

**INFORMATION STATEMENT IN TERMS OF SECTION 33(1)(a)(i)(aa) OF THE LOCAL GOVERNMENT: MUNICIPAL FINANCE MANAGEMENT ACT, NO 56 OF 2003 RELATING TO THE CONTRACTS THAT DRAKENSTEIN MUNICIPALITY (“THE MUNICIPALITY”) INTENDS ENTERING INTO A CONTRACT FOR THE PROVISION AND IMPLEMENTATION OF A CUSTOMER CARE AND ASSET MANAGEMENT INFORMATION SYSTEM UP TO 30 JUNE 2024**

**TENDER NO: CES 10/2019**

**TENDER DESCRIPTION: CUSTOMER CARE AND ASSET MANAGEMENT INFORMATION SYSTEM**

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In terms of section 33 of the Local Government: Municipal Finance Management Act, No. 56 of 2003 that Drakenstein Municipality (“the Municipality”) intends to enter into a contract for the provision and implementation of a Customer Care and Asset Management Information System for a period of five (5) years until 30 June 2024. The contract will impose financial obligations on the Municipality for a period longer than the three years covered in the annual budget for the 2019/2020 financial year.

**1. PURPOSE**

The Municipality intends on entering into a contract with a supplier for the provision and implementation of a Customer Care and Asset Management Information System.

**2. TERM OF THE CONTRACT**

The contract will be over a period of five (5) years until 30 June 2024.

**3. OBLIGATIONS**

The supplier shall provide and implement a Customer Care and Asset Management Information System which adheres to the Terms of Reference of tender CES 10/2019, which is included as an annexure to this information statement.

The Municipality shall pay the supplier an annual and monthly fee in accordance with the schedule of quantities which is also included in this information statement.

#### 4. INVITATION FOR PUBLIC COMMENT

The local community and other interested parties are invited to submit comments or representations to the Municipality in respect of the proposed contract. Such comments or representations must reach the Municipality by 12 August 2019 via electronic email or via postal mail at the addresses provided hereunder.

<b>PHYSICAL ADDRESS</b>	<b>MAILING ADDRESS</b>
Drakenstein Municipality Directorate: Infrastructure Services 3rd floor Corner of Main Street and Market Street PAARL	Drakenstein Municipality PO Box 1 PAARL 7622
<b>SUBMISSIONS MUST BE MARKED AS: TENDER CES 10/2019: CUSTOMER CARE AND ASSET MANAGEMENT INFORMATION SYSTEM</b>	

Further details may be requested via email to Mr L Pienaar on [Louis.Pienaar@drakenstein.gov.za](mailto:Louis.Pienaar@drakenstein.gov.za) or on telephone number 021-807 4707.

Persons who are physically disabled or unable to write but need to participate in the process, may present themselves during office hours at the offices of the Municipality listed above where a staff member will assist them to transcribe the relevant comments or representations.

**DR JOHAN LEIBBRANDT**  
**CITY MANAGER**

## **TERMS OF REFERENCE**

### **Definitions**

**“Complaints”** means a statement that something is unsatisfactory or unacceptable such as a broken traffic signal or streetlight; illegal dumping; noise disturbance; electricity outage; account irregularity.

**“Enquiries”** means an act of asking for information such as account enquiries; insurance claims; water level restrictions; etc.

**“Event lifecycle”** means a series of changes of an event i.e. registering of the event, progress stages and finalisation or closure of the event.

**“Event”** is a collective word used to describe incidents, complaints, enquiries, service requests, etc. Events can be reported from the public or from within the organisation (DM staff).

**“Incident”** means an instance of something happening such as a water pipe burst; illegal dumping occurrence; flooding of an area; overflowing of wastewater manhole; by-law infractions, etc.

**“Service requests”** means a request for information, advice or an action such as water level restrictions; request for mowing of grass in public areas; request for removal of rubble; internal request to fix office lights or furniture, etc.

**“Service standard actions”** means a standardised list of possible actions or tasks into which events can be categorised. Each *service standard action* has a predefined response time to which DM commits to attend to the event. Examples of service standard actions are installation of new household water connections – 10 working days after receipt of payment; repair of potholes – within 72 hours of reporting (weather permitting); account enquiries – feedback within 5 working days; etc.

**“Technical fixed asset register”** is the fixed asset register which contains all engineering and technical asset attributes, not accounting information. This register is synchronised and interacts with the financial asset register which is used for financial reporting

**“Work Order”** is usually a task or a job to be performed, which can be scheduled or assigned to or working unit/team or someone. Such an order may be from a customer request or created internally within the organization. Work Orders may also be created as follow-ups to Inspections or Audits

### **Abbreviations**

**ESRI** – Environmental Systems Research Institute

**GIS** – Geographic Information System

**IDP** – Integrated Development Plan of Drakenstein Municipality,

**DM** – Drakenstein Municipality

## 1. Employer's Objectives

Drakenstein Municipality aims to procure a GIS-Centric Customer Care System that will allow extension to an Asset Management and Maintenance System to address the public's complaints and service needs and to support the management of its infrastructure.

## 2. Purpose

The purpose of this tender is to obtain proposals from prospective Service providers who can demonstrate that they possess the organisational, functional and technical capabilities to provide a Customer Care System and extended Asset Management and Maintenance System to meet Drakenstein Municipality's (DM) needs.

The successful Service provider will be responsible for the final approved design, installation and implementation and commissioning of the system; including the development of user-acceptance testing, system integration and connectivity to existing resources.

This tender process seeks to provide the best overall system that complies with the following principles:

- a. be in line with the 2032 IDP vision of DM for all Departments;
- b. be customer focussed;
- c. be geared for the 4th industrial revolution;
- d. be able to integrate with other systems;
- e. be spatially enabled;
- f. be supportive of mobile accessibility;
- g. be able to improve data quality and accuracy;
- h. be user-friendly for all system users (office to the field);
- i. be affordable and cost-effective to maintain and develop; and
- j. be modular in order to evolve gradually from a simple to a holistic system.

## 3. Background

### 3.1 Municipal profile

Drakenstein Local Municipality (DM) is situated in the Cape Winelands District of the Western Cape and is approximately 60km east of the Cape Town Central Business District. The Drakenstein Municipal area includes the towns of Paarl, Mbekweni and Wellington as well as the rural hamlets of Gouda, Hermon, Saron, Windmeul and Simondium, the agricultural areas between them and the areas of undeveloped natural vegetation, much of which comprises local and provincial nature reserves.

The Municipality covers 1,538 km<sup>2</sup> and has a population of 280 195, according to the Community Survey 2016 in over 56 066 households. Drakenstein Municipality provides water, wastewater and stormwater services through the entire Municipal area.

### 3.2 Current scenario

DM has aimed to implement sound Asset Management (AM) solutions and numerous AM pilot interventions have been completed at the municipality over the years, specifically at the Infrastructure Services Departments, which include the Civil Engineering Services (CES) and Electro-Technical Engineering Services (ETS). The Asset & Insurance section under the Department

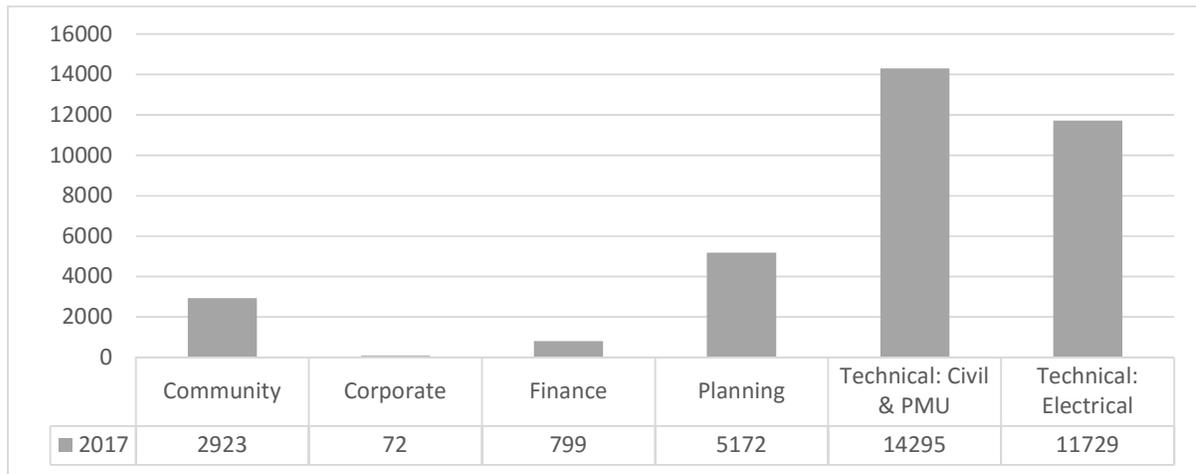
of Financial Services has also worked closely with the Technical Departments to establish a holistic framework for AM at the municipality under the guidance of an AM steering committee which manages all aspects of AM.

Over the years' various Asset Management Information Systems have been procured and developed to support AM activities.

Typical problems being experienced includes:

- a. Current information from systems is not spatially enabled or linked;
- b. Extracting business intelligence information is problematic as administrative rights are limited;
- c. Workflows and standard operating procedures vary between Departments and are mostly paper-based;
- d. Lack of integration between systems; and
- e. Duplication of systems and functions.

The current customer care system handles approximately 38,000 events per year as indicated in the graph below per Department.



#### 4. System Requirements

DM aims to replace the current customer care system with a new system that will optimally include the following areas of functionality:

- a. GIS-Centric Customer Care; and
- b. Asset Management and Asset Maintenance

DM's approach is to start with a customer care system and through change management evolve into an integrated asset management system. Stakeholders have therefore decided to roll out the system in two phases:

- a. Immediate Requirements/Functionality: GIS-Centric Customer Care (Year 1-5)
- b. Future Requirements/Functionality: Asset Management (Year 3-5)

DM reserves the right to amend the timing of the above anticipated timeframes during the contract period.

#### 4.1 Immediate Requirements/Functionality: GIS-Centric Customer Care (Year 1-5)

The service provider must provide a system with a user-friendly interface to record and manage event workflows; communicate with customers; provide live status dashboards and customisable reporting. The following criteria are specified as minimum requirements and will be evaluated accordingly.

##### 4.1.1 Event lifecycle

- a. Record and manage incoming events such as incidents, complaints, enquiries, service requests (via e-mails, telephonic calls, website forms, Customer Engagement App);
- b. Event fields to be customisable by DM;
- c. Assign unique reference number to events and automatically notify customers of progress (status) via SMS, email and push notifications (via 3<sup>rd</sup> party or built-in apps if available);
- d. Communicate with customers directly from within the system;
- e. Spatially depict and maintain event location feature layer within Drakenstein GIS (Cadastre, street address, infrastructure, etc.);
- f. Detect if an event is a possible duplication of another event that has already been recorded and registered;
- g. Categorise event into applicable *service standard actions* (event) code;
- h. Assign events to responsible working units and individual;
- i. Notifications must be sent to working units/persons at every lifecycle (stages of an event) change of the event;
- j. Manage workflow of attending to an event for both:
  - i. Paper-based (job cards) trial and;
  - ii. Mobile/Electronic (offline and online);
- k. Capture supporting information (photos, linking documents) within a mobile/electronic environment;
- l. Redirecting, requesting and scheduling of additional or follow-up work; and
- m. Inform customer of progress (status) via SMS, email and push notifications (via 3<sup>rd</sup> party or built-in apps if available).

##### 4.1.2 Customer engagement mobile application

The application should:

- a. Be available on iOS and Android mobile platforms and the use thereof must be free of charge;
- b. Maintained to comply with the latest security and operating system requirements;
- c. Be able to uniquely identify the event logger or user;
- d. Be able to log a new event (customised fields) or modify an existing event and categorise events into predefined categories;
- e. Be able to geotag the event on a map/background;
- f. Be able to take new photos from within app, upload existing images and compress these to a pre-set size in order to submit the data to the Customer Care system;
- g. Be able to receive notifications indicating progress during the event lifecycle;
- h. Be able to receive notifications of general newsfeeds if activated by user; and
- i. Be seamlessly integrated with the GIS-Centric Customer Care system's event lifecycle workflow.

### 4.1.3 Reporting

- a. Live customisable dashboards providing event status and statistics in control rooms, call centres or individual users;
- b. Exporting of any data information to csv or excel;
- c. Customisable operational (open, unassigned events, etc.) reports including spatial visualisation;
- d. Management (audit) reports such as compliance, efficiency, user activity, etc.

### 4.1.3 Interaction and/or integration with other systems

- a. SOLAR
  - i. Consumption of client/customer information;
- b. ESRI
  - i. Integration must comply with Drakenstein GIS ESRI platform using ArcGIS Enterprise and Server APIs protocols; and
  - ii. Systems that manage spatial data will be required to store/share such content within Drakenstein GIS.
- c. Other systems such as Customer Engagement App, SMS, Email, etc.

## 4.2 Future Requirements/Functionality: Asset Management (Year 3-5)

In addition to the GIS-Centric Customer Care, the system must be modular in order to expand into a user-friendly interface to host and maintain the technical fixed asset register; integrated with the ESRI GIS environment and provide customisable reports.

The system must also function as a computerised maintenance management system (CMMS) providing a computer database of information about an organization's maintenance operations

The system should allow for open architecture and be able to accommodate all requirements as specified by mSCOA with regards to the Full Asset Life Cycle Management including Maintenance Management business process and integration with other systems.

The following criteria are specified as minimum requirements and will be evaluated accordingly.

### 4.2.1 Asset register

- a. System must be able to import the current and future fixed asset registers;
- b. All assets must have a spatial location and supporting attributes maintained within Drakenstein GIS (ESRI);
- c. Facilitate the asset unbundling process in accordance with GRAP standards; and
- d. Linking of events against assets.

### 4.2.2 Asset maintenance (Unplanned and planned)

- a. Manage events or scheduled tasks from initial request through completion and recording of actuals (materials, plant and resources);
- b. Use GIS to visualize work orders, asset searches, critical assets, etc.
- c. System must be able to generate maintenance plans for all asset types or groups of asset types;
- d. Provide information and alerts of assets with maintenance SLAs from service providers;
- e. System must constantly monitor activity done against assets and flag maintenance that is due accordingly;
- f. Must assist in maintenance schedules for all maintenance managers;

- g. Schedule and track proactive maintenance with cyclical work orders;
- h. Create job cards for maintenance to be done per asset;
- i. Create track record of maintenance done per asset;
- j. Do job costing for maintenance done per asset;

#### **4.2.3 Reporting**

- a. Asset change notification and audit trail reporting;
- b. Rolled up/down reporting per asset type (parent/child relationship), working units, event type, job costing, etc.
- c. Live customisable dashboards providing maintenance statistics in control rooms, call centres or individual users;
- d. Exporting of any data information to csv or excel;
- e. Customisable operational (open or closed maintenance activities, etc.) reports including spatial visualisation;
- f. Management (audit) reports such as compliance, efficiency, user activity, etc

#### **4.2.4 Interaction or integration with other systems**

- a. SOLAR
  - i. No integration required for nearby future. Manual process to remain
- b. ESRI
  - i. Same as specified under 4.1.3(b)
- c. Other systems such as Customer Engagement App, SMS, Email, etc.

### **5. Data format, clean-up and editing**

The service provider shall be responsible for all data formatting, clean-up, editing and importing of existing data into the system.

The service provider shall make provision to import all events logged from the 1<sup>st</sup> of July 2019 into the new GIS-Centric Customer Care System.

### **6. Ownership of data**

All data residing in the system and any proposals, reports, studies, conclusions and summaries prepared by the service provider for this project shall become the property of DM.

### **7. System Architecture**

Hosted locally on DM's virtual environments (VMWare/HyperV).

System must Microsoft based.

### **8. Services to be provided**

#### **8.1 Project management**

The Service provider will be responsible for the entire project lifecycle which includes but is not limited to, planning, define, design, development, testing, training, implementation, and monitoring.

A project user group must be established which will be responsible for the successful roll-out of the project and must include key members from each Department from DM. The service provider must facilitate and keep accurate minutes of regular user group meetings/workshops and interactions

## **8.2 Software – license and annual renewal**

The Service provider must certify that the software is the latest stable version and must further certify that all features described function properly with DM's current environment. Drakenstein requires a structured license agreement at a fixed price which includes unlimited (fit for current DM organisational structure) users. The Service provider shall be responsible for the delivery, setup, testing, and acceptance of associated software components on the network which must include subsequent software upgrades.

The software should be specifically designed to include GIS-Centric Customer Care, Asset Management and Asset Maintenance functionalities (as described under section 4 of the terms of reference) and be fully spatially integrated with ESRI.

## **8.3 Standard operating procedures and workflows (workshops, user engagement)**

As part of the project, the Service provider shall engage with end users and facilitate workshops to determine system requirements and compile and document any required SOP's, workflows and business processes.

## **8.4 Change management**

Facilitate the transition to the new system (information and training sessions) and attend monthly (later quarterly) Customer Care and Asset Management user group meetings.

## **8.5 Training**

The Service provider will be required to provide training to DM staff once systems are configured and installed and data is converted.

Although DM employs several people skilled in GIS and other systems, the training should be tailored to someone being introduced to the system for the first time. Training should start at base level functions and uses for the GIS-Centric Customer Care System and then seek to bring the user to a foundational level of proficiency. The user should understand the core functionality of the software.

Training should also be provided to administrators of the system. Administrators should be able to perform all functions of the software as well as make schema changes/additions as necessary.

A training schedule and manual to be compiled to introduce staff to the new system. Manuals must be kept current with all software upgrades.

## **8.6 Service Level Agreement**

A service level agreement must be drawn up between the service provider and the Municipality (which includes licensing, software upgrades, tariffs, training, manuals and overall system support). The basis of this SLA is contained within the Drakenstein ICT service provider management framework as approved by Council. A copy of this document can be requested.

## 9. Location of services

All services to be provided will take place at Drakenstein Municipal offices, which is located in the following main areas:

- a. Paarl;
- b. Wellington;
- c. Mbekweni
- d. Gouda;
- e. Hermon;
- f. Saron; and
- g. all other rural areas within the municipal boundary.

## 10. Completion of submission of bids

Responses to this tender must adhere to the submittal format described in the following table. This information must be included as an Annexure to the tender document.

Title	Information to be included
Cover Letter	Provide a signed one or two page Cover Letter, providing a brief statement of the firm's understanding of the project. Name, title, telephone number, email address of the person who will respond to potential questions about the submittal.
Company profile	The company's contact details, types of services and products offered, number of years in business, number of employees, location of office that will provide the project services and a brief statement of the firm's background.
Technical requirements	Address the pre-qualification requirements as required as described under 11.1 of the terms of reference
Functionality: Experience of key staff	CV's of staff to be utilised on project including qualifications and professional memberships.
Functionality: Proven track record and reference letters	Include details of similar projects and reference letters from satisfied customers.

## 11. Evaluation procedure

DM's Customer Care and Asset Management steering group and SCM staff will evaluate the submitted tenders.

### 11.1 Pre-Qualification Criteria

In order for to qualify for the evaluation of functionality criteria, service providers has to meet the following minimum system functionalities. Failure to provide the evidence and supporting documents illustrating these functionalities, will result in the bid submission being deemed as non-responsive.

Technical requirement	Description of technical requirement	Requirement met (yes/no)	Evidence submitted and attached? (yes/no)
System architecture	The system is web-enabled which will allow for any person to the internet/intranet and appropriate user rights to access the software and update or interrogate the database		
Customer engagement mobile app	The service provider has a customisable customer engagement application (Android and iOS) allowing Drakenstein’s citizens to report on predefined events which will form part of the GIS centric customer care system and workflows. Provide link or brochure.		
Workforce mobile app	The service provider has a mobile solution compatible with most well-known operating systems (at least Android), allowing Drakenstein workforce to manage information on events and to assist with event workflow.		
GIS-centric	The root of all data collection and querying for customer care and asset management activities, is the GIS database.		
Modular functionality	The service provider’s proposed system is modular and has an open architecture that permits the integration of additional functionality and interaction with other systems		
Database	SQL (2016 or later)		

**11.2 Functionality Criteria**

Once the service provider complies with the Pre-qualification criteria, they will proceed to be evaluated for Functionality. Bidders are required to attain a minimum of **70 functionality points** in order to be further evaluated in terms of price and preferences. The following functionality criteria will be evaluated:

**11.2.1 Experience of key staff (20 functionality points)**

**a) Process analyst**

Rating	Evaluation criteria	Score
Poor	The proposed process analyst has limited or no experience of design and implementation of business processes	0
Adequate	The proposed process analyst has adequate experience in design and implementation of business processes and proven experience in implementation of new systems.	5
Good	The proposed process analyst has excellent experience and a proven track record in design and implementation of business processes, implementation of new systems for government organisations, change management and project management.	10

**b) GIS specialist**

Rating	Evaluation criteria	Score
Poor	The proposed GIS Developer has limited or no experience of design and implementation of system integration using ESRI ArcGIS Enterprise and Server APIs protocols.	0
Adequate	The proposed GIS Developer has adequate experience in design and implementation of business processes and proven experience in implementation of system integration using ESRI ArcGIS Enterprise and Server APIs protocols.	5
Good	The proposed GIS Developer has excellent experience and a proven track record in design and, implementation system integration using ESRI ArcGIS Enterprise and Server APIs protocols for government organisations and Software development lifecycle (SDLC) standards. SAGC registered.	10

**11.2.2 Proven track record and reference letters (10 functionality points)**

Rating	Evaluation criteria	Score
Poor	0 similar projects successfully executed with no reference letters	0
Adequate	1-2 similar projects successfully executed with reference letters	5
Good	3 and more similar projects successfully executed with reference letters	10

**11.2.3 System presentation (70 functionality points)**

Bidders that comply with the pre-qualification criteria will be invited to make a visual presentation to a municipal team. Visual presentations will be subjected to functionality scoring as detailed below

The municipal team will consist of representatives from the Customer Care and Asset Management Forum which consists of officials from each user department.

Potential service providers will have a maximum of 2 hours to present their system functionality. A typical presentation would allow for 10 minutes of company background in Microsoft PowerPoint format, 50 minutes of actual system demonstration in terms of GIS-Centric Customer Care functionality, 30 minutes on Asset Management and Asset Maintenance Functionality and 30 minutes for questions and answers.

The following functionality criteria will be scored. Service providers must indicate whether their system meet each of the requirements.

	#	Functionality requirements	Requirement met? Yes or No
<b>Immediate Requirements/Functionality: GIS-Centric Customer Care (Year 1-5)</b>			
Event lifecycle	1	Record and manage incoming events such as incidents, complaints, enquiries, service requests (via e-mails, telephonic calls, website forms, Citizen Engagement App)	
	2	Event fields to be customizable by DM	
	3	Assign unique reference number to events and automatically notify customers of progress (status) via SMS, email and push notifications (via 3rd party or built-in apps if available)	
	4	Communicate with customers directly from within the system	

	#	Functionality requirements	Requirement met?  Yes or No	
	5	Spatially depict and maintain event location feature layer within Drakenstein GIS (Cadastre, street address, infrastructure, etc.)		
	6	Detect if an event is a possible duplication of another event that has already been recorded and registered		
	7	Categorise event into applicable service standard actions (event) code		
	8	Assign events to responsible working units and individual		
	9	Notifications must be sent to working units/persons at every lifecycle (stages of an event) change of the event		
		Manage workflow of attending to an event:		
	10	Paper-based (job cards) trial		
	11	Mobile/Electronic (online)		
	12	Mobile/Electronic (offline)		
	13	Capture supporting information (photos, linking documents) within mobile/electronic environment		
	14	Redirecting, requesting and scheduling of additional or follow-up work		
	15	Inform customer of progress (status) via SMS, email and push notifications (via 3rd party or built-in apps if available)		
	Customer engagement mobile	16	Be available on iOS and Android mobile platforms and the use thereof must be free of charge;	
		17	Maintained to comply with the latest security and operating system requirements;	
		18	Be able to uniquely identify the event logger or user;	
19		Be able to log a new event (customised fields) or modify an existing event and categorise events into predefined categories;		
		Be able to geotag the event on a map/background;		
20		Be able to take new photos from within app, upload existing images and compress these to a pre-set size in order to submit the data to the Customer Care system;		
		Be able to receive notifications indicating progress during the event lifecycle;		
21		Be able to receive notifications of general newsfeeds if activated by user; and		
	22	Be seamlessly integrated with the GIS-Centric Customer Care system's event lifecycle workflow.		
Reporting	23	Live customisable dashboards providing event status and statistics in control rooms, call centres or individual users		
	24	Exporting of any data information to csv or excel		
	25	Customisable operational (open, unassigned events, etc.) reports including spatial visualisation		
	26	Management (audit) reports such as compliance, efficiency, user activity, etc.		
Interaction or		SOLAR:		
	27	Consumption of client/customer information		
		ESRI:		
	28	Integration must comply with Drakenstein GIS ESRI platform using ArcGIS Enterprise and Server APIs protocols		
	29	Systems that manage spatial data will be required to store/share such content within Drakenstein GIS		
	30	Other systems such as, Citizen Engagement App, SMS, Email, etc.		
<b>Medium term requirements/functionality: Asset Management (Year 3-5)</b>				
Ass	31	System must be able to import the current and future fixed asset registers		

	#	Functionality requirements	Requirement met?  Yes or No
	32	All assets must have a spatial location and supporting attributes maintained within Drakenstein GIS (ESRI)	
	33	Facilitate the asset unbundling process in accordance with GRAP standards	
	34	Linking of events against assets	
Asset maintenance (Unplanned and planned)	35	Manage events or scheduled tasks from initial request through completion and recording of actuals (materials, plant and resources)	
	38	Use GIS to visualize work orders, asset searches, critical assets, etc.	
	36	System must be able to generate maintenance plans for all asset types or groups of asset types	
	37	Provide information and alerts of assets with maintenance SLAs from service providers	
	38	System must constantly monitor activity done against assets and flag maintenance that is due accordingly	
	39	Must assist in maintenance schedules for all maintenance managers	
	40	Schedule and track proactive maintenance with cyclical work orders	
	41	Create job cards for maintenance to be done per asset	
	42	Create track record of maintenance done per asset	
	43	Do job costing for maintenance done per asset	
Reporting	44	Asset change notification and audit trail reporting	
	45	Rolled up/down reporting per asset type (parent/child relationship), working units, event type, job costing, etc.	
	46	Live customisable dashboards providing maintenance statistics in control rooms, call centres or individual users	
	47	Exporting of any data information to csv or excel	
	48	Customisable operational (open or closed maintenance activities, etc.) reports including spatial visualisation	
	49	Management (audit) reports such as compliance, efficiency, user activity, etc	
Interaction or integration		SOLAR:	
	51	No integration required for the nearby future. Manual process to remain	
		ESRI:	
	52	Integration must comply with Drakenstein GIS ESRI platform using ArcGIS Enterprise and Server APIs protocols	
	53	Systems that manage spatial data will be required to store / share such content within Drakenstein GIS	
54	Other systems such as, Citizen Engagement App, SMS, Email, etc.		
<b>Technology and General Functionality</b>			
Technology	55	Support virtual server environment utilizing VMWare	
	56	Is system web-based or web-enabled	
	57	Role-based security	
	58	Online mobile functionality	

	#	Functionality requirements	Requirement met? Yes or No
	59	Offline mobile functionality	
	60	Support for Android	
	61	Role-based and user-definable menus, fields and screens.	
	62	Establish required fields on data entry screens	
	63	Audit trail with date, time, user stamp and historical values	
	64	Document and photo attachment throughout the system	
	65	Fields are searchable throughout the system, including user-defined fields	
	66	Customer-definable rule-based workflow throughout the system	

Scoring from each member of the municipal team will be averaged into a total score per service provider. Note that the total number of points for the system requirements will be converted to 70 points.

**12. Contract Period**

Should the service provider stay compliant with the specifications, the intended contract period is 5 years.

**I, the undersigned, for and on behalf of the bidder, hereby confirm that I/we understand the information as stated above and that I/we will comply with all of the above.**

.....

**Name (print)**

.....

**Signature**

.....

**Capacity**

.....

**Date**

**PRICING SCHEDULE – FIRM PRICES  
(PROFESSIONAL SERVICES)**

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

Name of bidder: ESRI SOUTH AFRICA (PT) LTD Tender number: CES10/2019  
 Closing Time: 10:00 Closing Date: 8 April 2019

OFFER TO BE VALID FOR 180 DAYS FROM THE CLOSING DATE OF BID.

A: TOTAL BID PRICE

DRAKENSTEIN MUNICIPALITY  
 SUPPLY CHAIN MANAGEMENT  
 TENDERS / BIDS RECEIVED  
 23-04-2019  
 NAME: Chelun

ITEM	ITEM DESCRIPTION	ITEM UNIT	ITEM QUANTITY	UNIT PRICE (VAT INCLUDED)	TOTAL PRICE (VAT INCLUDED)
A YEAR 1					
A1	Project management, full configuration, integration and setup of the GIS-Centric Customer Care System	Sum	1	R460000	R460000
A2	Initial license fee (if applicable)	Sum	1	R712425	R712425
A3	Standard operating procedures and workflows	Sum	1	R460000	R460000
A4	Change management	Sum	1	R239200	R239200
A5	SLA Costs (which includes licensing, software upgrades, tariffs, training and overall system support).	Month	12	R18400	R220800
B YEAR 2					
B1	SLA Costs (which includes licensing, software upgrades, tariffs, training and overall system support).	Month	12	R126835,42	R1522025,40
C YEAR 3					
C1	Project management, full configuration, integration and setup of the Asset Management and Maintenance Management System	Sum	1	R695750	R695750
C2	Additional license fee (if applicable)	Sum	1	R1858584	R1858584
C3	Standard operating procedures and workflows	Sum	1	R667920	R667920
C4	Change management	Sum	1	R526240	R526240

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C5	SLA Costs (which includes licensing, software upgrades, tariffs, training and overall system support).	Month	12	R 22 264	R 267 168
D	<b>YEAR 4</b>				
D1	SLA Costs (which includes licensing, software upgrades, tariffs, training and overall system support).	Month	12	R 198 691,63	R 2384 299,60
E	<b>YEAR 5</b>				
E1	SLA Costs (which includes licensing, software upgrades, tariffs, training and overall system support).	Month	12	R 203 589,71	R 2443 076,56
<b>GRAND TOTAL : Carried to Form of Offer and Acceptance</b>					<b>R 12 457 488,16</b>

Drakenstein Municipality reserves the right to amend the timing of the above anticipated timeframes during the contract period. Prices are for evaluation purposes only.

Period required for commencement with project after acceptance of bid: 30 Days

**VALUE ADDED TAX**

Where the value of an intended contract will exceed R1 000 000, 00 (R1 million) it is the bidder's responsibility to be registered with the South African Revenue Service (SARS) for VAT purposes in order to be able to issue tax invoices.

It is a requirement of this contract that the amount of value-added tax (VAT) must be shown clearly on each invoice.

The amended Value-Added Tax Act requires that a Tax Invoice for supplies in excess of R3 000 should, in addition to the other required information, also disclose the VAT registration number of the recipient, with effect from 1 March 2005.

The VAT registration number of the Drakenstein Municipality is **4500109717**.



*HSW*

**FORM OF OFFER**

To: **DRAKENSTEIN MUNICIPALITY**

I/We ESRI SOUTH AFRICA (PTY) LTD

(Name of person, firm or company)

of  
INTERNATIONAL BUSINESS GATEWAY  
CNR NEW 4 6TH ROAD, MIDRAND, 1687  
(Address)

have thoroughly acquainted myself/ourselves with all the conditions of the contract and hereby tender and undertake to supply and deliver the material at the prices quoted on the schedule of prices and on the conditions set out in the conditions of tender, except where otherwise stated or qualified in the accompanying letter.

I/We further agree that this tender, together with the written acceptance thereof by the Council, shall constitute a binding contract between us.

I/We understand that you are not bound to accept the lowest or any tender you may receive and reserve the right to accept a tender in part or in whole.

Dated this 10 day of APRIL 2013 and signed by or on behalf of the tenderer in the presence of the undersigned witnesses:-

As witnesses:-

1. [Signature]

2. [Signature] SILKOSHA

DRAKENSTEIN MUNICIPALITY	
SUPPLY CHAIN MANAGEMENT	
TENDERS/BIDS RECEIVED	
23-04-2013	
NAME:	<u>[Signature]</u>
SIGN:	<u>[Signature]</u>

Address of Tenderer: INTERNATIONAL BUSINESS GATEWAY  
CNR NEW 4 6TH ROAD  
MIDRAND, 1687

Telephone number: 011 238 6300

[Signature]

HENORI NKOSI

(Signature of Tenderer)

(Print Name Please)

HSW