		Questions	Answers
	Question on 16 Oct	Annexure 1 specifies water meter sizes DN15–DN32, DN40, DN80, DN100 and DN150. However, the pricing schedule provides quantities only for DN32 (495 units) and DN150 (64 units). Kindly confirm whether bidders are required to provide pricing for the additional meter sizes (DN15, DN40, DN80 and DN100), or whether pricing should be strictly limited to the DN32 and DN150 meters listed in the pricing schedule.	The meter sizes stipulated in Annexure 1 – Technical Specification represent the range of meter sizes that may be encountered at the selected sites. In accordance with Clause 4.2 (refer to the paragraph preceding Table 3 on page 12 of 24), the successful bidder will be required to verify the applicable meter size at each site during implementation. For bidding purposes, tenderers are required to provide pricing only for the DN32 and DN150 meters reflected in the pricing schedule. These sizes are considered the most prevalent across the portfolio and have therefore been used as representative items for comparative evaluation of bids. Accordingly, bidders are not required to submit pricing for DN15, DN40, DN80, or DN100 meters at this stage. The meter sizes listed in Annexure 1 should be regarded as indicative of the range that may be encountered during execution of the contract.
	Question on 17 Oct	Would you kindly clarify whether the successful system provider may use a qualified international field-implementation subcontractor working with a South African local partner, and whether there is any route to meet potential lead contractors or participate in the field-installation portion?	Peter to insert answer *note: Quotation must be done in South African Rands
#	**Topic**	**Question**	
1	Contract form	The Contract Data is NEC3 TSC Option A (price list), while C2.1 and C3 use ECC Option A (activity schedule). Which form applies, and what is the service period?	
2	Low service damages	X17 is selected, but no service level table exists in the Scope. Please provide it or confirm X17 is deleted.	
3	Securities	C1.3 Form of Securities is referenced but not issued. Is a performance bond or retention required, and at what value?	
4	Azure tenancy	Confirm that development must take place inside Transnet's Azure tenant. Who pays Azure consumption during build and O&M? Will the Transnet ICT Cloud Standard be shared before closing?	As stated during the briefing, Transnet's own Cloud environment is used for any cloud solutions undertaken at Transnet. The tender is for design, development, implementation, testing and commissioning services. All Microsoft and associated subscriptions are managed and paid for by Transnet. It is expected of the successful bidder to design the solution with cost optimisation as one of the rubrics. Refer to Microsoft Azure Well-Architected Framework for guidelines. Policies and Standards are private documents that will only be shared with the successful bidder. There are various examples of IoT solutions, including one for smart metering, detailed on Microsoft's websites that will provide all the information necessary for bidding purposes.
5	IP and licensing	C3 1.2.2 allows existing software modules to be proposed, but transfers their IP to Transnet, and Annexure 1 s5.1 requires no licensing for front-end users. Is Transnet looking for a solution built for and owned by Transnet, or will it accept an existing platform deployed in its Azure tenant under a perpetual licence (with source code escrow) instead of IP transfer, and would that be treated as compliant rather than as an alternative offer?	As stated during the briefing, the solution is built for and owned by Transnet. Any existing software proposed must comply with the requirements for the system (can be modified via redesign/development efforts) and IP transfer to Transnet must occur. There will be no 3rd party licensing requirements considered. Transnet regulations do not allow perpetual licenses except for critical legacy systems e.g. Microsoft and SAP.
6	Platform fees	Does 'no licensing' exclude only end-user licences, or also platform subscription, per-meter or third-party licence fees (e.g. Azure, Power BI) in the price?	Cloud Platform subscriptions created during the works will be approved and managed internally by Transnet ICT. As stated during the briefing and in the tender documents, there will be no licensing requirements imposed by the bidder as the system is built to be owned by Transnet.

7	SAP integration	Which SAP interface method is required (API, IDoc, file, SAP BTP)? Will Transnet build the SAP side?	The solution is turnkey and will be entirely developed by the successful bidder. As stated during the briefing, integration with SAP is limited to: line items for monthly account invoicing will be sent to SAP. The system will send these line items to substitute the current input for payments and invoice generation. Collaboration with Transnet ICT to enable functionality is expected. Detailed information will be provided to the successful bidder.
8	Software timeline	Does the 9-month software period start at contract date or at granting of platform access after ARC approval?	Attaining approval from the architecture council is part of the works expected from the successful bidder. Software works are expected to be implemented in parallel to the metering installations at the start of the contract.
9	Certifications	Microsoft may have retired the AZ-220 exam. Will an equivalent (e.g. AZ-204 with IoT experience) be accepted for the solution architect?	Equivalents provided by Microsoft will be accepted. AZ-204 is acknowledged.
10	Quantities	C2.2 regional site assessment quantities differ from C3 Table 2 (e.g. Northern 114 vs 87, KZN 67 vs 140). Which governs?	Use the pricing schedule for bidding purposes.
11	Subcontracted key personnel	T1.2 Stage Two refers to the education and skills of the tenderer's 'assigned staff'. May the key personnel (project manager, electrical engineer, civil engineer, PIRB plumber, cloud architect) be subcontractors or subconsultants with signed commitment letters, or must they be permanent employees of the tenderer at closing?	Subcontracting consultants is allowed. Personnel professional statuses must be verifiable and they must reasonably be available for the duration of the contract.
12	Forms	T2.2-22 and T2.2-23 carry 2023 and 2024 tender numbers and a stray service level section. Please reissue.	
13	Clarification deadline	Please confirm the last date for questions and the date of the final addendum.	2 working days before the closing date will be the last day for clarifications. In case of an addendum, the closing date will also be extended by Transnet to allow for changes to be effected.
14	Site list	Will the list of 39 buildings and accounts with addresses be shared before closing?	As stated during the briefing, GPS locations will only be shared with the successful bidder. Areas of installation are shared for bidding purposes.

Barweshi.co.za - 27th Oct

1. Form of contract	The Contract Data (C1.2) is based on the NEC3 Term Service Contract (Option A), while the Scope of Works and Tender Data (T1.2) refer to the NEC3 Engineering and Construction Contract (ECC). Please confirm which form of contract applies. In addition, the service period in clause 30.1 is blank and the starting date is shown as "TBA". Please confirm the intended service period.	The Contract Data (C1.2) is based on the NEC3 Term Service Contract (Option B) and the intended service period is 6 months.
2. Site assessment quantities per region	The regional quantities for site assessments in the Activity Schedule (items 1.2–1.6) differ from the regional split in Table 2 of the Scope of Works, although both total 608 energy and 559 water metering points. For example, energy points for the Eastern Region are 202 in the Activity Schedule versus 127 per Table 2, and for KZN 67 versus 140. Please confirm which regional distribution tenderers should price against.	Use the pricing schedule for bidding purposes. The activities remain the same for all smart meters.
3. Water meter data transmission interval	Clause 4.5.1 of the Scope of Works requires water data to be transmitted at hourly intervals, while Annexure 1 (Water Meters, R3.3) requires transmission at 30-minute intervals. Please confirm the required interval.	Transmission intervals should be configurable and can be re-confirmed during the works. Use 30 minutes as default. This question/answer should not affect the bidding process.
4. Alternative offers and existing software modules	Section 6 of Annexure 1 and clause 1.2.2 of the Scope of Works permit alternative solutions and the integration of tenderers' existing software modules, while clause C.2.12 of the Tender Data states that no alternative tender offers will be considered. Please confirm whether proposing existing software modules (with IP transferred to Transnet Property) is acceptable within the main offer.	Proposals within the main offer are subject to approval during the works as the proposal must be compliant with the solution specified in the tender and the Transnet ICT processes. Should redesign and development activities of any existing module proposed prove to match the solution requirements, the proposal will be considered. Approval will result in IP transfer to Transnet. Bidders are encouraged to plan for development activities and not rely on software modules that may not be compliant. Compliance may be gained through adequate design/development/integration modifications. The costing for software must include any and all works for the solution.

5. Azure consumption and licensing costs	The Activity Schedule does not include line items for Azure platform consumption or third-party software licences. Please confirm whether Azure hosting and consumption costs within the Transnet tenant are borne by Transnet, and where any licence costs should be priced. Please also clarify the requirement in clause 4.5.1 that the Device Manager server "must run on a Virtual Environment", given that the solution is to be entirely cloud-based.	Please refer to NSMS Tender Clarifications question #5 and #6 uploaded on the 27th October 2026. The solution is entirely cloud-based. Virtual environments may only apply should existing software modules that require such be approved. Detailed processes and information will be provided to the successful bidder.
6. Mobile application	Annexure 1 (section 5.4) requires alert notifications via a mobile application, which is not referenced in the Scope of Works. Please confirm whether a mobile application is within scope.	A separate Mobile GUI application is currently not within scope; however, email and mobile notifications to end-users for alerts/alarms are required. Bidders may propose a mobile application as an additional offering under a separate pricing line item which may be considered during the works.
7. Site list and installation priorities	Annexure 2 provides regional maps only, and Annexure 1 (section 8.1) indicates the priority list will be shared with the appointed supplier. To price travel and logistics accurately under a lump-sum activity schedule, please confirm whether a list of sites/precincts per region can be made available to tenderers.	Location dots on the maps are drawn from the list of sites. Please take note of the pricing schedule C2.3 Labour Rates for Ad-hoc to be completed.
8. Azure certification requirement	The pre-qualification criteria require AZ-900 and/or AZ-204 for the Cloud Architect/Engineer, while the functionality criteria require AZ-900 and AZ-220 for the Solution Architect. Please confirm whether these may be the same individual and which certifications are mandatory at pre-qualification stage.	Please refer to slide 18 of the technical presentation done during the briefing for guidance. Refer to NSMS Tender Clarifications question #9 uploaded on the 27th October 2026. The Technical Evaluation Criteria published within the tender pack indicates the Pre-Qualification for management professional registration. The AZ-204 is a newer substitute for the AZ-220 certification.
9. Hardware availability scoring	Please confirm whether the unit thresholds for the Hardware Availability criterion (e.g. more than 50 units) apply per meter category (electricity/water, bulk/check meters) or in total.	The unit thresholds apply in total

From Isandiso Pipelines - 27th Oct

1. Number and Geographical Distribution of Installation Sites	The Scope of Works provides the regional allocation of 1,167 smart meters across five regions. However, we have not been able to establish the number of individual properties or physical installation sites within each region. Could Transnet kindly confirm: a) The total number of individual properties or installation sites in each of the five regions. b) Whether a detailed schedule of properties, towns, and corresponding meter quantities per site is available. c) Whether the 39 buildings identified for energy performance related metering form part of the existing bulk and tenant metering locations or represent additional installation sites. d) Whether the installation sites are geographically concentrated or dispersed across each region.	All information requested are found within Scope of Works, Annexure 1- Technical Specification for the National Smart Metering System, Annexure 2 - Installation Areas Distribution for the National Smart metering System and the Part 2 Pricing Data Option A CPM documents. Further information has been provided in the Tender Briefing and Clarifications documents published on the 27th October 2026
2. Installation Completion Period	The functionality evaluation requires bidders to demonstrate that metering hardware installations can be completed within six months. Kindly confirm: a) Whether the six-month period commences from the contractual starting date or from formal site handover. b) Whether the six month requirement includes site assessments, procurement, installation, testing, commissioning and meter onboarding, or specifically the physical installation of meters. c) Whether completion is assessed nationally or through phased regional and account level handovers.	The 6 month period will commence from the contractual starting date determined by Letter of Award and site access provided. The evaluation criteria specifies that this scoring refers to the phsyical meter installations only (all activities excluding software onboarding). This is to leverage operational meters for billing purposes even prior to the enablement of remote metering functionality. Completion is assessed nationally (the project is, by nature, national).

4. Software Development and System Integration	The Scope of Works provides for a maximum nine month software development period, while hardware installation completion is required within six months. Please clarify: a) Whether the National Smart Metering System is expected to be partially operational during the six-month installation period to allow progressive onboarding and commissioning. b) Whether Transnet will provide the necessary Azure environment, SAP integration specifications, API documentation and relevant ICT access at project commencement. c) Whether the nine-month software development period includes final integration testing, user acceptance testing and full operational handover.	As per the tender documents, the successful bidder is expected to enable partial software operation as allowed by development activities. Transnet will work closely with the successful bidder to enable the sequencing of the development and deployment activities within the possibilities and reason. Transnet will provide the necessary Azure environment details, SAP integration details, API documentation details (via Transnet cellular contract), relevant ICT access and any other relevant information to the successful bidder. All development and integration responsibilities rest with the successful bidder but will be enabled by Transnet via information sharing and collaboration (where necessary). Final integration testing and handover may exceed the 9-month development cycle; however, with quality assurance via software testing and other required processes; this additional time should not exceed an additional month
5. Contract Duration and Maintenance Period	The tender documentation refers to a 12-month defects period and 36 months of operational and maintenance support following handover. However, the overall contractual service period is not clearly specified in the Contract Data. Could Transnet kindly confirm: a) The intended overall contract duration. b) Whether the 36-month operational and maintenance support period commences after completion of the entire national project or progressively following individual regional handovers. c) Whether the 12-month defects period runs concurrently with the 36-month maintenance support period.	Refer to slide 21 of the Briefing Technical presentation for illustration guidance; however, this information is provided within the tender documents. The 36-month O&M contract begins upon project completion. The 12-month defects period is standard practice for such a solution to address any snags and defects experienced in the solution once handover is implemented. The overall contract duration for implementation can be proposed by the bidder; however, Transnet requires the solution to be implemented in the shortest possible period without compromising any quality assurance; hence a partial implementation duration is included in the scoring.
6. Software Intellectual Property	The Works Information permits the use of existing software modules, subject to compliance with Transnet's requirements, and refers to the transfer of intellectual property to Transnet Property. Please confirm whether this requirement applies to all pre-existing proprietary software modules incorporated into the solution, or whether an alternative licensing arrangement may be considered for existing third-party or OEM-owned software, while ensuring Transnet retains ownership of its data and continuity of system operations.	Please refer to tender documents with particular regard to the Scope of Works Page 11 and 12, Annexure 1- Technical Specification for the National Smart Metering System Section 5 and 6; and NSMS Tender Clarifications question #4, #5 and #6 uploaded on the 27th October 2026

Conlog - 03 Nov

1. Solution Architect certifications	Tender Data clause C.3.11, Criterion 7, states that "AZ-900 and AZ-220 certifications for solution architect must be produced". The Works Information (C3, clause 1.2.5) refers to "AZ-900 and/or AZ-220 or relevant equivalent certification". Please confirm whether the Solution Architect must hold both AZ-900 and AZ-220, or whether either certification, or a relevant equivalent Microsoft Azure certification, will be accepted.	The pre-qualification criteria require AZ-900 **and/or** AZ-204 for the Cloud Architect/Engineer. AZ-220 has been replaced by AZ-204 and will be accepted.
2. Subcontractor CVs	Please confirm whether CVs of key personnel employed by a nominated subcontractor will be accepted and scored under Criterion 7 and Stage Two, for example a software development subcontractor's Solution Architect and software testers. If they are accepted, please advise whether a signed letter of commitment from the subcontractor and the individual, confirming their availability for the duration of the contract, is required.	Please refer to NSMS Tender Clarifications question #11 uploaded on the 27th October 2026.

Sakhikhaya - 05 Nov

1. Clarification: Azure certification	The pre-qualification criteria require the Cloud Architect/Engineer to hold an AZ-900 and/or AZ-204 certification. Clause 1.2.5 of the Scope of Works refers to “AZ-900 and/or AZ-220 or relevant equivalent certification”. Your clarification of 3 November confirms that AZ-204 is accepted in place of AZ-220. Please confirm whether the Microsoft Certified: Azure Administrator Associate certification (exam AZ-104) will be accepted as a relevant equivalent certification for the Cloud Architect/Engineer.	AZ-220 was discontinued by Microsoft and replaced with AZ-204 making it an acceptable equivalent certification. AZ-204 was retired this year and has been replaced with AI-200. These three certifications i.e., AZ-220, AZ-204 and AI-200, are considered equivalents. Ideally, the lead developer(s) for the project would be a Microsoft Certified: DevOps Engineer Expert (exam credential AZ-400) and/or Microsoft Certified: Azure Solutions Architect Expert (exam credential AZ-305). However, Transnet provides opportunities for those with the similar skillsets but at a lower certification level with regard to taking the exams with AZ-900 being a minimum level of overall Azure understanding. The software works include development activities hence the requirement for minimum overall Azure knowledge to be demonstrated within the software team has been stipulated for quality assurance. AZ-204 is designed for developers who build applications on Azure while AZ-104 is for administrative roles that manage cloud infrastructure and as such, are not considered equivalents. The pre-qualification criteria for tenders are strict regulatory measures hence, AZ-104 will not be allowed.