

RTMC BID 13/2024/25: Q & A

1. Section 2; Page 10: Clause 4.1.6 – “Durability must be able to withstand any harsh environmental conditions and must be water and dust resistant.” Kindly provide us with the minimum acceptable IP rating.

ANS:

- **Device should be completely protected from dust and should withstand immersion in water**
- **Sufficient for most outdoor and harsh condition requirements, it should not easily break, even if it can drop.**

2. Section 2; Page 13 Clause 5.3.2 – Kindly provide us with some clarity on what is meant by “analyzing spatial data”

ANS:

- **Tracking the location of the device or user for Control Room to know where the user is located**
- **Analyze data for operational purpose such as deployment and identification of hazardous areas**

3. Section 2; Page 13 Clause 5.3.4 – PoC platforms have the scope for future and 3rd party developments via API. We need clarity on the RTMS systems required (We were given NATIS as a possibility during the meeting)

ANS:

- **The NATIS system.**

4. Section 3: Kindly provide us with a Reference Letter Template as soon as possible as we have to get our clients to return the reference letters in a same / similar format prior to the tender closing date. (Note: We are based in Durban so we will have to courier 1-2 days before the closing date so we do not have much time.)

ANS:

- **The Reference templates have been attached as part of the bid advertised documents. However, the template will be shared along with this Questions and Answers.**

5. Functionality requirement D (ii) Must have a database that is able to interface with other RTMC systems. Kindly inform us what these other RTMC might be.

ANS:

- **RTMC has the NATIS System.**

6. Kindly advise if the price breakdown should be based on rental basis for month to month for the duration of the contract or outright purchase of the gadgets where maintenance and support be done as and when needed by your institution?

ANS:

- **The prices must be on an outright purchase of the gadgets, *NOT* on a month-to-month basis. The outright purchase must also include the maintenance and support as and when a need arise.**

7. Upon reviewing the tender documents, we noted that there are no terms and conditions provided, apart from the GCC (General Conditions of Contract).

ANS:

- **Yes, there are no terms and conditions, which all have been addressed on the contents of the bid document itself. For example, page 2 of the bid document outlines on top: “Conditions and Undertakings by the Bidder in respect of this Bid”.**
- **Further, Item 6 – Undertakings by the Bidders on page 5, Item number 7 – RTMC’s rights and obligations, and the special Instructions to the bidders on page 7, item number 8, all covers the terms and conditions to this bid.**

8. There are no SCC (Special Conditions of Contract) attached for reference.

ANS:

- **Yes, there is no Special Conditions of Contract (SCC), rather under item number 8 on page 7, there are clear Special Instructions to Bidders.**

9. While there is mention of an SLA (Service Level Agreement) that may be signed post-award, no template for the SLA is included in the documents.

ANS:

- **The service level agreement (SLA) as indicated is a post-award, which is the document between the appointed service provider and RTMC, there is no template of SLA attached as part of the documents on the advertised bid.**