



TECHNICAL SERVICES
ENERGY MANAGEMENT DIRECTORATE
DATE: 26 March 2026
32286 (5E) Q&A

Question 1: Kindly confirm the number of CVs required for below skills:

Answer 1:

Roles	Required Resource	Required No. of CV
Project Manager	One	One
Business Analyst	Two	Two
Software DB Developer	Two	Two
Software Quality Assurance	One	One
Software Developer	Four	Four

Question 2: Kindy confirm that the development/implementation activity will be taken up as a change request and the commercial will be shared separately for them as and when the CR request comes.

Answer 2: Yes, all development and implementation activities will be processed through formal change requests initiated by both Business and ICT. Each change will be logged as a separate request or incident, and the associated commercial details will be provided accordingly for each individual change request.

Question 3: Currently the commercials need to be submitted for the system support and maintenance only along with hourly rate card of the given skills.

Answer 3: The proposal should include a consolidated hourly rate for all listed resources. For calculation purposes, each resource is assumed to work 1,920 hours annually.

Questions 4: Kindly share the ticket dump with individual count of Incidents, Service request, Problem tickets & CRs for last 6 months. Kindly share the SLA expectations if any.

Answer 4: The ticket data cannot be shared at this stage, as the SCM process is still underway. Furthermore, it would not accurately represent the incidents and/or change requests relevant to this type of support. Indicative SLA will be finalised during contract negotiation with the successful bidder.

Questions 5: Please confirm whether the non-business hour support needs to be on call or a dedicated 24X7 support?

Answer 5: Support will primarily be required during standard business hours, Monday to Friday, from 07:30 to 16:00.

Please note that there may be scheduled requests for support outside of these hours, including evenings and weekends, to accommodate deployment activities.

Question 6: Pages 42, 43 and 44 are cut-off

Answer 6: An addendum has been uploaded on the portal after obtaining authority from the committee to correct such pages. Please ensure to utilize the addendum for BOM and sign and stamp the bottom of the addendum report.

Signature 
Sifiso Shabangu: Project Manager
Date: 26 March 2026