LEPELLE NORTHERN WATER
Water is our passion

PROJECT NAME: DEVELOPMENT OF A BUSINESS CONTINUITY PROGRAMME.

PROJECT NO: 10045169 USER DEPARTMENT: CHIEF EXECUTIVE

Name of Service provider : ....

MAAA number : ....

AMOUNT Inc VAT: R...

EMAIL ADDRESS:...

1. PURPOSE

The purpose of the submission is to request the approval of the specification to proceed with the procurement process of the suitable service provider for the provision of Business Continuity Management.

2. BACKGROUND

LNW requires the services of a qualified service provider to provide business continuity management service through RFQ process.

The Business Continuity Management (BCM) process delivers to overall framework and capability through which operational resilience can be attained in case of various operational threats which can interrupt service delivery that is expected on a daily basis.

Business continuity solution is concerned with planning for unexpected events which can impact service delivery and service systems of the organization. It ensures that in the event of major operational disruptions, measures are in place not only to minimize the impact of such events but also to facilitate the recovery and continuation of operations within time frames acceptable to stakeholders.

3. SPECIFICATION

Professional service providers for the design and development of comprehensive business continuity management are hereby invited to submit proposals to provide services for a period of **six (06) months.**

4. SCOPE OF WORK

5.1. The scope of work includes the following:

a) Review and/or compile the Business Impact Assessments/ Analysis for all critical business

- ✓ Conduct BIA according to National Treasury standards to reflect information that is key to making recovery requirements and analysis, the bidder will have to consult with all Services Business Units and schemes to gather the information.
- ✓ Analysis of financial impacts of a disruption (e.g. increased costs, loss of revenue, etc.) provided
- ✓ Analysis of non-financial impacts (e.g. reputational, legal, regulatory and clients impact)

The Business Impact Assessment/ Analysis will be done for the key divisions and business units as follows:

- ✓ Chief Executive's office
- ✓ Strategy & Planning
- ✓ Company Secretary's Office
- ✓ Enterprise Risk Management
- ✓ Internal Audit
- ✓ Finance department (Financial Management and Supply Chain Management)
- ✓ Legal services
- ✓ Human Resources
- ✓ IT & Records Management
- ✓ Scientific Services
- ✓ Engineering Services department
- ✓ Planning
- ✓ Planned Maintenance
- ✓ All Schemes and plants

b) Review the existing Business Continuity Management ("BCM") Policy.

c) Develop a BCM Strategy

The BCM Policy and Strategy should focus on planning for unexpected events that may impact critical business infrastructure and processes.

d) Develop the BCM Plan

The service provider should develop BCP for all Business Units from the results of the consolidated BIAs. The BCP will provide a platform to manage external and internal risks disruptions, and approach to deal with management of critical services. Comprehensive set of measures designed to facilitate continuous institutions' activities in the event of disruption.

e) Facilitate the BCM awareness sessions with all other role-players
f) Crisis Management Plan
g) Simulations

5. OUTPUT AND / OUTCOMES

The expected deliverables from the project include, but may not necessarily be limited to:

The steps below describe the activities and deliverables required from each phase of the BCM Lifecycle.

Phase 1: Project Initiation

- Conducting a project definition workshop with the identified project team.

Phase 2: Policy and Programme Management

- Reviewing and documenting the BCM policy.

Phase 3: Analysis

- Conducting Business Impact Analysis workshops to identify, quantify and qualify the business impact of a loss or disruption to all business processes.
- Completing a business continuity risk assessment through engagement and site inspections.

Phase 4: Design

- Identifying Business Continuity strategies to enable the continued delivery of key products and services within acceptable timeframes following a disruptive event.

Phase 5: Implementation

- Documenting a Crisis Management Plan to provide a framework for strategic decision – making.
- Documenting Business Continuity Plans to recover / continue urgent and critical business processes.

Phase 6: Validation

- Facilitate desktop simulation exercise.
- Updating the plans as required, based on the outcomes of the exercise

Phase 7: Embedding Business Continuity

- Providing ISO 22301 lead Implementer training to selected staff members.
- Facilitating awareness sessions to staff and skills transfer.

Phase 8: Project Management and Closure

- Continuous oversight and monitoring project management phase that will be prevalent throughout the project lifecycle.
- Upon completion of the project, present all deliverables and close out the project.

6. PRICE SCHEDULE

The total contract amount for the services rendered on the BCM programme will be paid after the services have been fully rendered by the service provider.

No	**Description**	**Amount**
1		
2		
3		
	Total Exclusive Vat	**R**
	Vat 15%	**R**
	Total Incl Vat	**R**

7. PROCUREMENT PROCESS

The normal LNW process will be followed in line with the company's SCM policy and procedures with no deviations from the normal anticipated at this stage.

Validity of quotation	:30 Days
Contract Period	:Six months
RFQ date	:27.11.2024
Closing date	.06.12.2024

8. EVALUATION CRITERIA

Preferential Points System will be used to evaluate the RFQ in line with the Preferential Procurement Policy Framework Act, 2022.Service providers *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 Specific Goals.*

THIS BID 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
6. Quotations will be evaluated in terms of the following stages:

8.1 RFQ Evaluation Method

RFQ will be evaluated in terms of the following three stages:

- Stage 1: Evaluation on Mandatory
- Stage 2: Evaluation on Functionality (Minimum of 70% to be scored)
- Stage 3: Evaluation on 80/20 or 90/10 preferential points system (Price and Specific Goals).

8.1.1. Stage 1: Mandatory requirements (Pre-qualification)

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). To be verified online.

c) Registration with The Institute of Risk Management South Africa – Attach valid registration certificate.

d) Completion of pricing schedule in full

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

Stage 2: Evaluation on Functionality

Under quality/functionality, service providers must achieve a minimum of 70% of quality/functionality points in order to be considered for further evaluation in stage 3 (Evaluation on Price and Specific Goals).

NB: Only the combined Price & Specific Goals points will determine the highest point scoring service providers to be awarded the contract.

8.1.2 Stage 2 Functionality Criteria

Evaluation on functionality

Under quality/functionality, Bidders must achieve a minimum of 70% of quality/functionality points to be considered for further evaluation in stage 2 (Evaluation on Price and BBBEE).

EVALUATION PROCESS. All quotations duly lodged will be evaluated on functionality as a qualifying criterion. The evaluation criterion and weighting for measuring functionality are indicated. **Criterion**	**Points** **50**
EXPERIENCE	**25**
Company Experience (25 points)	

- Successfully completed, business continuity management experience (reference letters) • Five references = 25 • Four references = 20 • Three references =15 • Two references =10 • One reference = 05 Attach proof of signed reference letters on a client letterhead indicating completion of the project in conducting Business Continuity Management Programme.	
CAPACITY	**25**
Proposed key personnel (25) **No points will be allocatod if no organogram (with specific job title indication for this specific project) are attached.** a) CV of key personnel employed by company as a BCM Project Manager with qualification in Business Continuity / CRM Prac / CRM Prof / CIA/ CA(SA) and experience in BCM Programme **Total points (20)** • Below 3 years (0 points) • More than 3 to 5 years (10 points) • More than 5 to 10 years (15 points) • More than 10 years' experience (20 points) b) Project Manager ISO 22301 certified / IRMSA Membership = 5 **N.B: Failure to submit relevant qualification, certificates and experience will score (0) zero**	
Total Points	**50**

Minimum points to be scored is 35 points (70%) out of 50 points. Point's allocation under functionality will be split as per JV agreement (percentage split)

8.1.3 Stage 3: Evaluation on Price and Specific Goals 80/20 or 90/10

Financial offer and specific goals

1) Score RFQ evaluation points for financial offer.
2) Confirm that RFQ are eligible for the Specific Goals claimed, and if so, score RFQ evaluation points for Specific Goals.
3) Calculate total RFQ evaluation points.
4) Rank RF offers from the highest number of RFQ evaluation points to the lowest.
5) Recommend RFQ with the highest number of RFQ evaluation points for the award of the contract, unless there are compelling and justifiable reasons not to do so.

NB: NO SERVICE PROVIDER WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE (see definition on SBD 4 attached)

Scoring functionality

Score functionality in each of the categories stated in the RFQ Data and calculate total score for functionality.

Scoring Financial Offers

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

N_{FO} = W_1 x A where:

N_{FO} = the number of RFQ evaluation points awarded for the financial offer.

W_1 = the maximum possible number of RFQ evaluation points awarded for the financial offer as stated in the RFQ Data.

A = a number calculated using either formulas 1 or 2 below as stated in the RFQ Data.

Formula	Basis for comparison	Option 1	Option 2
1	Highest price or discount	$(1 + \frac{(P - P_m)}{P_m})$	P/P_m

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

where:

Pm = the comparative offer of the most favourable RFQ offer.
P = the comparative offer of tender offer under consideration.

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

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

Number	Specific Goals	Means of verification	80/20 Points	90/10 Points
1	Disability (Minimum of 1 shareholder ownership in the company)	CSD Report	5	2.5
2	Black women (100% Black women ownership in the company)	CSD Report	5	2.5
3	Black ownership (100% black ownership in the company)	CSD Report	5	2.5
4	Black Youth (Minimum of 1 shareholder Black youth ownership in the company)	CSD Report	5	2.5
TOTAL POINTS			20	10

The points scored by the RFQ in respect of the level of Specific Goals contribution must be added to the points scored for price.

9. ADMINISTRATIVE COMPLIANCE

i. Valid Tax pin certificate from SARS
ii. Letter of Good standing, COIDA
iii. Completed and signed SBD forms (SBD 6.1 and 4)
iv. Company registration documents
v. Company profile

- ✓ ***All certified copies must not be older than three months from RFQ closing date.***
- ✓ ***Lepelle Northern Water reserves the right to verify any information provided by service provider.***

Other Required Documents

- Municipal current rates account not more than three months old should be submitted (Proof of address similar to address of place of office operation. Lease agreement with account municipal statement or shareholders address acceptable as proof of office address (conformation letter endorsed by commission of Oath)
- Certified ID copies of the company shareholders

NOTE:

a) ***The JV partners must submit both mandatory and administrative documents for each Company.***

b) ***Preferred JV service providers will be required to submit a JV bank account and VAT number.***

c) ***The client reserves the right to verify any information provided by the service provider. Falsified references/experience will lead to disqualification and blacklisting in terms of the SCM process in conjunction with legal processes.***

d) ***The service provider must comply with all terms and condition including requirements as stipulated in the RFQ Documents to be evaluated further.***

e) ***LNW is not compelled to accept the lowest or any quotation.***

f) ***LNW reserves the rights to negotiate pricing with the recommended service provider.***

g) ***LNW reserves the right to increase or reduce the scope of the project.***

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

10. CONTRACT CONDITIONS

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

11. All quotations must be submitted via email to SCM Unit – SCM Officer Ms. Mamokidi Mangena at the following email address: - mamokidim@lepelle.co.za
Technical Enquiries can be directed to the project manager Representative (Ms. Suzan Satekge) contact number 015 295 1800 Email suzas@lepelle.co.za.