

## BW269/ERPIS/21

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

#### Section T1.1: Tender Notice and Invitation to Tender

Bloem Water is a schedule 3B Public Business Enterprises (PFMA, Act 1 of 1999), which has been established in terms of the Water Services Act (Act 108 of 1997).

Bloem Water is a Water Board, with the mandate to provide water services to the Southern and Central areas of the Free State Province.

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

#### 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.

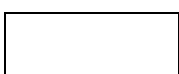
#### Implementing a new Information System

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.

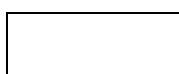
#### Scope of Work

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:

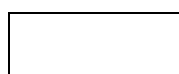
- The system must be hosted in Bloem Water premises, supplier can propose cloud hosting solution.
- The system should be fully integrated to eliminate multiple input of data by users.
- All systems data must be stored in a Microsoft SQL Server database for which Bloem Water will provide the license.
- 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.



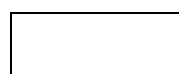
Contractor



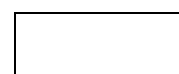
Witness 1



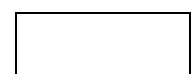
Witness 2



Employer



Witness 1



Witness 2

Project Description: Request for Appointment of Professional Service Providers to Implement an ERP Information System on Behalf of Bloem Water  
Project Number: BW269/ERPIS/21

- 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.
- 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.

#### **Pre- Qualification Specific Tender Conditions:**

The pre-qualifying criteria objective is to advance certain designated groups that meets the specific tendering condition

- (a) a tenderer having a stipulated minimum B-BBEE status level of contributor **Level 2**.
- (b) an EME or QSE.

#### "Designated group" means

- i. Black people
- ii. Black Designated groups
- iii. Women
- iv. People with disabilities; or
- v. Small enterprise, as defined in the National Small Enterprise Act, 1996 (Act No. 102 of 1996).

Preference will be given to Service Providers who have demonstrated previous expertise in the relevant field, capabilities, and have the required qualified human resources.

Contractor

Witness 1

Witness 2

Employer

Witness 1

Witness 2

Project Description: Request for Appointment of Professional Service Providers to Implement an ERP Information System on Behalf of Bloem Water  
Project Number: BW269/ERPIS/21

**Where bid documents can be obtained:**

Website: [www.etenders.gov.za](http://www.etenders.gov.za) - National Treasury Website – eTender Publication

Website: [www.bloemwater.co.za](http://www.bloemwater.co.za) – Bloem Water Website

The tender document will be available from National Treasury e-tenders and Bloem Water portal from **Tuesday, 24 August 2021**.

A **Compulsory Briefing Session** will be held on **30 August 2021, (virtual meeting) at 11h00am**. Kindly send an email to [thatol@bloemwater.co.za](mailto:thatol@bloemwater.co.za) for a link to the briefing session.

Completed tender documentation must be addressed as below and deposited before **12:00 on Friday, 24 September 2021** at the **Tender Box situated at the Bloem Water Reception Area** for attention:

**Supply Chain Management**

Bloem Water  
2 Mzuzu Street,  
Pellissier,  
BLOEMFONTEIN,  
9322

Each bidder must submit an 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 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 2 separate envelopes clearly marked:

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

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 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 60 days of submission, consider your tender unsuccessful.

Contractor

Witness 1

Witness 2

Employer

Witness 1

Witness 2

Project Description: Request for Appointment of Professional Service Providers to Implement an ERP Information System on Behalf of Bloem Water  
Project Number: BW269/ERPIS/21

---

**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](mailto:thatol@bloemwater.co.za)

**Tender Administrative Queries can be directed to:**

Mr T Khaeane or Mr L Moeketsi

Bloem Water

2 Mzuzu Street

Pellissier

**BLOEMFONTEIN**

Tel: 051 403 0800

Fax: 051 422 5333

Email: [thatok@bloemwater.co.za](mailto:thatok@bloemwater.co.za) or [leratom@bloemwater.co.za](mailto:leratom@bloemwater.co.za)

Contractor

Witness 1

Witness 2

Employer

Witness 1

Witness 2