

Mogale City Local Municipality Compulsory Briefing Session: Tender No: F (CC) 01/2025

Date: 28 October 2024





MISSION

To provide sustainable municipal services for improved quality of life for the community of Mogale City



VISION

Quality service delivery for all in a prosperous Mogale City

Scope of work

1.1 Operational management of credit control processes, procedures, and field actions. The bidder should have all the resources including, but not limited to discharge or execute the Credit Control Functions.

- a) Sending SMS, WhatsApp or Email notifications for credit control related actions
- b) The physical delivery of Final Notices for accounts in arrears (all account types)
- c) Sending of notices via email to customers as part of the credit control process
- d) Setting up an off-site operating office for the management of all credit control interventions.
- e) Maintaining the relevant databases required for all actions to ensure data integrity. In line with Protection of Personal Information Act (POPIA)
- f) Execute credit control actions according to the approved technical specifications, with the use of handheld devices for all actions which may include among others the following:
 - a) Physical delivery of Final Demand Notices with photographic and GPS coordinates' and delivering Final Notices using handheld devices owned by the Mogale City Local Municipality
 - b) Electricity Disconnection Level 2: The circuit breaker is removed, properly tagged and securely stored for when reconnection is required.
 - c) Remove installation permanently: This action requires for the removal of the electricity supply cable.
 - d) Water Restriction: An instruction to restrict the water to a residential consumer with a flow-restricting device.

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 - Electricity Disconnection Level 2: The circuit breaker is removed, properly tagged and securely stored for when reconnection is required.
 - Remove installation permanently: This action requires for the removal of the electricity supply cable.
 - Water Restriction: An instruction to restrict the water to a residential consumer with a flow-restricting device.
 - Water closure: An instruction to close the water supply to a business and install a securing device.
 - Illegal Consumption Inspections (ICI's), using Handheld Devices owned by the municipality with photographic evidence. Information must be kept and uploaded electronically. If found tampered, a follow up credit control action should be scheduled automatically.
 - Setting up direct communication links between the operating office system and the Municipality's financial debtor system.
 - Training, instructing and managing technicians for credit control related tasks.

Scope of work

- g) Managing daily schedule of work.
- h) Monitoring field operations.
- i) Compliance with Service Level Agreements.
- j) Quality Control (administrative, technical, inspecting, testing, field action inspections, monitoring of field workers to ensure no wrongdoing)
- k) Daily real time recording and capturing of field information.
- l) Establish and operate a project store for water restrictors, water fitments, electrical wires, cables, circuit breakers, job cards, etc., especially for audit purposes.
- m) Coordinate progress meetings at different levels.
- n) Reporting on monthly basis requiring soft and hard copies.
- o) System must have a Query Management section per account in which account queries can be loaded, monitored and reported on as part of the credit control process.
- p) Implement OHS-Act accommodative best practices.
- q) Tamper detection and solutions
- Supply water restriction and adjustment securing devices

Scope of work

2.1. Data enrichment of the debtor's personal information

This process entails the process of extracting detail from the Debtor's Management System and uses the **validated** ID Number to obtain the following:

- a) Recent Contact Numbers – Home/work and cell phone number
- b) Addresses – postal and physical (not necessarily the same physical address as stated in the FMS of the Municipality)
- c) Mortality status
- d) Possible Indigent
- e) Liquidated/Insolvent debtor's

2.2. Continuous Customer Data Base Management

After data enrichment the data base should be managed and maintained by verifying all accounts on a monthly, quarterly, bi-annually, or annually basis to check for change such as deceased, status of the company or cell phone numbers.

Scope of work

REPORTING

The Municipality (and its various departments) must be updated on monthly basis of any development requiring action or attention by the municipality. Such updates include:

- a) Successful and unsuccessful actions
- b) Accounts referred for follow up actions
- c) Report on levies, cash and arrangements
- d) Follow up inspections on accounts that have been disconnected on a weekly basis

OFFICE SPACE

The successful bidder will be expected to establish an Operations Centre **off site** of the MUNICIPALITY premises, which must be fully functional within 30 days from date of acceptance of appointment. The total cost to establish the centre, furniture, telephones, equipment, staff and any other resources will be borne by the bidder. The municipality reserve the right to conduct an in-loco inspection of the successful bidders off site office, 30 days after award. The bidder will be required to have a secured storage facility to store removed devices.

FACILITIES AND EQUIPMENT REQUIREMENTS

All facilities, equipment and consumables are to be provided by the successful bidder at their own office at their own costs, includes but not limited to:

- a) Computer workstation(s) suitable to handle the data and communication volumes required.
- b) Communication equipment to establish data communication with the Municipality for the required import, export and validation of information into the financial system.
- c) Digital/Laser Printers for the printing of instructions and/or notices such as the Final Notices, disconnection notices etc.
- d) Water restriction device to be used that is tamper proof with the minimum of the following specifications: ISO 5167 Part 2: Measurement of fluid flow by means of pressure differential devices inserted in circular cross-section conduits running full – Part 2: Orifice plates.
- e) Vehicles and staff of the successful bidder must be clearly marked/identifiable.

The municipality will provide the format of the job cut to the successful bidder.

Scope of work

SPECIAL CONDITIONS

- a) The successful bidder will be held responsible for any illegal and/or unethical actions of their employees/sub-contractors. The municipality reserves the right to terminate the contract after investigation in this regard.
- b) The successful bidders will be required to abide by the municipality **ICT** security policies which will be made available to the successful bidder after award.
- c) Devices (circuit breakers, fuses, cables, water restricting devices and water meters) removed from household and businesses must be clearly marked and must be stored securely by the bidder. Should the device be stolen or lost the bidder will bear the cost of replacing the lost devices.
- d) Tamper detection and solutions for water restriction and adjustment securing devices to be used must have the following minimum specifications: ISO 5167 Part 2: Measurement of fluid flow by means of pressure differential devices inserted in circular cross-section conduits running full – Part 2: Orifice plates.
- e) The municipality will provide the successful bidder with handheld devices which will remain the property of the municipality at the end of the contract period.
- f) As per section 28 (e) of Mogale City Local Municipality SCM policy, reference letters submitted by the bidder will be verified.

The successful bidder must ensure that All Special Disconnections are approved by the municipality (MCLM) before disconnecting.

Thank you

