

INFORMAL TENDER ADVERT

NELSON MANDELA BAY MUNICIPALITY
BUDGET AND TREASURY DIRECTORATE
PURCHASING AND STORES DIVISION

Tender Number: CSQ06265714
Buyer: Hafkie, Mr NP [00021193]

Closing Date: 2026-06-24
Closing Time: 11:00 A.M

Telephone : 041 506 7630

REFER ALL ENQUIRIES TO THE BUYER

ITEM	QUANTITY	UNIT	KEY WORD	DESCRIPTION	REQUISITION
1	12.00	EACH	MONTHLY SOFTWARE SUPPORT SERVICE	<p>Tenders are invited for MONTHLY SOFTWARE SUPPORT SERVICES for Ecwin automated meter reading & web server system.</p> <p>Specifications & returnable documents are available on N.M.B.M. web-site.</p> <p>Support documents to be uploaded on N.M.B.M. web-site on or before closing date & time.-COMPULSARY</p> <p>PLEASE NOTE:ALL VENDORS MUST INCLUDE VAT IN PRICE</p> <p>Short listed bidders to provide Supporting documents within 72 hours after request,failing to provide will exclude your submission from further evaluation.</p> <p>For further information please contact: C.Barkes on Cell.no.079 4900 255 E-mail:cbarkes@mandelametro.gov.za</p>	AA07595/1

THE FOLLOWING CONDITIONS APPLY TO THIS INFORMAL TENDER

- BEFORE COMPLETING THIS FORM, SERVICE PROVIDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF SPECIFIC GOALS, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATION OF 2022 THE 80/20 SYSTEM APPLIES TO THIS TENDER.
- Acceptance of this tender submission is subject to the General Conditions of Tender and Conditions of Purchase
- Acceptance of this tender is subject to successful registration on the Nelson Mandela Bay Supplier Database.
- For further information to register, please call Compliance Section @ 041 506 3274
- Failure to comply with these conditions may invalidate your tender submission.
- All tender prices should be valid for a minimum period of thirty (30) days from date of tender.
- ALL TENDER RESPONSES SHOULD BE COMPLETED ONLINE AND NO FAX SUBMISSION WILL BE ACCEPTED BY SUPPLY CHAIN UNIT.

Informal Tender for the Software Support Service on the ecWIN Energy Management and Data Acquisition System for the Electricity and Energy Directorate – Metering Services

1. BACKGROUND

The Electricity and Energy Directorate, Technical Services, Metering Division employs the ECWIN™ Automated Meter Reading system and Web Server designed and supported by Integrators of System Technology (Pty) Ltd for the collection and displaying of industrial and commercial metering and billing for large electricity power users. The system currently hosts remotely read commercial and industrial customer meters. Data Acquisition shall be achieved via private APN cell networks, radio links and fibre-optic networks.

2. SCOPE OF WORK

The Scope of Work is for the provision of a service to keep the Energy Management and Data Acquisition System in a fully operational condition. As the system is based on the ecWin software package, only tenders from agents fully accredited by Integrators of System Technology (Pty) Ltd, the author and supplier of the ecWIN software will be considered.

3. REQUIREMENTS

Compliance (or otherwise) with each of the requirements below shall be indicated. Failing to obtain an **all yes result** will exclude the tenderers bid and will be marked as a non-responsive tender submission.

4. COMPULSORY RETURNABLE DOCUMENTS

The compulsory returnable document shall reach the NMBM Buyer responsible before close of the tender time and date. Failing to obtain an **all yes result** and submit certified copies will exclude the tenderer's bid and will be marked as a non-responsive tender submission. All documents submitted shall be certified.

5. PERIOD OF SERVICE

Starting July 2025 and ending on 30 June 2026.

6. PAYMENT STRUCTURE

The **one total price to be submitted online**, will be payable in equal monthly instalments over the period of service.

Item	Services	Total Price (including 15% VAT)
1	Support Services and Site visits as per "Requirements Table"	R

Supporting documents, completed job cards signed by the Project Manager shall accompany all invoices indicating all work performed during the invoice period.

7. Reference site shall include contactable references

At least one (1) reference site complete with contactable references shall be submitted on the compulsory returnable document

8. Minimum Criteria

Minimum most recent three (3) years consecutive experience and work contracts relating to the maintenance and support of ecWIN software.

COMPULSORY RETUNABLE DOCUMENT

Requirements Table	Indicate below if the offer complies	
	Yes	No
Proof of accreditation:		
Proof of accreditation by Integrators of System Technology (Pty) Ltd is attached (certified copy to be attached)		
Operational Help Desk:		
A fully manned and operational Help Desk service offering telephone and e-mail/fax support for operational fault reporting is included.		
Critical/emergency system faults shall be resolved by a fix/workaround within 48 hours.		
A designated person will be on call at the Help Desk between 08:00 and 16:30 (weekdays) for logging of calls from the Customer.		
Software Maintenance and Support:		
Bug fixes and minor updates/patches to the installed software		
Regular functionality and capacity checks and proposals to address system capacity and performance is included		
Advice to latest trends and technology		
Re-commissioning in the event of Master Station and Server malfunction/breakdown		
Set up additional tariffs and changes to existing tariffs		
Set up additional invoice frameworks and changes to existing invoice frameworks		
Software modules supported:		
EcWIN6, ecWIN7 Webserver databases and associated software packages		
ION Enterprise Tools		
Vista		
Site Visits:		
Site visit during the month of July 2025 for closing and archiving the 2024/2025 database with existing customers and new tariffs.		
Contactable Reference Site:		
Address:		
Name & Surname:		
Contact Cell Number:		
Minimum Criteria: most recent three (3) years consecutive experience and work contracts relating to the maintenance and support of ecWIN software.		
Minimum Requirement Documents: to be submitted before the closing date and online, failing the bid will be deemed to be non responsive.		
Support Services and Site visits as per "Requirements Table" Price includes 15% VAT	R	

Supplier Name:.....

Address:.....

Contact Name:.....

Capacity:.....

Telephone No:.....

Cell No:.....

Email address:.....

Signature:.....

Project Manager: Clint Barkes, e-mail: cbarkes@mandelametro.gov.za, Cell:079 490 0255