

Procurement Specifications

PROJECT NAME:

PROVISION OF PROJECT QUALITY ASSURANCE (PQA) SERVICES FOR THE IMPLEMENTATION
OF SAP S/4HANA PRIVATE CLOUD EDITION

USER DEPARTMENT:

ICT

PR NO:

10046256

NAME OF SERVICE PROVIDER:

MAAA NUMBER:

CLOSING DATE:

05/03/2026

CLOSING TIME:

11H00 am

PURPOSE

The purpose of this RFP is to invite qualified service providers to submit Request for Proposals for the provision of Project Quality Assurance (PQA) Services for the implementation of SAP S/4HANA Private Cloud Edition at Lepelle Northern Water (LNW). The appointed service provider 's primary focus will be to ensure that the system functionality is aligned to business requirements and SAP Best Practices.

BACKGROUND

Lepelle Northern Water (LNW) is a state-owned water utility providing water and sanitation services across the Limpopo province. LNW has offices and pumps stations across the province while the head office at 1st Landros Mare, in Polokwane. As part of its ICT digital transformation strategy, LNW is upgrading its Enterprise Resource Planning (ERP) system from SAP ECC6 to SAP S/4HANA Private Cloud Edition. This upgrade is undertaken in a form of green field implementation as it was recommended to be a best approach under LNW's circumstance.

To ensure the project delivers a high-quality, functional, and reliable system, LNW requires an independent service provider to conduct Project Quality Assurance (PQA) services throughout the project lifecycle.

The project has already moved from Prepare and Explore phases and currently it is in the Realise phase although the Explore stage is not fully signed off.

SPECIFICATION

Qualified service providers must meet the following requirements:

- 4.1 Demonstrable expertise in Project Quality Assurance for large-scale SAP implementations.
- 4.2 At least 3 or more years of experience in cloud-based SAP S/4HANA deployments and risk management frameworks.
- 4.3 Proven track record in test planning, defect management, and performance testing.

1. The service provider must provide a details project schedule and milestones through which the scope of work will be delivered.

2. The service provider is expected to work with the implementation partner and the LNW to ensure successful delivery of the project.
3. The Service Provider must deploy a strong team of resources which demonstrate relevant and credible experience for a project of this magnitude.
4. At times, the service provider might be expected to work and stop while the implementation partner and the LNW team are still working on finalising the deliverables. In such a case the service provider will not be expected to bill LNW for waiting period, however LNW will endeavour to resolve issues and provide deliverables within reasonable timeframe.
5. The service provider will be expected to work from LNW office in Polokwane most of the duration of the contract although hybrid model might be adopted as and when a need arises.
6. All the recommendations from the Service Provider will be presented to the LNW working committee and the implementation partner for discussion before reports are adopted.
7. This project has been started a while back and the service provider will be expected to quickly familiarise themselves with the project to avoid undue delays.
8. The service provider is expected to demonstrate professionalism in conducting all the reviews in accordance with the highest standards which will prevent the project and LNW from failing.
9. The service provider is expected to deploy equivalent resources in case where the initially deployed resource resigns or are relieved from their employment.
10. The Service Provider is expected to be truthful and honest in its response to this bid.

SCOPE OF WORK

The selected service provider will be responsible for:

Project Quality Assurance.

- Reviewing project deliverables on functional and technical specification against business requirements for the following SAP Activate Methodology Phases to ensure compliance with SAP best practices and LNW policies for the implementation of following modules:
 - i. S4/HANA Private Cloud ERP
 - ii. Success Factors (Employee central, Performance & Goals and SAP Integration Suite, SFSF edition)

- iii. S4/HANA Payroll
 - iv. S4/HANA Project Systems
 - v. S4/HANA Plant Maintenance and Field Service Management
 - vi. S4/HANA Materials Management
 - vii. S4/HANA Sales & Distribution
 - viii. S4/HANA Finance & Control
 - ix. S4/HANA Accounts Payables
 - x. S4/HANA Assets Accounting
 - xi. S4/HANA General Ledger & Reporting
 - xii. S4/HANA Bank & Cash
 - xiii. S4/HANA Accounts Receivables
 - xiv. S4/HANA SAP Analytics Cloud
 - xv. S4/HANA Business Technology Platform
 - xvi. Data Migration
 - xvii. Integrations
- Review all project design documents Business Processes Design and Functional Design Specifications to ensure completeness of the scope against the business objectives and goals. Assess how the project's objectives and goals are addressed by the system's implementation.
 - Review the Functional and Technical testing strategy, plans, case and scenarios in line with the agreed scope to verify completeness of the scope against the contract and the quality of the solution.
 - Review the Functional and Technical test results to thoroughly test completeness of all the deliverables against the contract scope and assess the quality of the solution in line with SAP best practices.
 - Participating in project Steering Committee meetings as an independent quality assurance expert to report on the quality assurance as and when it is required.
 - Ensure that all TO-BE configurations and requirements within the agreed scope are implemented in S/4HANA. Ensure that training and UAT (User Acceptance Testing) are conducted according to SAP best practices to ensure seamless adoption of the requirements

- Review and test the data migration strategy, plan, reports and techniques adopted by the project to assess the quality and completeness of the migrated data and ensure that it is error free.
- Review and test the suitability of the proposed risk management strategy and plan to ensure that the project risks are well mitigated to prevent their adversarial impact to the project.
- Technical Review of the Landscape design in line with the business objectives and review the design of technical integrations that were configured between SAP S/4 Hana and other systems.

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Quality Assurance Focus Areas

- Test Planning and Strategy: Defining test objectives, scope, and execution approaches.
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- Defect Management: Tracking, prioritizing, reporting and retesting system defects.
- Performance and Security Testing: Ensuring system stability and compliance.
- Project Management: Review and test project management plan and quality assurance plan to ensure success full quality implementation of the solution in line with the LNW business objectives and goals
- User Acceptance Testing (UAT): Review UAT process and provide assurance to Business.
- Change Management: Review the change management strategy and plan in line with the project objectives and goals to assess its suitability to ensure effective adoption of the technology.
- Review Risk Management: Review risk management strategy and plan.

6. OUTPUT AND / OUTCOMES The successful bidder will be expected to deliver the following outputs:

- System Business Process Design (BPD) and Functional Design documents (FDDs) reviews and quality assessment reports that provides assurance on the alignment of the system design and project objectives and highlight any gap discovered
- Test plans, scripts, and execution logs review report that provides indication of how the test plans scripts addressed the project objectives through design documents and testing.

- Defect reports and tracking logs to identify how LNW and the project had identified and resolved defects during testing.
- Independent test results assessment report and recommendations of what on what needs to be done to improve the quality of the solutions.
- Final PQA (Project Quality Assurance) report summarizing overall project quality and assurance outcomes on SAP Activate Methodology Phases stipulated above and provide summary of all recommended steps to ensure successful implementation

DURATION OF CONTRACT

Duration of the contract is **6 months** and an order will be issued to the successful Service Provider. It should be noted that LNW reserves the right to terminate the contract at any point deemed fit.

PRICING SCHEDULE

Item Number	Description	Hour(s)	Unit of Measure	Hourly Rate	Amount
1	Discovery		Activity Unit		
2	Prepare		Activity Unit		
3	Explore		Activity Unit		
4	Realise		Activity Unit		
5	Go-live		Activity Unit		
				Subtotal	
				VAT	
				Total	

NB: Pricing above must include all chargeable items and no items will be paid outside the above fixed price.

PROCUREMENT PROCESS

The normal LNW supply chain management process will be followed in line with the SCM policy of LNW and Procedures with no deviations from the normal anticipated procurement process at this stage.

Contract Period: 6 months

Validity of RFQ: 30 Days

Date of RFQ published: 24/02/2026

RFQ Document Availability: 24/02/2026

Closing Date of RFQ: 05/03/2026

Briefing Session: No

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 mandatory first, then functionality and only those qualifying by achieving the minimum cut off point of **80** will be evaluated on administrative compliance and then price and preference points.

THE QUOTATIONS WILL BE EVALUATED AND ADJUDICATED ACCORDING TO THE FOLLOWING CRITERIA:

- Relevant specifications
- Value for money
- Capability to execute the work/contract
- LNW SCM Policy
- PPPFA & associated regulations

Mandatory Requirements

- a. The JV agreement for JV partners to be submitted indicating percentage split for partners to render agreement valid. (Where applicable)
- b. Proof of registration on the Central Suppliers Database (CSD)
- c. Valid Tax pin Certificate from SARS
- d. Completion of pricing schedule in full
- e. Letter of Good standing, COIDA
- f. Completed and signed SBD forms (SBD 4)

Functionality

Under functionality, Bidders must achieve a minimum of **80** points of functionality points.

NB: The bidder should demonstrate capacity across all criteria to the maximum of **100** points of which experience is critical.

Evaluation CRITERIA Phase 1			Points
All submissions duly lodged will be evaluated on functionality as pre-qualifying criteria. The evaluation criteria and points for measuring functionality are indicated below.			100
Maximum Points for Functionality			
Evaluation Criteria	Description	Points Allocation	Maximum Points
Company Experience	Reference letters and past successful SAP QA projects. NB. Please attach reference letters from the clients indicating a successful completion project as per the client's summary. Bidders are requested to provide one reference letter per project.	- 1 reference letter: 0 points - 2 reference letters: 10 points - 3 reference letters: 20 points - 4 reference letters: 30 points - 5 reference letters: 40 points - 6 or more reference letters: 50 Points	50

<p>Key Personnel Experience and Qualifications</p>	<p>Expertise of key team members in SAP S/4HANA Quality Assurance, including certifications and project experience.</p> <p>NB: Please attach CV, Proof and qualifications of team member(s). Failure to do so will result in disqualification of the bid</p>	<p>Attach CVs showing minimum experience indicated below and Formal Qualifications (Minimum NQF 6 (IT, Finance)) of the following team members for evaluation on experience:</p> <ol style="list-style-type: none"> 1. FICO Consultant 2. MM Consultant 3. Success Factors Consultant 4. Payroll Consultant 5. PM Consultant 6. PS Consultant 7. SD Consultant <p>The average years in experience of the team will be calculated and if the average experience of the team is:</p> <ul style="list-style-type: none"> • Between 3 to 5 years (inclusive) = 10 points • Between 6 to 7 years (inclusive) = 20 points • 7 to 8 years (inclusive) = 30 points • 8 to 9 years (inclusive) = 40 points • greater than 9 years (inclusive) = 50 points 	<p>50</p>
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Note that, the LNW reserves the right to verify any information provided by the bidder, falsified and fraudulent references or experiences will lead to disqualification and blacklisting in terms of SCM process in conjunction with legal/law enforcement.

EVALUATION ON PRICE AND PREFERENCE POINTS

PRICE AND PREFERENCE POINTS

Evaluation on Price and Specific goals 80/20

The 80/20 or 90/10 Preferential Point System will be used to evaluate the bid.

Financial offer and Specific goals

- a) Score tender evaluation points for financial offer.
- b) Confirm that tenderers are eligible for the Preference points claimed, and if so, score tender evaluation points.
- c) Calculate total tender evaluation points.
- d) Rank tender offers from the highest number of tender evaluation points to the lowest.
- e) Recommend tenderer 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 BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE(see definition on SBD 4 attached)

Scoring Financial Offers

Formula	Basis for comparison	Option 1
1	Highest price or discount	$\left(\frac{P}{1 + \frac{P - P_m}{P}} \right)$
2	Lowest price or percentage commission/fee	$\left(\frac{P}{1 - \frac{P - P_m}{P}} \right)$

where:

P_m = the comparative offer of the most favorable tender offer

P = the comparative offer of the tender offer under consideration.

Table 2: Preference Points Allocation (As per the Preferential Procurement Regulations 2022)

Q1 PREFERENTIAL PROCUREMENT – SEPTEMBER 2025

The Cumulative Special Goal as at 30 September 2025				
#	Specific Goals	80/20	90/10	Evidence Required to Score Points
1	Small Medium Macro Enterprises (SMME)	5	2.5	- Valid SMME certificate or affidavit
2	Black women (100% Black women ownership in the company)	5	2.5	- Shareholder certificates reflecting 100% Black/CSD Summary report - Certified ID copies of Directors - B-BBEE affidavit /Verification certificate
3	Black ownership (100% black ownership in the company)	5	2.5	- Shareholder certificates reflecting 100% Black/CSD Summary report - Certified ID copies of Directors - B-BBEE affidavit /Verification certificate
4	Black Youth (Minimum of 1 shareholder Black youth ownership in the company)		2.5	- Certified ID of at least one Black youth (aged 18–35) shareholder - CSD Summary report
	Total points	20	10	

(see definition on SBD 6.1 attached)

The points scored by the tenderer with respect to the level of Preferential Points Allocation must be added to the points scored for price.

ADMINISTRATIVE COMPLIANCE

Certified ID copies of the company's shareholders less than three (3) months

Complete all SBD 6.1 forms

Company registration documents

Bidders must submit a soft copy in a form CD/USB containing all the tender/bid document submission

Municipal current rates account not older than three months

Similar company project experience

Bidder shall be dis-qualified if found to be in the list of restricted suppliers by the National Treasury

Any arithmetic errors and omissions and discrepancies such as BOQ rates and amount figures not tallying to the bottom total or BOQ is left incomplete or omitted in printing and/or submission will be dealt with in line with clause C.3.9 of the CIDB Standard Conditions of Tender contained in annex C of the CIDB Standard for Uniformity

NOTE:

- a) The JV partners must submit mandatory and administrative documents for each company.
- b) Preferred JV bidder will be required to submit a joint JV bank account, CSD registration and VAT number
- c) The client reserves the right to verify any information provided on the quotation
- d) The bidders must comply with all the terms and conditions including requirements as stipulated in the Quotation Documents to be evaluated.
- e) LNW is not compelled to accept the lowest or any quotation

Please note that the above required administrative documents will be deemed as mandatory to the preferred bidder within 2 working days. Required documents will be requested for submission within 2 working days and failure to submit will be deemed as non-responsive.

NOTE:

- a) The client reserves the right to verify any information provided by bidder.
- b) The bidder must comply with all terms and conditions including requirements as stipulated in the RFQ to be evaluated further.
- c) LNW is not compelled to accept the lowest or any RFQ.

CONDITIONS

Contract award will be based on scoring on points on price and preferential point system as indicated on the CSD report

Full adherence to the Occupational and Health and Safety Act, Act 85 of 1993 and other applicable Acts will be applicable during the contract

Full adherence to National Environment Management Act, 107 of 1998 and other applicable Acts will be applicable during the contract

LNW reserves the right to verify any information provided by the bidder, falsified and fraudulent reference or experience will lead to disqualification and blacklisting in terms of SCM process in conjunction with legal/law enforcement process

SUBMISSIONS

Send quotations/proposals to: mamokidim@lepelle.co.za

Procurement related enquiries may be directed to:

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Technical enquiries can be directed to:

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