

TERMS OF REFERENCE

RFT NO. 86/03/2020 – PROVISION OF DATA CLEANSING

1. PURPOSE

The purpose of the terms of reference is to map out the requirements of the project by the Municipality. The project is aimed at assisting the **Masilonyana Local Municipality** with regards to data cleansing in order to determine the collectable and uncollectable amounts as well as proposals for write-offs where necessary; through ensuring that the municipality has a reliable revenue data, and can improve efficiencies in collecting data through automated systems and subsequent billing in order to enhance the level of services offered to its customers.

2. CURRENT STATE

While the present data is reasonably well-arranged and managed, the ongoing growth of debtor listing to all the areas under the Municipality's jurisdiction requires a clear set of rules and procedures in relation debtor groupings, the linking of services and service infrastructure and data loading authority levels to protect the data purity and completeness.

3. SCOPE OF WORK

The following are services required to be provided to the municipality in the area of billing revenue:

Phase 1: Customer Data Cleansing (timeframe – until end of September 2020)

The scope of work to be undertaken is as follows:

- Obtain Title Deed information per property in:
 - Theunissen/ Masilonyana
 - Brandfort/ Majwemaseu
 - Winburg/ Makeleketla
 - Verkeerdevlei/ Tshepong
- Debtor information and debtor classification
- Investigate all debtors by type and reclassify debtors that are incorrectly identified on the billing system
- Verify account status (active/inactive) and include as reporting indicator
- Provide update customer information
- Verify households in need of indigent support from the Indigent Register and include as reporting indicator
- Consolidation of duplicated customer profile/accounts
- Correctly categorise each account according to the correct and responsible debtor
- Reflect areas per account according to ageing and by service
- Analyse the arear debt in the municipal books in order to determine whether there are accounts that are untraceable, inaccurate, etc. and require some writing – off or any adjustments
- Prepare a list of all accounts that may require to be written off for a Council approval
- Investigate all accounts which appear to have incorrect billing, e.g. tenant accounts with assessment rates

- Establish sound business rule for the maintenance and updating of consumer data with specific reference to the following:
 - Debtor types
 - Property and suburb identifiers
 - Account indicators (active/inactive and owner/tenant)
 - Service categories
 - Payment arrangement and credit control

Phase 2: (a) Billing Data Cleansing (timeframe – until end of November 2020)

The scope of work to be undertaken will be determined at the conclusion of Phase 1 and may be limited to specific areas and/or debtor groupings and will be as follows:

- Comprehensive data cleansing of properties to ensure billing integrity
- Verifying service coverage per site, through assessing billing status per registered ERF against scheme coverage and level of service
- Obtaining infrastructure details and linking it to individual properties (Verifying meter installation – domestic, commercial, industrial, through assessing meter information as per billing system against meter audit data per registered ERF)
- Review service and tariff code structure and provide documentary support to the validity and completeness of all billable charges per debtor as it relates to the financial year
- Identify accountholders whose meters not have been read for a long time
- Identify and report houses operating as businesses and provide information
- Analyse data on pre-paid systems and ensure that all customer details are captured and match customer information in the billing system and erf files
- Identify and verify accounts in the pre-paid systems that are redundant and have not made any purchases over a period of time and make recommendations for such

Phase 2: (b) Door to door survey (timeframe – until end of March 2021)

Assistance is required to perform a door-to-door survey to ascertain critical billing information. The requirement here is that local labour must be used for this door to door survey.

The following information will be verified and obtained from each property per site visit-

Property information:	Erf No, physical address, property usage
Occupant information:	Name, ID, contact details and other relevant information;
Owner information:	Name, ID, contact details and other relevant information;
Electricity Meter:	Serial number and reading, faults;
Water meter:	Serial number and reading, faults;
Refuse Bin information:	Number of bins per property;
Access to property:	Property accessible, if not, reason

IMPLEMENTATION

A Project Steering Committee (PSC) should be formed at the municipality to give direction to the project, monitoring progress and measuring the quality of outputs. The PSC will be assembled by the CFO and comprise the Revenue Manager, Technical Services manager, Service Provider and other members to be determined by the CFO from time to time.

Monitoring of progress and analysis of all data will be done by means of the Municipal Data analysis model based on regular data extracts over the project period. Special monitoring reports will be developed for the implementation of internal data cleansing and system improvement activities. Data changes (improvement of the integrity of the current billing data) will be facilitated by service provider and may require the input from the billing system administrators and municipal staff. The implementation of the comprehensive project should be supported by a dedicated professional team. The success of the project and the achievement of the financial benefits are dependent on the direct support and participation of the PSC and their functional departments

4. APPLICABLE LAWS AND REGULATIONS

- 4.1. Supply Chain Management (SCM) Regulations
- 4.2. Preferential Procurement Regulations, 2017
- 4.3. Lejweleputswa District SCM Policy

5. PRICING REQUIREMENTS

- 5.1. Tender prices must be in ZAR Currency (Rand).
- 5.2. Bid prices must be exclusive of VAT
- 5.3. All costs must be included in the bid price.
- 5.4. The tender must be valid for 90 (ninety) days after closing date.
- 5.5. The contract period will be from date of commencement until 31 March 2021

6. EVALUATION

- 6.1. This bid will be Evaluated and Adjudicated according to the following criteria:
 - Stage 1 - Basic requirements with returnable documents
 - Stage 2 – Functionality
- 6.2. Only bidders who score 70 points or more on functionality will be evaluated further and therefore eligible for the award.
- 6.3. The evaluation for pricing will be performed on 80/20 principles as provided in Preferential Procurement Policy Framework Act (PPPFA). The Lejweleputswa Local Municipality's Supply Chain management policy Act.
 - Price = 80 Points
 - B-BBEE = 20 Points

100 points

7. PRE-QUALIFICATION

FUNCTIONALITY COMPARISON (a minimum of 70 percent is required in order to go through to the next evaluation stage)				
Functionality criteria	Sub- Criteria			
Key Personnel/ Supervisor/ Managers	Company experience in years attach proof- Company profile	1<3	10	30
		4<5	20	
		5	30	
	Qualifications of project team (attached certified proof-certificate) the points are accumulative. These points can be claimed if staff dealing with project have the necessary qualifications	ND in financial Management, Project management or related qualification		5
Degree in n financial Management, Project management or related qualification			10	
Applicable references <ul style="list-style-type: none"> • 1 contactable reference (written) 1 point • 2 contactable references (written) 3 points • 3 contactable references (written) 5 points 			5	
Competence and experience of the Service Provider/ Company in data cleansing and analysis or other related field	Experience in billing data cleansing services (Submit at least two projects from different Municipalities- attached previous work done, e.g. Purchasing orders or appointment letters) 1 project – 10 points 2 projects – 20 points			20
Proposed Methodology and approach in execution of the task	For example; utilising data loggers loaded with the GIS information down to Street Level for the whole of Masilonyana Local Municipality, all meters to be linked to a specific location providing the street address and GPS coordinates. Project Management, Detailed Project Plan, Execution, Reporting and Project closure (3 points for each item addressed)			24
Relevant experience and staff company has available to execute the projects	Attach organogram of company and indicate which staff will be dealing with this project	less than three staff		6
		Above three staff	4	
Maximum possible score for functionality				100