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RFQ TO APPOINT SERVICE PROVIDER TO SUPPLY PROFESSIONAL MUNICIPAL ACCOUNT MANAGEMENT SERVICE RELATING TO WATER, RATES AND TAXES, AND ASSIST WITH MATTERS RELATED TO THE MUNICIPALITY QUERIES FOR THIRTY-SIX (36) MONTHS	The purpose of this Request for Quotation (RFQ) is to appoint a suitably qualified and experienced service provider to provide professional municipal account management services relating to water, rates and taxes, electricity, refuse removal, sewerage, and assist with matters related to the municipality's queries for a period of thirty-six (36) months. The appointed service provider shall assist QCTO in managing municipal accounts, verifying billing accuracy, resolving discrepancies, and liaising with relevant municipalities and utility service providers, including any other matters related to the Municipality's queries. The service provider is expected to deliver the following: • Monthly verification of all municipal and utility accounts. • Management of municipal billing queries and disputes. • Rates and taxes verification and advisory services. • Utility consumption monitoring and analysis. • Monthly reconciliation and status reports. • Regular engagement with municipalities on behalf of QCTO, including the Tenant. • Recommendations for cost savings, billing corrections, and process improvements. • Meter Reticulation audits and assessments • Metering data communication error solution • Supply confirmation and commissioning service. • Supply monthly manual Meter readings. • Supply automated meter data collection. • Supply Meter data validation. • Supply Meter infrastructure and structure design as and when needed. • Supply account register compilation and management. • Provide Expense management reporting. • Comprehensive reporting on all municipal account management activities for the duration of the thirty-six (36) month contract. Key Project Personnel Please attach the CV with the required Certificates and qualification copies of the following key personnel 1x Municipal Accounts Specialist. 1x Financial Analyst/Accountant.

	1x Property Rates Specialist. 1x Utility Billing Specialist (Water and Electricity). 1x Client Relationship or Query Resolution Officer. QUALIFICATIONS Key personnel should have: Relevant tertiary qualifications in one of the below: • Finance, Accounting, Municipal Finance, Public Administration, Property Management, or related field. • Diploma or Degree in Accounting, Finance, Property Studies, Real Estate, Municipal Administration, or equivalent • At least 3 to 10 years' experience in the respective fields in municipal revenue and billing systems or a related field of the Municipality's service. Membership with relevant professional bodies where applicable, such as: • South African Institute of Chartered Accountants (SAICA); • South African Institute of Professional Accountants (SAIPA); • Institute of Municipal Finance Officers (IMFO); • South African Council for the Property Valuers Profession (SACPVP), where property-related services are required. EXPERIENCE AND REQUIREMENTS BY THE SUPPLIER • 5 or more years' experience in municipal account management services • The Supplier must have completed 3 to 5 similar projects within the last seven (7) years. • The Supplier must have a minimum of five (5) years' proven experience in municipal account management services, including management of water, electricity, rates, and taxes, refuse removal and sewerage accounts. • The bidder must provide evidence of at least three (3) similar projects completed within the last Seven (7) years and submit contactable references.
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Signature

22 September 2026
Date