

1I-33907 - Appointment of a Service Provider to support and maintain the Customer Relationship Management Solution (Oracle CX) for a period of 36 months.

Question	Answer
Service Level & Expectations	
SLA for resolution times should be tough given Oracle CX is SaaS based application and heavily customized solution. Is there any relaxation on this SLA timeline?	Unfortunately, not, as the SLA resolutions and response times are part of the approved tender document
Do you want this to be 24x7-based service or during municipal business hours?	Telephone support: 7 AM to 5 PM Monday to Friday .Email support : 7:00 AM to 5PM Monday to Friday. Standby Service :will be provided after hours ONLY for Business Critical (will only apply for the post implementation support) Remote Access :By mutual agreement with eThekwin Municipality
For proactive monitoring do you want just scheduled health checks or real time alerts?	Scheduled health checks
Integrations	
For OIC integrations (GIS, FaultMan, CAMS, Ellipse, Outlook, Mobile App, QMS): Which of these integrations are mission critical vs nice to have?	All integrations are currently part of the business requirements; priority will be determined by the eThekwin Municipality
Do you have any existing design documents for integration, or do we need to reverse-engineer it?	Documentation does exist but may change based on requirements
What monitoring tools/logging do you already have for workflows and integrations?	Standard integration Dashboard is being utilized
GIS Integration	
How often does the GIS data refresh and how much latency time do you have on live sync?	The GIS data in the Oracle CX is provided via a Custom geocoding service which sits independently to Oracle CX. However this data is prepared via an ETL from an internal GIS system and presented to Oracle CX and Faultman, the only latency is between the internal GIS system and the Geocoder where the Geocoder is updated less frequently than the internal GIS system. This sync is handled by Corporate GIS, Oracle CX consumes the data via the service.
Does GIS mapping need to manage any custom APIs or if your mapping vendors have any API constraints?	There are two APIs to this; 1. ArcGIS Maps SDK for JavaScript – This is customized to provide the Web Map Application together with the address search, suggestions and resolution functionality. This is technology available to the municipality via the Esri License Agreement. However, the Web Map Application is hosted directly within Oracle CX. 2. Custom Geocoding Service (Runs on ArcGIS) – A custom API in terms of the data and fields however this runs fully as an ArcGIS Server web service.

	There are no constraints as far as Oracle CX is concerned, the APIs are fit for purpose.
Is the resolution logic based on fault type currently centralized in GIS or are fault types spread across multiple systems?	Fault types are not handled within GIS; GIS only provides a location and address search and resolution functionality.
System Maintenance & Patching	
Does this follows the Oracle standard Release process and will have to align our priorities based on the COHORT schedule, could you please confirm on this?	Standard Release Process
Forms & Customizations	
Are custom forms built using Application Composer or Visual Builder extensions?	Application composer, however this may change based on requirements
How frequently do business rules evolve, and how much flexibility do you expect in turnaround time?	There is no set frequency with regards to the evolution of business rules. In terms of flexibility regarding turnaround times, all requirements will follow our current PMO (Project Management Office) governance protocols which is currently Prince2. A detailed work breakdown structure will be required for each tasks related to Forms and Customizations, on this WBS the turnaround time will be defined.
For the fault type matrix updates, should support include business rule definition or just technical implementation?	Support will have input into the business rule definition however will largely be responsible for the technical implementation
Reporting & Analytics	
Are reports currently built in Oracle Analytics Cloud (OAC), OTBI, or within CX dashboards?	Currently within CX Dashboards but may change based on requirements
Do you need data warehouse support (e.g., staging/reporting DB) or just in-app reports?	In-app reports, however data warehouse support may be required if the need arises
For ad hoc reports, do you expect self-service enablement for business users or support team-built?	Support team-built
End-User Support	
What is the estimated user base size across departments?	Currently around 500 but will grow as features are implemented or additional access is required.
Should end-user support be via a dedicated helpdesk or integrated with your municipal IT helpdesk	Via dedicated helpdesk
Governance & Change Management	
Do you follow a formal CAB (Change Advisory Board) process, or should we propose one?	We have our own internal Change Advisory Board
How often do you expect system enhancements (monthly, quarterly)?	The frequency of system enhancements can depend on business priorities and the nature of the updates
Should documentation align with municipal IT standards (templates, versioning)?	Yes

Data Integrity & Security	
CX Sales being the SaaS application, how is your Data back strategy and Data Integrity is defined?	Currently using the standard Oracle disaster recovery and data integrity plans. Details will be shared with the winning bidder if necessary
Do you already have a disaster recovery plan — if yes, what's our role in it?	Currently using the standard Oracle disaster recovery and data integrity plans. Details will be shared with the winning bidder if necessary
Are there any additional compliance requirements beyond POPIA (e.g., GDPR if cross-border data)?	All processes and development must align with circular 80 or the Municipal Standard Chart of accounts where applicable
The Project Manager and Business Analyst will be based at eThekweni municipality, can you please indicate if the other resources need to be based within the eThekweni municipality.	Location of all other resources will be based on the municipality's discretion and requirements at the time.
eThekweni documentation refers to both the 90/10 and 80/20 scoring models, can you please indicate which model will be used or please indicate if the model will be determined by the price offered by the lowest acceptable tender	As specified in section 5 on the tender. 1.2 The applicable preference point system for this tender is the 90/10 preference point system.
With regards to page 12, Bidders must submit a "hard copy" submission to the Tender Box located in the ground floor foyer of the Municipal Buildings, 66 KE Masinga Road (Old Fort Road), Durban, and an electronic submission via SSS. Could you kindly provide guidance on how to upload files on the SSS portal?	use RFQ numbers on SSS.RFQ Number for the contract is 325949, However, suppliers can use either contract number 32903-1I, Contract description or RFQ number to locate the contract on SSS
Please confirm the work setting of the resources (remote/onsite)	onsite
Is the service provider required to supply their own laptops, or will these be provided by eThekweni Municipality?	Contractor to provide own laptop, ETK only provides WIFI and telephone line
PhendukaIT (Pty) Ltd would like to respond to the above mentioned tender. We would like to embark on the project in partnership/ as a joint venture with another company but I do not see provision for the capturing of details for both companies on the tender documents. Kindly advise on this.	Kindly check the conditions for JV on this bid, u may ask SCM to assist you.