

ZIMBABWE ELECTRICITY TRANSMISSION & DISTRIBUTION COMPANY

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OUR REF:..... FN/ec

YOUR REF

WHEN CALLING WITH REFERENCE
TO THIS LETTER PLEASE ASK FOR

..... F. Nyamakambo.....

20 March 2024

To All Bidders

Dear Sir/Madam

CLARIFICATION NO. 3 FOR TENDER NO. ZETDC/INTER/01/2024 FOR THE SUPPLY, DELIVERY AND COMMISSIONING OF A BILLING SYSTEM FOR ZETDC

The above subject matter refers.

Attached herewith is **CLARIFICATION NO. 3** for Tender No. ZETDC/INTER/01/2024 for the Supply, Delivery and Commissioning of a Billing System for ZETDC in response to queries raised by participating Bidders.

Yours faithfully

F. NYAMAKAMBO
SUPPLY CHAIN MANAGER

TENDER NO. ZETDC/INTER/01/2024 FOR THE SUPPLY, DELIVERY AND COMMISSIONING OF A BILLING SYSTEM FOR ZETDC

CLARIFICATION NO. 3

S/N	Page	Technical Information	Query	ZETDC Response
2.3.7.1/Contracting	67	Contracting	<p>What is the data needed to be inserted?</p> <p>Kind of flow needed?</p> <p>What is meant by enquiry?</p> <p>Is it meter contract or customer contract?</p> <p>Exact Flow Scenarios is needed</p>	<p>We expect you to have a billing system for power utilities which can be customised to meet our requirements.</p>
2.3.7.1 Point 4	67	Interactive platforms that can be executed through third party platform such as phone call, email, WhatsApp (client being guided as he/she is enquiring) and SMS, twitter, Facebook and any other as maybe defined.	<p>What is enquiry will be about?</p> <p>Is this thing will generate some sort of links to direct Customers to insert their data?</p> <p>Is there SMS Gateway provider to integrate with?</p>	<p>We expect your system to have basic interactive functionalities that enables integration with social media platform and interactive voice systems. Currently we do not have an SMS Gateway provider.</p>
2.3.7.1 Point 5	67	Design and configure progress tracking system.	<p>Is this related to workflow?</p>	<p>Yes, it is related to the workflow.</p>



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2.3.7.1 Point 7	68	Self Help Desk	What is the difference between this and point 4?	Point 4 is a subset of Self Help Desk.
2.3.7.1 Point 8	68	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.	GIS coordinates will be inserted manually or fetched from somewhere? Is this related to GIS Integration needed? What is installers' qualifications?	The system should provide a facility to capture the GIS coordinates and interface with GIS system. The system should have the capacity to capture the professional qualifications e.g. Title: Electrician, Professional Body: XXXX, Professional Body Registration Number: XXXX.
2.3.7.1 point 11	68	Capability to validate Identity Documents.	We will need the specific mechanism of doing so Noting that it must be related to the data not the document itself.	The specific mechanism will be provided to the winning Bidder.
2.3.7.1 point 13	68	Capability to upload approved artisans/ any other personnel assigned the tasks	What is artisans? And what is the flow needed here exactly?	Artisan being referred to here is a ZETDC personnel who works on electricity installations as well as attending to electrical faults. Work flows will be shared with the winning Bidder.
2.3.7.1 point 14	68	Capability to download and upload application forms.	Why upload application forms since it will be web based forms already? Is this other forms needed to be uploaded of some sort?	To enable clients to work offline. A comprehensive list of forms will be provided to the winning Bidder.

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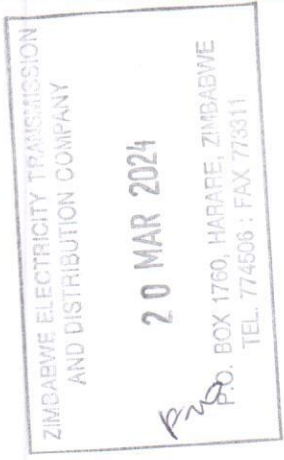
			<p>And what is its needs and who will upload and download it if so?</p> <p>By account this means enquiry or contract? Or customer account?</p>	<p>Customer Account on staff tariff.</p>
<p>2.3.7.1 Point 22</p>	<p>69</p>	<p>Validation criteria- Only accept one Active account per EC number and one staff account per employee. Define designation, status of employee (contract or permanent)</p>		
<p>2.3.7.1 Point 23</p>	<p>69</p>	<p>contract duration</p>	<p>What is meant by contract duration? Is this something ZETDC will define during the process or what exactly is needed?</p>	<p>Contract duration is the tenor of the contract which in this case is 3 years from date of contract signing. The contract may be terminated after the 3 years from date of signing.</p>
<p>2.3.7.1 Point 24</p>	<p>69</p>	<p>define qualification criteria</p>	<p>What is this qualification criteria and for what it will be used?</p>	<p>This ensures that only professionally qualified, registered and authorised personnel will work on installations.</p>
<p>2.3.7.1 Point 26</p>	<p>69</p>	<p>Interface with third party platforms for example ZETDC website, contact centre and other social media and communication platforms.</p>	<p>If there is such platforms exists what is the need for need for point 4?</p>	<p>This is a reinforcement of what is in Point 4 and provides an opportunity for you to bring anything not listed in Point 4.</p>

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2.3.7.1 Point 28	69	28. Capability to capture the following parameters: a. CT Ratio. b. VT Ratio. c. Meter made. d. Meter Model. e. Meter accuracy class. f. Serial number (ZETDC serial and Meter serial numbers). g. Meter current rating (base and maximum). h. Year of manufacture. i. Guaranteed life span etc..	From where these parameters will be captured? Manually or through a specific system? When they will be captured?	The system should provide a facility to capture these parameters.
2.3.7.1/physical enquires	70	physical enquiries	Is physical enquiries something written on papers and needs upload?	This is a walk-in enquiry which is captured directly in the system.
2.3.7.1/Quotations	70	Quotations	What is the flow needed exactly and quotations for what? Will this be related to installation? Will this be related to workforce management? Exact flow scenarios is needed	Work flows will be availed to the winning Bidder.
2.3.7.1/Quotations/Point 1.e	70	Ability to upload inspection reports to a 'mobile or handheld device	Is there a specific mobile application available for this purpose? Is it needed to supply mobile application for this? If yes what will this mobile application do exactly?	The system should be readily accessible from anywhere.




2.3.7.1/Quotations/Point 1.f	70	Ability to vary input parameters in generating quotation.	What is meant by this point exactly?	Ability to change a quotation given changing circumstances.
2.3.7.1/Quotations/Point 1.g	71	Capability to interface with materials module in SAP	What is needed from this integration exactly? On which level this integration will be?	Details to be provided to the winning Bidder.
2.3.7.1/Quotations/Point 1.i	71	Define Inspection validity	What is inspection validity and define it on which base?	The system should have the ability to maintain validity periods for an inspection report. The validity period should be a parameter.
2.3.7.1/Quotations/Point 1.j	71	Capability to save (Quotation) inputs offline and upload when back online.	Isn't this quotation supposed to be generated automatically by system? Is there another way of generating this quotations? Upload it where exactly?? Is this related to mobile application also?	The requirements are captured on-site and then fed into the system either on-line, realtime or off-line then uploaded.
2.3.7.1/Quotations/Point 1.k	71	Ability to simulate quotation for all clients	On which inputs this simulation shall happen? Is this some sort of a report or calculation based logic?	This is calculation based logic.
2.3.7.1/Quotations/Point 1.m	71	Ability to interface with other systems ie GIS, SAP	These integrations will serve which purpose? What is the scenario needed for these integrations?	More information to be availed to the winning Bidder.

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2.3.7.1/Quotations/Point 1.0	71	Ability to define Inspection report approvals	Is this also related to workflow?	Yes, this is related to workflow.
2.3.7.1/Quotations/Point 1.u	71	Define three levels of quoting a customer. i. Adhoc quote (Estimate) ii. Simulated quotation for General enquiries. iii. Binding quote with validation period	Based on what these definitions shall apply?	Based on customer preference.
2.3.7.1/Tracking of connection progress(Automated)	74	Tracking of connection progress(Automated)	Is this going to be related to remote connection and disconnection of meters or this is manually done?	This is tied to the connection process (workflow).
2.3.7.1/Automated capturing of works done on customer installation	74	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	From where these parameters will be captured? Is capturing these data will impact something or trigger something?	The data is collected at the point of commissioning and should be captured in the system.
2.3.7.1/Capitalisation	75	All points	What is meant by capitalisation? Is it related to asset or warehouse management? What is the needed scenario here as from the points looks like its related to work force management and installation as well.	It is related to asset management.
2.3.7.2 Termination Of Service	78		When will these scenarios happen? Is it after contracting work flow?	When either party client or the organisation decides to terminate the contract.


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			To where we will refund these amounts mentioned (security deposit + interest)	
2.3.7.3	78	METER & TRANSFORMER MANAGEMENT	Is this some sort of warehouse management? Is it going to be related to any other module?	Its warehouse management. Yes, it will be related to any other module.
2.3.7.6	95	COLLECTIONS	Will there be banking integrations?	Yes, there will be banking integrations.
2.3.7.13	115	Source Code	By source code you mean the actual source code of the whole platform? If yes why is it required to give support, there should be technical handover and ZETDC to continue from there? If no then what is meant by source code in this context?	Yes, the actual code. Support will be for a specified period of time coupled with extensive training.


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