



a world class African city



City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall
65 Ntemi Piliso Street
Newtown
Johannesburg

Johannesburg Water
PO Box 61542
Marshalltown
2107

Tel +27(0) 11 688 1400
Fax +27(0) 11 688 1528

www.johannesburgwater.co.za

<u>ADDENDUM</u>	No. 01
<u>CONTRACT NUMBER:</u>	JW IT 70/19RR
<u>CONTRACT TITLE:</u>	TO IMPLEMENT A FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF THIRTY-SIX (36) MONTHS
<u>SUBJECT</u>	Addendum 1
<u>Date</u>	10 February 2023
<u>Sender</u>	Kgomapholo Sibiya 011 688 6687 kgomapholo.sibiya@jwater.co.za Gcina Ndela 011 688 1796 gcina.ndela@jwater.co.za

Tenderers are required to incorporate the following documents into the tender document and return the Addendum:

1. Replace pages 13 -17 with the attached revised Evaluation Criteria
2. Replace page 23 with the attached revised pricing schedule in reference to item number 7 on Schedule A (The service provider must provide independent Advisory Services from the original Software Developer to the value of 80 hours for the duration of the project. The Advisory Services will be client-side, i.e. reporting directly to Johannesburg Water.)
3. There are no pages missing, the sequential number was incorrect
4. Extend the validity date from 14 February 2023 to 21 February 2023.
5. The following statement on page 13 of the tender document was incorrectly included has been deleted:

a) **Functionality (Technical)**

Functionality will be qualification criteria where a maximum of 100 points will be allocated for functionality based on the following:

Any inconvenience caused is indeed, regretted.

Yours faithfully

 10/02/2023

Malefa Mpitso

Senior Manager: Supply Chain Management

Directors:

Ms Rachel Kalidass (Chairperson), Mr Ntshavheni Mukwevho (Managing Director and Executive Director),
Mr Johan Koekemoer (Financial Director and Executive Director), Professor Clinton Aigbavboa, Mr Siphamandla Mnyani, Mr Petrus Matji,
Mr Lebogang Ledwaba, Mr Thabo Sakasa, Mr Mavhungu Ramurunzi, Mr Philemon Mashoko

Ms Kethabile Mabe (Company Secretary),

Johannesburg Water SOC Ltd

Registration Number: 2000/029271/30



a world class African city



City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall
65 Ntengi Piliso Street
Newtown
Johannesburg

Johannesburg Water
PO Box 61542
Marshalltown
2107

Tel +27(0) 11 688 1400
Fax +27(0) 11 688 1528

www.johannesburgwater.co.za

Addendum Received

Name of Tenderer:.....

Signatory:.....

Signature:.....

Date:.....

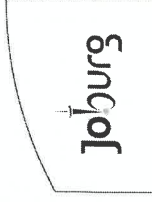
Directors:

Ms Rachel Kalidass (Chairperson), Mr Ntshavheni Mukwevho (Managing Director and Executive Director),
Mr Johan Koekemoer (Financial Director and Executive Director), Professor Clinton Aigbavboa, Mr Siphamandla Mnyani, Mr Petrus Matji,
Mr Lebogang Ledwaba, Mr Thabo Sakasa, Mr Mavhungu Ramurunzi, Mr Philemon Mashoko

Ms Kethabile Mabe (Company Secretary),

Johannesburg Water SOC Ltd

Registration Number: 2000/029271/30



EVALUATION CRITERIA



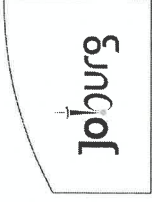
The tender will be evaluated and adjudicated in terms of the Municipal Finance Management Act (MFMA), Preferential Procurement Regulations 2017, Supply Chain Management Policy of Johannesburg Water (JW) and applicable Supply Chain Management Treasury Regulations.

Administrative Returnable document e.g.

1. SARS one-time TAX PIN,
2. municipal statement of account for both Director and Company (not older than three [03] months or a valid lease agreement),
3. Joint Venture / Consortium Agreement signed by all parties.
4. Valid BBEEE Certificate or certified copy thereof or a valid sworn affidavit
5. A completed and signed Invitation to Bid form MBD 1
6. A completed and signed pricing schedule – firm prices (purchases) MBD 3.1
7. A completed and signed Declaration of Interest form MBD 4
8. A completed and signed Preference Points Claim Form MBD 6.1
9. A completed and signed Declaration of Bidder's Past Supply Chain Management Practices MBD 8
10. A completed and signed Certificate of Independent Bid Determination (MBD 9)

B-BBEE validation requirements:

- a) Valid original BBEE certificate or certified copy of valid BBEE certificate (Only Valid BBEE certificate must be accredited by SANAS) or valid Sworn Affidavit issued by the DTIC or the CIPC or in a similar format complying with commissioner of oath Act.
- b) In case of a JV, the tenderer must provide a joint venture agreement signed by all parties and proof of a consolidated valid original BBEE Certificate or certified copy of BBEE Certificate and scorecard of a joint venture is required. (both the agreement and the consolidated valid original BBEE Certificate or valid certified copy of BBEE Certificate must be submitted
- c) A Bidder who qualifies as an Exempted Micro Enterprises (EME's) must submit a valid sworn affidavit.
- d) A Bidder who qualifies as a Qualifying Small Enterprises (QSE's) and is more than 51% black owned must submit a sworn affidavit.
- e) A Bidder who qualifies as a Qualifying Small Enterprises (QSE's) and is less than 51% black owned must submit a B-BBEE verification certificate issued by an Agency accredited by SANAS (South African National Accreditation System) which has to be valid, original or certified as a true copy of the original or the Bidder must submit an affidavit stipulating that their annual Total Revenue was between R10,000,000.00 (Ten Million Rand) and R50,000,000.00 (Fifty Million Rand) based on their latest Financial Statements/Management Accounts and other information available thereon. A Bidder must submit their latest Annual Financial Statements signed off by the professional Accountant or Auditor.
- f) Bidders who do NOT qualify as EME's and QSE's as outlined in (c) and (d) above, must submit B-BBEE verification certificates that are issued by an Agency accredited by SANAS.
- g) Public entities and tertiary institutions must also submit B-BBEE Status Level Verification Certificates together with their tenders.
- h) Bidders who fail to submit a valid original or certified copy of their B-BBEE Certificate or Valid Sworn Affidavit will be disqualified. Valid Sworn Affidavits or certified copy of B-BBEE Certificate must comply with the requirements outlined in the Justices of the Peace and Commissioners of Oaths Act, no 16 of 1963 and its Regulations promulgated in Government Notice GNR 1258 of 21 July 1972 Justices of the Peace and Commissioners of Oaths Act, No. 16 of 1963.
i.e
- (i) The deponent shall sign the declaration in the presence of the commissioner of oaths (COA).



EVALUATION CRITERIA



- (ii) Below the deponent's signature the COA shall certify that the deponent has acknowledged that he knows and understands the contents of the declaration and the COA shall state the manner, place, and date of taking the declaration.
- (iii) The COA shall sign the declaration and print his full name and business address below his signature; and State his designation and the area for which he holds his appointment, or the office held by him if he holds his appointment ex officio.

1. Functionality:

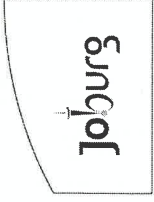
The following aspects will be considered during the Technical evaluation:

- a) Original Software Developer or certified Solution Implementation partner.
- b) Minimum two (2) contactable customer references.

The following aspects will be considered during the Technical evaluation:

Tenders will be evaluated on the 80/20-point scoring system. 80 points will be allocated to Price and the remaining 20 points will be allocated for BBBEE and Preferential Procurement.

However, tenders will include a functionality component whereby tenderers will be required to satisfy the minimum requirements in terms of the criteria included for this purpose. Tenderers who do not meet the minimum requirement will be automatically eliminated.



EVALUATION CRITERIA



TO IMPLEMENT AN INFORMATION TECHNOLOGY (IT) FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF (36) THIRTY-SIX MONTHS.

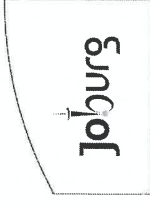
TENDER NO: JW IT 70/19RR

EVALUATION CRITERIA

- Original Software Developer or certified Solution Implementation partner.
- Minimum two (2) contactable customer references

This will determine whether a tenderer is regarded as suitable to advance to the next stage of the evaluation or not. A minimum number of points of 70 out of 100 are required for a tenderer to be regarded as suitable to be considered for appointment.

EVALUATION CRITERIA: (GENERAL TENDERS)				
#	Criteria	Description	Documentary Evidence	Compliant
1	Certification (Field Service Management)	Original Software Developer or Field Service Management certified solution implementation partner	- Original Software Developer to provide letter on a company letterhead indicating that they are the Original Software Developer of the solution. - Partners to provide a letter from the Original Software Developer confirming, they are a certified solution implementation partner as per description indicating, (a) the bidder name and (b) information stating that the partnership is valid at time of bid. Note: All letters and certificates must be in	Proof of certificationYES/NO



EVALUATION CRITERIA



			writing, dated, signed and on a letterhead of the entity that issued the letter.				
Only tenderers who satisfy the criteria above will be evaluated on the rest of the criteria							
#	Criteria	Description	Documentary Evidence	Points Allocation	% Weighting	Min number of points	Max number of points
2	Contactable References	The tenderer is required to submit relevant documentation (i.e. reference letters) where the Field Service Management solution was implemented or is being implemented to a business or government entity (in South Africa) was provided in the last 5 years.	Tenderer must provide a minimum of two (2) contactable reference letters from their client's (Business or Government) to whom the solution was successfully implemented and completed. NB: This document must be completed by the referee and included in the tender submission. Alternatively, the client's letterhead may be used	Less than two (2) contactable reference letters will score 0 points. Two (2) contactable reference letters submitted will score the minimum of 70 points. More than two (2) contactable reference letters will score the	100%	70	100



Johannesburg Water

Any bidder who does not meet the minimum threshold of 70 points out of 100 points will be eliminated and will not be considered for the next stage of Pricing.

4. Financial Offer:

The following aspects will be considered in the financial offer:

- 4.1. Costing for all items as described in the Pricing Schedule
- 4.2. Review of financial offer and discrepancies between total and calculations
- 4.3. Identify any parameters that may have a bearing on the financial offer, e.g. contract period, price escalations or adjustments required and life cycle costs.

When the value of the bid is estimated to exceed R50 000 000 (all applicable taxes included) the 90/10 preference point system shall be applicable,

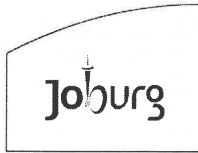
The maximum points for this bid are allocated as follows:

Preference Point System	Points
PRICE	90
B-BBEE STATUS LEVEL OF CONTRIBUTOR	10
Total points for Price and B-BBEE	100

Points awarded for B-BBEE Status Level of Contribution

In terms of Regulation 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)
1	10
2	9
3	8
4	5
5	4
6	3
7	2



EVALUATION CRITERIA



8	1
Non-compliant contributor	0

AWARD STRATEGY

The tenderer will be awarded based on the compliance on the evaluation criteria and the highest scoring in terms of Pricing and BBBEE

TO IMPLEMENT AN INFORMATION TECHNOLOGY (IT) FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF (36) THIRTY-MONTHS.

TENDER JW IT 70/19RR

TENDER FORM AND PRICE SCHEDULE

To: Johannesburg Water (SOC) Ltd.

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer **to implement an information technology (it) field service management solution for Johannesburg water, including professional services, hardware devices, software as a service, and maintenance and support for the solution for a period of 36 months.**

As specified, in conformity with the said bidding documents and as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

Details of my/our offer are / are as follows:

We undertake, if our Bid is accepted, to supply this service in accordance with the requirements specified in the tender document.

We agree to abide by this Bid for a period of ninety (90) days from the date fixed for Bid opening, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that JW is not bound to accept the lowest or any bid received or may award the tender in whole or in part.

Should my/our tender be successful, it be understood that a contract will come into existence for a period of thirty-six (36) months, which will commence from the date that the tender is awarded.

TO IMPLEMENT AN INFORMATION TECHNOLOGY (IT) FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF (36) THIRTY-MONTHS.

TENDER JW IT 70/19RR

PRICING SCHEDULE

NB: 1. The evaluation on price alteration will be conducted as follows:

1.1. Where the tender award strategy is to evaluate and award per item or category, the following must apply:

- (i) If there is an alteration on the rate but no alteration on the total for the item or category, the bidder will not be disqualified**
- (ii) If there is an alteration on the total for the item/s without authentication, bidders will only be disqualified for alteration per item or category.**

1.2. Where the tender award strategy is to evaluate and award total bid offer, the following must apply:

- (i) If there is an alteration on the rate, total for the line item, sub-total/ sum brought/carried forward for the section but no alteration on the total bid offer, the bidder will not be disqualified.**
- (ii) If there is an alteration on the total bid offer on form of offer then the amount in words must be considered or vice-versa.**
- (iii) If there is an alteration on the total bid offer and the amount in words without authentication, the bidders will be disqualified for the entire tender.**

ANY COMPLETION OF THE TENDER DOCUMENT IN PENCIL OR ERASABLE INK WILL NOT BE ACCEPTED AND WILL DISQUALIFY THE TENDER.

I/We, the undersigned, hereby acknowledge myself/ourselves fully conversant with the details and conditions set out in the General Conditions of Contract, Special Conditions and Scope of work attached and hereby agree to provide the services listed below and provide results and certificates to JW in accordance therewith.

Tender prices must include all transport, labour and any equipment required to execute contract obligations.

TO IMPLEMENT A FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF 36 MONTHS.

TENDER JW IT 70/19RR

PRICING SCHEDULE

SCHEDULE A – Project Management Services and Solution Implementation

#	Description	Qty. Hrs/Units	Hourly/Unit Rate	Total Amount
1	Integrated Dispatch Centre (Planning and Dispatch) including interface to ERP SAP system.			
2	Solution administration and system			
3	Customer self-service portal			
4	Customer mobile app			
5	Mobile field service app			
6	Smart forms	15 units (forms)		
7	The service provider must provide independent Advisory Services from the original Software Developer to the value of 80 hours for the duration of the project. The Advisory Services will be client-side, i.e. reporting directly to Johannesburg Water.	80 hrs		
8	Subtotal	-	-	

Note. The tenderer is required to confirm the quantity of hours for items 1 to 5. The quantity of hours specified cannot be changed; the service provider will be held to the quantity of hours specified for completion and delivery of the item.

TO IMPLEMENT A FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF 36 MONTHS.

TENDER JW IT 70/19RR

SCHEDULE B – Software as a Service once off costs.

#	Description	Estimated Qty.	Unit Price	Total Amount
1	Software as a Service – Solution tenet: • Secure hosting facilities • Data centre management • Hardware maintenance • Disaster recovery • Software infrastructure and maintenance (e.g. operating system, databases) • Application hosting (incl. Customer web portal) • Application maintenance (incl. application upgrades, patches/service packs).	1		
2	Software as a Service: Setup of tenet and installation	1		
3	Software as a Service Data Exit Transfer and removal of all data captured, stored and processed in the hosted environment to Johannesburg Water enterprise storage. Quantity = hours*	1		
4	Subtotal:	-	-	

TO IMPLEMENT A FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF 36 MONTHS.

TENDER JW IT 70/19RR

SCHEDULE C1– Software as a Service – Year 1

#	Description	Monthly amount	Annual amount (Year 1)
1	Software as a Service – Solution tenet: Solution user base (approximately 497 users) • Managers (approximately 35) • Field Service team leaders (approximately 400-500) • Customer care, dispatch centre and administration staff approximately 60) • Administrators (approximately 2)		
2	Subtotal:	-	-

SCHEDULE C2– Software as a Service – Year 2

#	Description	Monthly amount	Annual amount (Year 2)
1	Software as a Service – Solution tenet: Solution user base (approximately 497 users) • Managers (approximately 35) • Field Service team leaders (approximately 400-500) • Customer care, dispatch centre and administration staff approximately 60) • Administrators (approximately 2)		

TO IMPLEMENT A FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF 36 MONTHS.

TENDER JW IT 70/19RR

2	Subtotal:	-	-

SCHEDULE C3– Software as a Service – Year 3

#	Description	Monthly amount	Annual amount (Year 3)
1	Software as a Service – Solution tenet: Solution user base (approximately 497 users) - Managers (approximately 35) - Field Service team leaders (approximately 400-500) - Customer care, dispatch centre and administration staff approximately 60) - Administrators (approximately 2)		
2	Subtotal:	-	-

SCHEDULE D –Hardware Equipment (Mobile Devices)

TO IMPLEMENT A FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF 36 MONTHS.

TENDER JW IT 70/19RR

The solution must be licensed for 400-500 Field Service teams, 420 units are required of which 20 units will be spares.

#	Description	Qty. of Units	Unit Cost	Total Amount
1	Ruggedized Mobile Device (minimum specifications) CPU: min 1.8 GHz 64-bit processor Memory: Min 1 GB RAM and 8 GB Flash memory Operating System: Android Display: HD (1280 x 720) Cellular: GSM, GPRS, LTE, UMTS, EDGE, etc. Global Positioning System: Integrated Wireless LAN: Wi-Fi 5/6 Touch Panel: Yes Backlight: LED backlight Expansion Slot: MicroSD up to 128 GB SIM: 2 Nano SIM slots Network Connection: USB 2.0 High Speed Notification: Audible tone, multi-colour LEDs and vibration Keypad: On-screen keypad Voice and Audio: vibrate alert, speaker Light Sensor: Automatically adjusts display backlight brightness Motion Sensor: Compass, 3-axis Gyro, 3-axis-accelerometer Scanning: 1D, 2D and barcode Camera: Rear or Front, with autofocus, min 8 Megapixels NFC: ISO 14443 and ISO 15693 compliant Security and Encryption: WEP, WPA/WPA2, EAP-TTLS/TLS, PEAP, LEAP Casing: Rubber ruggedized casing • Units must be ICASA certified. • Each unit must carry a 3-year warranty.	420		
2	Mobile Device Accessories Standard battery charger	420		

TO IMPLEMENT A FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF 36 MONTHS.

TENDER JW IT 70/19RR

	Vehicle battery charger incl. swivel mountable cradle and kit Stylus and screen protector for unit			
3	Subtotal	-	-	

SCHEDULE E – Change Management

Change Management is to be paid upon successful delivery of the entire programme (items 1 and 2 depicted below).
See – Special Conditions.

#	Description	Qty. of Hrs	Hourly Rate	Total Amount
1	Develop and co-manage a Change Management program incorporating: • Clarifying expectations and roles. • Assessing readiness and getting buy-in. • Joint discovery and feedback to identify priorities for change. • Joint planning of organisational development activities to address priorities.			
2	Aid and assist Johannesburg Water in the establishment of the Dispatch Centre including the development of an organisational structure to manage and operate the Dispatch Centre.			
3	Subtotal			

Note. The tenderer is required to confirm the quantity of hours for items 1 and 2. The quantity of hours cannot be changed; the service provider will be held to the quantity of hours specified for completion and delivery of the item.

SCHEDULE F1 – Professional Services: Solution Support – Year 1

The hours are an estimate for budgetary purposes. The service is based on consumption and to be billed if consumed.

TO IMPLEMENT A FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF 36 MONTHS.

TENDER JW IT 70/19RR

#	Description	Estimated Hrs per Month	Estimated Hrs per Annum	Hourly Rate (R)	Total Amount (R)
1	Telephonic support (includes business hours, non-business hours, weekends and public holidays).	16	192		
2	Onsite or remote support Includes: systems health check, system fine-tuning and optimisation. Consultancy hours as and when required i.e. support for ad-hoc changes, enhancements, changes to existing reports and additional training.	120	1440		
3	Subtotal (excl. VAT)	-	-	-	

SCHEDULE F2 – Professional Services: Solution Support – Year 2

The hours are an estimate for budgetary purposes. The service is based on consumption and to be billed if consumed.

#	Description	Estimated Hrs per Month	Estimated Hrs per Annum	Hourly Rate (R)	Total Amount (R)
1	Telephonic support (includes business hours, non-business hours, weekends and public holidays).	16	192		
2	Onsite or remote support Includes: systems health check, system fine-tuning and optimisation. Consultancy hours as	120	1440		

TO IMPLEMENT A FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF 36 MONTHS.

TENDER JW IT 70/19RR

	and when required i.e. support for ad-hoc changes, enhancements, changes to existing reports and additional training.				
3	Subtotal (excl. VAT)	-	-	-	

SCHEDULE F3 – Professional Services: Solution Support – Year 3

The hours are an estimate for budgetary purposes. The service is based on consumption and to be billed if consumed.

#	Description	Estimated Hrs per Month	Estimated Hrs per Annum	Hourly Rate (R)	Total Amount (R)
1	Telephonic (includes business hours, non-business hours, weekends and public holidays).	16	192		
2	Onsite or remote support Includes: systems health check, system fine-tuning and optimisation. Consultancy hours as and when required i.e. support for ad-hoc changes, enhancements, changes to existing reports and additional training.	120	1440		
3	Subtotal (excl. VAT)	-	-	-	

SCHEDULE G – Training

TO IMPLEMENT A FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF 36 MONTHS.

TENDER JW IT 70/19RR

#	Description	Qty. of Delegates	Number of Training Days	Unit Price	Total Amount
1	Managers	35			
2	Field Service team leaders	400			
3	Customer care, dispatch centre and administration staff	60			
4	Administrators	2			
5	Subtotal	-		-	

Note. The tenderer is required to confirm the number of days for items 1 – 4. The specified number of hours cannot be changed; the service provider will be held to the quantity of hours specified for completion and delivery of the item.

SCHEDULE H1 – Professional Services: Development Hours – Year 1

These services will be utilised to accommodate additional configuration and development required from Business post implementation of the solution. The hourly rate must represent a Blended Rate. The hours are an estimate for budgetary purposes. The service is based on consumption and to be billed if consumed.

#	Description	Estimated Qty of Hrs per year	Hourly Rate (R)	Total Amount Year 1
1	New configuration and development	1440		
2	Subtotal	-		

TO IMPLEMENT A FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF 36 MONTHS.

TENDER JW IT 70/19RR

SCHEDULE H2 – Professional Services: Development Hours – Year 2

These services will be utilised to accommodate additional configuration and development required from Business post implementation of the solution. The hourly rate must represent a Blended Rate. The hours are an estimate for budgetary purposes. The service is based on consumption and to be billed if consumed.

#	Description	Estimated Qty of Hrs per year	Hourly Rate (R)	Total Amount Year 2
1	New configuration and development	1440		
2	Subtotal	-		

SCHEDULE H3 – Professional Services: Development Hours – Year 3

These services will be utilised to accommodate additional configuration and development required from Business post implementation of the solution. The hourly rate must represent a Blended Rate. The hours are an estimate for budgetary purposes. The service is based on consumption and to be billed if consumed.

#	Description	Estimated Qty of Hrs per year	Hourly Rate (R)	Total Amount Year 3
1	New configuration and development	1440		
2	Subtotal	-		

SCHEDULE I – Hardware Maintenance (Mobile Devices)

#	Description	Year 1 (estimated 400 units)	Year 2 (estimated 400 units)	Year 3 (estimated 400 units)	Total Amount (Year 1 to Year 3)
---	-------------	---------------------------------	---------------------------------	---------------------------------	------------------------------------

TO IMPLEMENT A FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF 36 MONTHS.

TENDER JW IT 70/19RR

1	Hardware maintenance for mobile devices				
2	Subtotal	-			

SUMMARY OF CONTRACT TOTALS

#	Schedule	Total Amount		
1	SCHEDULE A – Project Management Services and Solution Implementation			
2	SCHEDULE B – Software as a Service – Solution and User Base			
3	SCHEDULE C1 – Software as a Service – Year 1			
4	SCHEDULE C2 – Software as a Service – Year 2			
5	SCHEDULE C3 – Software as a Service – Year 3			
6	SCHEDULE D – Hardware Equipment (Mobile Devices)			
7	SCHEDULE E – Change Management			
8	SCHEDULE F1 – Professional Services: Solution Support – Year 1			
9	SCHEDULE F2 – Professional Services: Solution Support – Year 2			
10	SCHEDULE F3 – Professional Services: Solution Support – Year 3			
11	SCHEDULE G - Training			
12	SCHEDULE H1 – Professional Services: Development Hours – Year 1			

TO IMPLEMENT A FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF 36 MONTHS.

TENDER JW IT 70/19RR

13	SCHEDULE H2 – Professional Services: Development Hours – Year 2	
14	SCHEDULE H3 – Professional Services: Development Hours – Year 3	
15	SCHEDULE I – Hardware Maintenance (Mobile Devices)	
16	Subtotal (excl. VAT)	
17	Value Added Tax (15%)	
18	BID TOTAL (incl. VAT)	

TO IMPLEMENT A FIELD SERVICE MANAGEMENT SOLUTION FOR JOHANNESBURG WATER, INCLUDING PROFESSIONAL SERVICES, HARDWARE DEVICES, SOFTWARE AS A SERVICE, AND MAINTENANCE AND SUPPORT FOR THE SOLUTION FOR A PERIOD OF 36 MONTHS.

TENDER JW IT 70/19RR

CONTRACT PRICE ADJUSTMENT

This is a firm price tender

Failure to adhere to this requirement will prejudice your tender

Name of tenderer (in full): _____

Telephone number: _____

email: _____

Name of person authorized
to sign this tender: _____

Signature: _____

Date: _____ 2022