LEPELLE NORTHERN WATER
Water is our passion

REQUEST FOR QUOTATION SPECIFICATION

APPOINTMENT OF A SERVICE PROVIDER FOR SCM OPERATIONAL SUPPORT SERVICES TO ASSIST WITH PROCUREMENT BACKLOG AND CAPACITY CONSTRAINTS

PROJECT / RFQ NO.	LNW RFQ NO: [PR NUMBER 10049950]
USER DEPARTMENT	FINANCE: SUPPLY CHAIN MANAGEMENT UNIT
CONTRACT PERIOD	TWELVE (12) MONTHS FROM DATE OF AWARD OR UNTIL BUDGET IS EXHAUSTED, WHICHEVER OCCURS FIRST
BRIEFING SESSION	NONE
CLOSING DATE AND TIME	[21 SEPTEMBER 2026 @ 11H00AM]
ALL RFQS SHOULD BE SENT TO	SCMRFQ1@LEPELLE.CO.ZA **(NO HAND DELIVERED, FAXED OR LATE BIDS WILL ACCEPTED)**

1. Purpose

The purpose of this specification is to procure a suitably qualified and experienced service provider to provide Supply Chain Management operational support services to the LNW SCM Unit for a period of twelve (12) months. The support is required to assist with procurement backlogs, bid committee administration, RFQ and tender processing, purchase order administration, reporting and related SCM operational activities arising from current capacity constraints.

2. Background and Motivation

Lepelle Northern Water is a public water utility established in terms of the Water Services Act No. 108 of 1997 and is required to conduct procurement in a manner that is fair, equitable, transparent, competitive and cost-effective, in line with applicable SCM prescripts, PFMA requirements, Treasury Regulations, PPPFA and the Preferential Procurement Regulations, 2022.

The SCM Unit is experiencing capacity constraints due to staff shortages, organisational growth, increased procurement volumes and urgent requisitions requiring timeous processing. These constraints have contributed to procurement backlogs and pressure on bid administration activities, including bid committee secretariat support. External SCM operational support is therefore required to stabilise processing capacity, improve turnaround times, strengthen recordkeeping and support audit readiness.

3. Revised Project Title

Item	Recommended wording
Project title	Appointment of a Service Provider for SCM Operational Support Services to Assist with Procurement Backlog and Capacity Constraints

4. Service Model

- The requirement is for SCM operational support services and not the transfer of employees to LNW.
- The appointed service provider shall remain the employer of the deployed resources and shall be responsible for all employment-related obligations, including remuneration, UIF, PAYE, leave administration, statutory contributions, performance support and replacement of resources where required.
- LNW will allocate work, review outputs, approve procurement decisions through its approved delegations and retain accountability for final SCM decisions.
- No deployed resource may exercise approval authority unless specifically permitted in writing and aligned with the approved LNW Delegation of Authority and SCM sub-delegations.
- All deployed resources must sign confidentiality, conflict of interest and code of conduct declarations before commencing work.

5. Required Resources

Position	Quantity	Minimum Experience	Minimum Qualification / Competency
Procurement Officer	3	Minimum two (2) years SCM / procurement experience, preferably in a public sector procurement environment.	Diploma or Degree in SCM, Purchasing, Logistics, Procurement, Commerce or related field. Working knowledge of RFQ processing, purchase orders, tender administration, CSD checks and SCM recordkeeping.
Senior Procurement Officer	1	Minimum five (5) years' SCM experience, of which at least two (2) years must include supervisory, review or quality assurance responsibilities. Capital or Infrastructure procurement exposure is advantageous.	Degree or equivalent qualification in SCM, Purchasing, Logistics, Procurement, Accounting, Commerce or related fields. Strong knowledge of SCM prescripts, bid committee reporting, quality review and SAP order release or comparable ERP experience.
Bid Secretariat	1	Proven experience providing bid committee or formal meeting secretariat support. Knowledge of all bid committees (BSC/BEC/BAC) functions	Relevant post-school qualification or demonstrated equivalent experience. SCM Knowledge with Competency in agenda preparation, attendance registers, minute taking, resolution tracking, committee pack management and recordkeeping.

6. Scope of Work

The appointed service provider shall provide suitably qualified and experienced SCM support resources to perform the following services under the operational direction of the SCM Manager or delegated LNW official. The scope is output-based and must be performed in accordance with LNW SCM Policy, applicable Treasury prescripts, PFMA governance, PPPFA requirements, the approved Delegation of Authority and internal SCM procedures.

6.1 Procurement Officer Support Services

- Process procurement requisitions received from user departments in accordance with approved procurement methods and thresholds.
- Conduct sourcing quotations, market enquiries and supplier database checks where applicable.
- Prepare RFQ documents, tender adverts, administrative compliance checklists, evaluation templates and related procurement documentation.
- Support compilation of tender specification packs and purchase requisitions to ensure completeness and SCM compliance before advertising or sourcing.
- Assist with opening and recording of quotation/tender responses in line with prescribed procedures.

- Conduct preliminary administrative compliance checks and support evaluation documentation, without replacing the authority of duly appointed evaluation committee members.
- Prepare draft appointment letters, regret letters, purchase order requests and procurement outcome documentation for review and approval by authorised LNW officials.
- Maintain complete tender/RFQ files, including CSD verification, SBD forms, tax compliance status, declarations and audit trail evidence.
- Compile monthly activity reports covering requisitions received, RFQs processed, purchase orders supported, outstanding matters, risks and corrective actions.

6.2 Senior Procurement Officer Support Services

- Review procurement work prepared by Procurement Officers for completeness, accuracy, SCM compliance and audit-readiness before submission to LNW officials for approval.
- Provide operational supervision and quality assurance of deployed procurement support resources.
- Support preparation and review of bid committee reports, evaluation summaries, BAC submissions and recommendation reports.
- Provide support as SCM official in the sitting of various bid committees as and when required, especially for bid specification and bid evaluation.
- Support SAP or ERP purchase order release activities only where permissible and authorised in writing by LNW in accordance with approved delegations.
- Consolidate monthly SCM support performance reports, backlog reduction reports and risk/escalation reports.
- Provide on-the-job guidance to deploy resources and support transfer of knowledge to LNW SCM staff where required.
- Attend operational review meetings with the SCM Manager or delegated official to address turnaround times, bottlenecks, file completeness and performance issues.

6.3 Bid Secretariat Support Services

- Receive and prepare bid committee packages for BSC, BEC and BAC meetings as applicable.
- Draft committee appointment letters and circulate approved committee packs within agreed timelines.
- Prepare agendas, attendance registers, declarations of interest and confidentiality forms for committee meetings.
- Attend bid committee meetings, record proceedings and prepare accurate draft minutes for review and approval.
- Maintain a committee resolution register, action tracker and follow-up log for all decisions and outstanding matters.
- File all committee documentation in the relevant tender file and ensure that bid committee records are complete, signed and audit ready.
- Escalate unresolved committee actions or compliance gaps to the SCM Manager or delegated official.

7. Deliverables

No.	Deliverable	Frequency / Timing	Evidence Required
1	Procurement backlog reduction plan and weekly progress tracker	Initial plan within 5 working days, then weekly	Approved backlog tracker and exception report
2	RFQ / requisition processing support	Ongoing	RFQ file, quotation analysis, compliance checklist and recommended outcome
3	Tender administration support	As required	Advert pack, briefing register, tender opening register and bid file documentation
4	Bid committee secretariat support	Per meeting/as required	Agenda, attendance register, declarations, minutes and resolution register
5	Procurement file audit-readiness checks	Monthly	File completeness checklist and corrective action log
6	Monthly performance report	By the 5th working day after month-end	Signed performance report with KPI scores, issues and corrective actions

8. Contract KPIs and Service Levels

The following KPIs should be used for monthly contract performance monitoring. KPI scoring should be included in the monthly service provider performance report and reviewed by the SCM Manager or designated contract manager.

KPI Area	Performance Indicator	Target / Standard	Evidence	Remedy if Not Met
Staff Mobilisation	All approved resources available and operational	Within 5 working days of appointment or agreed start date	Resource list, signed declarations, CVs and onboarding confirmation	Written warning and replacement plan within 3 working days
Backlog reduction	Reduction of agreed opening backlog	Monthly reduction target to be agreed at inception, with progress reported weekly	Backlog tracker and aged requisition report	Corrective action plan and weekly escalation
RFQ turnaround	RFQs processed within approved SCM turnaround times	At least 90% of assigned RFQs processed within agreed timelines, subject to complete user inputs	RFQ register and status dashboard	Root cause analysis and recovery plan
Tender file quality	Completeness of procurement files	Minimum 95% file completeness on	Tender/RFQ file checklist	Immediate file rectification and coaching

		monthly sample review		
Bid committee minutes	Draft minutes issued for review	Within 5 working days after committee meeting	Draft minutes and circulation email	Escalation to contract manager and recovery timeline
Reporting	Monthly performance and risk report submitted	By 5th working day after month-end	Signed report and KPI dashboard	Payment may be withheld for unsupported performance until report is submitted
Confidentiality and ethics	Declarations completed and conflicts reported	100% compliance before work allocation and on each committee pack where required	Signed declarations and conflict register	Immediate removal from affected work and possible replacement
Resource quality	Accuracy and compliance of work submitted for review	Less than 5% material rework due to avoidable SCM errors per month	Quality review log	Performance improvement plan or replacement resource

9. Contract Period and Deployment

- The contract period shall be twelve (12) months from date of award or until the approved budget is exhausted, whichever occurs first.
- Resources are expected to be deployed on a continuous operational support basis unless otherwise agreed in writing by LNW.
- LNW reserves the right to reduce or increase the level of support within the approved scope, budget and procurement approval, based on operational requirements.
- The contract is output-based and performance driven. LNW is procuring SCM operational support services and not personnel placement services
- LNW may terminate the service by giving fourteen (14) calendar days written notice, subject to the final contract terms.

10. Pricing Schedule

Position	Qty	Monthly Rate per Resource Excl. VAT	Monthly Total Excl. VAT	12-Month Total Excl. VAT	Notes
Procurement Officer	3				Rate must include all employment, management, equipment and overhead costs.
Senior Procurement Officer	1				Rate must include all employment, management, equipment and overhead costs.

Bid Secretariat	1				Rate must include all employment, management, equipment and overhead costs.
Subtotal Excl. VAT					
VAT					
Total Incl. VAT					

Bidder must price per resource per month inclusive of all labour, supervision, equipment, travel, accommodation, administration and management costs.

Pricing must be fixed for the contract period and must include all chargeable items. No additional items will be paid outside the approved pricing schedule unless formally approved through the applicable SCM, budget and delegation processes.

11. Evaluation Criteria

Preferential Points System will be used to evaluate this bid in line with the Preferential Procurement Policy Framework Act, 2022. Bidders will be evaluated on administrative compliance and mandatory first, then functionality and only those qualifying by achieving the minimum cut off point of 70 points will be evaluated on price and Specific Goals.

THIS RFQ WILL BE EVALUATED AND ADJUDICATED ACCORDING TO THE FOLLOWING CRITERIA:

1. Relevant specifications
2. Value for money
3. Capability to execute the contract
4. LNW SCM Policy
5. PPPFA and associated regulations

RFQ will be evaluated in terms of the following stages

- Stage 1: Administrative Compliance
- Stage 2: Evaluation on Mandatory
- Stage 3: Evaluation on Functionality (Minimum of 70 points to be scored)
- Stage 4: Evaluation on 80/20 preferential points system (Price and Specific Goals).

Stage 1: Administrative Compliance

MINIMUM DOCUMENTS REQUIRED FOR THIS BID	SUBMITTED (YES /NO
Completed SBD 1 forms	
Completed SBD 6.1 forms	
Company Registration Documents / CIPC (CK docs)	
Valid SARS Tax Pin	
Valid B-BBEE Certificate/ Sworn Affidavit	

All the above-mentioned administrative documents must be submitted with the RFQ document

Stage 2: Mandatory Requirements (Pre-Qualification)

- Fully completed pricing schedule.
- Proof of registration on the Central Supplier Database or CSD Report or CSD number capable of verification.
- Company registration documents.
- Certified ID copies of directors
- CVs and qualifications of proposed resources for functionality evaluation.
- Confirmation letter on company letterhead, that confirms that proposed resources will sign LNW confidentiality, conflict of interest and code of conduct declarations before commencement.

NB: Failure to comply with any of the above requirements will lead to disqualification.

Stage 3: Evaluation of Functionality

Under quality/functionality, service providers must achieve a minimum of 70 points out of 100 quality/functionality points to be considered for further evaluation in stage 4 (Evaluation on Price and Specific Goals). NB: The combined Functionality, Price & Specific Goals points will determine the highest point scoring bidder to be awarded the contract.

Functionality Criterion	Evidence Required	Points	Comments
Proposed Procurement Officers	CVs and qualifications for three proposed resources demonstrating required experience and competence • 2 years or more experience = 10 points per resource • less than 2years experience = 0	30	10 points per compliant resource
Proposed Senior Procurement Officer	CV and qualification demonstrating SCM experience, supervisory/review experience and public sector/infrastructure exposure where applicable • 5 years' & more experience = 10 points • 2years or more supervisory experience = 5 points • >2 years or more Infrastructure experience = 5 points • less than 5 years' experience = 0 points	20	Quality assurance role is critical
Proposed Bid Secretariat	CV and evidence of bid committee/secretariat experience • 2 years or more experience in Supply Chain = 5 points • >1 year Bid Committees experience = 5 points • Less than 2 years' experience & no experience in bid committees = 0 points NB: Personnel proposed of bid secretariat without experience in dealing with bid committees will not be considered and will score zero irrespective of the SCM experience	10	Committee administration capability

Similar SCM support projects	Company profile and schedule of similar projects/services delivered • 5 years or more experience in the audit sector in the supply chain management or support service offered in Supply Chain management = 15 • 3 years to less than 5years in the audit sector in the supply chain management or support service offered in Supply Chain management = 10	15	Company Profile in the similar or audit sector with list of similar services rendered
Contactable references	Minimum of three letters of reference for similar SCM, procurement, resourcing or public sector support services	10	Reference checks may be conducted
Resource mobilisation and replacement plan	• Mobilisation plan, = 5 points • Resource replacement approach, = 5 points • supervision model and continuity arrangements = 5 points	15	Directly linked to capacity constraint objective
Total		**100**	**Minimum functionality threshold: 70 points**

Stage 4: Evaluation of Price and Specific Goals 80/20 Financial offer and Specific Goals

1. Score tender evaluation points for financial offer.
2. Confirm that bidders are eligible for the specific goals claimed and if so, score bidder evaluation points for specific goals.
3. Calculate total tender evaluation points.
4. Rank bidder with the highest number of tender evaluation points for the award of the contract, unless there are compelling and justifiable reasons not to do so

NB: NO BIDDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE

(see definition on SBD 4 attached)

Scoring functionality

Core functionality in each of the categories stated in the Tender Data and calculate total score for functionality.

Scoring Financial Offers

Score the financial offers of remaining responsive tender offers using the following formula:

Formula	Basis for Comparison	Option 1
1	Bidder's Highest price offer	$(1 + \frac{(P - P_m)}{P_m}$
2	Bidder's Lowest price offer	$(1 - \frac{(P - P_m)}{P_m}$

where:

Pm = the comparative offer of the most favorable tender offer.

P = the comparative offer of tender offer under consideration.

The 80/20 Preferential Point System will be used to evaluate the bid.

Table 2: Preference Points Allocation (As per the preferential Procurement Regulations 2020)	Specific Goals	Means of Verification	80/20 Points
1.	SMME (Small, Medium, Micro Enterprises)	CSD Report	5
2.	Black women (100% Black women ownership in the company)	CSD Report	5
3.	Black ownership (100% black ownership in the company)	CSD Report	5
4.	Black Youth (Minimum of 1 shareholder Black youth ownership in the company)	CSD Report	5
Total Points			20

The points scored by the bidder in respect of the level of Specific Goals contribution will be added to the points scored for the pricing.

12. Special Conditions of Contract

- The appointed service provider shall ensure that all deployed resources have the necessary tools of trade, including laptops and related equipment, unless otherwise agreed in writing.
- LNW may request replacement of any resource who underperforms, breaches confidentiality, creates compliance risk or fails to meet operational standards. Replacement must be approved by the LNW contract manager before deployment.
- The service provider shall be liable for losses arising from negligence, wilful misconduct, fraud or gross negligence attributable to its deployed personnel, subject to the final contract terms.
- No variation, scope increase or additional payment shall be allowed unless approved in writing through the applicable SCM, budget and delegation processes.
- Deployed resources may not participate in any procurement activity where they have an actual, perceived or potential conflict of interest.
- All records generated during the contract remain the property of LNW and must be filed or handed over in the format prescribed by LNW.
- The service provider must cooperate with internal audit, external audit and management assurance reviews relating to services rendered under this contract.

13. Contract Management Arrangements

Role	Responsible Party	Responsibility
Contract Owner	SCM Manager or delegated official	Overall contract performance monitoring, work allocation oversight, KPI review and escalation.
Service Provider Representative	Designated account manager	Resource management, replacement support, timesheet certification and performance reporting.
Operational Review Forum	SCM Manager, Senior Procurement Officer support resource and Service Provider Representative	Weekly or bi-weekly review of backlog status, bottlenecks, risks and corrective actions.
Monthly Performance Review	SCM Manager or delegated LNW official	Review KPI dashboard, approve monthly performance report and identify remedial actions.

14. Submission and Enquiries

All quotations must be submitted in accordance with the RFQ instructions and by the closing date and time stated in the advertisement. Late submissions will be dealt with strictly in accordance with the RFQ conditions and LNW SCM Policy.

All quotations/proposals must be emailed to: SCMRFQ1@lepelle.co.za **(No hand delivered, faxed or late bids will be accepted)**

Supply Chain related enquiries may be directed to:

SCM Officer name: Boipelo Peteke

Email Address: boipelop@lepelle.co.za

telephone number: 015 295 1901

Technical Enquiries can be directed to:
Project Manager: Temoso Makhafola
Email Address: Temosom@lepelle.co.za