

**STANDARD BIDDING DOCUMENT FOR SUPPLY, DELIVERY AND COMMISSIONING OF
A BILLING SYSTEM FOR ZETDC**

Procurement Reference Number: ZETDC/INTER/01/2024

Zimbabwe Electricity Transmission & Distribution Company



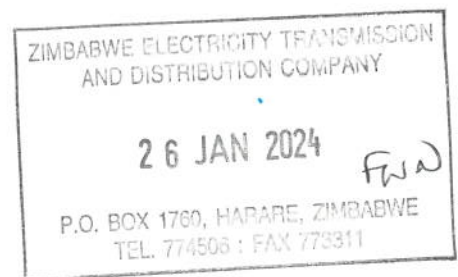
**STANDARD
BIDDING
DOCUMENT**

For The

Supply, Delivery and Commissioning of a Billing System for ZETDC

Closing Date : 26 MARCH 2024

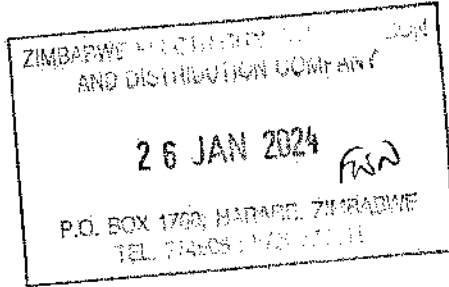
Closing Time : 10:00 hours



Procurement Reference No: ZETDC/INTER/01/2024

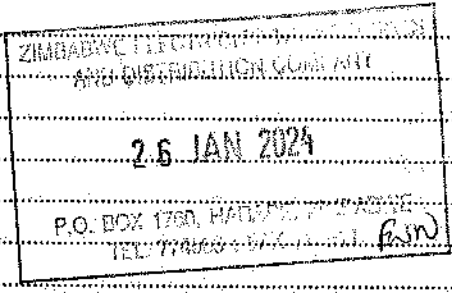
Procuring Entity: ZETDC

Date of Issue: 26 January 2024

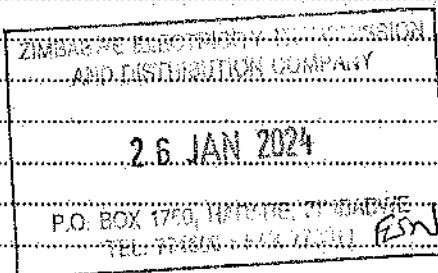


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Part 1: BIDDING PROCEDURES

1.0 References

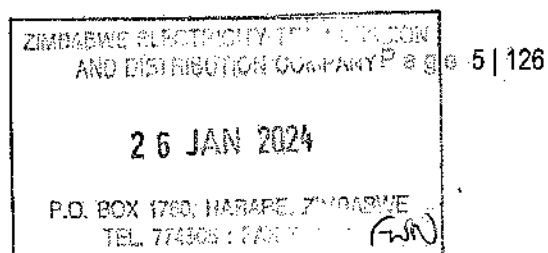
The definitions used in the Public Procurement and Disposal of Public Assets Act [Chapter 22:23] ("the Act"), the Public Procurement and Disposal of Public Assets (General) Regulations (Statutory Instrument No. 5 of 2018) ("the Regulations") and the General Conditions of Contract for the Procurement of goods apply to this Standard Bidding Document. The Act and the Regulations govern the submission of Bids and should be read by all Bidders.

Procurement Reference Number: ZETDC/INTER/01/2024

1.1 Preparation of Bids

You are requested to bid for the items described in the Statement of Requirements below, by completing and returning the following documentation:

1. The Bid Submission Sheet in this Part in the format specified in Part 1;
2. The Statement of Requirements in Part 2 in the format specified in Part 2;
3. All Bidders must complete all schedules without fail for them to be eligible bidders to attach a copy of every document necessary to demonstrate eligibility in terms of section 28 (1) of the Regulations;
4. Bidders must submit proof of registration with PRAZ in the relevant category i.e. Software Development and Computer Applications, Computer Security Systems Installation and Consultants Services (SS02);
5. A bid security of **USD500.00** payable in Zimbabwean Dollars at the RBZ prevailing Interbank rate of the day in the format specified in this part;
6. Proof of payment of Special Procurement Oversight Committee (SPOC) fee of **USD400.00** payable in Zimbabwean Dollars at the RBZ prevailing Interbank rate of the day to the Procurement Regulatory Authority of Zimbabwe;
7. A copy of Certificate of Incorporation, CR 14; CR6; or equivalent company registration documents in the country of residence.
8. Proof of registration with ZIMRA or equivalent proof of registration with Revenue Authorities in country of residence;
9. Payment terms within 30 days after delivery and must be clearly stated. Invoices will be paid in United States Dollars.
10. The Tenderer must clearly state Sub Total, Duty, VAT and Total Tender Price separately in the Price Schedule. (N.B. Duty and VAT must be quoted by both local and foreign bidders for evaluation purposes. Customs clearance shall be done by ZETDC);
11. Applicable incoterms must be C.I.P. Harare, ZETDC Head Office and must be clearly stated.
12. Minimum of three (3) Reference lists, i.e. minimum of three (3) duly signed and dated trade reference letters on an official letterhead from **power utilities (excluding ZETDC)** with active contact details showing Bidder's (i.e. Service Provider's) experience in the provision of Utility Billing System.
13. Validity of Bids shall be 90 days.
14. Delivery period shall be **12 weeks or better** to ZETDC Head Office, Harare.



15. The duration of the contract is 3 years and must be clearly stated.
16. Name of the Manufacturer must be clearly stated.
17. Country of origin must be clearly stated.
18. Valid Letter of Authorisation from manufacturer must be provided with the bid.
19. A valid ISO 9001/2 of the manufacturer must be submitted together with the bid.
20. Manufacturers' brochures and technical literature of the offered goods/services must be submitted together with the bid.
21. **The warranty period shall be for at least one (1) year from date of commissioning and must be clearly stated in years or months on manufacturer's letterhead and duly signed by the manufacturer.**
22. **The post implementation support shall be for a period of one (1) year from date of commissioning at no cost and must be clearly stated.**

You are advised to carefully read the complete Bidding Document, as well as the Special Conditions of Contract in Part 3: Contract, which are available on the Authority's website, before preparing your Bid. Part 3: Contract is provided not for completion at this stage but to enable Bidders to note the Contract terms they will enter into if their Bid is successful. The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction. All pages of the Bid must be clearly marked with the Procurement Reference Number above, the Bidder's name, and any reference number.

1.2 Lots

There are no lots in this bidding document.

1.3 Number of bids allowed

No Bidder may submit more than one Bid, either individually or as a joint venture partner in another Bid, except as a subcontractor. Conflict of interest will be deemed to arise if Bids are received from more than one Bidder owned, directly or indirectly, by the same person.

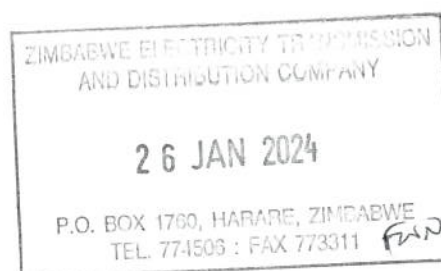
- **Bidders should note that only the main offers will be considered. No alternatives or options will be entertained unless on a separate bid.**

1.4 Clarifications

Clarification of the bidding document may be requested from ZETDC Supply Chain Manager in writing on duly signed company letterhead by email to procurement@zetdc.co.zw at any time on or before **07 March 2024**. If a prospective Tenderer sends an inquiry after the stated date or the inquiry is received by ZETDC after the stated date, ZETDC shall not respond to the inquiry but ignore it.

1.5 Responses to Clarifications

All responses to clarifications will be posted on ZETDC website www.zetdc.co.zw. Bidders should frequently check for updates on the website until the closing date of the tender.



1.6 Eligibility and qualification requirements

Bidders are required to meet the criteria in section 28 of the Act and section 28 (1) of the Regulations to be eligible to participate in public procurement and to be qualified for the proposed Contract. They must therefore

1. have the legal capacity to enter into a contract;
 2. not be insolvent, in receivership, bankrupt or being wound up, not have had business activities suspended and not be the subject of legal proceedings for any of these circumstances;
 3. have fulfilled their obligations to pay taxes and social security contributions in Zimbabwe;
 4. not have a conflict of interest in relation to this procurement requirement;
 5. not be debarred from participation in public procurement under section 72 (6) of the Act and section 74(1) I, (d) or (e) of the Regulations or declared ineligible under section 99 of the Act;
 6. have the nationality of an eligible country as specified in the Special Conditions of Contract; and
- have been registered with the Authority as a Supplier and have paid the applicable Supplier Registration Fee set out in Part III of the Fifth Schedule to the Regulations.

In addition to these eligibility requirements, Bidders must demonstrate that they have the qualifications, resources and experience to perform the contract to satisfactory standards, as indicated in the Statement of Requirements.

Participation in this bidding procedure is restricted to Zimbabwean bidders and must attach Certification of Incorporation to confirm this.

1.7 Pre-bid meeting and Site Visit

No pre-bid meeting and Site Visit has been organized.

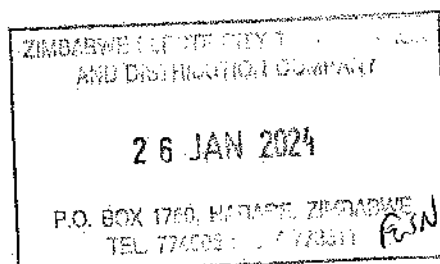
1.8 Validity of Bids

The minimum period for which the Bidder's bid must remain valid is ninety (90) days from the deadline for the submission of bids.

1.9 Submission of Bids

Bids must be submitted in writing in a sealed envelope to the address below, not later than the date and time of the deadline below. It is the Bidder's responsibility to ensure that they receive a receipt confirming submission of their bid that has correct details of the Bidder and the number of the Bid.

The Bidder must mark the envelope with the Bidder's name and address and the Procurement Reference Number.



Bids should be submitted in English language and in duplicate with one (1) original copy marked, "ORIGINAL" AND one (1) copy marked "COPY". All two (2) copies should be hard copies in sealed envelopes clearly marked with details of the tender, and should be deposited in a tender box situated at the below address. In the event of any discrepancy between the original and the copy, the original will prevail.

Late bids will be rejected. The Procuring Entity reserves the right to extend the bid submission deadline but will notify all potential bidders who have collected the bidding documents of the amended bid submission deadline.

Date of deadline:	26 March 2024	Deadline Time:	10:00 hours
Submission address:	ZIMBABWE ELECTRICITY TRANSMISSION & DISTRIBUTION COMPANY (ZETDC) Ground Floor, Electricity Centre 25 Samora Machel Avenue Harare		
Means of acceptance:	Bids in the sealed envelopes shall be deposited in a tender box situated at the above address. All the bidders should record their bids in the tender submission register situated thereto, in the format prescribed in the register.		

1.10 Bid Opening

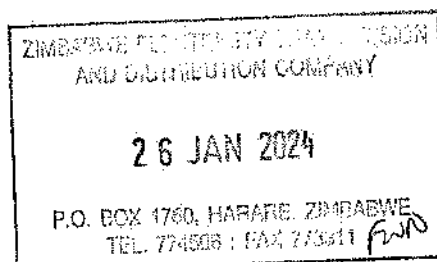
Bidders and their representatives may witness the opening of bids which will take place at the submission address immediately following the deadline.

1.11 Withdrawal, amendment or modification of Bids

A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative. However, no Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder or any extension of that period.

1.12 Bid Prices and Discounts

The prices and discounts quoted by the Bidder in the Bid Submission Form and in the Price Schedules must conform to the requirements specified in the Price Schedule included in Part 2: Statement of Requirements.



1.13 Bid Security

Bid Security

The Bidder must provide a bid security of **USD500.00** payable in Zimbabwean Dollars at the RBZ prevailing Interbank rate of the day in the following form:

- First Option. A certified bank cheque; or
Second Option. A bank guarantee; or
Third Option. A refundable cash deposit of **USD500.00** payable in Zimbabwean Dollars at the RBZ prevailing Interbank rate of the day to the Procurement Regulatory Authority of Zimbabwe (PRAZ) – If the third option is chosen, bidders must also submit proof of payment of non-refundable Bid Bond establishment fees of **USD150.00** payable in Zimbabwean Dollars at the RBZ prevailing Interbank rate of the day.

IF A BIDDER CHOOSES SECOND AND THIRD OPTIONS THE FOLLOWING SHOULD BE NOTED:

Second Option

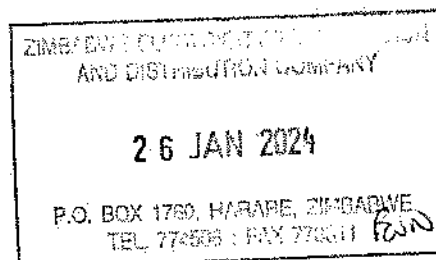
The required Bank Guarantee should include the following features and be redeemable in Zimbabwe in order for it to be considered valid:

1. Letterhead of registered commercial bank (i.e. the Supplier of the Bank Guarantee)
2. The Header has to clearly state that it is a Bank Guarantee.
3. Purpose of the Bank Guarantee to be clearly stated.
4. The date when the Common Seal of the said Surety was effected should be clearly shown.
5. Conditions of the said Obligations must be stated.
6. The physical address of the Surety should be given.
7. The validity period of the Bank Guarantee must be clearly stated.
8. Signature of surety and the date when it was endorsed must be clearly shown.
9. It must be an original document that is date stamped.
10. Bid Bonds from Insurance Companies are not acceptable.

The Bank Guarantee of the unsuccessful bidders will be released immediately after the award of the Tender while that of the winning bidder will only be released after signing of the contract.

Third Option

If Option 3 is chosen bidders must pay **USD500.00** payable in Zimbabwean Dollars at the RBZ prevailing Interbank rate of the day for the Bid Security that shall be Refundable at the end of the bid validity period plus another **USD150.00** that shall be non-refundable for cash bid bond establishment fee in line with Part V of the Procurement Regulations (S.I.193 of 2022). The amount is payable at Procurement Regulatory Authority of Zimbabwe (PRAZ), 9th Floor, Pearl House, 61 Samora Machel A.venue, Harare or to be deposited in the following account numbers:



**1 REFUNDABLE (USD)
Bid Bonds (USD) only**

BANK NAME: COMMERCIAL BANK OF ZIMBABWE
ACCOUNT NAME: PROCUREMENT REGULATORY AUTHORITY OF
ZIMBABWE
CURRENCY: UNITED STATES DOLLARS (USD)
ACCOUNT NUMBER: 10721064850128
BRANCH SORT CODE: 6101
SWIFT CODE: COBZZHAXXX

**2 REFUNDABLE (ZWL\$)
Bid Bonds (ZWL\$) only**

BANK NAME: COMMERCIAL BANK OF ZIMBABWE
ACCOUNT NAME: PROCUREMENT REGULATORY AUTHORITY OF
ZIMBABWE
ACCOUNT NUMBER: 10721064850118
BRANCH: KWAME NKURUMAH

3 NON-REFUNDABLE (USD)

**United State Dollars (USD) only
Registration, Bid Establishment Fees, Admin Fees (Contract, SPOC and other Admin Fees)
United States Dollar (USD) only**

BANK NAME: COMMERCIAL BANK OF ZIMBABWE
ACCOUNT NAME: PROCUREMENT REGULATORY AUTHORITY OF ZIMBABWE
ACCOUNT NUMBER: 10721064850108
BRANCH SORT CODE: 6101
SWIFT CODE: COBZZHAXXX

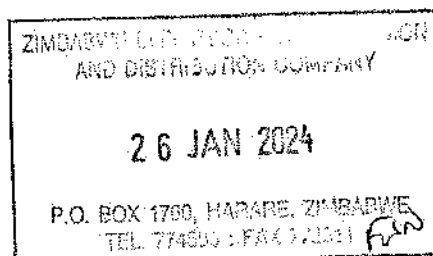
4 NON-REFUNDABLE (ZWL\$)

**Registration, Bid Establishment Fees, Admin Fees (Contract, SPOC and other Admin Fees)
Zimbabwean Dollar (ZWL\$) only**

BANK NAME: COMMERCIAL BANK OF ZIMBABWE
ACCOUNT NAME: PROCUREMENT REGULATORY AUTHORITY OF
ZIMBABWE
ACCOUNT NUMBER: 10721064850020
BRANCH: KWAME NKURUMAH

NB: The bid security shall be valid for ninety (90) days after the closing of this tender and the original proof of payment must be submitted together with the bid.

Any bid not accompanied by a Bid Security in accordance with section 26 (3) of the Regulations, will be rejected by the Procuring Entity as non-responsive.



1.14 Evaluation of Bids

Bids will be evaluated using the following methodology:

1. Preliminary examination to confirm that all documents required have been provided, to confirm the eligibility of Bidders in terms of section 28(1) of the Regulation and to confirm that the Bid is administratively compliant in terms of section 28(2) of the Regulation.
2. Technical evaluation to determine their substantial responsiveness to the specifications in the Statement of Requirements;
3. Financial evaluation and comparison to determine the evaluated price of Bids and to determine the lowest evaluated Bid.

Bids failing any stage will be eliminated and not considered in subsequent stages.

1.15 Currency

Bids should be priced in United States Dollars.

1.16 Award of Contract

The lowest evaluated bid after the application of any additional evaluation criteria, including any margin of preference, which is substantially responsive to the requirements of this Bidding Document will be recommended for award of the contract. The proposed award of contract will be by issue of a Notification of Contract Award in terms of section 55 of the Act, which will be effective until signature of the contract documents in accordance with Part 3: Contract. Unsuccessful Bidders will receive the Notification of Contract Award and, if they consider they have suffered prejudice from the process, they may, within 14 days of receiving this Notification, submit to the Procuring Entity a Challenge in terms of section 73 of the Act, subject to payment of the applicable fee set out in section 44 of and the Third Schedule to the Regulations.

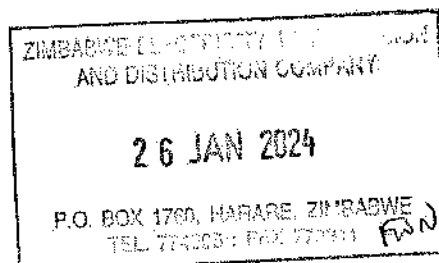
1.17 Right to Reject

The Procuring Entity reserves the right to accept or reject any Bid or to cancel the procurement process and reject all Bids at any time prior to contract award.

1.18 Corrupt Practices

The Government of Zimbabwe requires that Procuring Entities, as well as Bidders and Contractors, observe the highest standard of ethics during the procurement and execution of contracts. In pursuit of this policy:

1. the Procuring Entity will reject a recommendation for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract or has been declared ineligible to be awarded a procurement contract under section 99 of the Act;
2. the Authority may under section 72 (6) of the Act impose debarment and other sanctions under section 74 (1) of the Regulations; and
3. Any conflict of interest on the part of the Bidder must be declared.



1.19 Bid Submission Sheet

{Note to Bidders: Complete this form with all the requested details and submit it as the first page of your Bid. Attach the Price Schedule and Statement of Methodology, Work Plan and Schedule together with any other documents requested in Part 1. Any variation from the Statement of Requirements should be indicated in the Statement of Methodology, Work Plan and Schedule, otherwise you commit to complying fully with these Requirements.

Ensure that your Bid is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this Bid prevail over any attachments. If your Bid is not authorised, it may be rejected. If the Bidder is a Joint Venture (JV), the Bid must be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

Bidders should mark as "CONFIDENTIAL" information in their Bids which is confidential to their business. This may include proprietary information, trade secrets, or commercial or financially sensitive information}.

Procurement Reference Number:	
Subject of Procurement:	
Name of Bidder:	
Bidder's Reference Number:	
Date of Bid:	

We offer to perform the services listed in the Statement of Requirements to the indicated specifications and standards, at the prices indicated on the attached Price Schedule and in accordance with the terms and conditions stated in your Bidding Document referenced above.

We confirm that we meet the eligibility criteria specified in Part 1: Procedures of Bidding.

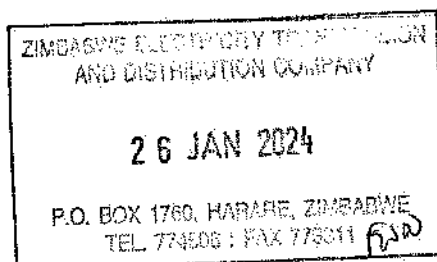
We declare that we are not debarred from bidding and that the documents we submit are true and correct.

The validity period of our bid is: {days} from the date of submission.

We confirm that the prices quoted in the attached Price Schedule are fixed and firm for the duration of the validity period and will not be subject to revision, variation or adjustment.

Bid Authorised By:

Signature	Name:
Position:	Date:(DD/MM/YY)
Authorised for and on behalf of:	
Company	
Address:	
.....	



Part 2: STATEMENT OF REQUIREMENTS

2.1 List of Goods/Services and Price Schedule

Procurement Reference Number: ZETDC/INTER/01/2024

Bidder's Name: _____

Bidder's Reference Number: _____

CURRENCY IN USD

Item No ¹	Description of Goods/Services	Quantity ²	Unit Price ³	Total Price ⁴
			<i>[to be provided by the Bidder]</i>	<i>[to be provided by the Bidder]</i>
1	Software (Once-Off)	1		
2	Annual Software Licence	1		
3	Hardware (Once-Off)	1		
4	Installation, Integration, Testing & Commissioning	1		
5	Training (Technical Training (Source Code) at ZETDC training facilities)	1		
6	Training (Super-User & End-User) at ZETDC training facilities	1		
7	Incidental Costs (if any)	1		
8	Annual Maintenance – Hardware & Software (Year 2)	1		
9	Annual Maintenance – Hardware & Software (Year 3)	1		
	Sub-Total (1) Excluding Duty & VAT			
	Duty			
	Sub-Total (2) Including Duty but Excluding VAT			
	VAT			
	Grand Total Tender Price Including Duty & VAT			

N.B. In Year 1 there is no maintenance as the hardware and software will be under warrant and the winning Bidder will rectify any defaults at no cost.

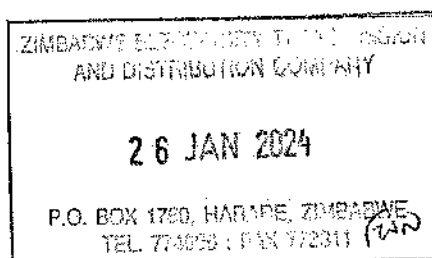
Note 1: Lots and packages should be shown as separate items.

Note 2: The description or quantity must indicate the unit of measure where relevant.

Note 3: Unit and total prices must be for delivery through to the final destination stated in Part 1.

Note 4: Include any additional costs, such as installation or commissioning.

The price to be quoted in the Price Schedule must be the total price of the bid, excluding any discounts offered.



2.2 Delivery Schedule

Procurement Reference Number:

ZETDC/INTER/01/2024

Bidder's Name:

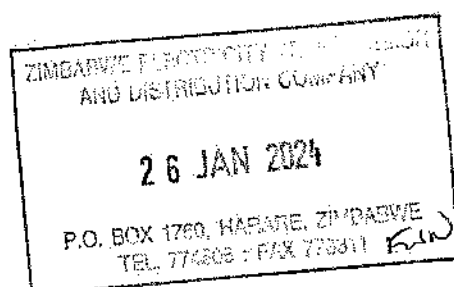
Bidder's Reference Number:

Item No.	Description of Goods	UOM	Delivery Date Required by Procuring Entity & Applicable INCOTERM	Bidder's offered Delivery period & INCOTERM
				<i>N.B. Bidders to Insert Delivery Period & Applicable Incoterm in the rows below under this column</i>
1	Software (Once-Off)	Each	6 months or better, CIP ZETDC Head Office, Harare	
2	Annual Software Licence	Each	6 months or better, CIP ZETDC Head Office, Harare	
3	Hardware (Once-Off)	Each	6 months or better, CIP ZETDC Head Office, Harare	
4	Installation, Integration, Testing & Commissioning	Each	6 months or better, CIP ZETDC Head Office, Harare	
5	Training (Technical Training (Source Code) at ZETDC training facilities)	Each	18 weeks or better, CIP ZETDC Head Office, Harare	
6	Training (Super-User & End-User) at ZETDC training facilities	Each	18 weeks or better, CIP ZETDC Head Office, Harare	
7	Incidental Costs (if any)	Each	6 months or better, CIP ZETDC Head Office, Harare	
8	Annual Maintenance - Hardware & Software (Year 2)	Each	52 weeks or better, CIP ZETDC Head Office, Harare	
9	Annual Maintenance - Hardware & Software (Year 3)	Each	52 weeks or better, CIP ZETDC Head Office, Harare	

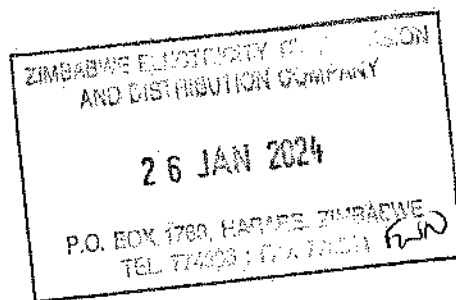
The delivery period required is measured from the date of the signing of the Contract between the Procuring Entity and the Bidder.

The Project Site for delivery of the goods is the final destination:

ZETDC Head Office, No 25 Samora Machel, Harare, Zimbabwe



2.3 ZETDC SPECIFICATION FOR BILLING SYSTEM

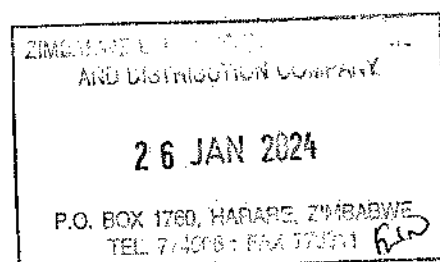


2.3.1 SCOPE

Supply, Customise and Implement a Turn Key Utility Billing System for ZETDC whose functionalities include Meter Management, Meter Reading, Billing, Connections, Disaster Recovery and Resilient to Cyber Threats amongst others to cover to a greater extent the ZETDC business requirements. The system shall be a real time online transaction processing system with a capability of allowing more than 500 concurrent users, whilst managing a database of a minimum of 2 million clients.

2.3.2 DEFINITION OF TERMS

- Company** - refers to Zimbabwe Electricity Transmission and Distribution Company.
ZETDC - Zimbabwe Electricity Transmission and Distribution Company
Contracting - defined as entering into an agreement with various customers and customer groupings mainly for the provision of electricity together with other services and products that are currently offered by ZETDC including any future services not currently available
Client categories - ZETDC clients are categorised into Domestic and Non Domestic. Non Domestic include: Commercial, Commercial institutions, Industrial, Mining, Farming/Agriculture, Government, Parastatals, Staff, and Intercompany
VAT - Value Added Tax
RE - Rural Electrification levy
Quotation reference number - refers to a reference number that will be used to identify a job from quotation level up to such a time it is registered and assumes an account number.
Connection Fees - refer to the clients' contribution towards the cost of provision of supply.
Deferred Connection fees - refer to part payment of connection fees that has been deferred to be settled at a future date which maybe after enrolment of customer account.
Standard connection - domestic connection with at most 15m weatherdac in high density and 30m weatherdac in low density
Non-standard connection - connection other than the standard connection
CSM - Customer Supplied Materials
ACE (Application for Capital Expenditure) - refers to the financial document utilised to present cost estimates of each capital project before the project is implemented
VCC - Vote of Completion Certificate
Enrolment - Opening or defining of a new account for the client in the system (account registration)
De-enrolment - Closing or decommissioning of a client account (deregistration of an account)
Customer - Interchangeable with client - these are the different people or entities that are offered services by ZETDC.
MRC - Meter Reading Centre
Low capacity - Service points below 100amps
Subtractive billing - refers to a scenario where more than one company is supplying power to a common customer or where excess power feeds other customers downstream and there is need to distinguish the quantum that related to the specific point being billed.
IPPs - Independent Power Producers
Net metering - A connection and energy banking arrangement which allows a customer to both get power from the company and as well be able to export power to the company through the same metering set up and offset the units and subsequently pay a netted bill.
Self-billing - Producing a bill on behalf of a client who is supplying energy under net metering
Conjunctive billing - refers to a scenario where a meter is placed on one street lighting and the rest of the street lights use a coefficient to bill for their consumption.



Multi Meter billing – more than one meter being billed on one account.

Subtractive metering – a scenario normally associated with skyscrapers with a common main meter that measures consumption for the whole building but will have to subtract consumption made on different meters on different floors and only remain with consumption for shared services like elevators.

SCADA - Supervisory Control and Data Acquisition System – system used at the National control centre to monitor and control field devices at remote site.

EC number – refers to Employee Contract number

2.3.3 LANGUAGE, UNITS AND STANDARDS

All tenders, correspondence, description upon drawings, illustrations or instructions shall be in unambiguous English Language. SI Units of measurements shall be used throughout.

2.3.4 PARTICULARS OF DATA CENTRE ELECTRICAL SYSTEM ENVIRONMENT

Unless otherwise specified in the Schedule of Requirements, it must be assumed that the electrical system in which the Billing System will operate is;

- a) Three phase supply system. The maximum earth fault factor on the network is 1.5.
- b) Operated at 50 Hz, with approximately sinusoidal wave form.
- c) The highest system voltage does not normally exceed the nominal system voltage by more than 10%. The nominal system voltages are 225V for Single Phase and 390V for a three phase system.
- d) The system frequency variation does not exceed plus or minus 2.5% from 50 Hz.

Designs should allow for these variations.

2.3.5 PARTICULARS OF THE DATA CENTRE ENVIRONMENT

The Billing System will operate within the tropics and will be subjected to sudden ambient air temperature changes of the order of 10 °C per hour, occurring at the onset of rain, but the barometric pressure at any given place does not vary by more than approximately 10mm Mercury. Frequent and severe lightning storms occur during summer months, with isoceraunic levels varying between 50 and 100 thunderstorm days per annum.

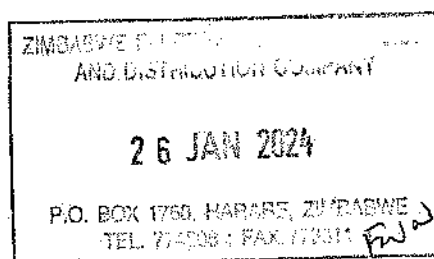
The Billing System shall be capable of operating under the following environmental conditions.

- a) Ambient temperatures:
 - (i) Maximum: 40 °C
 - (ii) Minimum: minus 10 °C
 - (iii) Maximum daily average: 35 °C
- b) Altitude:

Maximum altitude of 1 500 metres above sea level. The design shall allow for reduced cooling effect due to high altitude.
- c) Humidity:

Humidity of 13mg per cubic metre absolute and 65% relative before storms with vapour pressure of 17mmHg.

It is the supplier's responsibility to make himself familiar with any other climatic and physical conditions pertaining in Zimbabwe and to supply a Billing System which meets all such conditions.



2.3.6 SYSTEM FUNCTIONAL REQUIREMENTS

MODULE NAME	FUNCTIONAL REQUIREMENTS SUMMARY	FUNCTIONAL REQUIREMENTS DETAILED	ADDITIONAL NOTES
<p>2.3.6.1 CONTRACTING</p> <p>(i) Online contracting</p> <p>(ii) Walk in customers</p>	<p>Online contracting</p> <p>Electronic enquiry- interactive response</p> <p>Ability to upload documents</p>	<p>Design and configure an enhanced and scalable applications Portal which incorporates modern user interface tools.</p> <p>Online forms, (ZETDC to provide design)</p> <p>Reference numbers generated after processing should be auto generated.</p> <p>Interactive platforms that can be executed through third party platforms such as phone call, email, WhatsApp (client being guided as he/she is enquiring) and SMS, twitter, Facebook and any other as may be defined.</p> <p>Design and configure a progress tracking system. Capability to file and archive of old enquiries with a retention period as shall be provided by ZETDC.</p> <p>Capability of applying client to access progress on application</p> <p>Self help desk – Design and configure an online interaction, riding on artificial intelligence. (e.g. chat board)</p> <p>Configure mandatory fields in a specified format to include, physical address, (GIS coordinates) phone number, personal identity, email, bill receipt mode, BP number, VAT number, Director details for companies, installers qualifications.</p> <p>Design and configure a validation criterion for input data.</p> <p>Capability to upload attachments such as identity documents, proof of Ownership, Company Documents and other</p>	<p>System should be user friendly such that client is able to fill in the digital form with tabs and dropdown arrows</p> <p>It should be multi lingual with a translation app.</p> <p>ZETDC website should be linked to the system such that the relevant office receives a notification once a client submits an online form (E21 – SCSO/Commercial Officer, E22- Commercial Officer/Sales Executive, E23-Commercial Officer /Network Development Manager</p> <p>Digital form from client should be geographically</p>

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documents as may be required. Capability to validate Identity Documents.

Notification message to remind client of outstanding requests not attended, which may be set as mandatory or warning message.

Capability to upload approved artisans/ any other personnel assigned the tasks.

Capability to download and upload application forms.

Automatic saving incomplete and draft applications for later upload.

Ability to escalate outstanding applications not actioned after a pre-determined period.

Ability to suspend/archive/close unprocessed applications

Ability to store unprocessed applications for future planning and development projects

Contracted and installed capacity defined.

Capability to have one client identity generating multiple job applications.

Capability to define mandatory fields such as EC number (staff applications), EC Number validation module linked to payroll system in SAP

Validation criteria – Only accept one Active account per EC number and one staff account per employee. Define designation, status of employee (contract or permanent)

Contract duration

(Define qualification criteria.

Interface with payroll, SAP

Interface with third party platforms for example ZETDC website, contact centre and other social media and communication platforms.

Client groups - Capability to group customer categories as defined in the definition of terms

linked such that the relevant official for that particular region gets this notification.

Should have a periodic status report on all applications for control.

Each application should have a distinct reference number

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	<p>Capability to capture the following parameters:</p> <ul style="list-style-type: none"> - CT Ratio - VT Ratio - Meter make - Meter Model - Meter accuracy class - Serial number (ZETDC serial and Meter serial numbers) - Meter current rating (base and maximum) - Year of manufacture - Guaranteed life span - Date of installation - Date of calibration - Warranty period - Date of receipt in stores - Country of manufacture - Meter phase (single / three phase) - Meter mounting type (Din / BS) - Applicable standards for the meter e.g. IEC, ANSI - Main and check meter <p>Any other parameters as may be required</p>	<p>System should allow editing of geographical location at defining stage when the location is not in the database.</p> <p>Enable editing of geographic location (Add/Remove)</p>
	<p>Walk-in enquiry</p>	<p>Provide window to capture inputs of physical enquires</p> <p>Capability to do e-filing of submitted physical application forms</p>

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To improve geographical customisation of rural areas.	System should allow editing of geographical location at defining stage when the location is not in the database. Enable editing of geographic location (Add/Remove) System should have an option to capture GPS coordinates.		Option to record outputs or physical enquires and submit Define geographical structure as provided by ZETDC Flexibility in search criteria, Use of multiple variables in searching for customer information (use of search criteria as defined by ZETDC, that is, by account number, ID number, address, location E-filing of submitted physical application forms To show enquiry by category to enable summarized reporting Option to record outputs or physical enquires in the billing system		
Physical enquiry					
Quotation			Ability to handle both online and walk in quotations as follows: Capability to generate quotation online Ability to allocate applications to respective Depots Ability to generate online inspection form Ability to upload inspection reports (scanned and capture inspection report details) Ability to upload inspection reports to an electronic device. Ability to vary input parameters in generating quotation. Capability to interface with materials module in SAP All forms to be available online with option to print. Ability to define access parameters (authorisation levels) Define Inspection validity Capability to save (Quotation) inputs offline and upload when back online. Ability to simulate quotation for all clients Update status (inspection results)		

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Ability to interface with other systems – capability to upload and validate GIS coordinates

Ability to upload images

Ability to define Inspection report approvals

Ability to define quotation types, such as * **standard connections**. * **non-standard quotations***

Ability to reprint quotation

Ability to generate quotations in multi-currency.

Ability to interface with various third party platforms in order to send quotation using various communication channels: examples email, WhatsApp SMS

ZETDC shall provide the form design and information to be included in the forms

Define three levels of quoting a customer.

(i) adhoc quote (Estimate)

(ii) Simulated quotation for General enquiries.

(iii) Binding quote with validation period

Ability to link quotation process with Materials module

(iv) Capability to flag materials availability and advise client materials to purchase.

Ability to send notification for statutory re-inspections

Customer supplied materials:

Capacity to handle customer supplied materials as follows:

- (i) Flag materials not available to quote and notify the customer to buy
- (ii) ability to automatically generate credit, where material quoted have not been drawn from stock

Ability to load Customer supplied materials purchase receipts in system

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		<p>Ability to account for materials received from customer</p> <p>Functionality to send quotation to customer on demand via any mode of communication as may be defined from time to time.</p> <p>Ability to suspend quotation on expiry of validity period</p> <p>Ability to requote with reference to expired or cancelled quotation.</p> <p>Ability for All forms to be available online</p> <p>Provide option for editable constructive units in quoting non-standard clients.</p> <p>Option to add bank capability for electronic signature.</p> <p>Ability for quotation to show summary of cost categories e.g. material, labour, transport, admin costs based on ZETDC's catalogue.</p> <p>A due date must be indicated on the quotation</p> <p>Quotation to produce a detailed bill of quantity as an option.</p> <p>Ability to restore parameters if the quotation is not utilised at expiry within the defined parameters.</p> <p>Ability of system to credit the value of the materials to the quotation at a predefined depreciation rate on change of capacity.</p> <p>Automatic quotation suspension after due date expiry.</p> <p>Archive suspended quotations.</p> <p>Provide functionality for notifications to clients on quote expiring.</p> <p>Ability to un-suspend quotation</p> <p>Option to upload documents.</p> <p>Ability to re-quote</p>	
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	<p>Re-quote to automatically generate a new reference number linked to a previous quotation</p> <p>Functionality to calculate and display the security deposit and VAT</p> <p>The system should have capability to automatically update prices on requotes.</p> <p>Functionality for automatic payment notification to internal users and clients.</p> <p>Functionality to create various jobs on one user ID.</p> <p>Mandatory allocation of payments to existing debts before quotation allocation, with option to override upon approval.</p> <p>Ability to exempt security deposit.</p> <p>Multicurrency quotations with ability to convert at receipting stage</p>	
<p>System should flag and escalate if connection is not done within set timelines. Escalation should be made to the next higher level until action is taken</p>	<p>Capability to generate report per quotation reference number indicating job assignment at Depot level</p> <p>A status to indicate number of days before connection.</p> <p>Outline reasons for delays.</p> <p>Functionality to indicate job status e.g. quotation sent, paid, in construction, pending, commissioned, enrolled, dates.</p> <p>Capability to send notification to the client per stage.</p> <p>Functionality to automatically link customer supplied materials to the Quotation reference number.</p> <p>Capability to capture customer supplied materials (CSM) for Standard jobs and allow the cost of CSM to be deducted from total cost</p> <p>Capacity to generate thematic maps to track connection progress.</p> <p>Functionality to identify the current status of a job</p>	<p>Tracking of connection progress (automated)</p>

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	<p>Capability to capture details e.g. transformer, breaker size, contracted capacity, installed capacity, feeder name,, GIS coordinates, meter number, connection reading, name of Artisan or Technician, date, time, supply tariff,</p>		<p>Unique identifier e.g. job number or asset should reflect in both systems</p>
<p>Automated capturing of works done on customer installation</p>	<p>Ability to capture materials used for the job. Automatic editable requote option. Ability to update prices. Automatically generate asset number after quotation payment. Generate email notification of delays in each actioning stage. Generate expiry period per each stage. Produce variance analysis in the system</p>		
<p>Job costing (Non-standard quotations)</p>			
<p>Capitalisation</p>	<p>Capability to capitalise jobs Functionality to copy details on quotation and serial numbers at commissioning stage. Example. for meter & transformer. Capability to link serial numbers to asset. Option to commission the job with printable VCC. capacity to send digital VCC. Option to capitalise jobs after commissioning. Generate a trigger to the relevant office per stage in job commissioning through emails and work flow. Assets being replaced e.g. on faulty meter, faulty transformer or on recovery to prompt responsible officer to initiate recovery procedure. capacity to integrate with SAP Materials management. Functionality to reserve material after receiving payment from customer. Functionality to capture contracted and installed capacity for a service point - breaker size on commissioning.</p>		
<p>Enrolment</p>	<p>A commissioned status trigger to the enrolment office. Capability to select tariff, currency and automatic enrolment option.</p>		

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Automatically create account once the meter issued using the contracting information.

Ability to automatically process refunds for third party materials, i.e. Customer supplied material credit.

Enrolment of commissioned jobs to be done through a trigger.

Capability to enrol handed over completed projects from third parties e.g. Rea

Option to upload E22 contact form.

Ability to define and activate mandatory fields.

Functionality to edit or change data on enrolment.

Functionality to manually validation tariff, meter constant, dials before final enrolment.

Capability to create service point during the enrolment process.

Functionality to capture and validate contracted capacity (defining client) and installed capacity (to be captured on installation)

Functionality to capture Usage Capacity- breaker size on commissioning.

Functionality to capture contracted and installed usage capacity

Have an outstanding connection fees parameter defined on the customer bill to be part of the concepts shown in case where a customer was connected on credit. Showing outstanding connection fees on bill.

Functionality to trigger or notification through email or workflow after enrolment to the respective office.eg.Meter Reading.

Functionality to provide Client notification on account status.

Ability to automatically estimate a customer reading based on estimation method defined per tariff category, with ability to be individually modified where necessary.

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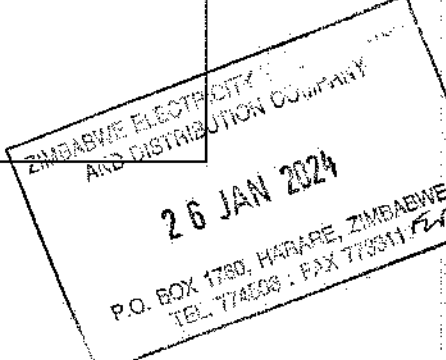
	<p>Newly enrolled post-paid points to be assigned automatically to a default route which bills monthly.</p> <p>Prepaid points to be automatically assigned to a pre-paid route using geographical information to identify the correct itinerary.</p> <p>System authorisation on change of tariff.</p> <p>System authorisation of constant changes number dials and meter change</p> <p>Option to upload documents e.g. E22 forms.</p> <p>Change of tenancy to have an option for debt transfer to an active account.</p> <p>Capability to edit account.</p> <p>Define mandatory fields for EC number for staff. Ability to generate notice for verification or approval</p> <p>Generate automatic credit application on enrolments</p> <p>Restricted option to contracting of special clients with quotations that are exempt from payments e.g. government points. (restrictions as may be defined from time to time)</p>	
	<p>Functionality to define and edit the customer account with unique identifier under group account.</p> <p>The function is to be parameterised providing ability to categorise clients on enrolment</p>	<p>Have a parameter that groups customer category (characteristics e.g. Min of Health)</p>
	<p>Capability define accounts in multicurrency system.</p> <p>Allow partial billing for a single point in more than one currency</p> <p>Capability to generate bills in respective currencies with VAT compliant features.</p> <p>Functionality to split consumptions and generate bills in proportion to consumption</p> <p>Capacity to convert debtors' balances to a preferred currency</p> <p>Flexibility on tariff codés digit.</p> <p>Functionality to -enrol and de-enrol accounts in mass.</p>	<p>Account management</p>

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	<p>Functionality to reactivate closed account for the same customer ID. Option to bill net metering for all accounts and ability to edit the new meters installed. Capability to bill special client categories i.e. foundry MD customers (Daily MD reading).</p>	
<p>Termination Of Service</p>	<p>The key processes at termination of service shall mainly involve the following steps: Ability to automatic apply and refund security deposit (with interest) to outstanding debt. Generate final bill and dispatch through a defined mode Display security deposit as line item Enable reactivation of closed account for the same customer ID. Define and configure all de-enrolment types - Mandatory de-enrolment - Voluntary de-enrolment</p>	<p>De-enrolment</p>
<p>2.3.6.2 METER & TRANSFORMER MANAGEMENT</p>	<p>Ability to add a new meter/transformer with mandatory fields limited to stores department and Sales executive. Provide option to transfer meters/transformers. Provide option to edit meter details. Ability to maintain different statuses of the meter. Define the following steps on meter management</p> <ul style="list-style-type: none"> - issued for installation - removed from customer premise, - meter returned after issue, - transfer already calibrated, - transfer already repaired and checked, 	<p>Device entry into stores</p>


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	<ul style="list-style-type: none"> - transfer already verified, received for storage, received for calibration, - received for repair / check, received for verification, received after calibration, received after repair / check, received after being verified - rejected for storage, rejected for calibration, rejected for repair / check, - rejected for verification, calibrated - rejected, repaired, verified, installed, faulty, sold by agent, lost, stolen, lent to external - rented, in batch process, - new for calibration, for repair, for verification, for disconnection, for scrap metal in calibration, in repairs/ check inventory, stored, calibrated, repaired, verified, disconnected, transfer for storage, transfer for calibration, - transfer for repair / check, transfer for verification, transfer for installation, replaced under warrant, for warrant replacement, sold by agent for reconnection <p>Enable viewing of meter status without limitations</p>	
	<p>Ability to view customer supplied meters/transformers</p> <p>Flexibility to change the name of meter/transformer supplier</p> <p>Option to access meter number by address or Quotation reference number</p> <p>Capability to capture all meter/transformer details as may be defined</p> <p>Capability to integrate with the inventory management system.</p> <p>Capability for bulk upload through different formats such as excel, csv, etc</p>	<p>Capture device details(technical)</p>

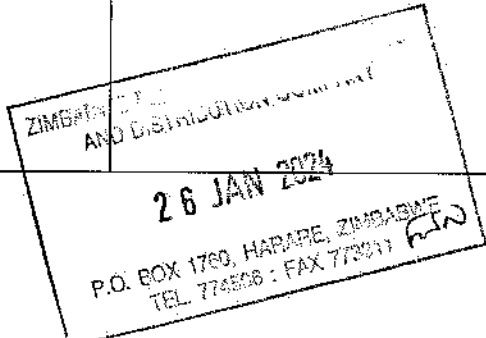
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	<p>Device transfer across various storage locations</p>	<p>Capability to modify meter/transformer details Ability to send notification through email when meters/transformer are transferred. Capacity to generate a report on meter status. Capacity to generate a report on fault meters. Ability to do Meter/transformer life cycle tracking Option to search using meter number</p>
	<p>Device calibration and verification.</p>	<p>Ability to edit calibration meter details and date Capacity to track meters returned Capacity to add a missing register. Capacity to flag for meter recalibration. Option to add or edit meter registers. Option to add or edit meter constants. Option to edit usage type e.g. multiple usage to single usage. Option to change meter dials for installed points.</p>
	<p>Capacity to change meter usage type i.e. MD and Low capacity</p>	
	<p>Customer Supplied Material Portal</p>	<p>Capability to</p> <ul style="list-style-type: none"> • receive materials from third parties • manage the materials • issue the materials • refund (based on parameter or set conditions) <p>Capacity to define and add agents and respective stores Capacity for agents to</p> <ul style="list-style-type: none"> • Add meter • Sell meters • To validate customer information <p>Design, define and generate reports as may be required Ability to batch post customer refunds. Ability to add or remove points when required. Ability to change the billing date within the same month. Option to redefine reading cycle.</p>
<p>2.3.6.3 METER READING</p>	<p>Itinerary maintenance</p>	


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	<p>Ability to interface with third party platforms. Required is an integrated mobile application for meter reading with geo ring fencing and readings instant validation to ensure completeness and correctness. Capacity to integrate with the GIS system Functionality to set and revise exceptions limits. Add/remove point to an itinerary. Add/remove itinerary to route. Edit meter reading sequence Display itinerary per depot/MRC/district Display routes per meter reading cycle Display itinerary on route. Capability to print routes.</p>	
	<p>Ability to define limits (Max and Min) in the system to validate readings before an account bills. Define approval limits on handling exceptions. Create new route Define reading dates/calendar Edit reading calendar Edit route. Add/ remove route. Display routes in MRC Display status – pending generation, processed and other as may be defined Bill simulation after exception resolution to verify bill pending processing</p>	
	<p>Ability to search using SPN or Premise. Ability to add or remove itinerary any time of the month. Ability to create new route Ability to define and create reading dates/calendar Functionality to edit reading calendar</p>	<p>Pre Billing meter readings validation</p> <p>Route maintenance</p>

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	<p>Functionality to edit route</p> <p>Functionality to Add/ remove route</p> <p>Functionality to display routes in MRC</p> <p>Functionality to display status – pending generation, processed and any other as may be defined</p>		
Reading calendar	<p>Functionality to define reading dates by itinerary.</p> <p>Option to edit reading dates.</p> <p>Functionality to create reading dates</p> <p>Functionality to edit reading dates</p>		
Automated meter reading	<p>Ability to integrate with other meter reading systems that reads meters online.</p> <p>Functionality to validate all readings before billing.</p> <p>Ability to automatic billing of smart meter accounts.</p> <p>Option to save readings.</p> <p>Functionality to resend rejected readings.</p> <p>Functionality to bill online readings.</p> <p>Automatic update of readings.</p> <p>Generate status report on submitted readings.</p> <p>Generate status report on points without readings.</p> <p>Non MD points without submitted readings to automatically bill using average consumption.</p> <p>Ability to receive meter reading routes for capturing</p> <p>Functionality to assign reading itineraries to meter readers for capturing.</p> <p>Functionality to print reading routes for meter readings</p> <p>Functionality to display meter reading routes</p> <p>Option to save readings before sending for billing</p> <p>Option to send readings for billing</p> <p>Option to check processed routes for billing</p> <p>Option to estimate missing readings</p>		
Manual capturing of reading			

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	Customer supplied readings	<p>Option to estimate range (units to bill) display on each point</p> <p>Functionality to accept customer readings and produce a validated bill.</p> <p>Option for client to upload meter picture.</p> <p>Functionality to flag subsequent reading after customer supplied reading in the same month.</p> <p>Provision of option to specify customer supplied readings. ability to rebill</p> <p>Define a limit on consecutive estimates.</p> <p>Ability to flag exceeded number of estimates</p>	
	Inbuilt validation of readings	<p>Ability to display previous reading for checking (continuity sequence).</p> <p>Ability to flag out of range readings</p> <p>Functionality to display dials on meter</p> <p>Enable comparison between current usage and average usage.</p>	
	Others	<p>Ability to produce a report of history of readings.</p> <p>Capability to pick a meter turnover and calculate accurate consumption.</p> <p>Define and configure a month-end close procedure</p> <p>Define and configure subtractive and additional readings.</p> <p>Capability to capture more than one meter readings on a single account and produce a bill.</p> <p>Functionality to capture comments on points without readings and other anomalies.</p>	

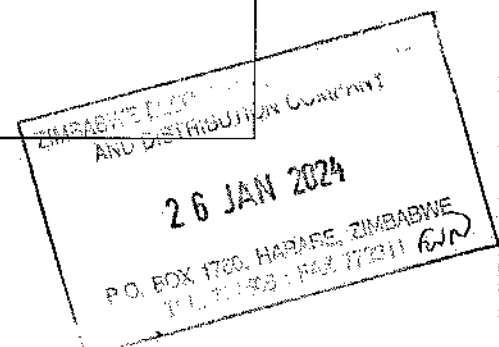
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		<p>2.3.6.4 BILLING</p>
<p>Expected features of a bill</p>	<p>Bill information to be displayed for both ZETDC and client: - Physical address BP number Vat number as pre-defined (Valid tax invoice).</p> <p>With system capability to define any other features to comply with any other regulatory requirements as may be required.</p>	<p>Real time billing.</p>
<p>Real time production of a bill.</p> <p>Automatically run Itinerary/ Individual readings and produce billing one day.</p> <p>Define and configure functionality to bill MD and low capacity points</p> <p>Enable online rebilling functionality. Define Interest rate per tariff. Capability to bill the same register at different rates based on set thresholds.</p> <p>Define and configure various estimation methods as may be required such as -historical month on month average, seasonal average, standard average set per tariff. Functionality to simulate a bill taking into consideration all tariff changes in the period being calculated.</p>	<p>MD billing and low capacity billing.</p>	



<p>Tariff maintenance</p>	<p>Enhanced billing using dynamic tariffs (e.g. use day ahead market pricing on certain clients). Provide a parameter to enable proration Automated adjustment of bill to correct a previously estimated to align with actual reading presented.</p>
<p>Other parameters maintenance</p>	<p>Capability to calculate interest on balance owing on the date of billing.</p> <p>Define interest parameter per tariff per currency.</p> <p>Provide an audit trail for all the changes</p> <p>Define and maintain approval levels for constant changes.</p> <p>Capability to bill in prior period using current tariff (parameterised).</p> <p>Provide system functionality to prorate bill as may be required Capability to upload tariff in the system. Functionality to compute tariff within the system. Define authorisation levels in tariff maintenance Flexibility of tariff effective date of application that is, billing date, consumption date or any other date that may be defined. Flexibility to add new tariff codes as and when may be necessary.</p> <p>Capability to add or define other parameters such as time of use, maximum demand, reactive energy, FMC and any other that may be defined as and when necessary</p> <p>Option to preview final bill before confirmation</p>

ZIMBABWE ELECTRICITY AND DISTRIBUTION COMPANY
 26 JAN 2024
 P.O. BOX 1760, HARARE, ZIMBABWE
 TEL. 773326 : FAX 773311 E.J.N

<p>Ability to define special prepayment billing arrangement e.g. applying subtractive billing on uploaded prepaid units. System to provide functionality for validation, editing and estimation. System capability to support customer indexation (network tracing). System Capability to facilitate energy balancing and accounting. System capacity to calculate various factors depending on provided formulas e.g. utilisation factor, load factor, power factor etc. Functionality to calculate prejudice according to set criteria. Functionality to record test meter reading / consumption and flag abnormal variances Set parameter to check meters for all point within a provided threshold. Flexibility to bill points without actual readings, however, based on estimates by use of a customised estimation method. Automatic reversal of interest charged on overestimated bills.</p>		
<ul style="list-style-type: none"> The system to be able to produce audit trails for all parameters for changes made in the system 	<p>Audit trail</p>	
<p>All adjustments to be processed real time. The adjustments include but not limited to: - Bill adjustments Interest adjustments Miscellaneous charges Receipts adjustments Any other adjustments as may be prescribed All Adjusted/corrected bills to be printable. Approvals for all the adjustments to be defined in the system.</p>	<p>Real time adjustment</p>	

ZIMBABWE ELECTRICITY AND WATER SUPPLY AND SERVICES AUTHORITY
26 JAN 2024
P.O. BOX 1760, HARARE, ZIMBABWE
TEL: 775208 : FAX 772311 *FW*

	<p>Generation of credit notes, debit notes is to be automated for all the adjustments</p> <p>Ability to interface with other third party systems.</p> <p>Ability to cancel the adjustment documents once generated, however, within the defined authorisation limits</p> <p>Capability to define maximum allowable estimates.</p> <p>Ability to generate service order for actual reading to bill and escalate.</p> <p>Option to issue a service order without printing.</p>	
<p>Parameter for maximum allowable estimates</p>		
<p>Definition of Interest rates</p>	<p>Definition of different interest rates per tariff & currency</p> <p>Allow different rates to apply on different tariffs and currency.</p>	
<p>Messaging facility</p>	<p>Ability to create desired message on a bill per defined area /category to a customer.</p> <p>Define a dropdown list of messages as well as tailor made messages.</p>	
<p>Bill delivery platforms</p>	<p>Ability to interface with third party platforms to automate sending of bills through various ICT platforms; such as SMS, email, WhatsApp notifications. The following are some of the details to be considered when sending information to the customer: account name, account number, opening balance, current bill, and total amount due</p> <p>Account statement.</p> <p>Ability to provide feedback report on email status update, that is, successful/failed email dispatch</p>	
<p>Banking details on bill</p>	<p>All bills to have banking details per tariff category per banking hall/region/ or any other office of choice.</p>	
<p>Design, configuration and printing of various documents</p>	<p>Capability to design, configure and print documents with all that meet all the features as may be required by ZETDC.</p> <p>Documents such as Tax invoices, credit/debit notes, receipts and any other as may be required.</p>	

ZIMBABWE ELECTRICITY AND DISTRICTION COMPANY

26 JAN 2024

P.O. BOX 1750, HARARE, ZIMBABWE

TEL: +263 021 270111 FAX: 270111

FWN

	Flexibility to edit, modify any document features as may be required	
	<p>Capability to split consumption at point of billing to enable generation of more than one bill per service point either using different tariff and /or using different currency as per user defined ratios.</p> <p>Ability to split bill as per defined ratios per currency once meter reading has been captured.</p> <p>Ability to produce separate bills for each tariff and or currency as defined by the user.</p>	
	<p>Capability to bill in multi-currency.</p> <p>Define and maintain a base currency as may be prescribed.</p> <p>Capability of bill to display amounts in both base currency and billing currency.</p> <p>Capability to bill in currency of choice.</p> <p>-Ability to convert balance owing to a foreign currency defined by user</p>	
	<p>Define and maintain subtractive billing facility which accommodates multiple meters with an option to add or subtract usage for billing. - example IPP</p>	
	<p>Capability to capture import and export usages for all tariff categories.</p> <p>Capacity to self-bill on export consumption.</p> <p>Real time billing is required.</p> <p>Capability to produce separate bill for import and export energy.</p> <p>Capability to produce a statement to show both import and export bills separately.</p> <p>Ability to integrate with meter reading systems that has functionality for online reading.</p> <p>for a stepped tariff on domestic net metered points</p>	
Split usage billing using different currencies		
Multi-currency billing		
Subtractive metering billing		
Net metering		

ZIMBABWE ELECTRICITY AND DISTRIBUTION COMPANY
 26 JAN 2024
 P.O. BOX 1780, HARARE, ZIMBABWE
 TEL: ZIMB: FAX: ZIMB: *RW*

	<p>The system should have capability to bill customers with a net metering set up.</p> <p>Additional features: Ability to transfer excess units on a meter to multiple accounts.</p> <p>Transfer of units should allow application of a factor against each billing register, which factor may be modified as and when required.</p>	
MD Daily billing	<p>Capacity to bill maximum demand points as and when required</p> <p>A daily bill frequency may be required.</p>	
Prepaid Post paid billing	<p>Ability to produce the first proforma invoice based on 3 months' average consumption</p> <p>Ability to produce the subsequent proforma invoices using previous month's actual consumption.</p> <p>Ability to produce an actual bill based on actual consumption.</p> <p>Ability to compute interest based on outstanding debt</p>	
Conjunctive billing	<p>Ability to perform group billing where the consumption is determined by predefined coefficients of one reference point.</p> <p>Intercompany staff billing.</p> <p>Provide option for Bulking individual staff consumption/bill into one bill for the respective company and produce summated bill, as may be required</p>	
Multi meter billing	<p>The functionality should be available in all tariff categories</p> <p>Online and automatic capturing of readings.</p> <p>Produce one bill for all meters</p> <p>Enter readings for each meter and bill as summed up usage.</p> <p>Provide a functionality for billing previously unbilled consumption.</p>	
Miscellaneous billing		

ZIMBABWE ELECTRICITY AND DISTRIBUTION COMPANY

26 JAN 2024

P.O. BOX 1780, HARARE, ZIMBABWE
TEL: 772223; FAX 770311 *Edw*

	<p>Provide functionality for automatic /manual processing of customer supplied material refunds.</p> <p>Capability to bill/invoice non-core revenue such as Work on consumer installation (WOCI), security deposits, reconnection fees, re-quotes, re-inspection, bad debts recoverable, other miscellaneous charges (items to be listed)</p> <p>Capability to add such charges to the main revenue bill.</p>	
Miscellaneous billing for non-contracted clients	<p>Provide option to bill/invoice non-contracted client.</p> <p>Option to bill ad-hoc requests such as net metering application fee charges, use of system wheeling charges, rental invoice, other WOCI (damage of ZETDC equipment)</p>	
Rebilling	<p>Provide functionality to generate variance analysis on a bill.</p> <p>Capability to rebill any type of bill as may be required</p> <p>Ability to edit defined exception parameters as when and when it is required.</p> <p>Rebilling process to recognise proration of rates or tariff.</p> <p>Capability to generate debits and credit notes.</p> <p>Capability to reverse interest on reversed bills.</p> <p>Ability to set approval limits on all rebilling and bill adjustments.</p>	
Revenue adjustment	<p>Provide option to generate proforma/simulated invoices.</p> <p>Ability to recalculate and simulate a bill</p> <p>Ability to generate an adjustment for a selected bill(s)</p>	
Load limit points billing	<p>Real time billing</p> <p>Automatic billing as per cycle</p>	
Fiscalisation	<p>Required is ability to comply with fiscalisation requirements for all billing documents as may be pronounced time to time</p>	

ZIMBABWE ELECTRICITY
AND DISTRIBUTION COMPANY LTD

26 JAN 2024

P.O. BOX 1789, HARARE, ZIMBABWE
TEL 773024 ; FAX 773311

	<p>Capability to bill connection fees by tariff category and by currency</p> <p>Produce a tax compliant invoice/ receipt upon receipt upon full payment</p> <p>Ability to define and maintain payment rules NB: For partial payment refer to Deferred payment option.</p> <p>Produce connection fees bill with all features as may be prescribed</p> <p>The bill must be printable at point of payment</p> <p>Flexibility to define and redefine bill generation rules and recognition of connection fees</p> <p>Option to define payment dates in the system with terms and conditions.</p>	<p>Connection fees billing</p>	
	<p>Ability to raise tax compliant invoice for the full invoice amount upon receiving first instalment</p> <p>Printable system generated payments plan</p> <p>Connection fees due should be included on the monthly bill.</p> <p>System should be able to load connection fees debt and recover as per agreed terms in the case clients on prepaid meter.</p> <p>Connection fees debtors should appear separately from energy debtors.</p> <p>Function of deferred connection fees payment to be parameterised in order to implement any changes that may be required.</p>	<p>Deferred connection fees billing</p>	
	<p>Provide functionality to bill security deposit for every account.</p> <p>Ability to recalculate additional security deposit on energy bill at each change of tariff</p>	<p>Security deposit billing</p>	

ZIMBABWE ELECTRICITY TRADING AND DISTRIBUTION COMPANY
26 JAN 2024
P.O. BOX 1780, HARARE, ZIMBABWE
TEL: 020 291 1001 FAX 020 291 1002

	<p>Ability to recalculate security deposit based on overdue debt and automatically review upwards and/or any other triggers as may be defined</p> <p>Upon disconnection for non-payment the system should be able to apply the security deposit and interest held in the account to debt.</p> <p>Ability to apply security deposit to debt on termination of account.</p> <p>Ability to automatically recalculate required security deposit and load on account once previous deposit has been applied or is inadequate. (triggers to be provided)</p>	
	<p>Generate a reconnection fee triggered by a disconnection after printing service order</p> <p>System to send a notification to client triggered by disconnection service order.</p> <p>System to allow operator to capture meter disconnection reading.</p> <p>System to allow operator to capture reconnection readings and bill for fraud if consumption is detected.</p> <p>Real time updates upon status change</p> <p>To be billed separately from bill</p> <p>System to automatically generate a reconnection service after full payment or approved payment plan</p> <p>Option to cancel reconnection fees in the event of unposted payments, with system approvals.</p> <p>The reconnection fees must be vatable to a customer who is subject to VAT</p>	<p>Reconnection fees billing.</p>
	<p>Functionality to capture fraud charge per tariff</p> <p>Ability to separate fraud penalty charges from additional revenue charges resulting from fraudulent consumption</p> <p>Fraud billing to reflect on customer account instantaneously</p>	<p>Fraud billing</p>

ZIMBABWE ELECTRICITY SUPPLY AND DISTRIBUTION COMPANY

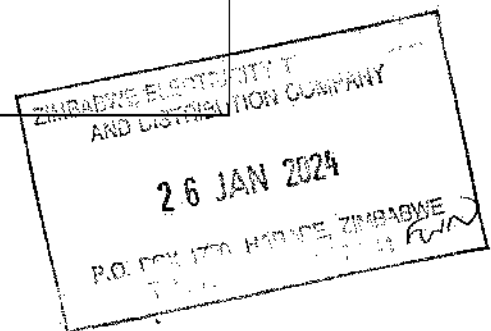
26 JAN 2024

P.O. BOX 1730, HARARE, ZIMBABWE
TEL: 092 421 1011 FAX 773311 *(FWS)*

	<p>Thin prepayment(Smart meters)</p>	<p>Capacity to bill smart meters Capacity to host a prepaid wallet and send disconnection notices and orders according to set parameters. Automatic notification of balance as per defined threshold. Ability to interface with third party communication platforms such as SMS to provide balance notification, intention to disconnect and any other as may be defined. Provide option to review threshold. Capability to edit customer master data including correction of address.</p>	
	<p>Prior period billing (In current period but producing different separate bills)</p>	<p>Option to change billing dates within the set approvals. Option to bill monthly per historic period within set approvals. Option to change contracting dates. Option to input readings for previous month and bill. Function should be parameterised in order to apply changes as may be required Functionality to allow meter removal and reinstall same meter with correct reading Ability to upload source documents for the changes made.</p>	
	<p>Billing of staff accounts</p>	<p>Staff tariff on all staff accounts. Ability to vary energy units to be drawn by staff Ability to produce invoice for maximum allowable taxable benefit units Separately produce bill/invoice for additional(excess) units consumed units by staff (to be settled by staff) Ability to generate energy report generated from staff accounts. Billing of staff accounts to be parameterised in order to effect any changes as may be required</p>	
	<p>Charges for bill reprints and statement requests</p>	<p>Capability to automatic billing of reprint statement charges.</p>	

ZIMBABWE ELECTRICITY AND DISTRIBUTION COMPANY
 26 JAN 2024
 P.O. BOX 1760, HARARE, ZIMBABWE
 TEL: 0202 771 1000 FAX: 0202 771 1001

		<p>Capability to automate billing of customer initiated request for bills and account statement.</p> <p>Functionality to print multiple bills e.g. by defining period. Input readings and bill usage using staff tariff</p> <ul style="list-style-type: none"> - Capability to bill all tariffs for intercompany consumption points (refer to Conjointive billing) - Produce a summary of bills report for each company - Define and maintain a separate account group and debtors' category for intercompany accounts. <p>Ability to define and maintain a tariff for consumption on ZETDC properties</p> <p>Input readings and bill usage using a defined tariff</p> <p>Recognise the bill as an expenses opposed to revenue or any other category as may be defined</p>	
<p>2.3.6.5 COLLECTIONS</p>	<p>How to handle collections for all the post-paid billing</p>	<p>Capacity to handle all forms of collections for all account types.</p> <p>System to accept payment on all accounts in multiple currencies.</p> <p>Supervisor to be able to open drawers through customised profile.</p> <p>Capable of receipting one payment to multiple accounts online and offline.</p> <p>Ability to transfer payment from one account or more accounts to another with system approval.</p> <p>Payment to be applied to oldest debt after satisfying all other set rules/criteria</p>	



	<p>Option to process advance payments on both quotation and electricity bills.</p> <p>There should be a mandatory option to close the drawer daily.</p> <p>Drawer to close automatically each day in case of emergencies/ power interruption.</p> <p>Option to cancel payment or receipt.</p> <p>Define and configure a system trigger on unclosed drawer before a new session daily.</p>	
	<p>Functionality to receipt any acceptable currency.</p> <ul style="list-style-type: none"> All transactions to be processed in one drawer, (Define details of drawer) using a single profile on one terminal <p>All currencies to be shown on cashier closing report</p> <p>Functionality to restrict currency of receipt for specified customer categories.</p> <p>Parameterisation of the functionality a requirement in order to modify future changes whenever required</p>	Multi-currency receipting
	<p>Appropriate dates: Transaction and payment dates are key under the multi-currency system as they determine the value of transactions. Transactions must be properly accounted for using accurate dates. Hence there must be appropriate configuration for transactions to be recorded using the appropriate dates to determine exchange rate.</p>	Custom multi-currency functionalities
	<p>The following modes should be acceptable as modes of payments: - cash, RTGS, swipe, eco-cash, bank transfer, mobile money gold coin and set offs.</p> <p>Schedule summary posting to update instantly on customer account</p> <p>System should be able to interface with banks and other third party platforms.</p>	Payment types

ZIMBABWE ELECTRICITY AND DISTRIBUTION COMPANY

26 JAN 2024

P.O. BOX 1700, HARARE, ZIMBABWE
TEL: 0202 773511

(Signature)

	<p>Option for receiving all miscellaneous income types such as reconnection fees, WOCI, connection fees, security deposits, temporary disconnections and any other that may arise.</p> <p>Option to configure, maintain and process cash discounts</p> <p>Features for processing RTGS payments: Enablement of RTGS transfers and cheque processing</p> <p>The following have to be mandatory fields:</p> <ul style="list-style-type: none"> - Bank reference number - Value date - Description - Account number - Any other as may be defined <p>Function should be parameterised in order to implement changes as may be defined in future.</p>	
	<p>Ability to set payment priority - System should apply payments according to set criteria for example whenever accepting a payment from customer: - first priority, security deposit, second priority connection fees and last priority most aged debt.</p> <p>Ability to accept Set-offs as a payment criterion</p> <p>For prepayment of post paid accounts – the system should be able to keep the prepaid amount unapplied to legacy debt on account.</p> <p>System should be able to set payment priority on billing concepts.</p>	
capable to add payment types	<p>Capability to add any other mode should they arise in future.</p> <p>For example, Bit coins.</p> <p>The function to modify payment types should be parameterised in order to handle future payments</p>	
Account number/Job number validation	<p>Ability to check existence of account number or quotation number.</p> <p>Reject if incorrect on transaction entry.</p>	

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26 JAN 2024

P.O. BOX 1789, HARARE, ZIMBABWE
TEL: 021 241 544 FAX: 021 241 545

	<p>Option to reclassify excess connection fees to advance payments.</p> <p>Option to reject incorrect currency (Parameterised).</p> <p>Capacity to receipt using online / offline platforms.</p> <p>Option to preview batch transactions.</p> <p>Capability to integrate with other payment platforms such as VISA and MASTERCARD.</p> <p>Capable of configuring Application Programming Interfaces (APIs).</p>	
	<p>Ability to restrict certain customer categories to specific payment currencies.</p> <p>Ability to configure and maintain the following features Online receipting.</p> <p>Online balance enquiry.</p> <p>Facility to interface with bank systems such as zim-switch.</p> <p>Financial switch, mobile money platforms such as eco-cash, tele-cash, one money and any other.</p> <p>Functionality to accept USSD codes.</p> <p>Online validation.</p> <p>Option to pay bills using visa card, master card etc.</p> <p>Option to apply or transfer and refund security deposit</p> <p>Monthly generation of disconnection notices.</p> <p>Automatic and on demand generation of disconnection notices.</p> <p>Capability to select disconnection query per account number.</p> <p>Capability to run a query as to an account number list or grouping, amount range, tariff, itinerary, service point route, aging, by CSC or Depot.</p> <p>Automatic generation of reconnection fees.</p> <p>Capability to generate notification recovery letter & email/SMS notification to the client.</p>	<p>capability to limit specific currency of payment</p> <p>Capability to integrate online receipt platforms</p> <p>Disconnections/Reconnections</p>

ZIMBABWE ELECTRICITY AND DISTRICT SUPPLY BOARD
 26 JAN 2024
 P.O. BOX 1780, HARARE, ZIMBABWE
 T: +263 292 727111 F: +263 292 727111

	<p>Capability to upload the disconnection return reading & enter comment.</p> <p>Capability to send SMS reminders.</p> <p>Capability to automatically email a disconnection notice when printed.</p> <p>Automatic fraud bill on consumption after point disconnection if bills are unpaid and trigger Self-reconnection disconnection service order</p> <p>Reconnection fees per tariff per time & currency. (refer to billing of reconnection fees)</p> <p>Comments captured to be linked to the ageing analysis.</p> <p>System should cater for an embedded payment plan agreement. Detailed report of payment processed for daily and monthly with details of payment type.</p> <p>Detailed report for cancelled payments.</p> <p>Option to upload bank guarantees.</p>		
	<p>Capacity to integrate with 3rd party billing systems</p> <p>Produce Reports</p> <p>Capability to write off amounts according to set criteria.</p> <p>Ability to reactivate the written off debt.</p> <p>Ability to use the number of disconnections and defaulting on payment plans to generate the schedule for debts to be written off or sent to financial clearing bureau.</p> <p>Capability to write off amounts according to set criteria.</p> <p>Ability to reactivate the written off debt.</p> <p>Ability to use the number of disconnections and defaulting on payment plans to generate the schedule for debts to be written off or sent to financial clearing bureau.</p> <p>System should be able to check customer previous & current accounts owing through his ID before we create another account for him</p>	<p>capability to process bank guarantees as form of security deposit for deferred connection fees</p> <p>Collections on behalf of 3rd parties</p> <p>Debt write off (Transfer to Credit Control)</p>	

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26 JAN 2024

P.O. BOX 1720, HARARE, ZIMBABWE

TEL: +263 211 2111

EW

	<p>Capability to generate notification recovery letter and email notification to the client.</p> <p>Capability to upload the disconnection return & comment.</p> <p>Capability to send SMS reminders.</p> <p>Capability to automatically email a disconnection notice once produced.</p> <p>Automatic generation of fraud bill on consumption after point disconnected for unpaid bills.</p> <p>Ability to categorise reconnection fees per tariff and currency.</p> <p>Ability to indicate self-reconnection constancies on the disconnection notice.</p> <p>Capability to capture comments when interacting with the customer for example Disconnections Comments.</p> <p>The use of Option to update disconnection returns on the system</p> <p>Verify disconnection reading against current reading.</p> <p>System to have some alerts on overdue payment plans</p> <p>System should prompt automatic disconnection.</p>		
	<p>Capability to automate generation of a payment reminders on a due date, that is, first reminder, second reminder and final demand</p> <p>Functionality to be parameterised in order to make changes whenever required to do so.</p> <p>Design and configure a standard demand letter linked to all accounts</p> <p>Capability to send through various modes of communication.</p> <p>Upload demand & reminder letters to the customer account each time there is communication.</p> <p>Monitor & take action on in active accounts report</p> <p>Capability to define the rules and allowance for credit losses model within the system.</p> <p>Ability to calculate allowance for credit losses based on set rules.</p>	<p>Standard demand letters</p>	
		<p>Credit loss workings (provision for bad debts)</p>	<p>2.3.6.7 Allowances for credit losses</p>

ZIMBABWE
AND LIABILITIES

26 JAN 2024

P.O. BOX 1799, HARARE, ZIMBABWE
TEL: 774806 : FAX 778311

2.3.6.8 Budgeting	Input revenue budget	<p>Capability to configure a functionality to maintain a sales budget.</p> <p>Functionality to maintain miscellaneous income budget.</p> <p>Capability to maintain any other budgets as may be required</p> <p>The system must be capable of linking all reports to a portal hosting different dashboards</p> <p>Capability to generate standard and customised reports</p> <p>Capacity to generate reports for all commercial key result areas as per commercial cycle, such as quotations, commissioned jobs, enrolled clients, billing disconnections, exceptions, collections, estimates, suspended clients, payment statuses and any other as may be defined.</p>
2.3.6.9 REPORTING	<p>Capacity to generate reports of all types as may be defined and required</p> <p>Flexibility and dynamism in reporting is a requirement. Drag and Drop option for all reports</p> <p>Ability to Integrate with developed portal hosting Dashboard</p> <p>(To list all dashboards from different functions)</p> <p>Energy banked report.</p>	<p>Need a report that summarises all points banking energy</p> <p>Report showing transfer between related meters.</p> <p>Report showing terminated points and compensation paid / due.</p> <p>And any other reports as may be required</p> <p>Required is configuration to enable dashboard report on all report types with a dropdown option to pick and drop any items within the database.</p> <p>Summarised applications report pre tariff, region, district and depot.</p> <p>Aged analysis for application enquiries Reports</p> <p>By tariff by depot.</p> <p>Collection per period.</p> <p>Collection for targeted grouped customers.</p> <p>New connections by tariff</p>
	Dashboard presentation on all reports	
	Enquiry reports	
	Collections by tariff	

ZIMBABWE ELECTRICITY
AND DISTRIBUTION BOARD

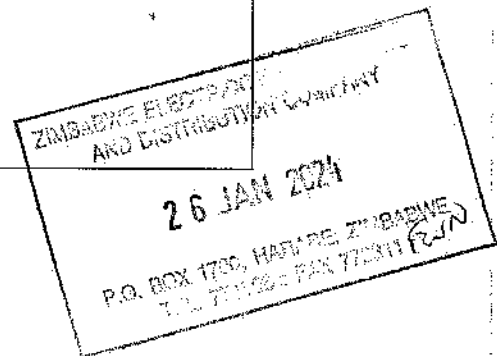
26 JAN 2024

P.O. BOX 1700, HARARE, ZIMBABWE
TEL: 77003 : FAX: 770311

	<p>Collection by currency. Collection by amount limits e.g above 2000. Converted collection from base currency. Collection by bank Payments data Listing-Showing account number, payment reference, Tariff, amount paid, date paid, for both currencies and also showing converted figures. Should also preferably show the form of payment e.g. cash, garnish, setoff etc.</p>	
	<p>Required is a debtors' movement report built up from opening balance. Add all debtors' concepts Closing balance Report designed per geographical structure and tariff The following is a list of most of the concepts that feed into the debtors' movement report. The list is, however, not exhaustive and may not be taken as complete. Therefore, a functionality for the system ability to pick all transactions that feed into debtors' balance computation is a must. Bills adjustments (positive and negative), receipts, overdue interests, miscellaneous charge, sundries, monthly charges, security deposits, additional security deposits, levies for example. VAT and REA, debt recovery, debt relief, customer supplied refund, debt write off, initial credit, closing balance (Debtors movement)</p>	
	<p>Capability to generate query reports and any other custom reports as may be required</p>	
	<p>Capability to generate customer service statements per client or for a group of clients</p>	
	<p>EC number, phone number, name, physical address, kilowatts, amount, email address, company e.g. ZETDC, ZESA enterprise etc.</p>	

ZIMBABWE ELECTRICITY AND DISTRIBUTION CORPORATION
26 JAN 2024
 P.O. BOX 1759, HARARE, ZIMBABWE
 TEL: 774928 : FAX 770311 *RWN*

Intercompany Ageing		Required is report for a list of all fault meters by tariff category and any other category as may be required	
Faulty meter Report		To log faulty meters and show report with stages of action	
Removed meters		Required is a report for a list of removed meters with captured reasons	
Outstanding inspections		Required is a report for meter status report Required is a meter location history report Report on outstanding inspections with reasons	
Collections report		Required are collection reports as per formats to be provided. The reports are to be varied per following categories: client category, tariff, depot, district and region. Report are to varied by currency Required is a collection report by bank	
Sales Reports		A report detailing collections Session number, date, amount, account number, cashier, description, currency, functionality to drag and drop items to a report Required are reports providing sales data for a selected period. The reports shall include the following attributes: Number of customers, tariff, kilowatts, amount, currency, price per unit, region, district, depot. Customer account, meter number, depot, tariff classification, number of days, time of use, reactive energy, maximum demand, installed capacity, apparent energy, utilisation factor, power factor, load factor, kilowatts consumed, total revenue, total VAT, average cost per kilowatt, constant, maximum contacted capacity, breaker size, line voltage. Report for reactive energy charges by client, by tariff etc. Installed capacity, contracted and usage report	



	<p>The provided list is not exhaustive, hence the requirement to have the functionality to generate customised reports the in order to produce reports as per specific requirements</p> <p>Required is a functionality to run sales Reports with trend analysis, displaying year to date totals per tariff category with comparison to sales budget.</p> <p>Sales period to period comparison is also required</p> <p>A detailed sales Data listing reports by currency convertible to functional and reporting currencies.</p> <p>Required is a consolidated C12 report for all currencies convertible to the reporting currency</p>	<p>Maximum Demand Sales report</p>	
	<p>Required is a report detailing estimated point per given period per client category and geographical location.</p> <p>The following are the key attribute expected in the report; client name, account numbers, point of supply, itinerary, meter number, number of estimates, date of last actual reading</p> <p>A parameter to select a listing of number of points estimated for a chosen period.</p> <p>A summary of estimated points by category by tariff</p>	<p>Estimated points reports</p>	
	<p>Required is a report detailing unbilled points per given period per client category and geographical location. The following are the attributes expected in the report: Client name, account number, point of supply, itinerary, meter number, number of estimates, comments, date of last billing and terminated points with consumption</p> <p>Required is a report summarising maximum demand points billing.</p> <p>Main Report attributes:</p>	<p>Reports on unbilled points</p>	
		<p>Summary of MD billed points</p>	

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	<p>Client name, account numbers, point of supply, itinerary, meter number, monthly bills in amount and GWh, billing status and account status</p> <p>The report is expected in both in summarised and detailed format.</p>	
<p>MD payments</p>	<p>Required is a report detailing receipts from maximum demand receipts.</p> <p>Main report attributes: Client name, account numbers, point of supply, account status, monthly receipts</p> <p>The report is expected in both in summarised and detailed format.</p>	
<p>Connection fees Report</p>	<p>Required are reports for connection fees.</p> <p>The following are the key reports and key attributes thereof</p> <ul style="list-style-type: none"> (i) Connection fee income report displaying income generated per tariff category, by geographical location per period. Period in this case means 'day', week', month(s), and years. Trend analysis and variance analysis against budget is required. (ii) Deferred connection fees: Paid but not connected report showing client name, quotation number, point of supply per region, district, depot, tariff, waiting period since payment of connection fees aged, amount paid. (iii) Connection fees debtors ageing report – Ageing analysis by tariff and by account. (iv) Connection fees status report – the report is to indicate stage of the connection process, detailed per each job number, summarised per tariff and any geographical location 	
<p>Billing adjustment reports</p>	<p>(i)</p> <p>Required is a billing adjustment report detailing all adjustments applied per tariff, client name, account number,</p>	

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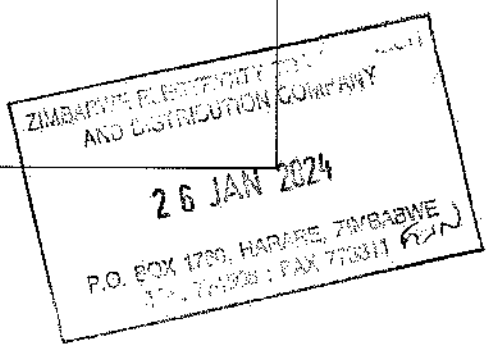
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	<p>point of supply, bill amount, kilowatts, user, date and geographical location. The report must also indicate authorised by and reason for the adjustment, Required are security deposit reports.</p>	
	<p>(i) Security deposit billed Key attributes</p> <p>Tariff, client name, account numbers, point of supply, opening balance, principal deposit, interest, refunded, additional deposits, cancelled applied, closing balance, The report to be run per geographical location and consolidated at company level. Report on automatically applied security deposits.</p> <p>(ii) Security deposit collections report The report to provide detail of security deposit received and deposit outstanding The above reports are to be able to run in detailed format as well as summarized format</p>	
	<p>Points not assigned to itinerary</p>	
	<p>Client listing</p>	

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	financial account, tariff description, connection date, meter type, constant, usage type, meter manufacturer, phone number, email address, category and account status The report is to be customised with a parameter enabling a drag and drop option	
Tariff change report.	Required are reports providing various tariff statuses region, district, depot, tariff, client name, account numbers, point of supply, address, meter number, old tariff, new tariff, changed by, approved by, date (approval, initial registration, date changed, report date), changed by.	
Interest income report	Required is a report for interest income by geographic location, that is, region, district, depot. The report should detail the following attributes: tariff, client name, account numbers, point of supply, opening balance, interest for the month, adjustment & closing balance.	
VAT report	VAT by income types, Sales, connection fees, miscellaneous income, recoverable debt and any other income type that may be generated. An appropriate VAT rate to be configured and applied to the respective income type, as may be promulgated by Zimbabwean law. The report should indicate currency, Vat rate, VAT amount, tariff, adjusted VAT, customer account number. Drag and drop option is required in order to customise report as and when required Two main reports are required, that is, VAT billed and VAT paid report.	
RE Levies Report	RE levy on Sales to be presented in the currency of billing. The following attributes of the report are required RE levy rate, RE levy amount, tariff, adjusted RE levy, customer account number, RE levy Billed and RE levy paid Report	
Credit refund report	A report detailing refunds to the customers: Report attributes: Customer account, initial credit amount, currency,	

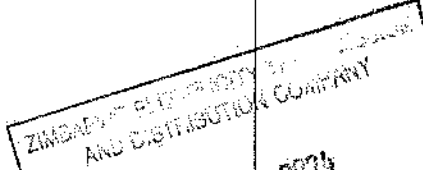


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		adjustments, recovery & currency, accumulated report, VAT & RE levy	
Client Supplied Material Report		A report detailing materials supplied by clients by geographical location The report should indicate credits interfaced from SAP, applied and the outstanding balance thereof A drag and drop down option is required in order to tailor the report to requirement	
Electricity energy balancing (Statistical Metering) report		Required is a report on balancing of electricity energy sold against energy received. region, district, depot, electricity purchases expense account, copy from sales report, enable edit before posting.	
Adhoc user defined reports (customised)drag and drop/ query reports		Required are several no- standard reports (i) Report showing transformer size, breaker size, meter phase, meter constant, meter coordinates, (ii) Query reports creation with the following possible selections, region, district, depot, itinerary, customer name & account, in combination with financial data e.g. sales, adjustments, levies, payments, etc. with possible sub headings e.g. district sub heading, depot sub heading, (iii) Staff return adhoc report to include the following region, district, account name, account number, EC number, kilowatthours consumed, tariff, amount. (iv) Grouped reports e.g. government, local authorities & parastatals with details name, account number, physical address, meter number, tariff, aged, bills, payments, adjustments. (v) Billing register pre-bill with the following details, account number, customer, tariff, previous & present reading, usage, reading type, amount billed, variance against average usage,	

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	<p>(vi) customer performance history including good or bad customers, region, district, depot, customer name, account number, aging, tariff, currency & amount due,</p> <p>(vii) adhoc disconnection report - overdue including region, district, depot, customer name, physical address, suburb, account number, itinerary, aging, meter number,</p> <p>(viii) Credit loss allowance report to include region, district, depot, customer, aging, allowance amounts</p> <p>(ix) Recovered asset e.g. transformer & faulty meters report to include the following region, district, depot, asset number, serial number, amounts, account number, physical address, suburb, reason for removal, date removed</p> <p>(x) User defined reports with customised drop down categorizing by tariff, type of customer, currency</p>		
	<p>Ability to run any reports using the following parameters: region, district, depot, customer name, account number, aging, tariff, currency, physical address, suburb and any other as may be required.</p>	<p>Reports per customer category (All reports)</p>	
	<p>A report indicating client services terminated. Report should be by geographic location, that is, region, district, depot.</p> <p>Report attributes: customer name, account number, aging, tariff, currency, physical address, suburb, inactive status, balance, date terminated, meter number, user.</p> <p>Report of points migrated from post-paid to prepaid or visa v</p>	<p>Terminated services report</p>	
	<p>A report detailing setoffs applied to client accounts with the following attributes: Session number, client account, client name, balance outstanding, setoff date, currency, description,</p>	<p>Setoff collections report</p>	


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	<p>Technical data Reports</p> <p>Variance analysis report</p> <p>Active and inactive service points</p>	<p>Use the drag and drop facility to produce metering technical data as specified by the user.</p> <p>A variance analysis to budgets is required. The attributes of the report to include comparison of actual revenues to budgets.</p> <p>A report detailing active and inactive service points as per customer base report</p>
<p>2.3.6.10 INTERFACE</p>	<p>ACCOUNTING INTERFACE</p>	<p>The requirement is the ability of system to post summarised interface transactions to the general ledger (reporting system) per account daily</p> <p>The interface program should generate adequate interface reference document numbers directly linking the interfaced data to the source data by the users.</p> <p>The interface program should be processed in accordance with user defined interface program</p> <p>Have capacity to integrate with banks to update exchange rate automatically.</p> <p>Cash transactions should be interfaced according to banking summary.</p> <p>Interface to be always processed to completion. No partial interface.</p> <p>A parameter to validate transactions in order to process complete transactions and not partial.</p> <p>Interface reports per account per specified period Interface of transactions from prepayment platform to update in real time.</p>
	<p>Exception report on failed data</p>	<p>An exception report on data failure prompting the interface controller on processing status, providing reasons and type of error.</p> <p>Generate variance report</p> <p>Post the failed data after resolving errors</p>

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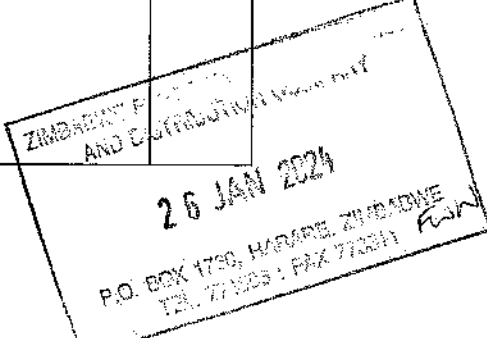
	Interface with fault management system	The fault management system should be capable of accessing customer debt in the billing system and the customer credit rating. Ability to mine data from the billing system relating to the faulty feeder and prompt customers with debt for disconnection after fault resolution.	
	Interface with prepayment vending system	Enable online seamless interface with vending system.	
	Interface with SAP	Enable online seamless interface with reporting system.	
	OTHER INTERFACE		
	Interface with ZIMS	Enable online seamless interface with Faults Management system integration	
	Interface with GIS	Enable online seamless interface with GIS system. Capability to preload data from GIS and ability to detect location and read coordinates.	Should be integrated into the system i.e. be part of the system
2.3.6.11 CUSTOMER RELATIONSHIP MANAGEMENT	Required is a Dashboard report showing customer key fields, for example; bills, payment history, queries, balance outstanding New applications Post-paid customers Pre-paid customers	Report attributes: Geographical location (Region, district, depot), bills, average consumption, payments history, bill calculator, tariffs, (parameterized with option to enable or disable) debt, trend analysis of customer activity and any other activity as may be required. The report should be easily accessible to allow clients to be served by any key office. Customer liaison function on the dashboard Input/edit selected client details Capability for clients to submit personal details change request with option to attached all requested documents Required is an outage management report. The report is to be structured in accordance with the following attributes: - Geographical location, that is, Region, district, depot.	
	Outage management		

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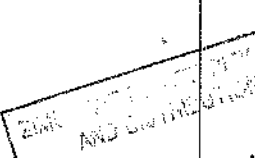
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	<ul style="list-style-type: none"> - bills, average consumption, payments, history, bill calculator, tariffs, (parameterized with option to enable or disable) debt, trend analysis of customer activity etc. The report should have allowed access by any relevant office. A customer liaison function is required on the dashboard Ability to input/edit selected client details Capability for clients to edit their selected details 	
	<p>The following functionalities are required for the outage management system:</p> <ul style="list-style-type: none"> - Fault logging internal and external - Planned outage logging - Fault assignment - Managed communication with affected/selected/targeted clients - Fault follow up - Capability to flag long outstanding faults - Escalation long outstanding faults - Fault resolution - Reports - Linked to Chatbot 	
	<p>Required is the capacity to interface with third party systems.</p> <ul style="list-style-type: none"> - Mobile App - Social Media Applications - Clients Portal - ChatBot - WeChat - Email - Bulk sums - Capability to communicate to targeted customer groups 	<p>Communication with Clients</p>
	<p>Enable online interface with customer relations module. Record for quality assurance and customer satisfaction Capable to carry out online surveys</p>	<p>Record all customer interactions</p>



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			<p>Capability to map client contact details to account/application number</p> <p>Capability to show client dashboard based on contact details</p> <p>Maintain interaction history</p> <p>Required is a key account listing with the following attributes: Based on geographical location, that is, Region, district, depot, - billing history, payment history, customer transformer capacity, debt, currency, tariff, email, phone number, contact name, contact person, customer identifiers if customer has several accounts, current billing statistics, Ability to have a parameter that can be used to define a key account.</p>	
	Key account listing			
2.3.6.12SOURCE CODE AND PARAMETERS	Source code Data Dictionary		<p>The vendor shall provide ZETDC with the source code</p> <p>The vendor shall provide ZETDC with the data dictionary</p>	
2.3.6.13WORKFLOWS	<p>Required is a workflow approval system embedded in all processes within the system.</p> <p>All approvals should be done within the system as shall be defined</p> <p>The system should give notification of tasks.</p>		<p>Prompt workflow of notification to the next user or supervisor upon completing a task for approval and further processing.</p> <p>Escalate processes not actioned within a defined time lapse.</p> <p>Notifications to disappear when the process has been actioned.</p> <p>Functionality to modify the approvals.</p> <p>Functionality to define system work flows in accordance with all transaction processes.</p> <p>Functionality for authorisation levels as per provided or defined structure.</p> <p>Functionality for to modify workflows and authorisation levels/ thresholds.</p>	
	Consuming customer not being billed.		<p>Functionality to automatically generate service order to prompt the user to take action</p>	
	Correction of wrong tariff and wrong constant		<p>Provide report on meter constants and tariff changes</p> <p>Provide prebilling report for low and high consumption</p>	
	Tariff and meter constant changes		<p>Produce a detailed list of accounts changed, reasons and user</p> <p>Produce a status report on bills sent</p>	



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<p>2.3.6.14 NETWORK DEVELOPMENT PROJECT MANAGEMENT (NDPM)</p>	<p>Bills Sent</p> <p>Maintain a material, labour and transport pricing module for use on quotations The module should have capability to upload Capital Budgets and virement facility Capability to definition/create projects for internal jobs. The functionality requires parameterisation (identify specific assets making up the project. Capability to capitalise sub project) Project Feasibility studies and Appraisal Project design Project quotation Project assignment Project execution Project completion/commissioning Project capitalisation</p>	<p>Report for undelivered bills, e.g. by emails</p> <p>Delivery reports for bills. Unique identifier for each type of project Project status Capacity to upload documentation Capability to produce a feasibility study report/appraisal report Ability to Produce an ACE (Payment of connection fees is financial approval for customer funded projects) Functionality to define and edit constructive units (collection of materials for a defined job e.g. 50Kva Capability to generate Work Execution Orders Ability to produce Completion Certificate (Commissioning report) Ability to produce Variance Report Capability to generate unique fixed asset numbers Provide functionality set and configure expiry of quotation with ability to define a cut-off System should generate a unique Asset number linked with the Quotation reference number and the associated material An asset number should be created and have a geographical location tag so that it we have one asset per location System should automatically trigger generation of unique fixed asset numbers in SAP through an interface program based on a predefined condition, for example upon receiving payment from customer. Ability to produce a bill of quantities. Provide an automatic editable requotes option. Option to update prices. Automatic generation of asset number after quotation payment</p>	<p>Email notification of delays in stage actioning. Define expiry period per stage. Define and configure variance analysis in the system. Asset to be capitalised based on the quotation details and serial numbers. Commissioning stage to capture serial numbers for example, meter and transformer. Serial number to be linked to a specific asset to avoid creation of two asset numbers with the same serial number. The unique asset number should only collect the quantity specified in the quotation Option to commission the job with printable VCC.</p>
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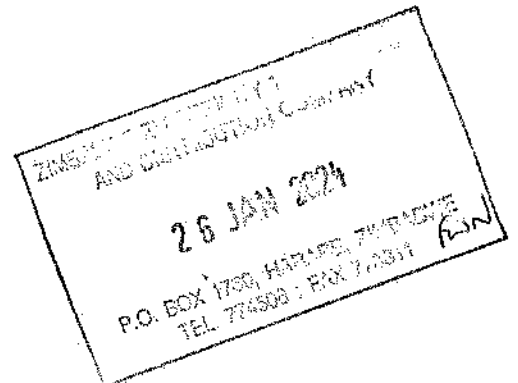
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		<p>Functionality to edit job material at execution stage with system approvals.</p> <p>Functionality to generate stores requisition forms.</p> <p>Functionality to credit recovered asset materials at quoting stage at depreciated value.</p> <p>Functionality to select customer supplied materials at the quotation stage</p> <p>Functionality to capture labour, transport, and admin fees at job costing/quotation stage and completion stage.</p> <p>Functionality to add other sundry costs for example nails, cement etc.</p> <p>Functionality to close a job</p> <p>Functionality to create assign approve and execute, close internal jobs without reference to quotation</p>	<p>System should have capacity to send digital VCC.</p> <p>Option to capitalise jobs after commissioning.</p> <p>A trigger to the relevant office per stage in job commissioning through emails and work flow.</p> <p>Assets being replaced for example on faulty meter, faulty transformer or on recovery to prompt responsible officer to initiate recovery procedure.</p> <p>Capacity to integrate with SAP Materials management.</p>
2.3.6.15 Audit trail	Audit trail	System should be able to maintain an audit trail for all the changes across all system functions (audit trail details to be provided at implementation)	
	Faulty Meters Database	System should be able to upload a list of faulty meter per geographic location	
2.3.6.16 ARCHIVING MODULE	System to have the ability to archive customer data/records	Produce a graphic user interface allowing the user to specify the period to be archived ie start and end date. Produce a report of the data that has been archived.	

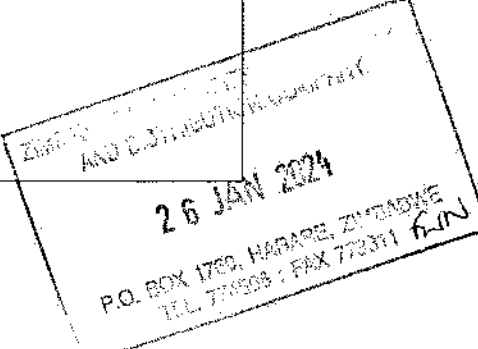
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2.3.6.17 DISASTER RECOVERY	In the event of a disaster at the primary site, the system must continue to run from the DR site	Provide a functionality that can be used to access archived data. The system shall have a mirror image setup at the Disaster Recovery Site. The system shall offer a mechanism which ensures that the Production and Disaster Sites are in sync (in terms of transactions, database etc) at all times. The system shall be hosted on premise (primary site and DR site). An additional cloud based Disaster Recovery Site is a must.	The Production and DR sites are at least 400km apart
2.3.6.18 DATABASE	Database Management System	The system must use a reputable database management system	
2.3.6.19 COMMUNICATION	Data Communication	The system should use secure data communication protocols. The system must be highly optimised to be able to run over slow network links(VSAT).	
2.3.6.20 SECURITY	Audit logging	The system to provide logs and reporting for activities on selected tables, user creation and deletion.	
2.3.6.21 LICENCING	System licencing	The whole system infrastructure shall implement an intrusion detection and prevention system to secure it from hackers. The vendor must specify upfront all the licencing issues involved	



2.3.7 BIDDERS' RESPONSE

MODULE NAME	FUNCTIONAL REQUIREMENTS SUMMARY	ZETDC REQUIREMENTS	BIDDER'S RESPONSE (COMPLY/NOT COMPLY)	BIDDER'S COMMENTS
2.3.7.1 CONTRACTING (iii) Online contracting (iv) Walk in customers	Online contracting Electronic enquiry-interactive response Ability to upload documents	1. Design and configure an enhanced and scalable applications Portal which incorporates modern user interface tools. 2. Online forms, (ZETDC to provide design) 3. Reference numbers generated after processing should be auto generated. 4. Interactive platforms that can be executed through third party platforms such as phone call, email, WhatsApp (client being guided as he/she is enquiring) and SMS, twitter, Facebook and any other as may be defined. 5. Design and configure a progress tracking system. Capability to file and archive of old enquiries with a retention period as shall be provided by ZETDC. 6. Capability of applying client to access progress on application		



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			<ol style="list-style-type: none"> 7. Self help desk – Design and configure an online interaction, riding on artificial intelligence. (e.g. chat board) 8. Configure mandatory fields in a specified format to include, physical address, (GIS coordinates) phone number, personal identity, email, bill receipt mode, BP number, VAT number, Director details for companies, installers qualifications. 9. Design and configure a validation criterion for input data. 10. Capability to upload attachments such as identity documents, proof of Ownership, Company Documents and other documents as may be required. 11. Capability to validate Identity Documents. 12. Notification message to remind client of outstanding requests not attended, which may be set as mandatory or warning message. 13. Capability to upload approved artisans/ any other personnel assigned the tasks. 14. Capability to download and upload application forms. 15. Automatic saving incomplete and draft applications for later upload. 16. Ability to escalate outstanding applications not actioned after a pre-determined period. 17. Ability to suspend/archive/close unprocessed applications 18. Ability to store unprocessed applications for future planning and development projects 19. Contracted and installed capacity defined. 20. Capability to have one client identity generating multiple job applications. 	

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		<p>21. Capability to define mandatory fields such as EC number (staff applications), EC Number validation module linked to payroll system in SAP</p> <p>22. Validation criteria – Only accept one Active account per EC number and one staff account per employee. Define designation, status of employee (contract or permanent)</p> <p>23. Contract duration</p> <p>24. Define qualification criteria.</p> <p>25. Interface with payroll, SAP</p> <p>26. Interface with third party platforms for example ZETDC website, contact centre and other social media and communication platforms.</p> <p>27. Client groups - Capability to group customer categories as defined in the definition of terms</p> <p>28. Capability to capture the following parameters:</p> <ol style="list-style-type: none"> CT Ratio VT Ratio Meter make Meter Model Meter accuracy class Serial number (ZETDC serial and Meter serial numbers) Meter current rating (base and maximum) Year of manufacture Guaranteed life span Date of installation Date of calibration Warranty period Date of receipt in stores Country of manufacture Meter phase (single / three phase) 	
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(Signature)

	<p>p. Meter mounting type (Din / BS)</p> <p>q. Applicable standards for the meter e.g. IEC, ANSI</p> <p>r. Main and check meter</p> <p>s. Any other parameters as may be required</p>				
Physical enquiry	<ol style="list-style-type: none"> 1. Option to record outputs or physical enquiries and submit into the system. 2. Define geographical structure as provided by ZETDC 3. Flexibility in search criteria as evidenced by use of multiple variables in searching for customer information (use of search criteria as defined by ZETDC, that is, by account number, ID number, address, location) 4. E-filling of submitted physical application forms 5. To show enquiry by category to enable summarized reporting. 6. Ability to capture /modify GPS coordinates 7. Allow for the editing of geographical location at defining stage when the location is not in the database. 				
Quotation	<ol style="list-style-type: none"> 1. Ability to handle both online and walk in quotations as follows: - <ol style="list-style-type: none"> a. Capability to generate quotation online b. Ability to allocate applications to respective Depots c. Ability to generate online inspection form d. Ability to upload inspection reports (scanned and capture inspection report details) e. Ability to upload inspection reports to a mobile or handheld device f. Ability to vary input parameters in generating quotation. 				

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- g. Capability to interface with materials module in SAP.
- h. All forms to be available online with option to print. Ability to define access parameters (authorisation levels)
- i. Define Inspection validity
- j. Capability to save (Quotation) inputs offline and upload when back online.
- k. Ability to simulate quotation for all clients
- l. Update status (inspection results)
- m. Ability to interface with other systems ie GIS, SAP
- n. Ability to upload images.
- o. Ability to define inspection report approvals
- p. Ability to define quotation types, such as
 - i. **standard connections.**
 - ii. **non-standard quotations.**
- q. Ability to reprint quotation
- r. Ability to generate quotations in multiple currencies.
- s. Ability to interface with various third party platforms in order to send quotation using various communication channels such as email, WhatsApp or SMS.
- t. ZETDC shall provide the form design and information to be included in the forms
- u. Define three levels of quoting a customer.
 - i. Adhoc quote (Estimate).
 - ii. Simulated quotation for General enquiries.
 - iii. Binding quote with validation period
- v. Ability to link quotation process with Materials module

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		<p>w. Capability to flag materials availability and advise client materials to purchase.</p> <p>x. Ability to send notification for statutory re-inspections</p> <p>2. Customer supplied materials:</p> <p>a. Capacity to handle customer supplied materials as follows:</p> <p>b. Flag materials not available to quote and notify the customer to buy</p> <p>c. Ability to automatically generate credit, where material quoted have not been drawn from stock</p> <p>d. Ability to load Customer supplied materials purchase receipts in system</p> <p>e. Ability to account for materials received from customer</p> <p>f. Ability to suspend quotation on expiry of validity period</p> <p>g. Ability to requote with reference to expired or cancelled quotation.</p> <p>h. Ability for All forms to be available online</p> <p>i. Provide option for editable constructive units in quoting non-standard clients.</p> <p>j. Option to add bank capability for electronic signature.</p> <p>k. Ability for quotation to show summary of cost categories e.g. material, labour, transport, admin costs based on ZETDC's catalogue.</p> <p>l. A due date must be indicated on the quotation</p>	
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- m. Quotation to produce a detailed bill of quantity as an option.
- n. Ability to restore parameters if the quotation is not utilised at expiry within the defined parameters.
- o. Ability of system to credit the value of the materials to the quotation at a predefined depreciation rate on change of capacity.
- p. Automatic quotation suspension after due date expiry.
- q. Archive suspended quotations.
- r. Provide functionality for notifications to clients on quote expiring.
- s. Ability to un-suspend quotation
- t. Option to upload documents.
- u. Ability to re-quote
- v. Re-quote to automatically generate a new reference number linked to a previous quotation
- w. Functionality to calculate and display the security deposit and VAT
- x. The system should have capability to automatically update prices on requotes.
- y. Functionality for automatic payment notification to internal users and clients.
- z. Functionality to create various jobs on one user ID.
- aa. Mandatory allocation of payments to existing debts before quotation allocation, with option to override upon approval.
- bb. Ability to exempt security deposit.
- cc. Multicurrency quotations with ability to convert at receiving stage

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	<ol style="list-style-type: none"> 1. Capability to generate report per quotation reference number indicating job assignment at Depot level 2. A status to indicate number of days before connection. 3. Outline reasons for delays. 4. Functionality to indicate job status e.g. quotation sent, paid, in construction, pending, commissioned, enrolled, dates, 5. Capability to send notification to the client per stage. 6. Functionality to automatically link customer supplied materials to the Quotation reference number. 7. Capability to capture customer supplied materials (CSM) for Standard jobs and allow the cost of CSM to be deducted from total cost 8. Capacity to generate thematic maps to track connection progress. 9. Functionality to identify the current status of a job 10. System should flag and escalate if connection is not done within set timelines. Escalation should be made to the next higher level until action is taken 	
Tracking of connection progress (automated)	<ol style="list-style-type: none"> 1. Capability to capture details e.g. transformer, breaker size, contracted capacity, installed capacity, feeder name, GIS coordinates, meter number, connection reading, name of Artisan or Technician, date, time, supply tariff, 	Automated capturing of works done on customer installation
Job costing (Non-standard quotations)	<ol style="list-style-type: none"> 1. Ability to capture materials used for the job. 2. Automatic editable quote option. 3. Ability to update prices. 4. Automatically generate asset number after quotation payment. 5. Generate email notification for delays at each actioning stage. 	

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	<p>6. Generate expiry period per each stage. 7. Produce variance analysis in the system</p>	
Capitalisation	<ol style="list-style-type: none"> 1. Ability to capitalise jobs 2. Functionality to copy details on quotation and serial numbers at commissioning stage. Example. for meter and transformer. 3. Capability to link serial numbers to asset. 4. Option to commission the job with printable VCC. 5. Capacity to send digital VCC. 6. Option to capitalise jobs after commissioning. 7. Trigger notification to the relevant office per stage in job commissioning through emails and work flow for Assets being replaced e.g. on faulty meter, faulty transformer or on recovery to prompt responsible officer to initiate recovery procedure. 8. Capacity to integrate with SAP Materials management. 9. Functionality to reserve material after receiving payment from customer. 10. Functionality to capture contracted and installed capacity for a service point - breaker size on commissioning. 	
Enrolment	<ol style="list-style-type: none"> 1. A commissioned status trigger to the enrolment office. 2. Ability to select tariff, currency and automatic enrolment option. 3. Automatically create account once the meter is issued using the contracting information. 4. Ability to automatically process refunds for third party materials, i.e. Customer supplied material credit. 5. Enrolment of commissioned jobs to be done through a trigger. 	

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	<ol style="list-style-type: none"> 6. Capability to enrol handed over completed projects from third parties e.g. REA 7. Option to upload E22 contract form. 8. Ability to define and activate mandatory fields. 9. Functionality to edit or change data on enrolment. 10. Functionality to manually validate tariff, meter constant, dials before final enrolment. 11. Ability to create service point during the enrolment process. 12. Functionality to capture and validate contracted capacity (defining client) and installed capacity (to be captured on installation) 13. Functionality to capture Usage Capacity- breaker size on commissioning. 14. Functionality to capture contracted and installed usage capacity 15. Have an outstanding connection fees parameter defined on the customer bill to be part of the concepts shown in case where a customer was connected on credit. Showing outstanding connection fees on bill. 16. Functionality to trigger or notify through email or workflow after enrolment to the respective office eg Meter Reading, 17. Functionality to provide Client notification on account status. 18. Ability to automatically estimate a customer reading based on estimation method defined per tariff category, with ability to be individually modified where necessary. 19. Newly enrolled post-paid points to be assigned automatically to a default route which bills monthly. 	

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		<p>20. Prepaid points to be automatically assigned to a pre-paid route using geographical information to identify the correct itinerary.</p> <p>21. System authorisation on change of tariff.</p> <p>22. System authorisation of constant changes number dials and meter change.</p> <p>23. Option to upload documents e.g. E22 forms.</p> <p>24. Change of tenancy to have an option for debt transfer to an active account.</p> <p>25. Capability to edit account.</p> <p>26. Define mandatory fields for EC number for staff. Ability to generate notice for verification or approval</p> <p>27. Generate automatic credit application on enrolments</p> <p>28. Restricted option to contracting of special clients with quotations that are exempt from payments e.g. government points. (restrictions as may be defined from time to time)</p> <p>29. Functionality to define and edit the customer account with unique identifier under group account.</p> <p>30. The function is to be parameterised providing ability to categorise clients on enrolment</p> <p>31. Have a parameter that groups customer category (characteristics e.g. Min of Health)</p>
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<p>Account management</p>	<ol style="list-style-type: none"> 1. Ability to define accounts in multicurrency system. 2. Allow partial billing for a single point in more than one currency 3. Capability to generate bills in respective currencies with VAT compliant features. 4. Functionality to split consumptions and generate bills in proportion to consumption 5. Capacity to convert debtors' balances to a preferred currency Flexibility on tariff codes digit. 6. Functionality to -enrol and de-enrol accounts in mass. 7. Functionality to reactivate closed account for the same customer ID. 8. Option to bill net metering for all accounts and ability to edit the new meters installed. 9. Capability to bill special client categories i.e. foundry MD customers (Daily MD reading). 	
<p>2.3.7.2 Termination Of Service</p>	<p>De-enrolment</p> <ol style="list-style-type: none"> 1 The key processes at termination of service shall mainly involve the following steps: <ol style="list-style-type: none"> a. Ability to automatic apply and refund security deposit (with interest) to outstanding debt. b. Generate final bill and dispatch through a defined mode of communication. c. Display security deposit as line item d. Enable reactivation of closed account for the same customer ID. 2 Define and configure all de-enrolment types <ol style="list-style-type: none"> a. Mandatory de-enrolment b. Voluntary de-enrolment 	
<p>2.3.7.3 METER & TRANSFORMER MANAGEMENT</p>	<p>Device entry into stores</p> <ol style="list-style-type: none"> 1 Ability to add a new meter/transformer with mandatory fields limited to Stores department personnel and Sales executive. 2 Provide option to transfer meters/transformers. 	

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
		<p>3 Provide option to edit meter details.</p> <p>4 Ability to maintain different statuses of the meter.</p> <p>5 Define the following steps on meter management</p> <ol style="list-style-type: none"> a. issued for installation b. removed from customer premise, c. meter returned after issue d. transfer already calibrated, e. transfer already repaired and checked, f. transfer already verified, received for storage, received for calibration, g. received for repair / check, received for verification, h. received after calibration, received after repair / check, received after being verified i. rejected for storage, rejected for calibration, rejected for repair / check, j. rejected for verification, calibrated k. rejected, repaired, verified, installed, faulty, sold by agent, lost, stolen, lent to external rented, in batch process, l. new for calibration, for repair, for verification, for disconnection, for scrap metal in calibration, in repairs/ check inventory, stored, calibrated, repaired, verified, disconnected, transfer for storage, transfer for calibration, m. transfer for repair / check, transfer for verification, transfer for installation, replaced under warrant, for warrant replacement, sold by agent for reconnection n. Enable viewing of meter status without limitations 	
	Capture device details(technical)	<ol style="list-style-type: none"> 1. Ability to view customer supplied meters/transformers 	

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	<ol style="list-style-type: none"> 2. Flexibility to change the name of meter/transformer supplier 3. Option to access meter number by address or Quotation reference number 4. Capability to capture all meter/transformer details as may be defined 5. Capability to integrate with the inventory management system. 6. Capability for bulk upload through different formats such as excel, csv, Text, Dif 7. Capability to modify meter/transformer details 	
	<ol style="list-style-type: none"> 1. Ability to send notification through email when meters/transformer are transferred. 2. Capacity to generate a report on meter status. 3. Capacity to generate a report on fault meters. 4. Ability to do Meter/transformer life cycle tracking 5. Option to search using meter number 	
Device transfer across various storage locations	<ol style="list-style-type: none"> 1. Ability to edit calibration meter details and date 2. Capability to track meters returned 3. Capability to add a missing register. 4. Capability to flag for meter recalibration. 	
Device calibration and verification	<ol style="list-style-type: none"> 1. Option to add or edit meter registers. 2. Option to add or edit meter constants. 3. Option to edit usage type e.g. multiple usage to single usage. 4. Option to change meter dials for installed points. 	
Capacity to change meter usage type i.e. MD and Low capacity	<ol style="list-style-type: none"> 1. Ability to <ol style="list-style-type: none"> a. receive materials from third parties. b. manage the materials c. issue the materials 	
Customer Supplied Material Portal		

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	<p>d. refund (based on parameter or set conditions)</p> <ol style="list-style-type: none"> 2. Capability to define and add agents and respective stores 3. Capability for agents to <ol style="list-style-type: none"> a. Add meter b. Sell meters c. Validate customer information 4. Ability to deregister Agents 5. Ability to design, define and generate reports required 6. Ability to batch post customer refunds. 	
	<ol style="list-style-type: none"> 1. Ability to add or remove points when required. 2. Ability to change the billing date within the same month. 3. Option to redefine reading cycle. 4. Ability to interface with third party platforms. 5. Required is an Integrated mobile application for meter reading with geo ring fencing and readings instant validation to ensure completeness and correctness. 6. Functionality to set and revise exceptions limits. 7. Add/remove point to an itinerary. 8. Add/remove itinerary to route 9. Edit meter reading sequence 10. Display itinerary per depot/MRC/district 11. Display routes per meter reading cycle 12. Display itinerary on route 13. Capability to print routes. 	
	<ol style="list-style-type: none"> 1. Ability to define limits (Max and Min) in the system to validate readings before an account bills. 2. Define approval limits on handling exceptions. 3. Create new route 	

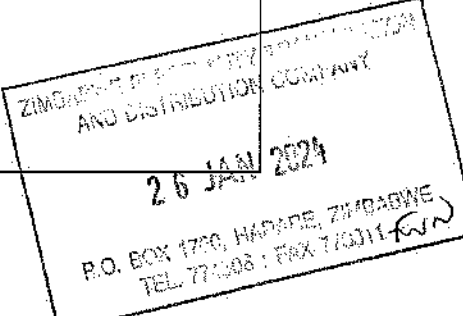
2.3.7.4 METER READING

Itinerary maintenance

Pre Billing meter readings validation

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		<ul style="list-style-type: none"> 4. Define reading dates/calendar 5. Edit reading calendar 6. Edit route 7. Add/ remove route 8. Display routes in MRC 9. Display status – pending generation, processed and other as may be defined 10. Bill simulation after exception resolution to verify bill pending processing 		
Route maintenance		<ul style="list-style-type: none"> 1. Ability to search using Service Point Number or Premise. 2. Ability to add or remove itinerary any time of the month. 3. Ability to create new route 4. Ability to define and create reading dates/calendar 5. Functionality to edit reading calendar 6. Functionality to edit route 7. Functionality to Add/ remove route 8. Functionality to display routes in MRC 9. Functionality to display status – pending generation, processed and any other as may be defined 		
Reading calendar		<ul style="list-style-type: none"> 1. Functionality to define reading dates by itinerary. 2. Option to edit reading dates. 3. Functionality to create reading dates 4. Functionality to edit reading dates 		
Automated meter reading		<ul style="list-style-type: none"> 1. Ability to integrate with other meter reading systems that reads meters online. 2. Functionality to validate all readings before billing. 3. Ability to automatic billing of smart meter accounts. 		

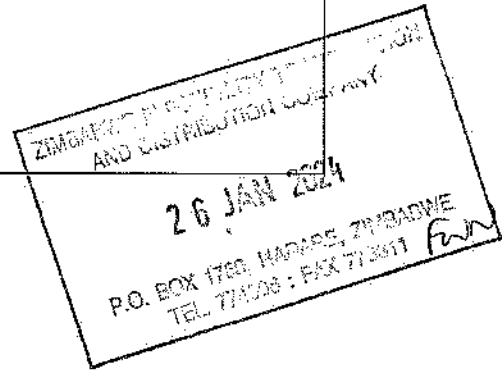


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	<ol style="list-style-type: none"> 4. Option to save readings. 5. Functionality to resend rejected readings. 6. Functionality to bill online readings. 7. Automatic update of readings. 8. Generate status report on submitted readings. 9. Generate status report on points without readings. 10. Non MD points without submitted readings to automatically bill using average consumption. 11. Ability to receive meter reading routes for capturing 12. Functionality to assign reading itineraries to meter readers for capturing. 13. Functionality to print reading routes for meter readings 14. Functionality to display meter reading routes 15. Option to save readings before sending for billing 16. Option to send readings for billing 17. Option to check processed routes for billing 18. Option to estimate missing readings 19. Option to estimate range (units to bill) display on each point 	
	<ol style="list-style-type: none"> 1. Functionality to accept customer readings and produce a validated bill. 2. Option for client to upload meter picture. 3. Functionality to flag subsequent reading after customer supplied reading in the same month. 4. Provision of option to specify customer supplied readings. 5. ability to rebill 6. Define a limit on consecutive estimates. 7. Ability to flag exceeded number of estimates 	
Manual capturing of reading	Customer supplied readings	

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	<p>Inbuilt validation of readings</p>	<ol style="list-style-type: none"> 1. Ability to display previous reading for checking (continuity sequence). 2. Ability to flag out of range readings 3. Functionality to display dials on meter 4. Enable comparison between current usage and average usage. 5. Ability to produce a report of history of readings 6. Capability to pick a meter turnover and calculate accurate consumption, 7. Define and configure a month-end close procedure 8. Define and configure subtractive and additional readings. 9. Capability to capture more than one meter readings on a single account and produce a bill. 10. Functionality to capture comments on points without readings and other anomalies. 	
<p>2.3.7.5 BILLING</p>	<p>Real time billing</p>	<ol style="list-style-type: none"> 1. Expected features of a bill to be displayed for both ZETDC and client: <ol style="list-style-type: none"> a. Physical address b. BP number c. Vat number as pre-defined (Valid tax invoice). 2. Capability to define any other features to comply with any other regulatory requirements as may be required. 3. Real time production of a bill. 4. Automatically run linetary/ individual readings and produce billing one day. 5. Define and configure functionality to bill MD and low capacity points 6. Enable online rebilling functionality. 7. Define Interest rate per tariff. 	



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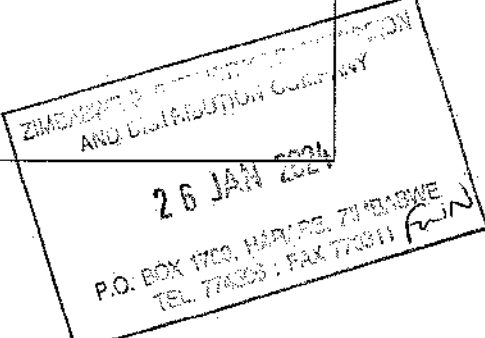
<p>MD billing and low capacity billing.</p>	<p>8. Capability to bill the same register at different rates based on set thresholds.</p> <ol style="list-style-type: none"> 1. Define and configure various estimation methods as may be required such as -historical month on month average, seasonal average, standard average set per tariff. 2. Functionality to simulate a bill taking into consideration all tariff changes in the period being calculated. 3. Enhanced billing using dynamic tariffs (e.g. use day ahead market pricing on certain clients). 	
<p>Tariff maintenance</p>	<ol style="list-style-type: none"> 1. Provide a parameter to enable proration 2. Provides for Automated adjustment of bill to correct a previously estimated reading to align with actual reading presented. 3. Capability to calculate interest on balance owing on the date of billing. 4. Define Interest parameter per tariff per currency. 	
<p>Other parameters maintenance</p>	<ol style="list-style-type: none"> 1. Provide an audit trail for all the changes 2. Define and maintain approval levels for constant changes. 3. Capability to bill in prior period using current tariff (parameterised). 4. Provide system functionality to prorate bill as may be required 5. Capability to upload tariff in the system. 6. Functionality to compute tariff within the system. 7. Define authorisation levels in tariff maintenance 	

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		<ol style="list-style-type: none"> 8. Flexibility of tariff effective date of application that is, billing date, consumption date or any other date that may be defined. 9. Flexibility to add new tariff codes as and when may be necessary. 10. Capability to add or define other parameters such as time of use, maximum demand, reactive energy, FMC and any other that may be defined as and when necessary 11. Option to preview final bill before confirmation 12. Ability to define special prepayment billing arrangement e.g. applying subtractive billing on uploaded prepaid units. 13. System to provide functionality for validation, editing and estimation 14. System capability to support customer indexation (network tracing). 15. System Capability to facilitate energy balancing and accounting. 16. System capacity to calculate various factors depending on provided formulas e.g. utilisation factor, load factor, power factor etc. 17. Functionality to calculate prejudice according to set criteria. 18. Functionality to record test meter reading / consumption and flag abnormal variances 19. Set parameter to check meters for all point within a provided threshold. 20. Flexibility to bill points without actual readings, however, based on estimates by use of a customised estimation method. 21. Automatic reversal of interest charged on overestimated bills. 	
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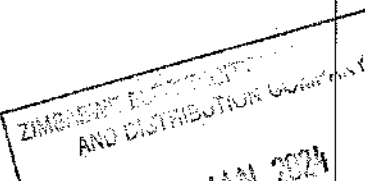
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	<p>Audit trail</p> <ol style="list-style-type: none"> 1 The system must produce audit trails for all parameters for changes made in the system 2 The system must produce audit trails for all user transactions 3 To include a parameter to turn audit trail on or off for certain transactions. 		
<p>Real time adjustment</p>	<p>All adjustments to be processed real time. The adjustments include but not limited to: -</p> <ol style="list-style-type: none"> 1 Bill adjustments 2 Interest adjustments 3 Miscellaneous charges 4 Receipts adjustments 5 Any other adjustments as may be prescribed 6 All Adjusted/corrected bills to be printable. 7 Approvals for all the adjustments to be defined in the system. 		
<p>Generation of credit notes, debit notes and other adjustments that may be prescribed</p>	<ol style="list-style-type: none"> 1 Generation of credit notes, debit notes is to be automated for all the adjustments 2 Ability to interface with other third party systems. 3 Ability to cancel the adjustment documents once generated, however, within the defined authorisation limits 		
<p>Parameter for maximum allowable estimates</p>	<ol style="list-style-type: none"> 1 Capability to define maximum allowable estimates. 2 Ability to generate service order for actual reading to bill and escalate. 3 Option to issue a service order without printing. 		
<p>Definition of Interest rates</p>	<ol style="list-style-type: none"> 1 Definition of different interest rates per tariff and currency 2 Allow different rates to apply on different tariffs and currency. 		
<p>Messaging facility</p>	<ol style="list-style-type: none"> 1 Ability to create desired message on a bill per defined area /category to a customer. 2 Maintain old messages created in the system which can be accessed via a dropdown list. 		



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Bill delivery platforms	<ol style="list-style-type: none"> 1 Ability to interface with third party platforms to automate sending of bills through various ICT platforms; such as SMS, email, WhatsApp notifications. The following are some of the details to be considered when sending information to the customer: account name, account number, opening balance, current bill, and total amount due 2 Account statement. 3 Ability to provide feedback report on email status update, that is, successful/failed email dispatch 	<ol style="list-style-type: none"> 1 All bills to have banking details per tariff category. 		
Banking details on bill		<ol style="list-style-type: none"> 1 Capability to design, configure and print documents with all the attributes that meet all the features as may be required by ZETDC. Documents such as Tax invoices, credit/debit notes, receipts and any other as may be required. 2 Flexibility to edit, modify any document features as may be required 		
Design, configuration and printing of various documents			<ol style="list-style-type: none"> 1 Capability to split consumption at point of billing to enable generation of more than one bill per service point either using different tariff and /or using different currency as per user defined ratios. 2 Ability to split bill as per defined ratios per currency once meter reading has been captured. 3 Ability to produce separate bills for each tariff and or currency as defined by the user. 	
Split usage billing using different currencies				<ol style="list-style-type: none"> 1 Capability to bill in multiple currencies. 2 Define and maintain a base currency as may be prescribed. 3 Capability of bill to display amounts in both base currency and billing currency.
Multi-currency billing				


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		<p>4 Capability to bill in currency of choice.</p> <p>5 Ability to convert balance owing to a foreign currency defined by user</p>	
Subtractive metering billing		<p>1 Define and maintain subtractive billing facility which accommodates multiple meters with an option to add or subtract usage for billing. -example IPP</p>	
Net metering		<p>1 Capability to capture import and export usages for all tariff categories.</p> <p>2 Capacity to self-bill on export consumption.</p> <p>3 Real time billing is required.</p> <p>4 Capability to produce separate bill for import and export energy.</p> <p>5 Capability to produce a statement to show both import and export bills separately.</p> <p>6 Ability to integrate with meter reading systems that has functionality for online reading.</p> <p>7 for a stepped tariff on domestic net metered points</p> <p>8 The system should have capability to bill customers with a net metering set up.</p> <p>9 Additional features: Ability to transfer excess units on a meter to multiple accounts.</p> <p>10 Transfer of units should allow application of a factor against each billing register, which factor may be modified as and when required.</p>	
MD Daily billing		<p>1 Capacity to bill maximum demand points as and when required</p> <p>A daily bill frequency may be required.</p>	
Prepaid Post paid billing		<p>1 Ability to produce the first proforma invoice based on 3 months' average consumption</p> <p>2 Ability to produce the subsequent proforma invoices using previous month's actual consumption.</p> <p>3 Ability to produce an actual bill based on actual consumption.</p>	

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		<p>4 Ability to compute interest based on outstanding debt</p> <p>1 Ability to perform group billing where the consumption is determined by predefined coefficients of one reference point.</p> <p>2 Intercompany staff billing.</p> <p>3 Provide option for Bulking individual staff consumption/bill into one bill for the respective company and produce summated bill, as may be required</p> <p>4 The functionality should be available in all tariff categories</p>	
Conjunctive billing		<p>1 Online and automatic capturing of readings.</p> <p>2 Produce one bill for all meters</p> <p>3 Enter readings for each meter and bill as summed up usage.</p>	
Multi meter billing		<p>1 Provide a functionality for billing previously unbilled consumption.</p> <p>2 Provide functionality for automatic /manual processing of customer supplied material refunds.</p> <p>3 Capability to bill/invoice non-core revenue such as Work on consumer installation (WOCI), security deposits, reconnection fees, re-quotes, re-inspection, bad debits recoverable, other miscellaneous charges (items to be listed)</p> <p>4 Capability to add such charges to the main revenue bill.</p>	
Miscellaneous billing		<p>1 Provide option to bill/invoice non-contracted client.</p> <p>2 Option to bill ad-hoc requests such as net metering application fee charges, use of system wheeling charges, rental invoice, other WOCI (damage of ZETDC equipment)</p>	
Miscellaneous billing for non-contracted clients		<p>1 Provide functionality to generate variance analysis on a bill. Capability to rebill any type of bill as may be required</p>	
Rebilling			

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		<ol style="list-style-type: none"> 2 Ability to edit defined exception parameters as when and when it is required. 3 Rebilling process to recognise proration of rates or tariff. 4 Capability to generate debits and credit notes. 5 Capability to reverse interest on reversed bills. 6 Ability to set approval limits on all rebilling and bill adjustments. 	
Revenue adjustment		<ol style="list-style-type: none"> 1 Provide option to generate profoma/simulated invoices. 2 Ability to recalculate a bill 3 Ability to generate an adjustment for a selected bill(s) 	
Bill simulation		<ol style="list-style-type: none"> 1 Ability to do bill simulation 	
Load limit points billing		<ol style="list-style-type: none"> 1. Real time billing 2. Automatic billing as per cycle 	
Fiscalisation		<ol style="list-style-type: none"> 1. Required is ability to comply with fiscalisation requirements for all billing documents as may be pronounced time to time ie use of QR code 	
Connection fees billing		<ol style="list-style-type: none"> 1. Capability to bill connection fees by tariff category and by currency 2. Produce a tax compliant invoice/ receipt upon receipt upon full payment 3. Ability to define and maintain payment rules NB: For partial payment refer to Deferred payment option. 4. Produce connection fees bill with all features as may be prescribed 5. The bill must be printable at point of payment 6. Flexibility to define and redefine bill generation rules and recognition of connection fees 7. Option to define payment dates in the system with terms and conditions. 	
Deferred connection fees billing		<ol style="list-style-type: none"> 1. Ability to raise tax compliant invoice for the full invoice amount upon receiving first instalment 	

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	<p>Printable system generated payments plan</p> <ol style="list-style-type: none"> 3. Connection fees due should be included on the monthly bill. 4. System should be able to load connection fees debt and recover as per agreed terms in the case clients on prepaid meter. 5. Connection fees debtors should appear separately from energy debtors. 6. Function of deferred connection fees payment to be parameterised in order to implement any changes that may be required. 	
	<ol style="list-style-type: none"> 1. Provide functionality to bill security deposit for every applicable account. 2. Ability to recalculate additional security deposit on energy bill at each change of tariff 3. Ability to recalculate security deposit based on overdue debt and automatically review upwards and/or any other triggers as may be defined 4. Upon disconnection for non-payment the system should be able to apply the security deposit and interest held in the account to debt. 5. Ability to apply security deposit to debt on termination of account. 6. Ability to automatically recalculate required security deposit and load on account once previous deposit has been applied or is inadequate. (triggers to be provided) 	<p>Security deposit billing</p>
	<ol style="list-style-type: none"> 1. Generate a reconnection fee triggered by a disconnection after printing service order 2. System to send a notification to client triggered by disconnection service order. 	<p>Reconnection fees billing,</p>

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			<ol style="list-style-type: none"> 3. System to allow operator to capture meter disconnection reading. 4. System to allow operator to capture reconnection readings and bill for fraud if consumption is detected. 5. Real time updates upon status change 6. To be billed separately from bill 7. System to automatically generate a reconnection service after full payment or approved payment plan 8. Option to cancel reconnection fees in the event of unposted payments, with system approvals. 9. The reconnection fees must be vatable to a customer who is subject to VAT 	
Fraud billing			<ol style="list-style-type: none"> 1. Functionality to capture fraud charge per tariff 2. Ability to separate fraud penalty charges from additional revenue charges resulting from fraudulent consumption 3. Fraud billing to reflect on customer account instantaneously 	
Thin prepayment(Smart meters)			<ol style="list-style-type: none"> 1. Capacity to bill smart meters 2. Capacity to host a prepaid wallet and send disconnection notices and orders according to set parameters. 3. Automatic notification of balance as per defined threshold. 4. Ability to interface with third party communication platforms such as SMS to provide balance notification, intention to disconnect and any other as may be defined. 5. Provide option to review threshold. 6. Capability to edit customer master data including correction of address. 	
Prior period billing (In current period but			<ol style="list-style-type: none"> 1. Option to change billing dates within the set approvals. 	

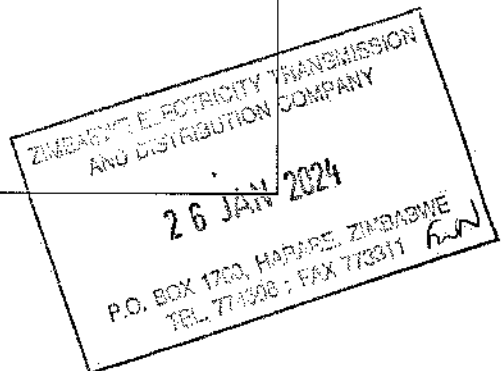
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	<p>producing different separate bills)</p>	<ol style="list-style-type: none"> 2. Option to bill monthly per historic period within set approvals. 3. Option to change contracting dates. 4. Option to input readings for previous month and bill. 5. Function should be parameterised in order to apply changes as may be required 6. Functionality to allow meter removal and reinstall same meter with correct reading 7. Ability to upload source documents for the changes made. 	
Billing of staff accounts	<ol style="list-style-type: none"> 1. Staff tariff on all staff accounts. 2. Ability to vary energy units to be drawn by staff 3. Ability to produce invoice for maximum allowable taxable benefit units 4. Separately produce bill/invoice for additional(excess) units consumed units by staff (to be settled by staff) 5. Ability to generate energy report generated from staff accounts. 6. Billing of staff accounts to be parameterised in order to effect any changes as may be required 		
Charges for bill reprints and statement requests	<ol style="list-style-type: none"> 1. Capability to automatic billing of reprint statement charges. 2. Capability to automate billing of customer initiated request for bills and account statement. 3. Functionality to print multiple bills e.g. by defining period. 4. Input readings and bill usage using staff tariff 		
Billing of ZESA properties	<ol style="list-style-type: none"> 1. Capability to bill all tariffs for intercompany consumption points (refer to Conjunctive billing) 2. Produce a summary of bills report for each company 		

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		3. Define and maintain a separate account group and debtors' category for intercompany accounts.	
Billing of ZETDC properties		<ol style="list-style-type: none"> 1. Ability to define and maintain a tariff for consumption on ZETDC properties 2. Input readings and bill usage using a defined tariff 3. Recognise the bill as an expense opposed to revenue or any other category as may be defined 	
Barcoding		<ol style="list-style-type: none"> 1. Include barcode on all bills with ability to capture account number and other customer details as may be defined 2. Facility to scan and view details at payment or enquiry. 	
2.3.7.6 COLLECTIONS	How to handle collections for all the post-paid billing	<ol style="list-style-type: none"> 1. Capacity to handle all forms of collections for all account types. 2. System to accept payment on all accounts in multiple currencies. 3. Supervisor to be able to open drawers through customised profile. 4. Capable of receipting one payment to multiple accounts online and offline. 5. Ability to transfer payment from one account or more accounts to another with system approval. 6. Payment to be applied to oldest debt after satisfying all other set rules/criteria 7. Option to process advance payments on both quotation and electricity bills. 8. There should be a mandatory option to close the drawer daily. 9. Drawer to close automatically each day in case of emergencies/ power interruption. 10. Option to cancel payment or receipt. 	



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	11. Define and configure a system trigger on unclosed drawer before a new session daily.	
Multi-currency receipting	<ol style="list-style-type: none"> 1. Functionality to receipt any acceptable currency. 2. All transactions to be processed in one drawer, (Define details of drawer) using a single profile on one terminal 3. All currencies to be shown on cashier closing report 4. Functionality to restrict currency of receipt for specified customer categories. 5. Parameterisation of the functionality a requirement in order to modify future changes whenever required 	
Custom multi-currency functionalities	<ol style="list-style-type: none"> 1. Appropriate dates: Transaction and payment dates are key under the multi-currency system as they determine the value of transactions. 2. Transactions must be properly accounted for using accurate dates. Hence there must be appropriate configuration for transactions to be recorded using the appropriate dates to determine exchange rate. 	
Payment types	<ol style="list-style-type: none"> 1. The following modes should be acceptable as modes of payments: - cash, RTGS, swipe, eco-cash, bank transfer, mobile money gold coin and set offs. 2. Schedule summary posting to update instantly on customer account 3. System should be able to interface with banks and other third party platforms. 4. Option for receipting all miscellaneous income types such as reconnection fees, WOCI, connection fees, security deposits, temporary disconnections and any other that may arise. 	

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	<p>5. Option to configure, maintain and process cash discounts</p> <p>6. Features for processing RTGS payments: Enablement of RTGS transfers and cheque processing</p> <p>7. The following have to be mandatory fields</p> <ul style="list-style-type: none"> o Bank reference number o Value date o Description o Account number o Any other as may be defined <p>8. Function should be parameterised in order to implement changes as may be defined in future.</p>	
Payment Rules	<ol style="list-style-type: none"> 1. Ability to set payment priority - System should apply payments according to set criteria for example whenever accepting a payment from customer. - first priority, security deposit, second priority connection fees and last priority most aged debt. 2. System should be able to set payment priority on billing concepts. 3. Ability to accept Set-offs as a payment criterion 4. For prepayment of post paid accounts - the system should be able to keep the prepaid amount unapplied to legacy debt on account. 	
Capability to add payment types	<ol style="list-style-type: none"> 1. Capability to add any other mode should they arise in future. For example, Bit coins. 2. The function to modify payment types should be parameterised in order to handle future payment types. 	
Account number/Job number validation	<ol style="list-style-type: none"> 1. Ability to check existence of account number or quotation number. 2. Reject if incorrect on transaction entry. 	

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	<ol style="list-style-type: none"> 3. Option to reclassify excess connection fees to advance payments. 4. Option to reject incorrect currency (Parameterised). 5. Capacity to receipt using online / offline platforms. 6. Option to preview batch transactions. 7. Capability to integrate with other payment platforms such as VISA and MASTERCARD. 8. Capable of configuring Application Programming Interfaces (APIs). 	
Capability to limit specific currency of payment	<ol style="list-style-type: none"> 1. Ability to restrict certain customer categories to specific payment currencies. 	
Capability to integrate online receipt platforms	<ol style="list-style-type: none"> 1. Ability to configure and maintain the following features <ul style="list-style-type: none"> o Online receipting. o Online balance enquiry. 2. Facility to interface with bank systems such as Zim-Switch. Financial switch, mobile money platforms such as eco-cash, tele-cash, one money and any other. 3. Functionality to accept USSD codes. 4. Online validation. 5. Option to pay bills using visa card, master card etc. 6. Option to apply or transfer and refund security deposit 	
Disconnections/Reconnections	<ol style="list-style-type: none"> 1. Monthly generation of disconnection notices. 2. Automatic and on demand generation of disconnection notices. 3. Capability to select disconnection query per account number. 4. Capability to run a query as to an account number list or grouping, amount range, tariff, itinerary, service point route, aging, by CSC or Depot. 	

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	<p>5. Automatic generation of reconnection fees.</p> <p>6. Capability to generate notification recovery letter & email/SMS notification to the client.</p> <p>7. Capability to upload the disconnection return reading & enter comment.</p> <p>8. Capability to send SMS reminders.</p> <p>9. Capability to automatically email a disconnection notice when printed.</p> <p>10. Automatic fraud bill on consumption after point disconnection if bills are unpaid and trigger Self-reconnection disconnection service order</p> <p>11. Reconnection fees per tariff per time & currency. (refer to billing of reconnection fees)</p> <p>12. Comments captured to be linked to the ageing analysis.</p> <p>13. System should cater for an embedded payment plan agreement. Detailed report of payment processed for daily and monthly with details of payment type.</p> <p>14. Detailed report for cancelled payments.</p>	
	<p>1. Option to upload bank guarantees.</p>	<p>Capability to process bank guarantees as form of security deposit for deferred connection fees</p>
	<p>1. Capacity to integrate with 3rd party billing systems</p> <p>2. Produce Reports</p>	<p>Collections on behalf of 3rd parties</p>
	<p>1. Capability to write off amounts according to set criteria.</p> <p>2. Ability to reactivate the written off debt.</p> <p>3. Ability to use the number of disconnections and defaulting on payment plans to generate the schedule for debts to be written off or sent to financial clearing bureau.</p> <p>4. Capability to write off amounts according to set criteria.</p>	<p>Debt write off (Transfer to Credit Control)</p>

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		<p>5. Ability to reactivate the written off debt.</p> <p>6. Ability to use the number of disconnections and defaulting on payment plans to generate the schedule for debts to be written off or sent to financial clearing bureau.</p> <p>7. System should be able to check customer previous & current accounts owing through his ID before we create another account for him</p>	
	<p>Customer credit rating</p>	<p>1. Capability to upload payment plans, track it and be able to trigger a disconnection upon defaulting. (Parameterised with system approval levels)</p> <p>2. Ability to send notices for due instalments</p> <p>3. Option to edit payment plan and automatic cancellation/ suspension if not honoured.</p> <p>4. Option to reactivate a payment plan.</p> <p>5. Capability to link with credit rating bureau.</p> <p>6. Option to do a credit rating review.</p> <p>7. Credit rating to be linked to security deposits.</p> <p>8. Capability to do credit assessment on new account opening at Business unit level and ability to assess creditworthiness.</p> <p>9. Capability to age the debt.</p> <p>10. Capability to record frequency of disconnections per client and add comments/reviews.</p> <p>11. Ability to review security deposit upwards or downwards in light of credit rating</p> <p>12. Functionality to do the credit rating of customers using the performance history.</p> <p>13. Functionality to generate notifications for poor credit rating.</p> <p>14. The function to be parameterised for future changes.</p>	<p>2.3.7.7 CREDIT CONTROL AND DEBT MANAGEMENT</p>

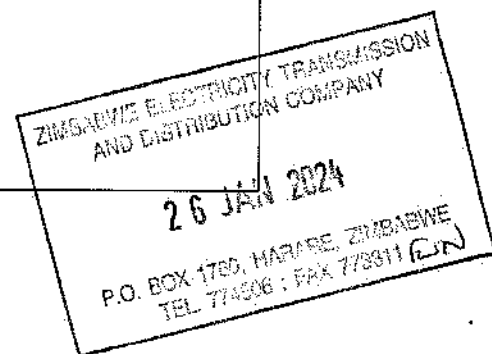
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	<p>Generation of disconnection notice either automatic or on request</p>	<ol style="list-style-type: none"> 1. Generation of disconnection notices as and when the bill is due or per set criteria. 2. Automatic and on demand generation of disconnection notices. 3. Capability to run a query using various criteria, such as: per account number, list or grouping, amount range, tariff, itinerary, service point route, by aging, by geographical location and any other as may be required. 4. Automatic generation of reconnection fees. 5. Capability to generate notification recovery letter and email notification to the client. 6. Capability to upload the disconnection return & comment. 7. Capability to send SMS reminders. 8. Capability to automatically email a disconnection notice once produced. 9. Automatic generation of fraud bill on consumption after point disconnected for unpaid bills. 10. Ability to categorise reconnection fees per tariff and currency. 11. Ability to indicate self-reconnection constancies on the disconnection notice. 12. Capability to capture comments when interacting with the customer for example Disconnections Comments. 13. The use of Option to update disconnection returns on the system 14. Verify disconnection reading against current reading. 15. System to have some alerts on overdue payment plans 16. System should prompt automatic disconnection. 	
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	Standard demand letters	<ol style="list-style-type: none"> 1. Capability to automate generation of a payment reminders on a due date, that is, first reminder, second reminder and final demand 2. Functionality to be parameterised in order to make changes whenever required to do so. 3. Design and configure a standard demand letter linked to all accounts 4. Capability to send through various modes of communication. 5. Upload demand & reminder letters to the customer account each time there is communication. 6. Monitor & take action on in active accounts report 	
2.3.7.8 Allowances for credit losses	Credit loss workings (provision for bad debts)	<ol style="list-style-type: none"> 1. Capability to define the rules and allowance for credit losses model within the system. 2. Ability to calculate allowance for credit losses based on set rules. 	
2.3.7.9 Budgeting	Input revenue budget	<ol style="list-style-type: none"> 1. Capability to configure a functionality to maintain a sales budget. 2. Functionality to maintain miscellaneous income budget. 3. Capability to maintain any other budgets as may be required 	
2.3.7.10 REPORTING	Capacity to generate reports of all types as may be defined and required Flexibility and dynamism in reporting is a requirement. Drag and Drop option for all reports Ability to integrate with developed portal hosting Dashboard	<ol style="list-style-type: none"> 1. The system must be capable of linking all reports to a portal hosting different dashboards 2. Capability to generate standard and customised reports 3. Capacity to generate reports for all commercial key result areas as per commercial cycle, such as quotations, commissioned jobs, enrolled clients, billing disconnections, exceptions, collections, estimates, suspended clients, payment statuses and any other as may be defined. 	

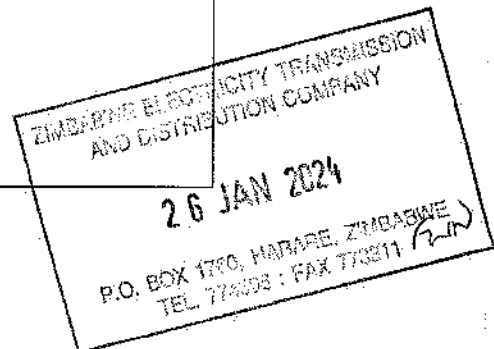


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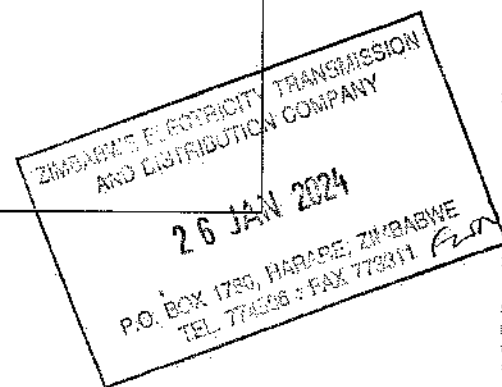
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	<p>(To list all dashboards from different functions)</p> <p>Energy banked report</p>	<ol style="list-style-type: none"> 1. Need a report that summarises all points banking energy 2. Report showing transfer between related meters. 3. Report showing terminated points and compensation paid / due. 4. And any other reports as may be required
	<p>Dashboard presentation on all reports</p>	<ol style="list-style-type: none"> 1. Required is configuration to enable dashboard report on all report types with a dropdown option to pick and drop any items within the database.
	<p>Enquiry reports</p>	<ol style="list-style-type: none"> 1. Summarised applications report pre tariff, region, district and depot. 2. Aged analysis for application enquiries
	<p>Collections by tariff</p>	<ol style="list-style-type: none"> 1. By tariff by depot. 2. Collection per period. 3. Collection for targeted grouped customers. 4. New connections by tariff 5. Collection by currency. 6. Collection by amount limits e.g above 2000. 7. Converted collection from base currency. 8. Collection by bank 9. Payments data Listing-Showing account number, payment reference, Tariff, amount paid, date paid, for both currencies and also showing converted figures. Should also preferably show the form of payment e.g. cash, garnish, setoff etc.
	<p>Debtors control account</p>	<ol style="list-style-type: none"> 1. Required is a debtors' movement report built up from opening balance. 2. Add all debtors' concepts 3. Closing balance 4. Report designed per geographical structure and tariff



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	<p>5. The following is a list of most of the concepts that feed into the debtors' movement report. The list is, however, not exhaustive and may not be taken as complete. Therefore, a functionality for the system ability to pick all transactions that feed into debtors' balance computation is a must.</p> <p>6. Bills adjustments (positive and negative), receipts, overdue interests, miscellaneous charge, sundries, monthly charges, security deposits, additional security deposits, levies for example. VAT and REA, debt recovery, debt relief, customer supplied refund, debt write off, initial credit, closing balance (Debtors movement)</p> <p>7. Capability to generate query reports and any other custom reports as may be required</p>	
Customer service statement.	<ol style="list-style-type: none"> 1. Capability to generate customer service statements per client or for a group of clients 	
Standard Aged Report Standard debtors aged report Staff Debtors Listing/Ageing Report Intercompany Ageing Faulty meter Report	<ol style="list-style-type: none"> 2. EC number, phone number, name, physical address, kilowatts, amount, email address, company e.g. ZETDC, ZESA enterprise etc. 	
Removed meters	<ol style="list-style-type: none"> 1. Required is report for a list of all faulty meters by tariff category and any other category as may be required 2. To log faulty meters and show report with stages of action 	
Outstanding inspections	<ol style="list-style-type: none"> 1. Required is a report for a list of removed meters with captured reasons 2. Required is a report for meter status report 3. Required is a meter location history report 	
	<ol style="list-style-type: none"> 1. Report on outstanding inspections with reasons 	



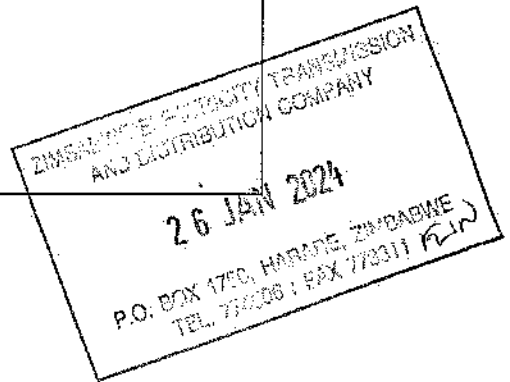
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	<p>1. Required are collection reports as per formats to be provided.</p> <p>2. The reports are to be varied per following categories: client category, tariff, depot, district and region.</p> <p>3. Report are to varied by currency</p> <p>4. Required is a collection report by bank</p> <p>5. A report detailing collections Session number, date, amount, account number, cashier, description, currency,</p> <p>6. Functionality to drag and drop items to a report</p>	
Collections report	<p>1. Required are reports providing sales data for a selected period. The reports shall include the following attributes: Number of customers, tariff, kilowatts, amount, currency, price per unit, region, district, depot, Customer account, meter number, depot, tariff classification, number of days, time of use, reactive energy, maximum demand, installed capacity, apparent energy, utilisation factor, power factor, load factor, kilowatts consumed, total revenue, total VAT, average cost per kilowatt, constant, maximum contacted capacity, breaker size, line voltage</p> <p>2. Report for reactive energy charges by client, by tariff etc.</p> <p>3. Installed capacity, contracted and usage report</p>	
Sales Reports	<p>1. The provided list is not exhaustive, hence the requirement to have the functionality to generate customised reports the in order to produce reports as per specific requirements</p>	
Maximum Demand Sales report		



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	<p>2. Required is a functionality to run sales Reports with trend analysis, displaying year to date totals per tariff category with comparison to sales budget.</p> <p>3. Sales period to period comparison is also required</p> <p>4. A detailed sales Data listing reports by currency convertible to functional and reporting currencies.</p> <p>5. Required is a consolidated C12 report for all currencies convertible to the reporting currency</p>	
	<p>1. Required is a report detailing estimated point per given period per client category and geographical location.</p> <p>2. The following are the key attribute expected in the report: client name, account numbers, point of supply, itinerary, meter number, number of estimates, date of last actual reading</p> <p>3. A parameter to select a listing of number of points estimated for a chosen period.</p> <p>4. A summary of estimated points by category by tariff</p>	
	<p>1. Required is a report detailing unbilled points per given period per client category and geographical location. The following are the attributes expected in the report: Client name, account number, point of supply, itinerary, meter number, number of estimates, comments, date of last billing and terminated points with consumption</p>	
	<p>1. Required is a report summarising maximum demand points billing.</p> <p>2. Main Report attributes: Client name, account numbers, point of supply, itinerary, meter number, monthly bills</p>	
Estimated points reports		
Reports on unbilled points		
		Summary of MD billed points

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		in amount and GWh, billing status and account status	
		3. The report is expected in both in summarised and detailed format.	
MD payments		<p>1. Required is a report detailing receipts from maximum demand receipts.</p> <p>2. Main report attributes: Client name, account numbers, point of supply, account status, monthly receipts</p> <p>3. The report is expected in both in summarised and detailed format.</p>	
Connection fees Report		<p>1. Required are reports for connection fees.</p> <p>The following are the key reports and key attributes thereof</p> <p>(i) Connection fee income report displaying income generated per tariff category, by geographical location per period. Period in this case means 'day', week, month(s), and years. Trend analysis and variance analysis against budget is required.</p> <p>(ii) Deferred connection fees: Paid but not connected report showing client name, quotation number, point of supply per region, district, depot, tariff, waiting period since payment of connection fees aged, amount paid.</p> <p>(iii) Connection fees debtors ageing report – Ageing analysis by tariff and by account.</p> <p>(iv) Connection fees status report – the report is to indicate stage of the connection process, detailed per each job number, summarised per tariff and any geographical location</p>	
Billing adjustment reports		<p>1. Required is a billing adjustment report detailing all adjustments applied per tariff, client name, account number, point of supply, bill amount, kilowatts, user, date and geographical location.</p>	

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		<p>2. The report must also indicate authorised by and reason for the adjustment.</p>	
<p>Security deposit report</p>	<p>Required are security deposit reports.</p>	<p>1. Security deposit billed Key attributes Tariff, client name, account numbers, point of supply, opening balance, principal deposit, interest, refunded, additional deposits, cancelled applied, closing balance, I. The report to be run per geographical location and consolidated at company level: II. Report on automatically applied security deposits. 2. Security deposit collections report I. The report to provide detail of security deposit received and deposit outstanding II. The above reports are to be able to run in detailed format as well as summarized format</p>	
<p>Points not assigned to itinerary</p>		<p>1. Required is a detailed report on points not assigned to itinerary per geographical location, tariff, client name, account numbers, point of supply, billing status, meter number service number not assigned to an itinerary, including date removed from itinerary and duration.</p>	
<p>Client listing</p>		<p>1. Required is a report listing all clients maintained in the system. The following are the major attributes of the report: region, district, depot, tariff, client name, account numbers, point of supply, billing status, meter number, address.</p>	

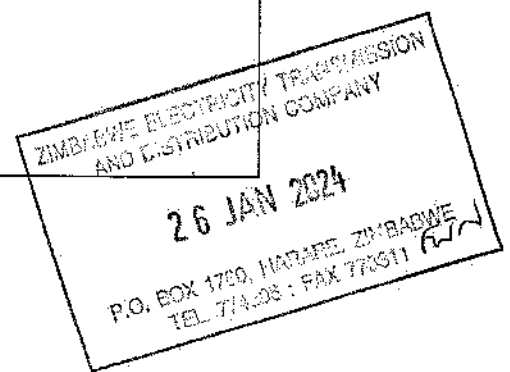
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		location, financial account, tariff description, connection date, meter type, constant, usage type, meter manufacturer, phone number, email address, category and account status		
		2. The report is to be customised with a parameter enabling a drag and drop option		
Tariff change report		1. Required are reports providing various tariff statuses region, district, depot, tariff, client name, account numbers, point of supply, address, meter number, old tariff, new tariff, changed by, approved by, date (approval, initial registration, date changed, report date), changed by,		
Interest income report		1. Required is a report for interest income by geographic location, that is, region, district, depot, 2. The report should detail the following attributes: tariff, client name, account numbers, point of supply, opening balance, interest for the month, adjustment & closing balance,		
VAT report		1. VAT by income types, Sales, connection fees, miscellaneous income, recoverable debt and any other income type that may be generated. An appropriate VAT rate to be configured and applied to the respective income type, as may be promulgated by Zimbabwean law. The report should indicate currency, Vat rate, VAT amount, tariff, adjusted VAT, customer account number 2. Drag and drop option is required in order to customise report as and when required 3. Two main reports are required, that is, VAT billed and VAT paid report.		
RE Levies Report		1. RE levy on Sales to be presented in the currency of billing. The following attributes of the report are required RE levy rate, RE levy amount, tariff,		

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		adjusted RE levy, customer account number, RE levy Billed and RE levy paid Report	
Credit refund report.		1. A report detailing refunds to the customers: Report attributes: Customer account, initial credit amount, currency, adjustments, recovery & currency, accumulated report, VAT & RE levy	
Client Supplied Material Report		1. A report detailing materials supplied by clients by geographical location 2. The report should indicate credits interfaced from SAP, applied and the outstanding balance thereof 3. A drag and drop down option is required in order to tailor the report to requirement	
Electricity energy balancing (Statistical Metering) report		1. Required is a report on balancing of electricity energy sold against energy received. region, district, depot, electricity purchases expense account, copy from sales report, enable edit before posting.	
Adhoc user defined reports (customised)/drag and drop/ query reports		1. Required are several non- standard reports (i) Report showing transformer size, breaker size, meter phase, meter constant, meter coordinates, (ii) Query reports creation with the following possible selections, region, district, depot, itinerary, customer name & account, in combination with financial data e.g. sales, adjustments, levies, payments, etc. with possible sub headings e.g. district sub heading, depot sub heading, (iii) Staff return adhoc report to include the following region, district, account name, account number, EC number, kilowatthours consumed, tariff, amount: (iv) Grouped reports e.g. government, local authorities & parastatals with details name, account number, physical address, meter	



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		<p>number, tariff, aged, bills, payments, adjustments.</p> <p>(v) Billing register pre-bill with the following details, account number, customer, tariff, previous & present reading, usage, reading type, amount billed, variance against average usage,</p> <p>(vi) customer performance history including good or bad customers, region, district, depot, customer name, account number, aging, tariff, currency & amount due,</p> <p>(vii) adhoc disconnection report - overdue including region, district, depot, customer name, physical address, suburb, account number, itinerary, aging, meter number,</p> <p>(viii) Credit loss allowance report to include region, district, depot, customer, aging, allowance amounts</p> <p>(ix) Recovered asset e.g. transformer & faulty meters report to include the following region, district, depot, asset number, serial number, amounts, account number, physical address, suburb, reason for removal, date removed</p> <p>(x) User defined reports with customised drop down categorizing by tariff, type of customer, currency</p>		
	Reports per customer category (All reports)	1. Ability to run any reports using the following parameters: region, district, depot, customer name, account number, aging, tariff, currency, physical address, suburb and any other as may be required.		
	Terminated services report	1. A report indicating client services terminated. Report should be by geographic location, that is, region, district, depot.		

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		<p>2. Report attributes: customer name, account number, aging, tariff, currency, physical address, suburb, inactive status, balance, date terminated, meter number, user,</p> <p>3. Report of points migrated from post-paid to prepaid or visa v</p>	
	Setoff collections report	<p>1. A report detailing setoffs applied to client accounts with the following attributes: Session number, client account, client name, balance outstanding, setoff date, currency, description,</p>	
	Technical data Reports	<p>1. Use the drag and drop facility to produce metering technical data as specified by the user.</p>	
	Variance analysis report	<p>1. A variance analysis to budgets is required. The attributes of the report to include comparison of actual revenues to budgets.</p>	
	Active and inactive service points	<p>1. A report detailing active and inactive service points as per customer base report</p>	
2.3.7.11 INTERFACE	ACCOUNTING INTERFACE	<p>1. The requirement is the ability of system to post summarised interface transactions to the general ledger (reporting system) per account daily</p> <p>2. The interface program should generate adequate interface reference document numbers directly linking the interfaced data to the source data by the users.</p> <p>3. The interface program should be processed in accordance with user defined interface program</p> <p>4. Have capacity to integrate with banks to update exchange rate automatically.</p> <p>5. Cash transactions should be interfaced according to banking summary.</p> <p>6. Interface to be always processed to completion. No partial interface.</p> <p>7. A parameter to validate transactions in order to process complete transactions and not partial.</p>	

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		8. Interface reports per account per specified period Interface of transactions from prepayment platform to update in real time.	
	Exception report on failed data	<ol style="list-style-type: none"> 1. An exception report on data failure prompting the interface controller on processing status, providing reasons and type of error. 2. Generate variance report 3. Post the failed data after resolving errors 	
	Interface with fault management system	<ol style="list-style-type: none"> 1. The fault management system should be capable of accessing customer debt in the billing system and the customer credit rating. 2. Ability to mine data from the billing system relating to the faulty feeder and prompt customers with debt for disconnection after fault resolution. 	
	Interface with prepayment vending system	<ol style="list-style-type: none"> 1. Enable online seamless interface with vending system. 	
	Interface with SAP	<ol style="list-style-type: none"> 1. Enable online seamless interface with reporting system. 	
	OTHER INTERFACE		
	Interface with ZIMS	<ol style="list-style-type: none"> 1. Enable online seamless interface with Faults Management system integration 	
	Interface with GIS	<ol style="list-style-type: none"> 1. Enable online seamless interface with GIS system. 2. Capability to preload data from GIS and ability to detect location and read coordinates. 	Should be integrated into the system i.e. be part of the system
2.3.7.12 CUSTOMER RELATIONSHIP MANAGEMENT	Required is a Dashboard report showing customer key fields, for example, bills, payment history, queries, balance outstanding New applications Post-paid customers Pre-paid customers	<ol style="list-style-type: none"> 1. Report attributes: 2. Geographical location (Region, district, depot), bills, average consumption, payments history, bill calculator, tariffs, (parameterized with option to enable or disable) debt, trend analysis of customer activity and any other activity as may be required. 3. The report should be easily accessible to allow clients to be served by any key office. 4. Customer liaison function on the dashboard 	

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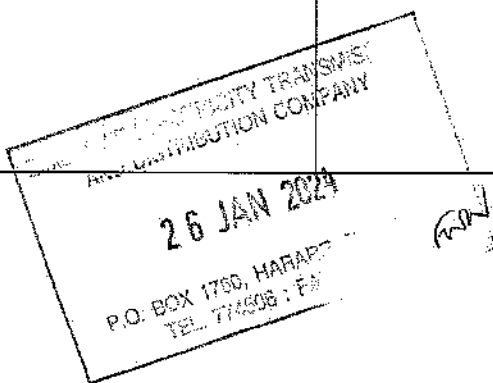
	<p>5. Input/edit selected client details</p> <p>6. Capability for clients to submit personal details change request with option to attached all requested documents</p>		
<p>Outage management</p>	<p>1. Required is an outage management report. The report is to be structured in accordance with the following attributes:</p> <ul style="list-style-type: none"> o Geographical location, that is, Region, district, depot o bills, average consumption, payments, history, bill calculator, tariffs, (parameterized with option to enable or disable) debt, trend analysis of customer activity etc. <p>2. The report should have allowed access by any relevant office. A customer liaison function is required on the dashboard</p> <p>3. Ability to Input/edit selected client details</p> <p>4. Capability for clients to edit their selected details</p> <p>5. The following functionalities are required for the outage management system:</p> <ul style="list-style-type: none"> o Fault logging internal and external o Planned outage logging o Fault assignment o Managed communication with affected/selected/targeted clients o Fault follow up o Capability to flag long outstanding faults o Escalation long outstanding faults o Fault resolution o Reports o - Linked to Chatbot 		
	<p>1. Required is the capacity to interface with third party systems.</p>	<p>Communication with Clients</p>	

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		<ul style="list-style-type: none"> ○ Mobile App ○ Social Media Applications ○ Clients Portal ○ -ChatBot ○ -WeChat ○ Email ○ Bulk sums ○ - Capability to communicate to targeted customer groups 			
	Record all customer interactions	<ol style="list-style-type: none"> 1. Enable online interface with customer relations module. 2. Record for quality assurance and customer satisfaction 3. Capable to carry out online surveys 4. Capability to map client contact details to account/application number 5. Capability to show client dashboard based on contact details 6. Maintain interaction history 		Key account listing	
		<ol style="list-style-type: none"> 1. Required is a key account listing with the following attributes: 2. Based on geographical location, that is, Region, district, depot, billing history, payment history, customer transformer capacity, debt, currency, tariff, email, phone number, contact name, contact person, customer identifiers if customer has several accounts, current billing statistics, 3. Ability to have a parameter that can be used to define a key account. 			
		<ol style="list-style-type: none"> 1. The vendor shall provide ZETDC with the source code. 2. The vendor shall provide ZETDC with the data dictionary 		Source code Data Dictionary	2.3.7.13SOURCE CODE AND PARAMETERS



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<p>2.3.7.14 WORKFLOWS</p>	<p>Required is a workflow approval system embedded in all processes within the system.</p> <p>All approvals should be done within the system as shall be defined</p> <p>The system should give notification of tasks.</p>	<ol style="list-style-type: none"> 1. Prompt workflow of notification to the next user or supervisor upon completing a task for approval and further processing. 2. Escalate processes not actioned within a defined time lapse. 3. Notifications to disappear when the process has been actioned. 4. Functionality to modify the approvals. 5. Functionality to define system work flows in accordance with all transaction processes. 6. Functionality for authorisation levels as per provided or defined structure. 7. Functionality for to modify workflows and authorisation levels/ thresholds. 	
	<p>Consuming customer not being billed.</p> <p>Correction of wrong tariff and wrong constant</p>	<ol style="list-style-type: none"> 1. Functionality to automatically generate service order to prompt the user to take action 2. Provide report on meter constants and tariff changes 3. Provide prebilling report for low and high consumption 	
	<p>Tariff and meter constant changes</p> <p>Bills Sent</p>	<ol style="list-style-type: none"> 1. Produce a detailed list of accounts changed, reasons and user 2. Produce a status report on bills sent 3. Report for undelivered bills, e.g. by emails 4. Delivery reports for bills. 	
<p>2.3.7.15 NETWORK DEVELOPMENT PROJECT MANAGEMENT (NDM)</p>	<p>Maintain a material, labour and transport pricing module for use on quotations</p> <p>The module should have capability to upload Capital Budgets and virement facility</p>	<ol style="list-style-type: none"> 1. Unique identifier for each type of project 2. Project status 3. Capacity to upload documentation 4. Capability to produce a feasibility study report/appraisal report 5. Ability to Produce an ACE (Payment of connection fees is financial approval for customer funded projects) 	

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	<p>Capability to definition/create projects for internal jobs. The functionality requires parameterisation (identify specific assets making up the project Capability to capitalise sub project) Project Feasibility studies and Appraisal Project design Project quotation Project assignment Project execution Project completion/commissioning Project capitalisation</p>	<ol style="list-style-type: none"> 6. Functionality to define and edit constructive units (collection of materials for a defined job e.g. 50Kva 7. Capability to generate Work Execution Orders 8. Ability to produce Completion Certificate (Commissioning report) 9. Ability to produce Variance Report 10. Capability to generate unique fixed asset numbers 11. Provide functionality set and configure expiry of quotation with ability to define a cut-off 12. System should generate a unique Asset number linked with the Quotation reference number number and the associated material 13. An asset number should be created and have a geographical location tag so that it we have one asset per location 14. System should automatically trigger generation of unique fixed asset numbers in SAP through an interface program based on a predefined condition, for example upon receiving payment from customer. 15. Ability to produce a bill of quantities. 16. Provide an automatic editable requotes option. 17. Option to update prices. 18. Automatic generation of asset number after quotation payment 19. Functionality to edit job material at execution stage with system approvals. 20. Functionality to generate stores requisition forms. 21. Functionality to credit recovered asset materials at quoting stage at depreciated value. 22. Functionality to select customer supplied materials at the quotation stage 	
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			<p>23. Functionality to capture labour, transport, and admin fees at job costing/quotation stage and completion stage.</p> <p>24. Functionality to add other sundry costs for example nails, cement etc.</p> <p>25. Functionality to close a job</p> <p>26. Functionality to create assign approve and execute, close internal jobs without reference to quotation</p>		
	Faulty Meters Database	System should be able to upload a list of faulty meter per geographic location			
2.3.7.16 ARCHIVING MODULE	System to have the ability to archive customer data/records	<ol style="list-style-type: none"> 1. Produce a graphic user interface allowing the user to specify the period to be archived ie start and end date. 2. Produce a report of the data that has been archived. 3. Provide a functionality that can be used to access archived data. 			
2.3.7.17 DISASTER RECOVERY	In the event of a disaster at the primary site, the system must continue to run from the DR site	<ol style="list-style-type: none"> 1. The system shall have a mirror image setup at the Disaster Recovery Site. 2. The system shall offer a mechanism which ensures that the Production and Disaster Sites are in sync (in terms of transactions, database etc) at all times. 	The Production and DR sites are at least 400km apart		
2.3.7.18 DATABASE	Database Management System	1. The system must use a reputable database management system			
2.3.7.18 COMMUNICATION	Data Communication	<ol style="list-style-type: none"> 1. The system should use secure data communication protocols 2. The system must be highly optimised to be able to run over slow network links (VSAT). 			
2.3.7.19 SECURITY	Audit logging	1. The system to provide logs and reporting for activities on selected tables, user creation and deletion.			
	Password expiration	<ol style="list-style-type: none"> 1. System should have a parameter to set password expiration period 2. System to use encrypted passwords 			

2.3.7.20 LICENCING	<p>Attempted logins</p> <p>Userprofiles</p> <p>System licencing</p>	<p>3. Passwords to conform to IT policy requirements</p> <p>1. System to lockout user /profile after 3 failed login attempts.</p> <p>1. Profiles to be defined in accordance with ZETDC user matrices</p> <p>1. The vendor must state upfront all the licensing issues involved</p> <p>2. Licencing to be processor based and not user or client based</p>	
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2.3.8 Mandatory Benchmark Visit

There shall be a mandatory benchmark visit for the winning bidder to a site where the bidder has successfully implemented a similar utility electricity billing system. The cost of the mandatory benchmark visit shall be borne by the winning bidder and would cover all costs for six (6) ZETDC personnel.

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FWA

2.4 Declaration of Conflict/Non-Conflict of Interest and Non-Disclosure Form

To: The Managing Director (A)
Zimbabwe Electricity Transmission & Distribution Company (Private) Limited
2nd Floor, Electricity Centre
25 Samora Machel Avenue
HARARE

RE: DECLARATION OF CONFLICT OF INTEREST

I,, being the Supplier participating in the tender for the procurement of..... do hereby declare as follows:

I declare that to the best of my knowledge, I DO HAVE/DO NOT HAVE conflict(s) of interest that prevent my full and impartial participation of tender number..... The nature of this conflict is described below:-

.....
.....
.....

.....
Signature

.....
Date

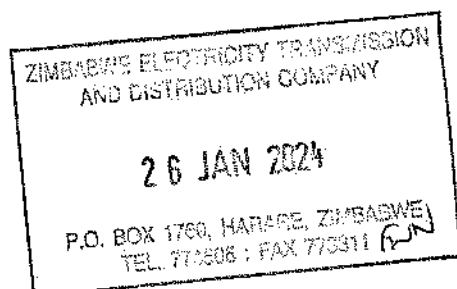
NOTES

Conflict of interest refers to situations in which personal interests (which may include but not limited to financial interests) may compromise, or have the appearance of, or potential for, compromising professional judgment and integrity and, in doing so, the best interests of the company.

Examples of conflict of interest

- Having a financial interest in a potential tenderer, supplier, business partner, vendor or any other company or organization which does business or intends to do business with Zimbabwe Electricity Transmission & Distribution Company.
- Being employed by (as staff member or volunteer) or providing service to any potential tenderer or existing supplier, vendor or business partner
- Being a member of a potential tenderer or existing supplier's or vendor's management executive or Board member.
- Receiving any kind of monetary payment or non-monetary gift or incentive (including hospitality) from any tenderer, existing supplier or its representative.
- Canvassing or negotiating with any person with a view to enter into any of the arrangements stated above.
- Having a close member of your family (which term includes unmarried partners) or personal friends who fall into any of the categories outlined above

NB: The above is a non-exhaustive list of examples, and it is the responsibility of each Director to ensure that any and all potential conflicts, whether or not of the type listed above, are disclosed.



2.5 Bidder's Details

Tender Number: ZETDC/INTER/01/2024

Name of Bidder: _____

Physical Address: _____

Active Telephone Numbers: _____

Active email Address: _____

Tick the Option chosen to pay Bid Security

First Option. A certified bank cheque; or

Second Option. A bank guarantee; or
Name of the Bank: _____

Third Option. A refundable cash deposit of **USD\$500**
equivalent to the Procurement Regulatory Authority of Zimbabwe
(PRAZ)

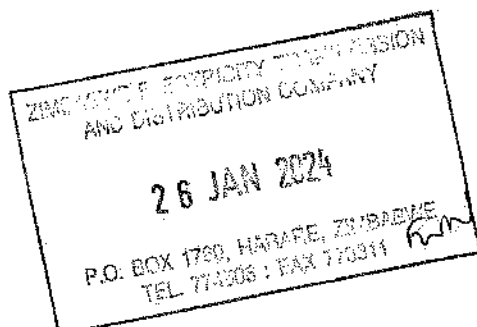
Banking Details

Account Name: _____

Bank: _____

Branch: _____

Account Number: _____



2.6 Declaration by the Accounting Officer

I declare that the procurement is based on neutral and fair technical requirements and bidder qualifications.

Eng. A.N. Gurupira  26/01/2024
Signed Date



Part 3: CONTRACT

CONTRACT AGREEMENT

{For completion with the authorised representative of the Procuring Entity following Notification of Contract Award.}

Procurement Reference:

THIS CONTRACT AGREEMENT is made the [insert: date] day of [insert: month], [insert: year].

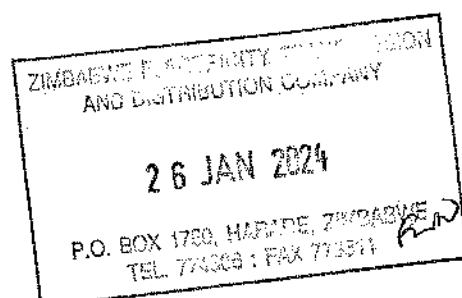
BETWEEN

- (1) [insert complete name of Procuring Entity], a [insert description of type of legal entity, for example, an agency of the Ministry of of the Government of Zimbabwe, or corporation incorporated under the laws of Zimbabwe] and having its principal place of business at [insert full postal address of Procuring Entity] (hereinafter called "the Procuring Entity"), and
- (2) [insert name of Contractor], a corporation incorporated under the laws of [insert: country of Contractor] and having its principal place of business at [insert full postal address of Contractor] (hereinafter called "the Contractor").

WHEREAS the Procuring Entity invited Bids for certain Services, viz., [insert brief description of Services] and has accepted a Bid by the Contractor for the performance of those Services in the sum of [insert Contract Price in words and figures, expressed in the Contract currency] (hereinafter called "the Contract Price").

THE PROCURING ENTITY AND THE CONTRACTOR AGREE AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the General and Special Conditions of Contract referred to below.
2. The following documents shall constitute the Contract between the Procuring Entity and the Contractor, and each shall be read and construed as an integral part of the Contract:
 - (a) This Contract Agreement;
 - (b) Special Conditions of Contract;
 - (c) General Conditions of Contract;
 - (d) Schedule of Requirements;
 - (e) The Contractor's Bid Submission Sheet, List of Services and Price Schedule and Statement of Methodology, Work Plan and Schedule;
 - (f) The Procuring Entity's Notification of Contract Award;
 - (g) [Add here any other document(s)].



3. This Contract Agreement shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract Documents, then the documents shall prevail in the order listed above.
4. In consideration for the payments to be made by the Procuring Entity to the Contractor as mentioned below, the Contractor hereby agrees with the Procuring Entity to provide the Services and to remedy any defects in them in conformity with the Contract.
5. The Procuring Entity hereby agrees to pay the Contractor, in consideration for the performance of the Services and the remedying of any defects in them, the Contract Price or such other sum as may become payable under the Contract at the times and in the manner prescribed by the Contract.

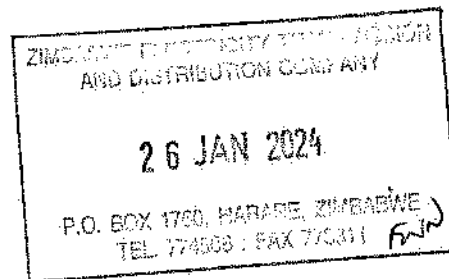
IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed in accordance with the laws of Zimbabwe on the day, month and year indicated above.

For and on behalf of the Procuring Entity

Signed:
Name:	
In the capacity of:	[Title or other appropriate designation]

For and on behalf of the Contractor

Signed:
Name:	
In the capacity of:	[Title or other appropriate designation]



General Conditions of Contract

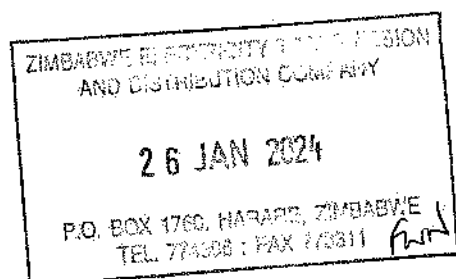
Any resulting contract is subject to the Zimbabwe General Conditions of Contract (GCC) for the Procurement of Non-Consulting Services (copy available on the Authority's website) except where modified by the Special Conditions below.

Special Conditions of Contract

Procurement Reference Number: ZETDC/INTER/01/2024

The clause numbers given in the first column correspond with the relevant clause number of the General Conditions of Contract.

GCC reference	Special Conditions
GCC 3.6 and 8.1	<p>Authorised representatives:</p> <ol style="list-style-type: none"> 1. The authorised representative of the Procuring Entity is [names and contact details, including address for delivery of notices]. 2. The authorised representative of the Contractor is {names and contact details, including address for delivery of notices}.
GCC 7.4	<p>Ineligible countries: Nationals of the following countries are ineligible to be a Contractor or Sub-Contractor under this Contract. None</p>
GCC 18.1	<p>Liquidated damages: Liquidated Damages in terms of section 88 of the Act shall/ apply at a rate of one percent (1%) of the total cost of the order/job card per hour up to a maximum of 120 hours after which the contract may be cancelled.</p>
GCC 19.1	<p>Commencement of Services: The date or period of time for commencement of services is after signing of the contract and receipt of the order.</p>
GCC 20.1	<p>Completion of Services: The date for completion of Services or the period within which the Services are required to be performed is 10 hours on an underground cable whose spans length is up to 10km, after receipt of order.</p>
GCC 22.2	<p>Contract price: Costs specifically excluded from the Contract price are [list excluded cost items].</p>
GCC 22.3	<p>Payment schedule: The terms of payment shall be [State:</p> <ol style="list-style-type: none"> i. For regularly performed services: the specified period (usually one calendar month) for which payment will be made for the total amount of Services performed during that period;



GCC reference	Special Conditions
GCC 23.1	Price adjustment: [State whether prices will be fixed for the Contract Period or any adjustment factor that shall apply.]
GCC 24.2	Payment procedure: [State any other documentation that must accompany the Contractor's invoice.]
GCC 28.1	<p>Insurance to be taken out by the Contractor: [The risks and the coverage shall be as follows:</p> <ul style="list-style-type: none"> (a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in Zimbabwe by the Contractor or its Personnel or any Sub-Contractor or their Personnel, with a minimum coverage of [insert amount and currency]; (b) Third Party liability insurance, with a minimum coverage of [insert amount and currency]; (c) professional liability insurance, with a minimum coverage of [insert amount and currency]; (d) employer's liability and workers' compensation insurance in respect of the Personnel of the Contractor and of any Sub-Contractor, in accordance with the relevant provisions of laws of Zimbabwe, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and (e) Insurance against loss of or damage to equipment purchased in whole or in part with funds provided under this Contract. <p>[Note: Delete what is not applicable].</p>
GCC 30.1	Contract Administration Fee: The Contract Administration Fee set out in Part V of the Fifth Schedule of the Regulations is due upon the signing of the Contract and the applicable Fee is \$ [State applicable Fee or delete].

