

GAMBEW CONSULTING

Professional Tender Submission

PNW World-Class Platform Transformation Proposal
Prepared for: Plumstead Neighbourhood Watch Committee
Date: 18 February 2026

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1. Executive Submission Letter

Dear Plumstead Neighbourhood Watch Committee,

Gambew Consulting hereby submits this proposal to partner with Plumstead Neighbourhood Watch on a focused 8-week transformation programme. The objective is to elevate the current platform from a strong feature-complete implementation to an operationally excellent, modern, dynamic, and high-value digital community service.

This submission is grounded in implementation evidence from the current repository and route-level workflow review, combined with a practical delivery framework, executive governance controls, and a clear commercial model aligned with the requested terms.

2. Profile Overview: Gareth Bew

Gareth Bew is the Chief Executive Officer of BEW AND CO (PTY) LTD and a senior digital transformation leader with delivery exposure across South Africa, the Middle East, and broader international enterprise environments.

- Leadership profile spans retail, banking, and financial services transformation programmes.
- Proven track record in data analytics, AI, machine learning, and enterprise modernization.
- Senior appointments include Woolworths, Alshaya Group, TFG, Sanlam, Nedbank, and related enterprise portfolios.
- Demonstrated achievement in markdown optimization transformation with significant decision-cycle acceleration.
- Experience in enterprise-scale value chain, analytics, and operational transformation programmes.
- Executive governance exposure through EXCO and steering-level programme leadership.
- Academic and professional credentials include MSc Global Business Management and postgraduate digital strategy/marketing studies.

Leadership positioning for PNW: technology-enabled operational modernization with measurable community outcomes, disciplined delivery governance, and practical transition support.

Profile evidence source: c:\Users\garet\Downloads\Profile.pdf (LinkedIn export, 18 February 2026).

3. C-Level Current Platform Assessment

The current PNW platform is materially advanced and should be treated as a modern baseline rather than a greenfield rebuild. Core digital journeys and data structures are already implemented.

- Implemented service journeys: incidents, events/RSVP, registration, zone finder, volunteer, vacation watch, start-scheme, contact.
- Modern architecture in place: Next.js, React, Prisma/Postgres, Clerk auth, typed actions and validation schemas.
- Data coverage supports operational expansion: users, incidents, events, engagement records, and enquiry workflows.
- Key executive gap: operational assurance maturity (evidence completion, signoff discipline, release hardening).
- Governance artefacts exist but require closure for production-grade programme confidence.
- Release/runtime consistency requires hardening to reduce deployment variance and execution risk.

Strategic conclusion: transition from feature-complete build status to an operationally excellent, committee-governed community platform with sustained service quality and accountability.

4. 8-Week Transformation Delivery Plan

Week 1-2: Operational Baseline and Assurance Hardening

- Complete platform baseline audit and implementation verification.
- Stabilize release process and harden runtime/build reliability.
- Close governance gaps in evidence capture and signoff controls.

Week 3-4: UX and Content Value Uplift

- Refine member and stakeholder journeys for clarity and conversion.
- Polish information architecture and executive-facing content quality.
- Improve usability, consistency, and service discoverability.

Week 5-6: Command Layer and C-Level Visibility

- Introduce operational reporting views for committee oversight.
- Define KPI framework for service usage, engagement, and quality.
- Align data outputs for decision-making cadence and governance.

Week 7: Launch Readiness and Stakeholder Signoff

- Execute structured verification scenarios across critical routes.
- Finalize evidence matrix and executive presentation pack.
- Run acceptance walkthrough with committee stakeholders.

Week 8: Go-Live, Transition, and Handover Closure

- Perform controlled launch and operational handover.
- Activate transition support model and response pathways.
- Close delivery with formal acceptance and support onboarding.

5. Deliverables and Governance Model

- Full platform audit and executive modernization report.
- Transformation roadmap with milestone gates and acceptance points.
- Committee presentation pack and stakeholder walkthrough materials.
- Verification report with evidence matrix completion.
- Expansion recommendations for next-phase service value.
- Six-month support/maintenance/transition service activation.
- Included hosting and technical infrastructure operations.

Governance cadence: weekly checkpoint reporting, milestone reviews, decision log tracking, and formal committee signoff at each delivery gate.

6. Financial Proposition

| Item | Commercial Term (ZAR) |
|-------------------------|---|
| Immediate payment | R50,000 for platform already built, including updates, presentation, verification, and expansion. |
| Completion milestone | R10,000 upon final acceptance as 'Done'. |
| Included support period | 6 months free support, maintenance, transition assistance, hosting, and technical infrastructure. |
| Ongoing service fee | From month 7 onward: R1,500 per month for infrastructure, support, maintenance, and hosting. |

7. Public Interfaces and Operational Data Domains

Primary public service interfaces in scope:

- /incidents
- /events
- /register
- /find
- /volunteer
- /vacation-watch
- /start-scheme
- /contact

Core operational data domains in scope:

- User
- Incident
- Event
- EventRsvp
- Zone
- ContactMessage
- VolunteerInterest
- VacationWatch
- SchemeInquiry
- SafetyTip

Governance references: release runbook, regression manifest, evidence matrix, and action log.

8. Acceptance, QA, and Credibility Scenarios

- Financial terms match approved commercial model exactly.
- Profile claims align with extracted profile evidence.
- Contact and signature details match approved primary details.
- Registration flow completes with zone linkage.
- Incident reporting persists correctly.
- Event RSVP add/remove is reliable.

- Contact, volunteer, vacation-watch, and start-scheme workflows validate and persist correctly.
- Route smoke tests pass for all core public routes.
- Evidence matrix and multi-role signoff controls are closed for release readiness.

9. Assumptions and Defaults

- Proposal audience: Plumstead Neighbourhood Watch Committee.
- Delivery commitment: 8 weeks.
- Submission pack: DOCX and PDF.
- Pricing format: milestone narrative plus clear commercial table.
- Profile section is an executive summary, supported by extracted profile evidence.
- Primary contact details are as supplied in the submission request.

10. Closeout and Sign-Off

Proposal validity: 30 days from submission date.

Approved for Plumstead Neighbourhood Watch:

Name: _____

Role: _____

Signature: _____

Date: _____

Submitted by:

Gareth Bew

Gambew Consulting