1.9 (c)	Technical Fit		No		
	10. Sign Contravention Notice	Add signature for user	C.1.1.10 (a)	Technical Fit		Yes		
		Allow the offender to sign notice on the mobile device.	C.1.1.10 (b)	Technical Fit		Yes		
		Supply a reason if offender did not sign the notice.	C.1.1.10 (c)	Technical Fit		No		
	11. Issue Electronic Notice	Submit electronic notice to the Contraventions back-end.	C.1.1.11 (a)	Technical Fit		No		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	12. Search/View History	Search notice history by CCT defined criteria that include but not limited to date, month, notice number, ID number or Vehicle License number.	C.1.1.12 (a)	Technical Fit		Yes		
		Retrieve contravention, notice details based on selected RFS number, Task ID or Compliance notice.	C.1.1.12 (b)	Technical Fit		Yes		
	13. Identify / View Court details	Search court details including court, court address and court date.	C.1.1.13 (a)	Technical Fit		Yes		
		Overwrite or select new court area than that provided by geocoding.	C.1.1.13 (b)	Additional Capability		No		
C.1.2	1. Create / Search Contraventions	Create contravention case based on contravention notice created on the contravention mobile app.	C.1.2.1 (a)	Technical Fit		Yes		
		Queue inbound contravention notices from mobile device when cases cannot be created on the backend.	C.1.2.1 (b)	Technical Fit		No		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Validate upload failure by comparing number of media/evidence files uploaded by the user to the number which were indicated to be uploaded.	C.1.2.1 (c)	Technical Fit		No		
		Mark all information successfully passed from mobile device.	C.1.2.1 (d)	Additional Capability		No		
		Search Contravention notices based on fields that include but not limited to notice number, location, vehicle, person and charge type.	C.1.2.1 (e)	Technical Fit		Yes		
		Display overview of key Contravention information such as notice number, date, Notice type, time of offence and court outcome.	C.1.2.1 (f)	Technical Fit		Yes		
	2. View/Edit Contravention Notice	View contravention notices created on the Contraventions mobile app.	C.1.2.2 (a)	Technical Fit		Yes		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		View contravention notice detail including related Evidence, Location details, Person details, Vehicle details, Charge detail, License details, Court Detail, View Parties details, View Property details.	C.1.2.2 (b)	Technical Fit		Yes		
		Manually upload additional case documents.	C.1.2.2 (c)	Technical Fit		Yes		
	3. View Case Log	View change history for Contravention Notice (Audit trial) including date & time, user, current and previous value.	C.1.2.3 (a)	Technical Fit		Yes		
		Perform compliance monitoring on contravention cases.	C.1.2.3 (b)	Technical Fit		Yes		
	4. View Contravention Representation	Send representation request (e.g. submitted via E-services) to principal inspector as workflow item and notify via E-mail.	C.1.2.4 (a)	Technical Fit		No		
		View Contravention Representation and Comments.	C.1.2.4 (b)	Technical Fit		No		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	5. Accept / Reject Contravention Representation	Accept or reject Representation through configurable workflow that include ability to have multiple approvers.	C.1.2.5 (a)	Technical Fit		No		
		Reduce Contravention Notice amount based on representation outcome.	C.1.2.5 (b)	Technical Fit		No		
	6. Update / Track Contravention Status	Update the status of the contravention once payment has been made and close confirmation received.	C.1.2.6 (a)	Technical Fit		No		
		Manually update contravention notice status in specific defined circumstances – requires appropriate profile.	C.1.2.6 (b)	Technical Fit		No		
		Keep audit trail of actions on the contravention notice that include status changes.	C.1.2.6 (c)	Technical Fit		Yes		
		Manually update contravention status based on Court outcome.	C.1.2.6 (d)	Technical Fit		Yes		
		Automate update of contravention status based on Court outcome received daily as Excel file.	C.1.2.6 (e)	Additional Capability		No		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	7. View Payments	Reflect payments received (from SAP financial system) to relevant Contravention Notice and update the status.	C.1.2.7 (a)	Technical Fit		No		
		Include Barcode or QR code on Contravention Notice to make payments easier.	C.1.2.7 (b)	Technical Fit		Yes		
	8. Manually Create Contravention	Capture the case details manually for certain notices, especially when contraventions did not synchronise / upload or when mobile device was off-line.	C.1.2.8 (a)	Technical Fit		Yes		
		Cater for situation where handwritten ticket is not yet captured on the on External Provider system, but payment is received (‘Fresh Payment’). The ticket must be manually created on the back end and status updated to reflect the payment.	C.1.2.8 (b)	Technical Fit		No		
		Send notification of ‘fresh payments’ processed to the service provider.	C.1.2.8 (c)	Additional Capability		No		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
	9. Support Contraventions Mobile App	Assign Notice types, Charge group code/s and ability to perform NATIS Query to user roles.	C.1.2.9 (a)	Technical Fit		No		
		Define what functionality a user can access with the mobile application based on role.	C.1.2.9 (b)	Technical Fit		No		
		Define completion form and print template related to specific contravention notice types.	C.1.2.9 (c)	Technical Fit		Yes		
		Generate Notice number ranges based on a structured format and pass the numbers that can be used to mobile devices.	C.1.2.9 (d)	Technical Fit		Yes		
		When a contravention notice is created on the mobile app, the Contraventions back-end uses the location to perform a lookup on the EPIC ArcGIS instance to find the relevant court based on court district boundaries.	C.1.2.9 (e)	Technical Fit		No		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		When a contravention notice is created on the mobile app, the Contraventions back-end assigns a court date. The system keeps tracks of notices issued to each court on each date and performs load balancing to ensure a court is not over-subscribed on a given date.	C.1.2.9 (f)	Technical Fit		No		
C.1.3	1. Search / View Contravention Notice	Allow offender to register and login to Contraventions self-service portal.	C.1.3.1 (a)	Technical Fit		Yes		
		Allow single sign-on using the City's authentication services which is based on Microsoft Entra-ID.	C.1.3.1 (b)	Technical Fit		No		
		Search/View list of Contravention notices.	C.1.3.1 (c)	Technical Fit		Yes		
	2. Request/Submit/Withdraw Representation	Request Contravention Representation to reduce a fine amount - against specific notice number.	C.1.3.2 (a)	Technical Fit		Yes		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Capture motivation for Contravention notice representation and provide the reason code from a list.	C.1.3.2 (b)	Technical Fit		Yes		
		Send confirmation of the Representation to the user via e-mail.	C.1.3.2 (c)	Technical Fit		Yes		
	3. Add/List/View Document	Add supporting documentation to the Representation.	C.1.3.3 (a)	Technical Fit		Yes		
	4. Withdraw Contravention Representation	Withdraw a Representation that was already submitted.	C.1.3.4 (a)	Technical Fit		Yes		
		Alert user with assigned workflow items that the Representation was with withdrawn.	C.1.3.4 (b)	Technical Fit		Yes		
	5. List/View Representations	Find a Representation from the List and view the status / Outcome.	C.1.3.5 (a)	Technical Fit		Yes		
C.1.4	1. Generate printable pdf reports	Generate a summary report of Contravention notice in printable pdf format – configurable which fields to include.	C.1.4.1 (a)	Technical Fit		No		

F.13.3.C2 Functionality for Schedule C								
Column A	**Column B**	**Column C**	**Column D**	**Column E**	**Column F**	**Column G**	**Column H**	**Column I**
Scope Item	**Use case**	**Description:**	**Req ID**	**Criteria**	**How would you deliver your proposed solution?**	**Requirement to be shown in the demonstration video**	**Give an explanation and/or provide evidence of how you achieve this requirement and meet the Technical Fit or Additional Capability.**	**Reference**
		Generate printable pdf report with sensitive information suppressed.	C.1.4.1 (b)	Additional Capability		No		
	2. Standard Reporting	Deliver configurable reporting capability using any combination of Contravention notice fields.	C.1.4.2 (a)	Technical Fit		Yes		
		Generate analytical reports and dashboards.	C.1.4.2 (b)	Additional Capability		No		

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.

TABLE F.13.4.A: EVIDENCE TO FUNCTIONALITY SCHEDULE: EXPERIENCE OF THE TENDERING ENTITY IN SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR EMERGENCY POLICING & INCIDENT CONTROL SYSTEM.

No.	Short description of Works/Solution Completed	Project or Contract Start and End Date (DD/MM/YYYY)	No of Vehicles	No of Users	No of Requests for Services per day (incidents)	Client Contact Person	Client Contact Number and email address
E.g.	*Short description to be included*	*12/05/2020 – 12/05/2025*	*1200*	*2500*	*220*	*Joe Soap*	*021XXXXXXX* *Joe.Soap@companyA.co.za*
1.							
2.							
3.							
4.							
5.							

Schedule F.13.4.B: Experience of the Tendering Entity in Supply, Implementation, Training, Maintenance And Support, Professional Services for Investigative Case Management.

TABLE F.13.4.B: EVIDENCE TO FUNCTIONALITY SCHEDULE: EXPERIENCE OF THE TENDERING ENTITY IN SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR INVESTIGATIVE CASE MANAGEMENT

No.	Short description of Works/Solution Completed	Category of Project (Public Safety or Investigative Case Management)	Project or Contract Start and End Date (DD/MM/YYYY)	No of Vehicles	No of Users	No of Requests for Services per day (incidents)	No of registered cases per month	Client Contact Person	Client Contact Number and email address
E.g.	*Short description to be included*	*Public Safety*	*12/05/2020 – 12/05/2025*	*1200*	*2500*	*220*	*N/A*	*Joe Soap*	*021XXXXXXX* *Joe.Soap@companyA.co.za*
1.									
2.									
3.									
4.									
5.									

Schedule F.13.4.C: Experience of the Tendering Entity in Supply, Implementation, Training, Maintenance And Support, Professional Services for Contraventions System.

TABLE F.13.4.C: EVIDENCE TO FUNCTIONALITY SCHEDULE: EXPERIENCE OF THE TENDERING ENTITY IN SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR CONTRAVENTIONS SYSTEMS

No.	Short description of Works/Solution Completed	Category of Project (Public Safety or Contraventions)	Project or Contract Start and End Date (DD/MM/YYYY)	No of Vehicles	No of Users	No of Requests for Services per day (incidents)	No of contraventions issued per day	Client Contact Person	Client Contact Number and email address
E.g.	*Short description to be included*	*Public Safety*	*12/05/2020 – 12/05/2025*	*1200*	*2500*	*220*	*N/A*	*Joe Soap*	*021XXXXXXX* *Joe.Soap@companyA.co.za*
1.									
2.									
3.									
4.									
5.									

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.

TABLE F.13.4.D: PRODUCT MARKET TRACTION: PROPOSED PRODUCTS FOR SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR EMERGENCY POLICING & INCIDENT CONTROL SYSTEM.					
No.	**Product currently in use (Yes/No)**	**Client Name**	**Year of Deployment**	**Client Contact Person**	**Client Contact Number and email address**
E.g.	*Yes*	*City of Cape Town*	*2019*	*Joe Soap*	*021XXXXXXX* *Joe.Soap@companyA.co.za*
1.					
2.					
3.					
4.					
5.					

Schedule F.13.4.E: Product Market Traction: Proposed Products For Supply, Implementation, Training, Maintenance And Support, Professional Services For Investigative Case Management System

TABLE F.13.4.E: PRODUCT MARKET TRACTION: PROPOSED PRODUCTS FOR SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR INVESTIGATIVE CASE MANAGEMENT SYSTEM					
No.	**Product currently in use (Yes/No)**	**Client Name**	**Year of Deployment**	**Client Contact Person**	**Client Contact Number and email address**
E.g.	*Yes*	*City of Cape Town*	*2019*	*Joe Soap*	*021XXXXXXX* *Joe.Soap@companyA.co.za*
1.					
2.					
3.					
4.					
5.					

Schedule F.13.4.F: Product Market Traction: Proposed Products For Supply, Implementation, Training, Maintenance And Support, Professional Services For Contraventions System

TABLE F.13.4.F: PRODUCT MARKET TRACTION: PROPOSED PRODUCTS FOR SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR CONTRAVENTIONS SYSTEM					
No.	**Product currently in use (Yes/No)**	**Client Name**	**Year of Deployment**	**Client Contact Person**	**Client Contact Number and email address**
E.g.	*Yes*	*City of Cape Town*	*2019*	*Joe Soap*	*021XXXXXXX* *Joe.Soap@companyA.co.za*
1.					
2.					
3.					
4.					
5.					

Schedule F.13.5.A: Schedule of the OEM/OSM Price List

Tenderer to provide OEM/OSM Pricelists if an offer is made for **Schedule A.**

___________________________________	___________________________________
Signature	Date

Print name: ______________________

On behalf of the Tenderer (duly authorised)

_____________________________	__________________________
Email Address	Contact Number

Schedule F.13.5.B: Schedule of the OEM/OSM Price List

Tenderer to provide OEM/OSM Pricelists if an offer is made for **Schedule B.**

____________________________________ ____________________________________

Signature Date

Print name: _______________________

On behalf of the Tenderer (duly authorised)

______________________________ ___________________________

Email Address Contact Number

Schedule F.13.5.C: Schedule of the OEM/OSM Price List

Tenderer to provide OEM/OSM Pricelists if an offer is made for **Schedule C.**

______________________________ ______________________________

Signature Date

Print name: _______________________

On behalf of the Tenderer (duly authorised)

______________________________ ______________________________

Email Address Contact Number

Schedule F.13.6: Implementation Scope

Tenderers are to include a detailed implementation approach including a project plan in line with the CCT methodology. Refer to Schedule C.5 (Specifications), **clause 5.2.5 Implementation scope**

Tenderers are required to provide an individual project implementation approach for each respective Schedule being offered.

___________________________________ ___________________________________

Signature Date

Print name: __________________________

On behalf of the Tenderer (duly authorised)

_____________________________ __________________________

Email Address Contact Number

Schedule F.13.7: Evidence of Demonstrations

NB: Bidders to clearly indicate which Schedule they have provided Demos for.

No.	Schedule Name	USB/External hard drive provided (Yes/No)	Format of video
1.	Schedule A - SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR EMERGENCY POLICING & INCIDENT CONTROL SYSTEM		
2.	Schedule B - SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR INVESTIGATIVE CASE MANAGEMENT SYSTEM		
3.	Schedule C - SUPPLY, IMPLEMENTATION, TRAINING, MAINTENANCE AND SUPPORT, PROFESSIONAL SERVICES FOR CONTRAVENTIONS SYSTEM		

Schedule F.13.8 Infrastructure Requirements

Tenderer to provide infrastructure requirements if an offer is made for **Schedule A.**

F.13.8.A INFRASTRUCTURE REQUIREMENTS FOR EMERGENCY POLICING & INCIDENT CONTROL SYSTEM					
No.	**Item Name**	**Model**	**Description**	**Quantity**	**Approximate Cost**
1.					**R**
2.					**R**
3.					**R**
4.					**R**
5.					**R**

Tenderer to provide infrastructure requirements if an offer is made for **Schedule B.**

F.13.8.B INFRASTRUCTURE REQUIREMENTS FOR INVESTIGATIVE CASE MANAGEMENT SYSTEM					
No.	**Item Name**	**Model**	**Description**	**Quantity**	**Approximate Cost**
1.					**R**
2.					**R**
3.					**R**
4.					**R**
5.					**R**

Tenderer to provide infrastructure requirements if an offer is made for **Schedule C.**

F.13.8.C INFRASTRUCTURE REQUIREMENTS CONTRAVENTIONS SYSTEM					
No.	**Item Name**	**Model**	**Description**	**Quantity**	**Approximate Cost**
1.					**R**
2.					**R**
3.					**R**
4.					**R**
5.					**R**

Schedule F.13.9 Operating System And Database Requirements

Tenderer to provide operating system and database requirements if an offer is made for **Schedule A.**

F.13.9.A OPERATING SYSTEM AND DATABASE REQUIREMENTS FOR EMERGENCY POLICING & INCIDENT CONTROL SYSTEM					
No.	**Item Name**	**Version**	**Description**	**Quantity**	**Approximate Cost**
1.					**R**
2.					**R**
3.					**R**
4.					**R**
5.					**R**

Tenderer to provide operating system and database requirements if an offer is made for **Schedule B.**

F.13.9.B OPERATING SYSTEM AND DATABASE REQUIREMENTS FOR INVESTIGATIVE CASE MANAGEMENT SYSTEM					
No.	**Item Name**	**Version**	**Description**	**Quantity**	**Approximate Cost**
1.					**R**
2.					**R**
3.					**R**
4.					**R**
5.					**R**

Tenderer to provide operating system and database requirements if an offer is made for **Schedule C.**

F.13.9.C OPERATING SYSTEM AND DATABASE REQUIREMENTS CONTRAVENTIONS SYSTEM					
No.	**Item Name**	**Version**	**Description**	**Quantity**	**Approximate Cost**
1.					**R**
2.					**R**
3.					**R**
4.					**R**
5.					**R**

Schedule F.14: Appeal Application

annexure 'B'

OFFICIAL RECEIPT
(Valid only if printed
by official cash
receipting machine)

IRISITI ESESIKWENI
(Isemthethweni kuphela
xa ishicilelwe
ngumatshini wokukhupa
irisiti osesikweni.)

AMPTELIKE KWITANSIE
(Geldig alleenlik indien deur
amptelike kontantvangs
masjien gedruk.)

GL DATA CAPTURE RECEIPT
(CASHIERTO RETAIN A COPY)

RECEIPT NO: ________________

DATE: ______________________

SAP GL:

8	1	0	1	0	0

PROFIT CENTRE:

1	3	0	5	0	0	0	1

NAME/COMPANY NAME:

AMOUNT:

						R	3	0	0	-	0	0		

SERVICE DEPARTMENT DETAILS-

DEPARTMENT: LEGAL SERVICES: APPEALS UNIT

CONTACT PERSON: CHARLENE CEBEKHULU / MELANIE CLOETE

PHONE NO: 021 400 2503 / 021 400 3788

OFFICIAL RECEIPT
(Valid only if printed
by official cash
receipting machine)

IRISITI ESESIKWENI
(Isemthethweni kuphela
xa ishicilelwe
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8	1	0	1	0	0

PROFIT CENTRE:

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						R	3	0	0	-	0	0	

SERVICE DEPARTMENT DETAILS-

DEPARTMENT: LEGAL SERVICES: APPEALS UNIT

CONTACT PERSON: CHARLENE CEBEKHULU / MELANIE CLOETE

PHONE NO: 021 400 2503 / 021 400 3788

CIVIC CENTRE IZIKO LOLUNTU BURGERSENTRUM
12 HERTZOG BOULEVARD CAPE TOWN 8001 P O BOX 298 CAPE TOWN 8000
www.capetown.gov.za

Making progress possible. Together.

Schedule F.15: Local Office

The tenderer is referred to the Specifications and complete the details as required.

Office within the jurisdiction of the City of Cape Town	
Address	
Phone Number	
Email Address	
Contact Person	

Or

The tenderer hereby undertakes to setup an office, which complies with both the Specifications and Conditions of Contract, within 60 (sixty) days of contract commencement. In the event of failure to do so, the tenderer acknowledges that the City reserves its right to terminate the contract.

Signed by:	
Date:	
Signature (duly authorized)	

Annexure G – CCT Standards

IS&T Standards

G.1.1 Introduction

This schedule provides Tenderers with technical information regarding the City's current IT environment. It also provides the City's compulsory Architectural standards for the proposed solution.

G.1.2 Section A: General Architectural Standards

For the current City of Cape Town's Information Technology Environment three of the largest technology decisions taken by the City of Cape Town are as follows:

1. SAP for structured business processes which covers the City's back-office systems.
2. Microsoft for unstructured business processes which covers the standardisation of the desktops and backend servers on Microsoft technology
3. Esri for Spatial, which covers the implementation of ArcGIS Enterprise Environment desktop and backend servers.

The table below contains all CCT landscape details that supports our core and unstructured business processes. The versions specified can be regarded as the lowest version listed and could be higher as newer versions are released and implemented.

Table G.1.1 CCT Landscape Details

Technology Domain	Software Vendor	Current Standard Minimum	Status
Anti-virus software	Microsoft	Microsoft Defender for Endpoint as the minimum standard	Current
		Microsoft Defender for Servers	Current
Authorisation and Authentication	ESRI	Named User Authentication 10.7.1	Upgrading (no new requirements)
		Named User Authentication 11.3.0	Current
	Microsoft	Microsoft Active Directory Services (Microsoft Server 2012)	Current
	SAP	SAP ABAP NetWeaver Authorisation	Current
		SAP Business Objects Authentication	Current
		SAP Cloud Identity Authentication & Authorisation	Current
		SAP HANA Enterprise Authentication & Authorisation	Current
Cybersecurity, Fixed Networks Security	Citrix	Citrix NetScaler	Current
	Palo Alto	Palo Alto	Current
Database	ESRI	ArcGIS geodatabase version 10.7.1	Upgrading (no new requirements)
	Microsoft	MS SQL 2019	Current
	Open Source	MariaDB 10 (minimum)	Current
	Oracle	Oracle 19C	Current
	SAP	SAP HANA 2.0 SP03	Current
Front End Services and Endpoint computing	ESRI	ArcGIS Pro 2.92 (minimum standard)	Current
		ArcMap 10.7.1 Suite- ArcGIS System getting upgraded to 11.3 that is due for completion in July 2025.	Upgrading (no new requirements)
		ArcMap 11.3 Suite- ArcGIS System	Current
		Exchange Online	Current
		Microsoft 365	Current
		MS Edge Chromium as the minimum standard browser	Current
		Office 365	Current

		SharePoint 2016	Upgrading (no new requirements)
		Microsoft Teams	Current
		Windows 10 64-bit Professional – changing to Windows 11 in the coming years through the CAR Project.	Upgrading (no new requirements)
		Windows 11	Current
	SAP	SAP GUI 8.50 (minimum standard)	Current
		SAP Netweaver 7.5	Current
Middleware / Integration	ESRI	ArcGIS API for JavaScript 3.x/4.x	Current
		ArcGIS Desktop 10.7.1 AddIns	Current
		ArcGIS Pro SDK AddIns	Current
		ArcGIS System getting upgraded to 11.3 that is due for completion in July 2025.	Current
		ArcObjects C# SDK 10.7.1	Upgrading (no new requirements)
		Esri Mediator – Integration of PVC objects with SAP LUM	Current
	Microsoft	ASP.NET, MVC Web API, WCF Web Services (WDSL & JSON/XML REST)	Current
	None	WCF	Current
		Web API	Current
	SAP	GEO.e – Integration of Transport assets with SAP PM and FI	Current
		GIS iSAP Portal	Current
		SAP Process Orchestration NetWeaver 7.5 (minimum standard)	Current
Mobile field devices	Google (Open Source)	Android 10 (and above is not supported at present)	Current
		Android 4.4.4 operating system (minimum standard)	Current
		Angular 1 (EPIC)	Upgrading
		Angular 8 (EPIC)	Upgrading
		Angular 19 and above	Current
	SAP	Agentry	Current
		FIORI	Current
		SAP Afaria 7 mobile management system (minimum standard)	Current
		UI5	Current
Non-SAP Applications and Databases on VM	ESRI	ArcGIS 10.7.1	Upgrading (no new requirements)
		ArcGIS 11.3.0	Future
Operating System	ESRI	ArcGIS 10.7.1	Upgrading (no new requirements)
		ArcGIS 11.3.0	Future
	Microsoft	Microsoft Windows Server 2019	Current
	Open Source	RedHat Enterprise Linux (RHEL) 7.5	Current
		SUSE Linux Enterprise Server 12 SP4	Current
	SAP	SUSE Linux Enterprise Server 15	Current
Portal / Web Hosting	ESRI	ArcGIS Portal Version 10.7.1 - ArcGIS System getting upgraded to 11.3 that is due for completion in July 2025.	Current
	Microsoft	Windows 2019+ Server Running IIS 8.5 as the minimum standard	Current
	None	HTTPS	Current
	Open Source	Apache 2.4 (minimum)	Current
		Tomcat 8.5 (minimum)	Current
	SAP	SAP ABAP NetWeaver Internet Communication Framework (Rest, ODATA, SOAP)	Current
		SAP Java NetWeaver Portal	Current
Program Development	ESRI	ArcGIS API for JavaScript 3.x/4.x	Current

		ArcGIS Pro SDK,	Current
		ArcGIS System getting upgraded to 11.3 that is due for completion in July 2025.	Current
		ArcObjects C# SDK 10.7.1	Upgrading (no new requirements)
	Microsoft	.NET Framework 4.8 (minimum standard)	Current
	Google (Open Source)	**Angular 8.2.14** and above **Ionic 5** and above	Current
	None	REST	Current
		WCF and Web API Services,	Current
	Oracle (Open Source)	OpenJDK	Current
		JavaScript	Current
	SAP	SAP ABAP NetWeaver 7.4	Current
		SAP Business Objects 4.n	Current
		SAP HANA 2.0 Enterprise Platform	Current
Records Management	SAP	Public Sector Records Management SAP NetWeaver 7.4	Current
Security and Business Continuity	AppViewX	AppViewX CERT+ for Non-MS certificates and lifecycle management	Current
	Cohesity / Veritas	Cohesity Alta SAAS Protection (ASP)	Current
	ESRI	ArcGIS version 10.7.1 - ArcGIS System getting upgraded to 11.3 that is due for completion in July 2025.	Upgrading (no new requirements)
	IBM	IBM tape libraries for long term data retention	Current
	Microsoft	Defender for Office attack simulation and training	Current
		Microsoft Active Directory Certificate Services (ADCS) 2022	Current
		Microsoft Defender for Cloud	Current
		Microsoft Defender for Cloud Apps	Current
		Microsoft Purview Information Protection	Current
	Tenable	Tenable.IO (aka Tenable Vulnerability Management for WAS scans	Current
		Tenable.SC for vulnerability management	Current
	Veritas	Veritas Flex backup appliances for disk based backups	Current
		Veritas NetBackup 10.1	Current
	Veritas / Cohesity	Veritas Access appliances for long term data retention	Current
Server Management	ESRI	ArcGIS 10.7.1	Upgrading (no new requirements)
		ArcGIS 11.3.0	Future
	Microsoft	System Centre Suite 2016	Current
	SAP	SAP Solution Manager 7.2	Current
Server Virtual Machines	IBM	IBM Power Series 10 Virtual Machine	Current
	Microsoft	Microsoft Hyper -V	Current
	Oracle	Oracle Virtualbox 5 (minimum)	Current
Integration Methods	File Transfer	FTPS	Current
	Email	POP3 SMTP IMAP COAP	Current
	Rest SOAP	HTTPS/1 HTTPS/2 HTTPS/3 Web Sockets	Current
	Message Queue Pub-Sub	Kafka Protocol AMQP ZMTP MQTT Active MQ	Current
	Data Transfer	ODBC Oracle JDBC	Current
	Security Protocols	LDAPS	Current

		OAuth 2.0 Open ID Connect (OIDC)	
	Runtime	Only the Open components of the Java Platform SE/EE must be used eg Open JDK	Current
	Spatial	GeoJSON	Current

The table below contains the Current SAP Solutions SAP instances to reflect the version and Service Pack details.

Table G.1.2 CCT Current SAP Solutions Versions and Service Pack Details

Technology Domain	Product Instances	Version Details	SP/Level
SAP- Enterprise Resource Planning	SAP ECC6.0	• SAP NetWeaver 7.4, • EHP7 for SAP ERP 6.0	• SP29 • SP26
	PSRM	• SAP NetWeaver 7.5	• SP 24
	Corp CRM	• SAP NetWeaver 7.5, • EHP4 for SAP CRM 7.0	• SP 22 • SP 17
	EPIC CRM	• SAP NetWeaver 7.5 • EHP4 for SAP CRM 7.0	• SP28 • SP21
	BW	• SAP BPC 11.1, FOR SAP BW/4HANA • BW4HANA	• SP12 • SP09

G.1.3 Minimum Network Standards

The City of Cape Town's minimum standards are defined as follows:

a. The City's network is spread over a wide Metropolitan Area (MAN) mainly configured to run the Multi-Protocol Label Switching (MPLS) for fast data packet switching and transmission.

b. Desktops typically have a 100-Mbps Local Area Network (LAN) connection, while the Wide Area Network (WAN) connections vary between 1-Gps at the access layer to 10Gbps towards the distribution and network Core Layers.

c. The current minimum bandwidth for a service provider leased connection is 20-Mbps and a minimum connection for a self-provided link is 1-Gbps for WAN links.

d. Servers in the Datacentres are linked to a minimum of 1 Gbps of connectivity and varying to 10Gbps with Data Centre distribution @ 40Gbps and the Data Core @ 400-Gbps.

G.1.4 Minimum Desktop Hardware Standards

The City of Cape Town's minimum desktop hardware specifications are defined as per the table below:

Table G.1.3 CCT Desktop Hardware Standards

Component	Standard
Processor	Intel® Core™ i5-8500
Memory	8GB
Chip Set	Q370 (Latest Intel AMT 9.0 with full Intel® vPro™ manageability)
Windows Operating System	Windows 11 Professional Edition

Component	Standard
Hard Drive	320GB HDD
Graphics	Intel HD 4600
Memory Slots	2

G.1.5 Mandatory and Compulsory Standards

The City of Cape Town's Information Systems and Technology (IS&T) department identified IT architecture standards that MUST be complied with. These mandatory standards are defined as follows:

a. IP protocol only on the network.

b. The use of Secure Transport Layer Security (TLS) version 1.2 between all application components.

c. Encryption of all data in transit which has been classified as confidential, sensitive and personal identifiable information.

d. Separate database and application server architecture.

e. ODBC or OLEDB connections between applications and databases.

f. Full relational database design, using stored procedures.

g. All DLLs must be wrapped as COM+ objects (preferably written in .NET).

h. Minimum requirement .Net Framework to be used version 4.7.1 in order to fully support TLS version 1.2.

i. Scheduled events via DTS on SQL Server.

j. Application security (i.e. user accounts) at the application or database level (not at the OS level).

k. Applications and Databases hosted on Virtual Machine (VM) Servers created using MS Hyper-V (only).

l. Solution must function within a Microsoft Managed Environment.

m. PC thick clients must not function requiring administrative rights.

n. PC thick clients must be packable and deployable across a network using System Centre Configuration Manager (SCCM) to locked-down managed personal computers.

o. Solution interfaces with SAP must be SAP architectural compliant (preferably certified).

p. All confidential data must be encrypted and comply with POPIA/GDPR standards where required.

q. No direct connections to the internet will be permitted. In the case where a web application needs access to the internet it will only be permitted via an HTTPS proxy.

r. Outbound internet connections allowed via proxy only on HTTPS on port 443.

s. Webserver Software (Tomcat/Apache etc.) must have all vendor provided security patches to known CVEs applied.

t. All open source components / dependencies used by applications must comply will all/if any licensing requirements.

u. Industry IT governance and best practises must be adhered to i.e. COBIT, Microsoft Technet etc.

v. The City of Cape Town's IS&T password management Standard Operating Procedure to be adhered to where applicable.

w. The City of Cape Town's IS&T Network Access Standard Operating Procedure to be adhered to where applicable.

x. Ensure that industry best practises are followed regards to general Change and/or User Management processes.

y. Only the Open components of the Java Platform SE/EE must be used e.g. OpenJDK or licensing must be provided by the service provider.

G.1.6 Optional Preferred Standards

The City of Cape Town's Information Systems and Technology (IS&T) department identified IT architecture standards that is optional and preferred standards. These preferred standards are defined as follows:

a. Application Solutions hosted on Microsoft Platforms.

b. Web applications rather than thick client/server applications.

c. If thick client applications are used, these needs to be packaged in the Microsoft Installer format (MSI).

d. Application architecture to be modular, and –tiered.

e. Version control to be used for all application layers, and release management to include detailed release notes.

f. The ability to co-exist with other 3rd party applications on the same hardware.

g. Application solutions not hosted on Microsoft platforms but on platforms such as Linux will be reviewed and considered based on the proposal put forward and as it complies with the requirements above.

h. Hardware, Application, Data, Web services and any form of license verification and authentication must be hosted and conducted On Premises.

i. Java supported is per the following:

j. Primary - 100% Open JDK free version as latest as possible.

k. Tertiary - Only <1% devices to contain commercial Java flavour / Run Time (Oracle or any other commercial provider) vendor must submit as a line item e.g. Library application.

l. Java supported is per the following:

m. The City of Cape Town's preference is to use the latest Open JDK free version. At present, the City of Cape Town has Open JRE xxx installed on all windows machines in the path \\....... The Tenderer must be aware that the City of Cape Town will continually update the version of Open JDK to keep its cyber security posture up to date. As a supplier you are expected to do the same and the City of Cape Town will not be liable if you fall behind our Open JRE version levels.

n. Alternately, any commercial Java / Run Time (be it Oracle or any other commercial provider) can be used, as long as the vendor provides this commercial version as part of the cost of its tender submission. The onus is on the vendor to continually update their commercial version of Java in order to ensure that the City of Cape Town keeps its cyber security posture up to date. Any negative audit findings will be for the supplier account to remedy.

G.1.7 Unsupported Standards

The City of Cape Town's Information Systems and Technology (IS&T) department identified IT architecture standards that are EXPLICITLY NOT SUPPORTED. These standards are defined as follows:

a. Active X Controls – the managed desktop environment does not permit these.

b. Mapped Network Drives or UNC paths between workstations and application servers.

c. Mapped Network Drives between application/web/database servers.

d. Mapped Network Drives or UNC paths between workstations.

e. IP addressing - use DNS addressing instead.

f. Application and database on the same server.

g. Microsoft Access developed applications local or on a server.

h. Applications written in such a manner whereby usernames and password are embedded in the application code.

i. Thin client solutions such RDS and Terminal Servicer.

j. Oracle Java JDK or SE not supported.

CCT Data Access Specifications

G.2.1 Introduction

This schedule provides prospective Tenderers with technical CCT Data Strategy specifications.

The Data Strategy specifications must be read in conjunction with the CCT Information Technology (IT) standards and in itself cannot be deemed as the exclusive standards for the City.

G.2.2 Specifications

For Secured Network Accessible End Points to Production data the expectation is:

a. Production data will be available via a network accessible programmatic interface that is conformant to at least one of the following:

Paradigm	Protocols	Serialisation/Data Formats
REST SOAP OData (v4.01 or greater) GraphQL (October 2021)	HTTP/1 (IETF Datatracker - RFC7230) HTTP/2 (IETF Datatracker - RFC7540) HTTP/3 (draft-ietf-quic-http-34) WebSockets (RFC6455) COAP (IETF Datatracker - RFC7252)	JSON (IETF Datatracker - RFC8259) XML (W3 - Version 1.0, 1.1) YAML (YAML - Version 1.2) Protocol Buffer (Proto3 – Version 3.0) CAP'N Proto (capnp – Version 1.0)

b. Provide Application Programming Interface (API) documentation that completely describe the API's functionality covering the following:

   I. guides, tutorials, examples and use cases; abd

   II. encouraged – capturing the API specification in a formal specification languages, such as the OpenAPI standards (https://www.openapis.org/) or TypeSpec (https://typespec.io/).

c. The APIs should make use of a single, standard CCT authentication and permission management regime, making use of multi-factor authentication where possible.

d. The APIs should be accessible by either a system or human user.