

REQUEST FOR INFORMATION

RFI NUMBER:	JW RFI 06/11/2024	CLOSING DATE:	22 November 2024
DESCRIPTION:	Revenue Management and Enhancement Solutions		
ISSUE DATE	14 November 2024		
Submit via Email to:	sinna.hlongwane@jwater.co.za		

ENQUIRIES MAY BE DIRECTED TO:

Bidding procedure enquiries <u>must</u> be sent to		Technical enquiries must be directed to	
CONTACT PERSON	Sinna Hlongwane	CONTACT PERSON	Siphindile Ngange
TELEPHONE NUMBER	011 688 1410	TELEPHONE NUMBER	011 688 1540
E-MAIL ADDRESS (Submissions must be made to this address)	sinna.hlongwane@jwater.co.za	E-MAIL ADDRESS	Siphindile.ngange@jwater.co.za

SUPPLIER INFORMATION

NAME OF BIDDER			
STREET ADDRESS			
TELEPHONE NUMBER	CODE		NUMBER
CELLPHONE NUMBER			
E-MAIL ADDRESS			
VAT REGISTRATION NUMBER			
CENTRAL SUPPLIER DATABASE No:			
MANUFACUTER OR THIRD PARTY			

1. PURPOSE OF THE REQUEST FOR INFORMATION

To assist Johannesburg Water's Revenue Management Department get a holistic view of the the revenue management and enhancement solutions available in the market to move the department into a centre of excellence empowered by smart technologies and systems.

2. BACKGROUND

Johannesburg Water invites service providers to respond to a Request for Information for the Revenue Management & Revenue Enhancement Solutions. This RFI is strictly to solicit market-related information from potential bidder(s). This RFI does not constitute; an offer; or any impression none so ever to do business with Johannesburg Water.

3. SCOPE OF WORK AND SPECIFICATIONS REQUIREMENT

The service providers will be required to present and demonstrate a solution/s which can assist the department in maximising revenue, reduce inefficiencies and reduce non-revenue water losses (apparent water losses).

3.1 LOCATION OF SITES

N/A

3.2 SPECIFICATION & SCOPE OF WORK

3.2.1 Prepaid water revenue management

- Meter and data management
- Vending management
- Revenue collection
- Communication with customers & query management

3.2.2 Revenue enhancement & collection

- Meter management (from stores to installation)
- Smart metering (post-paid and prepaid)
- Tariff modelling
- Consumption trends
- Debtor profiling
- Water restriction technology for mechanical meters

3.2.3 Data analytics & integration

- AI models to manage both post-paid and prepaid customers
- Predictive analysis and future trends

- Data profiling, quality management & segmentation
- Master Data Management Solutions
- Innovative visualisations
- Indigent management

3.2.4 Revenue Protection

- Water theft profiling using billing data
- Illegal connections detection
- Investigation methods to improve response time

3.2.5 Customer Relationship Management

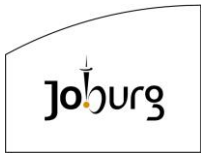
- Query management
- Communication of progress
- Customer portals (post-paid and prepaid customers)
- Provide customers with a view of their consumption and billing information

4. PRICE SCHEDULE

No defined pricing schedule. Service provider are required to submit detailed quotation indicating the breakdown of tasks, rates and quantities where applicable.

Suppliers to complete the below according to their company details.

INFORMATION FOR SPECIFIC GOALS ANALYSIS	
BUSINESS OWNED BY 51% OR MORE -BLACK PEOPLE	
1. Percentage (%) of Black Ownership)	
2. Is Black Ownership 51% or more? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE – BLACK YOUTH	
1. Percentage (%) of Ownership by Black Youth	
2. Is the percentage of Black Youth Ownership 51 % or more? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE-WOMEN	
1. Percentage (%) of Ownership by People who are Women	
2. Is the percentage of People who are Women 51 % or more? (Yes or No)	
BUSINESSES LOCATED WITHIN THE BOUNDARIES OF A REGION IN COJ, COJ MUNICIPALITY OR IN GAUTENG PROVINCE	
1. Is your business located in the Gauteng Province? (Yes or No)	
2. Is your business located in the COJ Municipality? (Yes or No)	
3. Is your business located within the region of the COJ? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE - BLACK PEOPLE WHO ARE MILITARY VETERANS	
1. Percentage (%) of Ownership by Black People Who Are Military Veterans	
2. Is the percentage of Ownership by Black People Who Are Military Veterans 51% or more? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE-BLACK PEOPLE WITH DISABILITIES	
1. Percentage (%) of Ownership by Black People With Disabilities	
2. Is the percentage of Ownership by Black People with Disabilities 51% or more? (Yes or No)	
SMME (AN EME OR QSE) OWNED BY 51% OR MORE - BLACK PEOPLE	
1. What is the Enterprise Type? EME – turnover is less than R10m QSE – Turnover between R10m and R50m Generic – Turnover is R50M or more	
JOINT VENTURE (JV), CONSORTIUM OR EQUIVALENT	
1. What is the percentage (%) of ownership for each party?	
SUBCONTRACTING WITH COMPANIES AT LEAST 51% OWNED BY HISTORICALLY DISADVANTAGED INDIVIDUAL (HDI) GROUPS MENTIONED ABOVE	
1. What is the percentage (%) that will be sub-contracted to companies that are at least 51% owned by Historically	



Disadvantaged Individual (HDI) groups mentioned above?	
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