

ZIMBABWE ELECTRICITY TRANSMISSION & DISTRIBUTION COMPANY

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HARARE
P.O. BOX 377, HARARE
TELEPHONE: 774491/9, 774508/35
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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. 2 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. 2** 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.

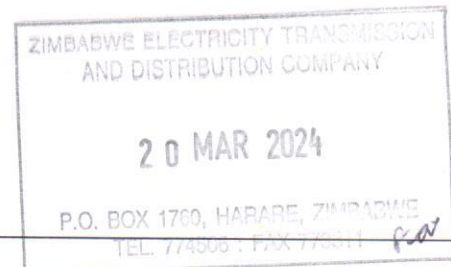
Yours faithfully

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. 2

Item	Clause/Description/Query from Bidder(s)	ZETDC Response
1.	<p>Section 1.1 Preparation of bids - Clause 14</p> <p>Delivery period shall be 12 weeks or better to ZETDC Head Office, Harare</p> <p>Section 2.2 Delivery Schedule</p> <p>Delivery date required by procuring entity - 6 months or better ZETDC Head Office, Harare.</p> <p>Kindly confirm if the delivery required is by 12 weeks or 6 months</p>	<p>Refer to CLARIFICATION NO. 1, Item 3 and 25.</p>
2.	<p>Section 2.3.1 Scope</p> <p>The system shall be real time online transaction processing system with a capability of allowing more than 500 concurrent users, whilst managing a database of minimum of 2 million clients.</p> <p>Kindly confirm the current number of clients within the ZETDC network. Additionally, please furnish the counts for both prepaid and postpaid clients.</p>	<p>Refer to CLARIFICATION NO. 1, Item 12.</p>
3.	<p>Section 2.2 Delivery schedule Clause 5 & 6</p> <p>Technical training (Source Code) & Training (Super-User & End User)</p> <p>Kindly confirm no. of trainees for Source Code, Super user & end user</p>	<p>Number of Trainees is as follows:</p> <p>Source code = 10 Super Users = 16 End users = 1424</p>
4.	<p>Section 2.3.7 Bidders response</p> <p>General</p> <p>Bidders are required to respond with either "COMPLY" or "NOT COMPLY." Under each functional requirement summary, multiple requirements are outlined. If any of these points are addressed through integration with third-party systems, can the bidder mention as "COMPLY," and provide further details in the "BIDDER'S COMMENT" section.</p>	<p>Yes, further details must be provided in the "BIDDER'S COMMENTS" column.</p> <p>Refer to CLARIFICATION NO. 1, Item 27</p>

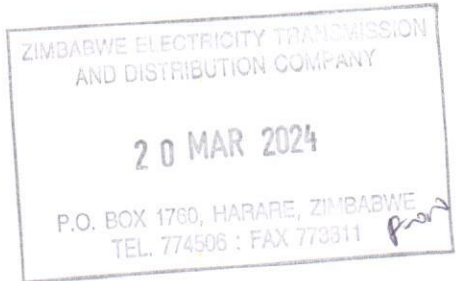


5.	<p>2.3.7.1 CONTRACTING</p> <p>(iii) Online contracting (iv) Walk in customers</p> <p>We understand that the module's requirements involve managing the enrollment process for new customers, handling service requests, and overseeing complaints/grievance management. Please confirm.</p>	Yes
6.	<p>2.3.7.1 CONTRACTING</p> <p>(iii) Online contracting (iv) Walk in customers</p> <p>Functional requirement – Capitalisation</p> <p>We understand that Capitalisation (asset creation, depreciation, etc.), Material Management, Asset Management, Maintenance, and Work Order management systems are components of the current SAP system at ZETDC. However, it is within the bidder's scope to handle the integration with SAP for the processing of work orders.</p>	Refer to same response as in CLARIFICATION NO. 1, Item 22
7.	<p>2.3.7.15 NETWORK DEVELOPMENT PROJECT MANAGEMENT (NDM)</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>We understand, the functionality is part of the current SAP system existing at ZETDC. However,</p>	Refer to same response as in CLARIFICATION NO. 1, Item 22

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	it is within the bidders to integrate offered billing system with SAP to capture network elements and it's hierarchy, which are newly created/updated.	
8.	<p>2.3.7.3 METER TRANSFORMER MANAGEMENT</p> <p>Device entry into stores</p> <p>Device transfer across various storage locations</p> <p>Customer Supplied Material Portal</p> <p>We understand, store management is part of current SAP system existing at ZETDC. However, bidder shall integrate his billing system with SAP to initiate and get update of work order/job order process. Bidders billing system shall have provision to maintain meter stock, meter assignment process, and history of meter life cycle, as meter is associated with customer connection which will be used for metering & billing.</p>	<p>Refer to same response as in CLARIFICATION NO. 1, Item 22</p> 
9.	<p>METER READING</p> <p>Split usage billing using different currencies</p> <p>Split consumption at point of billing to enable different currency as per user defined ratios, Clarity is sought on whether this is required solely during payment collection or also during the accounting of bills. Need use case with a sample bill for more clarity.</p>	<p>This is at billing. The solution should be able to split usages at defined ratios and produce bills in defined currencies.</p>
10	<p>2.3.7.5 BILLING</p> <p>Fiscalisation: Please elaborate on scope of fiscalisation requirements.</p>	<p>An interface is required between the billing system and the system used in Fiscalising ZETDC bills.</p>
11	<p>What is the expected user count of the solution – total number of concurrent users, total capacity required?</p>	<p>Refer to response under Item 3 above.</p>
12	<p>What are ZETDC annual revenues?</p>	<p>This information cannot be provided at this stage of the tender process.</p>
13	<p>May you please kindly provide the current SAP landscape i.e. Number of users and the modules?</p>	<p>This information has no bearing to this tender.</p>
14	<p>Please kindly confirm that a Cloud option is acceptable.</p>	<p>A cloud option is only required if used as a backup option to the on-premise solution.</p>

<p>15 Clause 1.6 establishes as follows: “Participation in this bidding procedure is restricted to Zimbabwean bidders and must attach Certification of Incorporation to confirm this” (page 7) However, the SCC 7.4 of the tender establishes as follows: “Ineligible countries: Nationals of the following countries are ineligible to be a Contractor or Sub-Contractor under this Contract. None”. (page 125). Also, the bidding document has been uploaded in ZETDC’s website under international procedures section: https://www.zetdc.co.zw/procurement/international/ For this reason, we believe the bidding procedure is not restricted to Zimbabwean companies and that foreign companies can also participate in the tender. We kindly request you to confirm this.</p>	<p>Refer to CLARIFICATION NO. 1, Item 2.</p>		
<p>16 ZETDC/INTER/01/2024, 1.1.Preparation Bids (Page 5) 2.2 Delivery Schedule (Page 14) 1.1. Preparation of Bids (Page 5) 14. 1.2. <i>The delivery Period shall be 12 weeks or better to ZETDC Head Office, Harare</i> 2.2. Delivery Schedule (Page 14) Installation, Integration, Testing & Commissioning</p> <table border="1" data-bbox="266 1314 667 1398"> <tr> <td>Installation, Integration, Testing & Commissioning</td> <td>Each</td> </tr> </table> <p>There is a contradiction in the tender regarding the delivery period (12 weeks or better in page 5, 6 months or better in page 14) In any case, according to our experience in previous similar projects in other utilities of the region, we believe the implementation project will take longer. Then, kindly confirm that is possible to propose a period greater than 6 months.</p>	Installation, Integration, Testing & Commissioning	Each	<p>Refer to CLARIFICATION NO. 1, Item 3 and 25.</p> <div data-bbox="1026 1514 1464 1776" style="border: 1px solid black; padding: 5px; margin-top: 20px;"> <p style="text-align: center;">ZIMBABWE ELECTRICITY TRANSMISSION AND DISTRIBUTION COMPANY</p> <p style="text-align: center; font-size: 1.2em; font-weight: bold;">20 MAR 2024</p> <p style="text-align: center;">P.O. BOX 1760, HARARE, ZIMBABWE TEL. 774606 : FAX 773311</p> </div>
Installation, Integration, Testing & Commissioning	Each		

17 ZETDC/INTER/01/2024,
Chapter 1.1 Preparation of Bids, point 15 (page 6)
2.2. Delivery Schedule (page 14)

2.2. Delivery Schedule (page 14)

Item No.	Description of Goods	UOM	Delivery Date Required by Procuring Entity & Applicable INCOTERM	Bidders' offered period & INCOTER
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	

1.1. Preparation Bids (page 6) 15. *The duration of the contract is 3 years and must be clearly stated.*

According to the section 2.2 Delivery Schedule (page 14), the duration of the contract is 2 years and a half, (six months for implementation, plus two years of maintenance) but in section 1.1 Preparation of Bids (page 6) establish that total duration of contract is 3 years.

We kindly request to reconfirm that total duration of the contract is 3 years and adapt the delivery schedule accordingly.

Kindly note that the total duration of the contract is 3 years, i.e. Year 1, Year 2 and Year 3 covering the following:

The **6 months or better** delivery period stated for software (once-off), annual software licence and hardware (once-off), installation, integration, testing and commissioning, and incidental costs (if any) i.e. Item No's 1, 2, 3, 4 and 7 in the Delivery Schedule on page 14 of the SBD is from date of signing of the Main Contract Agreement. This shall be done in Year 1.

N.B. Item No.s 1, 2, 3, 4 and 7 should all happen within 6 months or better from date of contract signing.

The **18 weeks or better** delivery period for training i.e. Item No's 5 and 6 in the Delivery Schedule on page 14 of the SBD is counted soon after the 6 months or better delivery period respectively, i.e. after Item No's 1, 2, 3, 4 and 7 in the Delivery Schedule on page 14 of the SBD have been delivered. The training shall be done **within 18 weeks or better** respectively, with the training (technical training – source code) under Item 5 being done at developmental stage and the training (super-user & end-user) under Item 6 being done at post-implementation stage. This shall all be done in Year 1.

The **52 weeks or better** delivery period for the 1st annual maintenance contract (hardware and software) which will start in the beginning of Year 2 shall be counted from date of signing of the 1st annual maintenance contract. This refers to Item No. 8 in the Delivery Schedule on page 14 of the SBD.

The **52 weeks or better** delivery period for the 2nd annual maintenance contract (hardware and software) which will start in the beginning of Year 3 shall be counted from date of signing of the 2nd annual maintenance contract. This refers to Item No. 9 in the Delivery Schedule on page 14 of the SBD.

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<p>18</p>	<p>2.3.4 PARTICULARS OF DATA CENTRE ELECTRICAL SYSTEM ENVIRONMENT, Page 17</p> <p><i>Unless otherwise specified in the Schedule of Requirements, it must be assumed that the electrical system in which the Billing System will operate is;</i></p> <p>a) <i>Three phase supply system. The maximum earth fault factor on the network is 1.5;</i></p> <p>b) <i>Operated at 50 Hz, with approximately sinusoidal wave form.</i></p> <p>c) <i>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.</i></p> <p>d) <i>The system frequency variation does not exceed plus or minus 2.5% from 50 Hz.</i></p> <p><i>Designs should allow for these variations.</i></p> <p>It is assumed that the datacenter equipment to be supplied (servers, storage, etc.) will be single phase 220V / 50Hz. Kindly confirm.</p>	<p>Yes, it is confirmed.</p>
<p>19</p>	<p>2.3.6.17 DISASTER RECOVERY, Page 66</p> <p>The system shall have a mirror image setup at the Disaster Recovery Site.</p> <p>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.</p> <p>The system shall be hosted on premise (primary site and DR site). An additional cloud based Disaster Recovery Site is a must.</p> <p>1. Does ZETDC have a Disaster Recovery strategy already in place or Disaster Recovery must be proposed from scratch (i.e.</p>	<div data-bbox="1052 1318 1497 1591" data-label="Image"> </div> <p>1. Yes, ZETDC has a Disaster Recovery strategy already in place.</p>

	<p>user redirection between sites, DNS replication, Active Directory replication, etc.?)</p> <p>2. Does ZETDC already own a cloud subscription on ant hyperscaler provider (i.e. AWS)?</p> <p>3. Does the cloud DR require the same services as the on-premise services?</p> <p>4. Does ZETDC have target RPO and RTO?</p>	<p>2. No, ZETDC does not own a cloud subscription on ant hyperscaler provider.</p> <p>3. No. The DR is to offer backup solutions.</p> <p>4. Yes. To be availed to the winning bidder.</p>
20	<p>2.3.6.19 COMMUNICATION, Page 66</p> <p><i>The system should use secure data communication protocols The system must be highly optimised to be able to run over slow network links (VSAT).</i></p> <p>1. How many total remote sites? How many remote sites through VSAT?</p>	<p>4 Remote sites use VSAT. The other sites are on fibre optic.</p>
21	<p>GENERAL HARDWARE AND BASE SYSTEM SOFTWARE QUESTIONS</p> <p>1. As part of the hardware supply, is it required to supply also common services equipment and software such as monitoring, backup, etc. or does ZETDC already have these systems in place?</p> <p>2. Is it required to also provide the networking (i.e. LAN switches) to connect the ICT infrastructure to be supplied?</p> <p>3. Could you please provide some information about the current ICT infrastructure setup (i.e. servers, storage, networking, etc.)?</p> <p>4. Could you please provide some information about the current ZETDC base system software (i.e. operating systems, databases, etc.)?</p> <p>5. How / where to include the variable cost of the cloud DR in the price schedule form?</p>	<p>1. Provide monitoring software. Interface to existing ZETDC backup solution.</p> <p>2. Please provide a complete solution.</p> <p>3. Your system must be centrally located and you are to provide servers that host the proposed solution.</p> <p>4. We have both MySQL 5.7 and Oracle 19 C databases.</p> <p>5. Yes.</p>



22	In this bid, is the system software DEPLOYED on a Cloud Service or on a Physical Machine?	On-Premise
23	If the system software is deployed on physical machines, is it NECESSARY to provide hardware equipment such as Remote Disaster Recovery, Backup Power, Firewalls, Switches, Routers, Cabinets, KVMs, etc.? If so, kindly ask the Employer to provide the Hardware Specific Requirements. Because the specifications of hardware configuration are not provided in this bid, we do not know the specific needs of the owner, and we cannot configure the hardware equipment that meets the requirements.	Refer to page 66. ZETDC is a Utility which runs enterprise systems and as such expects you to deliver servers to host your system on-premise.
24	If the system software is deployed on a physical machine, is there already a Server Room on site? Will the bidder be required to provide a server room?	ZETDC has its own existing Datacentres.
25	If the system software is deployed on a physical machine, does the employer already have a workstation on site? Does the bidder need to provide hardware equipment such as computers, printers and switches? If necessary, please provide specific requirements, such as is the printer black and white or color? And please provide the quantity requirements of related hardware equipment, such as the number of workstations, the number of computers, etc.	Please note that this is a turnkey solution requiring you to supply software that runs on servers that you will have provided only. You are not to provide end-user computers and printers.
26	In 2.2 Delivery Schedule on Page 14 of the tender, the period for Item 4 and Item 5 are both 18 weeks or better. Is the 18 weeks after 6 months after the signing date? Or is the 18 weeks after the signing date?	The delivery periods from item 4 and 5 are totally different (Please refer to the table again). Item 4 is after the contract signing date whilst item 5 is the 18 weeks after delivery of Items 1, 2 and 3.
27	Please clarify item 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. Please confirm whether it is supposed to be the Bidder or the Original Equipment Manufacturer?	The trade reference letters are supposed to relate to the Bidder. In terms of the Public Procurement and Disposal of Public Assets (PPDPA) Act "bidder" means a potential party to a procurement contract with a procuring entity for the supply of a procurement requirement. Any trade reference letters which relate to any other party who is not the Bidder will not be considered.



28	We were unable to locate the hardware requirements description; only the system requirements are included in the standard bidding document. Could you please provide clarification on the hardware requirements and quantities?	This is a turnkey solution where the supplier is expected to provide software and hardware platforms from which the solution will run. The supplier should provide adequate hardware for both the production and Disaster Recovery Site. Refer to Item 25 above.
29	In the system requirements section 2.3.7.13 of the standard bidding document, it states that the source code must be provided. Kindly confirm this, as there is a substantial price difference between providing and not providing the source code.	It is confirmed that source code must be provided.
30	We are seeking to know if ZETDC will be paying for interfacing the new billing system to existing system/application for Tender Number ZETDC/INTER/01/2024; Supply, Delivery and Commissioning of Utility Billing System.	ZETDC will pay the third parties whom you shall be requested to interface with.

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