

BW269/ERPIS/21

REQUEST FOR APPOINTMENT OF PROFESSIONAL SERVICE PROVIDER TO IMPLEMENT AN ERP INFORMATION SYSTEM ON BEHALF OF BLOEM WATER

Section T1.1: Tender Notice and Invitation to Tender

1. Background

Bloem Water is a Water Board, with the mandate to provide water services to the areas of the Free State and Northern Cape Provinces. Bloem Water, formerly known as the Bloem Area Water Board, was established in 1991 in terms of Section 108(2) of the Water Act, 1956. The primary reason for establishing the Water Board was to operate the Caledon/Bloemfontein Government Water Scheme, constructed to supply purified water to the Municipal areas of Bloemfontein, Bainsvlei, Bloemspruit, Botshabelo and Dewetsdorp. The name was officially changed from "Bloem Area Water Board" to "Bloem Water" in 1994.

Bloem Water derives its primary mandate from the Water Services Act 108 of 1997 and is in terms of the Public Finance Management Act (PFMA), Act 1 of 1999, Schedule 3B, a National Government business entity, which reports to the Executive Authority, represented by the Minister of Water and Sanitation through the Department of Water and Sanitation (DWS).

2. Bloem Water specific goals

In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

Specific Goals	POINTS	POINTS
Historically Disadvantaged Individuals (HOI)	(90/10)	(80/20)
Enterprises with ownership of 51% or more by a person/s who are black Persons/s	5	10
Enterprises with ownership of 51% or more by a person/s who are woman	2	5
Enterprises with ownership of 51% or more by a person/s who are youth	2	3
Enterprises with ownership of 51% or more by a person/s within Bloem Water area of supply	1	2
Total	10	20

Contractor

Witness 1

Witness 2

Employer

Witness 1

Witness 2

Bloem Water accordingly invites suitably qualified and experienced Service Providers to submit proposals to Bloem Water for the following:

3. Scope Background

Bloem Water seek to migrate information system functionality of the intranet to an ERP through extending the functionality of the currently implemented SAGE300. Extension will cover business processes in areas such as asset management, supply chain management, inventory management, project management, water management & billing (water model), water quality.

4. Implementing a new Information System

The new information system will assist Bloem Water in terms of accuracy and completeness of data, compliance and reporting as financial reporting is now based on GRAP and other best practices which was not the case when the intranet was developed. Information Risk will be reduced as the information system will be supported by SAGE partners and when there are changes in legislation or prescripts the system will be enhanced for compliance. Identified security loopholes will be patched by the service provider.

5. Scope of Work

Bloem Water requests proposals to implement and support an ERP system for a period of 60 months which will modernise business processes carried out within Finance, Supply Chain Management, Corporate Support, Fleet Management, Asset Management, Project Management, Operations (Water Management and billing) and Maintenance departments. General requirements are:

- The system must be hosted in Bloem Water premises, supplier can propose cloud hosting solution.
- The system should be fully integrated to eliminate multiple input of data by users.
- All systems data must be stored in a Microsoft SQL Server database for which Bloem Water will provide the license.
- The systems must be Generally Recognized Accounting Practices (GRAP) compliant and provide users with GRAP compliant reporting.
- All systems must be implemented at Bloem Water premises and the entity data shall not be removed from site for the purpose of this implementation.
- Bloem Water will not grant the service provider remote access to its network for purpose of this implementation.
- All systems will be implemented, configured and tested before they can be deployed into Bloem Water production environment.
- All systems must be licensed under Bloem Water during project handover for a period of five years.
- The appointed service provider must provide an implementation plan on which they will periodically report progress to Bloem Water management.

Contractor

Witness 1

Witness 2

Employer

Witness 1

Witness 2

- System must be implemented such that other partners will be able to support for elimination of reliance on single company.
- Access to the system should be setup according to Bloem Water employees access requirements or at least groups be created which will allow access allocation accordingly.
- Service provider must be able to perform data migration from the old system to the new system. The data to be migrated will be determined in due course.
- Service provider must be able to provide Customer Relationship Management system or functionality for reporting of daily incidents for various departments.
- The system must be implemented with minimal customization to ensure future updates and upgrades installed swiftly.
- Appointed Service provider must train Bloem Water employing on usage of the new information system functionality related to their duties and be available for 2 months to assist whenever they encounter challenges.
- Full documentation of the system including the interfaces must be provided to Bloem Water.
- Service provider will be required to provide licensing, support and maintenance for a period of 60 months following handover of the information system.
- Tracking of submissions, progress reports, briefing session minutes, site minutes, change orders issued, completion reports including repository of these documents.

Required Qualifications/Evaluation of Bids:

Preference will be given to Service Providers who demonstrate previous expertise in the relevant field, capabilities, and have the required qualified human resources and expertise. The prospective service providers must demonstrate competency, mention experience and attach a list of projects they have successfully completed of a similar nature and demonstrate sound ability for project Implementation.

NB: The tender document will be available from National Treasury e-tenders and Bloem Water portal from **Wednesday, 12 April 2023**.

Completed tender documentation must be addressed as below and deposited before **12:00** on **Wednesday, 03 May 2023** at the **Tender Box situated at the Bloem Water Head Office** for attention:

Supply Chain Management

Bloem Water
2 Mzuzu Street,
Pellissier,
BLOEMFONTEIN,
9322

Each bidder must submit One envelope clearly marked Tender No. **BW269/ERPIS/21 – Request for Appointment of Professional Service Providers to Implement an ERP Information System on Behalf of Bloem Water** with the bidder’s name and address. Bloem Water promotes Broad Black Economic Empowerment. The name of the firm

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submitting the tender shall be clearly shown on all correspondence. An appointment will be made in terms of the approved Supply Chain Management Policy of the Board of Bloem Water.

Each proposal must be submitted in 1 envelope clearly marked:

1. BW269/ERPIS/21 – Request for Appointment of Professional Service Providers to Implement an ERP Information System on Behalf of Bloem Water

The invitation for proposal does not amount to an invitation for offers and Bloem Water reserves the right to accept or reject any proposal or part thereof.

Tenders may only be submitted on the tender documentation that has been issued. **A two-envelope system will not be followed.**

Proposals which are incomplete, filled in incorrectly, or telegraphic, telephonic, telex, facsimile, e-mail and late tenders will not be accepted which is received after the close of the tender, will not be accepted.

Should you not receive any feedback from Bloem Water after 90 days of submission, consider your tender unsuccessful.

Technical Queries can be directed to:

Ms. T. Lekhu
Chief Information Officer
Tel: 051 403 0800
Fax: 051 422 5333
E-mail: thatol@bloemwater.co.za

Tender Administrative Queries can be directed to:

Supply Chain Management
Tel: 051 - 403 0800
Fax: 051 - 422 5333
Email: thatok@bloemwater.co.za
leratom@bloemwater.co.za
lerekos@bloemwater.co.za

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Witness 1

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