



Stand 2, c/o Solomon Mahlangu and Old Pretoria Road, Silverton, Pretoria

SAVANNAH COUNTRY ESTATE HOA NPC

REQUEST FOR QUOTATION (RFQ)

ELECTRICITY PREPAID METER ROLL OUT

Any Request for Quotation (RFQ) will be issued electronically via email. Please immediately update the SCEHOA below of any email address changes. For further information regarding this project, contact the person listed below.

RFQ Number:	SCE/RFQ/04/202110
RFQ Issue date:	22 October 2021
Submission deadline:	27 October 2021 @ 12h00 Submissions to be emailed: For attention: Stef Grobler Email: em@savannahce.co.za
Site visit:	If required contact Estate Manager. Appointment compulsory Contact person: Stef Grobler Estate Manager 012 803 0081
Contact person	Stef Grobler – Estate Manager
Email address:	em@savannahce.co.za



1. INTRODUCTION

Savannah Country Estate comprises of 586 stands, some of which have been developed, in process or still open stands. It is a secure residential estate managed by the Savannah Country Estate Homeowners Association (SCEHOA).

The SCEHOA is looking to contract with a Service Provider that can provide prepaid Electricity meters as per requirements detailed in this document. Service Providers are invited to submit their Tender in reply to this RFQ.

2. ACCEPTANCE OF QUOTE

SCEHOA reserves the right not to accept the lowest or any tender, nor shall SCEHOA be obliged to disclose the reasons for selecting one Tender in favour of another. Accordingly, SCEHOA has the sole and absolute discretion to accept or reject any proposal submitted by the Tenderers.

SCEHOA may at its sole discretion elect whether to invite any Tenderer for a formal presentation. SCEHOA reserves the right to withdraw this tender at any point in time.

3. SITE VISIT

If a site visit is required to ensure that the Tenderer has a clear indication on the estate's requirements.

Appointment to be made with Stef Grobler, Estate Manager. Contact number 012 803 0081.

4. SITE VISIT AND QUESTIONS REGARDING THE CONTENTS OF THE RFQ DOCUMENT

The Service Providers have a responsibility to go through this RFQ document and raise any questions or clarifications with SCEHOA via email at em@savannahce.co.za

SCEHOA will not accept any liability whatsoever regarding misinterpretations, or wrong assumptions that could have been clarified with the Estate Manager.

The deadline for submitting questions for clarifications is **27 October 2021**. After this deadline, no further questions will be entertained. Answers to questions will be forwarded to all Tenderers.

5. **SEPARATION OF TECHNICAL AND PRICING SUBMISSIONS**

The quotation document should be submitted electronically to em@savannahce.co.za and subject to be clearly state – Company name – electricity Prepaid Meter Roll Out RFQ.

Closing date for electronic submission is 27 October 2021 @ 12h00.

Late submissions will not be accepted.

6. **COST OF PREPARATION OF TENDER/QUOTE**

Unless agreed otherwise in writing by SCEHOA, the Service Provider shall bear its own costs related to the preparation and submission of the Tender, including but not limited to the costs of any activities under SCEHOA and by the Service Provider as part of the tender/quote submission and/or adjudication.

7. **VALUE ADDED TAX**

All prices shall be exclusive of value added tax (VAT) and show the totals with VAT included (as applicable)

8. **TENDER VALIDITY PERIOD AND WAIVER**

The Tender shall be deemed to be valid for a period of **90 days from the date of submission.**

All Service Providers submitting a quote shall be deemed to have waived, renounced and abandoned any conditions printed or written upon any stationery used by them for the purpose of, or in connection with the submission of the quote, which are in conflict with any of the conditions laid down in this RFQ document and its appendices as applicable.

9. **FIXED PRICE TENDER**

This shall be a fixed price tender for a period of 3 (three) years subject to annual escalation. The Service Provider must indicate the annual price escalation for each year. The SCEHOA will have the right to negotiate the escalation rate with the service provider prior to awarding the contract.

10. **BLACK ECONOMIC EMPOWERMENT**

It should be noted that the BEE credentials of the Service Provider are pertinent as they will be considered as part of the points towards the decision-making process to award the Tender. To this end only BEE certificates that are valid and issued by **an authorised body or person or by a sworn affidavit** will be accepted as valid proof of BEE status level.

11. **EVALUATION CRITERIA**



Criteria 1: Mandatory Documents from Service Providers

The following **mandatory information** listed below, is required from all Service Providers interested in submitting a quote. Failure to submit or comply with any of this required information, will automatically disqualify the quote from further evaluation.

If the submission includes a joint venture or sub-contracting, then all the companies participating in the joint venture or in sub-contracting must provide the mandatory information below.

11.1 A valid Company Registration Document (CIPC)

11.2 Valid BEE Certificate or Affidavit (the following applies):

- The BEE certificate should be issued by an authorised body or person
- **Or** BEE certificate issued by sworn affidavit

11.3 Valid Company COC Certificate.

11.4 Valid COC Letter of Good Standing - valid at the date of submission.

11.5 Copy of Company's SARS Tax Clearance Certificate and PIN.

11.6 Valid Dept. of Labour Letter of Good Standing (COIDA).

11.7 Valid Unemployment Insurance Fund: Letter of Good Standing.

11.8 Public Liability Insurance Proof of cover or Letter of Intent.

11.9 Financial letter from the bank.

11.10 Submission of Pricing in a separate envelope to Functionality.

11.11 Submission of project execution plan.

11.12 Submission of valid letters of confirmation and references from previous and current clients for Guarding contracts of similar requirements as outlined in this document.

12 RESPONSIBILITIES AND SCOPE OF WORK REQUIRED FROM THE SERVICE PROVIDER

The scope of providing Electricity Prepaid Meters includes:

Savanah HOA intends to appoint a service provide to Prepaid Vending Services for purchasing of Prepaid Electricity and managing Supplier Group Code on behalf of the Estate, convert existing credit/conventional meters to prepaid electricity (split meters), convert STS prepaid meters to split prepaid meters and provide detailed monthly consumption reports to the HOA.

The selected service provider is required provide the following services:

1. Management and Reporting of the Prepaid Electricity Sales
2. Provide customer service support to electricity users.



3. Uninterrupted Prepaid Electricity Vending.
4. Supply and Install Smart Ready Single Phase Split meter with Keypads
5. Revenue Protection - Monitoring and Taking Remedial Actions on Tampering and Non purchasing Meters

1. Management and Reporting of the Prepaid Electricity Sales.

1.1 Savannah HOA expects the service provider to:

- a. Prepaid Vending Services for purchasing of Prepaid Electricity and managing Supplier Group Code on behalf of the Estate (Ownership of the Platform at service provider)
- b. Set the prepaid electricity tariff annually in line with applicable tariffs.
- c. Register each unit with the Homeowner details and unit number.
- d. Assign the correct tariff to each meter.
- e. Provide detailed reports of each meter's purchase history monthly, quarterly, and annually.

1. 2 Prepaid Sales Settlement and Reporting

- a) The settlement of prepaid sales to the HOA to be done on a monthly basis on an agreed date,
- b) The monthly reporting must include, among others, details of each transaction i.e., Unit Number, Transaction Date and Time, Amount Including VAT and Service Fees such as vending costs.
- c) Energy balancing report (kWh) – Bulk vs Purchases
- d) The report must be submitted on an agreed date of each month.

2. Provide customer service support to electricity users.

Savannah HOA expects that the appointed service provider will allow the homeowners access to the customer service centre via a combination of any of



the following means of channels and must indicate response times in line with industry's service standards:

- Email – a dedicated support email with a response time
- Whatsapp – a dedicated facility with a response time
- Contact Centre – Available Monday to Friday on agreed hours. Weekends and Public Holidays prescribe times.

The support facilities must allow for a homeowner to log a call for an issue with an electricity token or a meter not working.

The service provider to submit monthly reports on calls logged and the service levels provided i.e. time taken to resolve issues reported

3. Uninterrupted Prepaid Electricity Vending

Savannah HOA expected that the service provider will provide access to several vending platforms 24 x 7 x 365 such as (but not limited to):

- a) National Retailers.
- b) National Petrol Stations.
- c) Mobile and Internet Bank.
- d) ATM's.

The electricity token must be made available immediately, and if the token transaction is incomplete or rejected the homeowner must have their funds return immediately. Upon transacting, the transaction receipt or SMS must show the following minimum info for transparency:

1. Date and Time of Transaction.
2. Amount Paid.
3. Number of KWH purchased.
4. Cost per Kwh.
5. Tariff ID or Name (Year and Estate Name).
6. Service Fees.
7. Transaction ID.



4. Supply and Install Smart Ready Single Phase Split meters with Keypads.

4.1 Convert credit/conventional meters to prepaid

Savannah HOA intends installing 215 units Smart Ready Split Prepaid electricity meters that can be linked to a smart system at a later stage. This will replace the existing credit meter/conventional meters. Stipulate the period to complete this assignment in number of working days – from receipt of task order to completion

4. 2 Install new prepaid meters to newly developed houses

Savannah HOA anticipates installing 154 Smart Ready Split Prepaid electricity meters (78 houses under constructions and 76 vacant stands) as and when developments are completed. Stipulate the period to complete this assignment in number of working days – from receipt of task order to completion

4. 3 Conversion from STS Meters to Split prepaid meters- Approximately 335

Savannah HOA intends to convert 335 existing STS meters with Smart Ready Split Prepaid electricity meters that can be linked to a smart system at a later stage. Stipulate the period to complete this assignment in number of working days – from receipt of task order to completion

4. 4 Key Change Codes to a new Supplier Group Code of HOA's choice on existing STS meters

The HOA is considering to retain the existing STS meters and to change them over to a new SGC prepaid meters - Approximately 335. The service provide will be required to perform the this service. Stipulate the period to complete this assignment in number of working days – from receipt of task order to completion

The meters must meet that SABS and Industry Standards with regards electrical connections at residential units. The meters should be transferrable to other



systems without replacement to the actual meter hardware. Specify the amperage rating of the proposed meter. Savannah HOA requires that the meters be installed by qualified electrician/s with public liability insurance. Specify guarantees and warranties of meters and workmanship.

5. Revenue Protection - Monitoring and Taking Remedial Actions on Tampering and Non purchasing Meters.

Savannah HOA requires the service provider to conduct monthly consumption pattern analysis and conduct regular audits onsite to ensure that all metering issues are resolved and the meters are not tampered. A non-purchasing and low consumption report must be sent to the HOA monthly on an agreed date and a follow-up resolution/remedial actions taken of the issues must be accurately recorded and kept up to date. The service provider will be required to present this reports to the HOA's management meetings as and when required.

13. CONTRACT AND SERVICE LEVEL AGREEMENT

SCEHOA shall enter into Service Level Agreement with a successful Tenderer.

The copy of the Service Level Agreement will be discussed with the successful Company.

14. COMMITMENT TO TENDER BY THE SERVICE PROVIDER

This RFQ is issued on behalf of The Board of Directors of Savannah Country Estate Homeowners Association.