



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

SAVANNAH COUNTRY ESTATE HOA NPC

REQUEST FOR QUOTATION (RFQ)

WATER SERVICES SCOPE

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/06/202110
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 water meter readings 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

11.5 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 Water Meter reading services includes:

Savannah HOA intends to appoint a service provide to render water supply services to the residential units within the Estate – 509 units and 1 bulk unit feeding a block of flats. There's approximately 76 undeveloped stands/units that will require the same service as and when they are developed and occupied. Common area such as parks and estate office must be included.

The bulk water supply account with Rand Water will remain in the name of the HOA, the service provider is to manage the internal water reticulation's billing and related services of the individual units and the reconciliation of the bulk kilolitres (Kl) vs the sum of the individual units' Kl's.



Service provider is required to quote on BOTH of the below options/solutions. HOA will then decide on the option/solution to advance.

SOLUTIONS/OPTIONS

SOLUTION/OPTION 1 COMPLETE MANAGED SOLUTION

Service provider does the complete management of the water services from registering the customer to collection of funds and settlement to the HOA. The HOA requires the service provider to perform the following

1. Customer Registration
2. Meter Registration
3. Monthly onsite meter reading and take photo as evidence
4. Monthly Invoicing of the units in line with applicable tariffs
 - a. Provide full billing details and customer profile
 - i. Meter number
 - ii. Meter reading date
 - iii. Meter reading type (actual or estimate)
 - iv. Opening and closing readings
 - v. Consumption/Kl used
 - vi. Tariff used
 - vii. Consumption in Rand Value
 - viii. Any other charges
 - ix. Historic consumption profile
5. Provide customer service support to water users
 - a. Provide 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:
 - i. Email – a dedicated support email with a response time
 - ii. Whatsapp – a dedicated facility with a response time
 - iii. Contact Centre – Available Monday to Friday on agreed hours.
 - b. Provide customer service interaction report
6. Payment collection and settlement to HOA



- a. Collect payments in accordance with PASA standards and regulations
- b. Settlement of water bill payments to the HOA to be done on a monthly basis on an agreed date
- 7. Monthly meetings and Reporting to HOA
 - a. Detailed settlement report of account collected
 - b. Detailed report of non-paying customers
 - c. Proposed legal processes on outstanding debt
 - d. Meter reading performance and exception reports
- 8. Client/Homeowner mobile application access and webportal to view accounts
- 9. Non-payment disconnection and reconnection
 - a. Provide legally compliant methods
- 10. Debt collections services
 - a. Provide legally compliant collection methodology
- 11. Water meter maintenance and repairs
 - a. Resolve leaks at water meter level
 - b. Replacement of non-functioning water meters
- 12. Leak detection and revenue protection services
 - a. Provide leak detection method/s and equipment to be used where applicable
 - b. Provide water meter by-pass/tempering detection methods
 - c. Water balancing report– Bulk vs individual billed units (Kl and Rand Values)
 - d. Investigate and resolve variances of water balancing reports

SOLUTION/OPTION 2

PARITAL MANAGED SOLUTION

Service provider does the partial management of the water services from registering the customer to collection of funds and settlement to the HOA. The HOA will provide the meter readings using the service provider's Mobile Application.

1. Customer Registration
2. Meter Registration
3. Monthly Invoicing of the units in line with applicable tariffs
 - a. Provide full billing details and customer profile
 - i. Meter number
 - ii. Meter reading date
 - iii. Meter reading type (actual or estimate)
 - iv. Opening and closing readings
 - v. Consumption/Kl used
 - vi. Tariff used
 - vii. Consumption in Rand Value
 - viii. Any other charges
 - ix. Historic consumption profile
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6. Monthly meetings and Reporting to HOA
 - a. Detailed settlement report of account collected
 - b. Detailed report of non-paying customers
 - c. Proposed legal processes on outstanding debt
 - d. Meter reading performance and exception reports



7. Non-payment disconnection and reconnection
 - a. Provide legally compliant disconnection and reconnection methodology
8. Debt collections services
 - a. Provide legally compliant collection methodology

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.