

Procurement Specifications

PROJECT NAME:

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE WEB DEVELOPMENT, SUPPORT, AND MAINTENANCE SERVICES FOR THE LNW WEBSITE FOR THE PERIOD OF 15 MONTHS

USER DEPARTMENT:

ICT

PR NO:

10048510

NAME OF SERVICE PROVIDER:

MAAA NUMBER:

CLOSING DATE:

06/03/2026

CLOSING TIME:

11H00 am

PURPOSE

The purpose of this specification is to invite suitably qualified and experienced service providers to submit proposals for the design, development, implementation, and support of a revamped Lepelle Northern Water (LNW) website. The website revamp aims to deliver a modern, secure, user-friendly, and accessible digital platform that effectively supports the organisation's strategic objectives, enhances stakeholder engagement, and improves access to information and services.

This specification sets out the business requirements, functional and technical specifications, design standards, governance requirements, and deliverables against which bidders will be evaluated. It is intended to ensure a common understanding of the scope of work, expectations, quality standards, timelines, and compliance obligations

BACKGROUND

Lepelle Northern Water intends to undertake a comprehensive revamp of its existing corporate website to ensure that it effectively supports the organisation's mandate, enhances stakeholder engagement, and aligns with current digital standards. The development of the LNW website will improve service delivery, and the provision of accurate and timely information to stakeholders, customers, and the public. The current website requires modernization to improve usability, accessibility, visual consistency, security, and overall performance. The project further aims to strengthen stakeholder confidence and engagement through improved access to information and enhanced digital communication.

SPECIFICATION

4.2. Project Initiation and Requirements

The Service Provider shall:

- Review the existing website and all relevant documentation
- Conduct stakeholder consultations and requirements gathering sessions
- Analyse current content, functionality, and technical environment
- Define and document functional and non-functional requirements
- Develop and submit a detailed project plan for approval

4.3. Information Architecture and Design

The Service Provider shall:

- Develop a revised sitemap and navigation structure
- Produce UX wireframes for key pages
- Design a modern, responsive user interface aligned to the LNW's corporate identity.
- Apply usability and accessibility best practices
- Incorporate stakeholder feedback and obtain formal design approval

4.4. Website Development

The Service Provider shall:

- Develop the website using an approved Content Management System (CMS)
- Configure front-end and back-end components
- Ensure compatibility across desktop, tablet, and mobile devices
- Implement agreed functionality, including but not limited to forms, search, document libraries, and news/events
- Apply security controls and performance optimisation measures, that include but not limited: backup, SSL/TLS certificate

4.5. Content Migration and Setup

The Service Provider shall:

- Conduct a content audit and migrate approved content from the existing website
- Create and configure standard page templates
- Populate agreed website pages and sections
- Ensure accuracy of content, formatting, hyperlinks, and media assets
- Provide new comprehensive hosting platform for the website and domain

4.6. Integration and Compliance

Where applicable, The Service Provider shall:

- Integrate the website with existing internal or external systems
- Implement foundational search engine optimisation (SEO) configurations
- Ensure compliance with applicable LNW policies, security standards, and accessibility requirements

4.7. Testing and Quality Assurance

The Service Provider shall:

- Perform functional, system, and integration testing
- Conduct cross-browser and cross-device testing
- Support User Acceptance Testing (UAT)
- Resolve all defects identified prior to production deployment

4.8. Training and Documentation

The Service Provider shall:

- Provide training for designated website administrators and content editors
- Develop and deliver user manuals and technical documentation
- Conduct knowledge transfer sessions prior to project close-out

4.9. Go-Live and Post-Implementation Support

The Service Provider shall:

- Deploy the website to the production environment
- Provide go-live support and post-implementation monitoring

- Resolve post-launch defects during the stabilisation period
- Formally hand over the solution to the organisation's support team

4.10. Deliverables

- Approved project plan and requirements specification
- Approved Sitemap, wireframes, and user interface designs
- Fully functional, responsive website
- Configured CMS with migrated and approved content
- Training materials and completed training sessions
- Go-live approval and handover documentation

4.11. Acceptance Criteria

- The website meets all approved functional, technical, and design requirements
- Successful completion and sign-off of User Acceptance Testing
- Formal approval for go-live by the organisation

SCOPE OF WORK

DURATION OF CONTRACT

Duration of the contract is **15 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	Duration	Interval	Rate	Amount
1	Website Maintenance and Support	12 Months	1		
1	Website Development and design	3 Months	1		
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: 15 Months

Validity of RFQ: 30 Days

Date of RFQ published: 25/02/2026

RFQ Document Availability: 25/02/2026

Closing Date of RFQ: 06/03/2026

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 **70** 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.
- b. Proof of registration on the Central Suppliers Database (CSD)
- c. Completion of pricing schedule in full
- d. SBD 4
- e. Company registration documents (CK).
- f. Letter of Good standing, COIDA
- h. Valid SARS Tax PIN
- i. Certified ID copies of the company's shareholders less than three (3) months

Functionality

Under functionality, Bidders must achieve a minimum of **70** points of functionality points.

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

No	Criteria	Weights
1.Company Experience	<p>Number of Projects</p> <p>1.The service provider must have minimum of (3) completed website development projects.</p> <ul style="list-style-type: none"> • 0 Projects = 0 Points. • 3 Projects = 10 points. 	40

	<ul style="list-style-type: none"> • 4 Projects = 20 points • 5 Projects = 30 points. • 6 and above projects = 40 points. <p>The service provider must submit a signed copy of reference letters from their clients including the Portfolio with website links previously developed. The reference letters must specify the type of service rendered, period of contract, start date and end date. Letters must be on company letter head and must be signed by the responsible person, with date and contacts numbers.</p> <p>(Failure to submit the required documents the Service provider will forfeit points on this category)</p>	
2.	<p>Key Personnel:</p> <p>Developer Experience: The Developer should have web design and development experience and IT Diploma/Degree qualification. (Proof should be in the form of CV and qualifications).</p> <ul style="list-style-type: none"> • Did not provide years of experience with relevant qualification = 0 points. • 1 -2 years of experience with relevant qualification= 5 points. • 3 – 4 years of experience with relevant certification = 10 points. • 5 – 6 years of experience with relevant certification = 15 points. • 7 - 8 years of experience with relevant certification = 20 points. 	20

	<p>Project Management Experience: The Project manager should have project management experience and a Diploma/Degree in IT . (Proof should be in the form of CV and qualifications).</p> <ul style="list-style-type: none"> • Did not provide years of experience with relevant qualification = 0 points. • 1 -2 years of experience with relevant qualification= 5 points. • 3 – 4 years of experience with relevant certification = 10 points. • 5 – 6 years of experience with relevant certification = 15 points. • 7 - 8 years of experience with relevant certification = 20 points. 	20
3	<p>Implementation Methodology: Submission of the detailed project Implementation Plan and methodology on recurring and non-recurring items</p> <p>Service provider to provide a detailed implementation methodology and project plan/schedule outlining how they will manage the project for LNW which will include the following: All 1. Activities, 2. Milestones, 3. Resource, 4. Costs, 5. Estimated timeframes.</p> <ul style="list-style-type: none"> - 0 elements = 0 points - 1 element = 5 points - 2 elements = 10 points - 3 elements = 15 points - 4 elements = 20 points 	20

	(Failure to provide a substantiated detailed project plan will result on service provider forfeit points on this category)	
	Total	100

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	$\left(\frac{P}{P_m} \right) (1 + m)$
2	Lowest price or percentage commission/fee	$\left(\frac{P}{P_m} \right) (1 - m)$

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)

(see definition on SBD 6.1 attached)

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	

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

- All the above administrative compliance documents will be requested from the preferred bidder if not submitted with the RFQ document, and LNW will request the documents within the stipulated time.

1. Complete all SBD forms 6.1
2. Municipal current rates account not older than three months

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

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

- Full adherence to the contract and other applicable Acts will be applicable during the contract; and
- Submission of detailed report per service rendered (no payment will be made until final approval of the report by the end user)

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

The contract manager listed on functionality must be confirmed as available for the duration of the project and A Signed declaration/employment contract (refer Tender Document for the standard employment contract) by proposed qualifying Contracts Manager. Should the proposed candidate be not available during construction, a similar replacement or better must be made available immediately and the employer must be notified in advance

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:

SCM Officer Name: MangenaM

Email Address: mamokidim@lepelle.co.za

Tel. Number: 015 295 1879

Technical enquiries can be directed to:

Project Manager: Motaut

Email Address: tshephom@lepelle.co.za

Tel. Number: 015 295 1835