



- A. **CENORED OKAHANDJA PTY LTD HEREBY INVITES REQUESTS FOR PROPOSAL RFP 01/2021: 3-YEAR CONTRACT FOR THE SUPPLY, DELIVERY, INSTALLATION, TRAINING AND COMMISSIONING OF THE MOST OPTIMAL ELECTRICITY VENDING SOLUTION FOR STS METERS.**
- B. **CONTRACT PERIOD: 3 YEARS : 2021 TO 2024 (FROM DATE OF SIGNATURE)**
- C. **RFP NUMBER:**
- D. **DESCRIPTION: SUPPLY, DELIVERY, INSTALLATION, TRAINING AND COMMISSIONING OF AN ELECTRICITY VENDING SOLUTION FOR STS METERS FOR CENORED OKAHANDJA PTY LTD.**
- E. **CLOSING DATE: THURSDAY 12th AUGUST 2021**
- F. **CLOSING TIME: 10h00**
- G. **DELIVERY ADDRESS :** Envelopes clearly marked **RFP : Electricity Vending CENORED OKAHANDJA** should be delivered to:

The Chairperson . CENORED Procurement Committee (PC)

P O Box 560, 30 Dr. Frans Indongo Street, Otjiwarongo

- H. Late entry , or electronic format ,or telephonic / faxed offers will not be considered. CENORED does not bind itself to accept the lowest or any offer, nor to provide justification as to the acceptance or rejection of any particular offer received.

- I. **TECHNICAL ENQUIRIES :** Washington Munjanga. Tel : +264 67 314 179 Email: wmunjanga@cenored.com.na
- J. **PROCUREMENT ENQUIRIES :** Rustin Kahuure. Tel : +264 67 314 100 Email : rkahuure@cenored.com.na

1. Introduction

Cenored Okahandja (Pty) Ltd (CENORED) is a joint venture company operated by CENORED and Okahandja municipality. It started operating in 2016 with a mandate to distribute and supply electricity in the town of Okahandja. The company distributes and sells electricity to about 7,000 customers in the town.. It is also envisaged that in future this distribution and supply of electricity will include the nearby settlement of Osona Village.

CENORED Okahandja Pty Ltd herewith invites proposals for a **3-year** contract for **the supply, delivery, installation, training and commissioning of the most optimal electricity vending solution for STS meters.** The solution must include among other things integration to the organization's financial management system SAP and must support distributed 3rd Party 24-hour vending. The system/solution must be within the framework and performance specification as detailed in this document.

1. Experience and Capability

- Supplier will be a specialist prepayment system supplier
- Supplier will be a member of the STS Association
- Supplier will demonstrate at least 5 years of experience in the STS prepayment industry
- Supplier will demonstrate that at least 100 000 operational prepayment meters currently serviced by their system
- Supplier will provide 3 utility client references

2. General Criteria

- The system will be a smart solution developed specifically for the utility prepayment business using web-based services and open interface standards, with an open modular architecture with flexible interoperability, so that as technology advances, it will be possible to update hardware and software modules within the system without disrupting the remaining modules.
 - The system shall be STS Edition 2 (STS6) certified.
 - The system will integrate to the existing retail footprint or more aggregators and CENORED's own service outlets.

- The system will provide Analysis and Work Process Tools, facilitating the collection of quality customer data (in real-time) and produce relevant analytics (which in turn, trigger relevant actions).
- The system will provide “high availability”; a minimum up-time of 99.9% is required. The availability measure, together with the details of the individualised specialist support, training, advice and guidance for an agreed duration will be defined in a service level agreement. The supplier will provide a formal surety of compliance.

3. Customer contract management

Customer Contract should consists of the following entities:

- **Customer Account**
 - o One or more Service Accounts, each associated to at most one Service Point and Tariffs at any given time.
 - o One or more Auxiliary Accounts
- **One or more Service Points, each comprising:**
 - o A Service Location
 - o A Dispensing Point
 - o A Meter

4. Date driven relationships should exist between the following entities:

- Tariffs must be able to be assigned\unassigned to a Service at a given date:
 - o It should Includes future dates (to accommodate planned tariff migrations for select Customers).
- Meters can be moved between locations (including store locations).
 - o Includes planned movements.
- The system should allow for meters to be installed\removed from Dispensing Points at specified dates.

5. Customer Engagement

Customers can interact with the Utility in the following ways:

- Customer Portal
- o Mobile friendly, IOS\Android compatible app.
- SMS\Email request\response

The consumer portal will provide the following functionality

Log On\Off\Change Password

Supports multiple services and commodities

Show Transaction History

Reprint Token

Make a payment for

- o post-paid account
- o prepaid token purchase
- o Auxiliary payment
- o Account payment

The utility should be able to customize and configure menu items for customer portal.

Consumer Service

- Customers must be able to request account balances, latest consumption figures and previous tokens via a SMS\Email service.

6. Data Integrity

- The system will ensure the accuracy and consistency of data over the entire life-cycle of the data.
- The system will provide a smart solution for collecting and managing data, where accuracy is of

paramount importance which will :

- a. guarantee that all data is transferred between processes and platforms
 - b. avoid inefficient duplication

 - c. ensure that the data is relevant
 - d. ensure that the data is consistent

 - e. provide a broad range of security controls to protect the data
- The system will ensure that that transactions are uniquely identifiable; that duplicate transactions are rejected; and that missing transactions are detected (and rectified).

7. Support and Maintenance

CENORED Okahandja Pty Ltd requires individualised specialist support, training, advice and guidance for a mutually agreed duration, necessary to ensure operations.

CENORED Okahandja Pty Ltd will therefore enter into a three (3) year support and maintenance contract, defined by a formal service level agreement . This must include performance measurement methodology, consequences of non-performance and be underwritten with a formal performance assurance.

Mandatory periodic system health checks and a training/re-training program must be included in this contract.

8. Analytics and Reporting Tool

The system must provide a tool which allows user defined data queries to retrieve data from any data source.

The tool should use standard Microsoft Office templates, allowing corresponding queries to automatically populate these templates.

The tool must allow templates and search criteria to be adapted to suit specific requirements immediately and allow scheduled reporting at any time, by authorized users. System vendor participation must not be required for report development.

The tool must represent data geospatially, allowing for the comparison of operational data with distribution network and GIS data layers.

9. TID Rollover

CENORED Okahandja Pty Ltd is preparing for the TID Rollover event in 2024. The system shall incorporate all the tools required to manage TID Rollover operations.

The system supplier will provide best practice guidance and training in all aspects of this, based on actual field experience.

10. Integration to Peripheral Systems

The system will provide a standard application programming interface (API) set allowing peripheral systems to integrate to the prepayment system more specifically CENORED SAP based financial management system

11. Other Requirements

- Provide Dual Entry Account Accounting, with extensive financial and data fraud prevention techniques.
- Support post-paid, prepaid and smart meters with built-in AMI Gateway.
- Provide Automated energy and sales balancing (with geospatial revenue protection).
- Provide and Integrated electronic funds switch, eliminating all vendor variances.
- Provide Built-in Field Services workflow and work order.
- Provide an integrated consumer portal across all services and meter types.
- Provide and integrated Agent (Vendor) Portal.

12. Selection of the Supplier

CENORED Okahandja Pty Ltd will select their supplier based on a set of criteria, which will include all of the following among other things:

1. Qualifications
2. Experience
3. Data integrity

4. Data robustness
5. Cost of Ownership
6. Quality of support services
7. Futureproofing and functionality.

Short-listed suppliers may be required to do a presentation to the Cenored selection panel.

oooOOooo