



Embassy of Finland  
Pretoria



# Terms of Reference (TOR)

**Description: Launching a pilot to assist in tackling non-revenue water loss in Mogale City**

**ICLEI Africa invites service providers to apply to a pilot project in Mogale City, aimed at tackling non-revenue water loss (leaks, pipe bursts, detection) through SME deployment, under the project titled “WaterSOURCE”**

Bids due: 31 January, 2026 by 17h00 SAST

All bids should be valid for 30 days.

Work is expected to start from 2 March 2026

*Bids and technical queries can be sent to Project Lead: [kiera.crowepettersson@iclei.org](mailto:kiera.crowepettersson@iclei.org) with cc to: [zakiyya.atkins@iclei.org](mailto:zakiyya.atkins@iclei.org)*

*ICLEI Africa reserves the right not to appoint a service provider in relation to this Terms of Reference (ToR).*

# Terms of Reference for an SME Leak-Repair Contractor

Project: WaterSOURCE - SME Engagement Model for Leak Management Pilot

Location: Mogale City, Gauteng, South Africa

Contract Period: 1 March 2026 to 18 September 2026 (6.5 months)

Total Budget: ZAR 200 000

## 1. Background

- The WaterSOURCE project aims to reduce non-revenue water (NRW) loss in selected water-zones by responding to, identifying, and repairing leaks and burst pipes.
- SMEs will play a central role in the rapid response to identified leaks outside private property, working together with the municipality and community reporting systems.

## 2. Purpose of the Contract

Engage SMEs who are capable of detecting, assessing, and repairing water leaks and bursts of varying sizes (from small pipe leaks to larger ruptures) in selected municipal water zones, in order to reduce water loss, improve system efficiency, and support the municipality in meeting its non-revenue water reduction goals.

## 3. Scope of Work

Task	Details / Expected Responsibilities
Leak detection & assessment	<ul style="list-style-type: none"> <li>• Respond to leak reports (via municipal database, digital tools, community reports, etc.)</li> <li>• Assess size, location, and cause of the leak (pipe burst, crack, joint, etc.)</li> <li>• Provide an estimation of materials, labour, and time required</li> </ul>
Repair works	<ul style="list-style-type: none"> <li>• Repair leaks/burst pipes of varying magnitude (small, medium, large) as per assessment per allowable response time to ensure service level consistency           <ul style="list-style-type: none"> <li>○ Allowable response times: small leaks within 24 hours, major bursts within 8 hours</li> </ul> </li> <li>• Use suitable materials and techniques that meet industry standards. SMEs to use SABS-approved materials and comply with municipal technical standards for repairs.</li> <li>• Ensure safe work, minimal disruption to supply, and good workmanship</li> </ul>



Quality assurance & reporting	<ul style="list-style-type: none"> <li>Record before/after photos and GPS/location data of the repair</li> <li>Submit bi-weekly reports to ICLEI Africa on all works completed, including costs, invoices, and materials used</li> <li>Monitor whether the leak re-occurs (if feasible)</li> <li>Integrate reporting with Mogale City's existing water management systems for better data continuity.</li> </ul>
Coordination & communication	<ul style="list-style-type: none"> <li>Liaise directly with the ICLEI Africa team on work updates and reporting</li> <li>Coordinate with the municipality on water-shut offs and other technical and site-related requirements</li> <li>Engage with community or local stakeholders if needed for site access, safety, etc.</li> </ul>
Safety & compliance	<ul style="list-style-type: none"> <li>Comply with municipal regulations, health &amp; safety requirements, and environmental protection rules</li> <li>Submit a health and safety plan aligned with municipal standards before mobilisation</li> <li>Ensure all staff are appropriately trained/equipped and insured</li> </ul>

## 4. Deliverables

1. Health and safety plan aligned with municipal standards before mobilisation
2. Bi-weekly reports: detailing work carried out, leaks addressed, detailed timesheets, detailed material logs, costs and invoices attached.
3. Invoice and cost records: to be submitted alongside bi-weekly reports.
4. Monthly summary report: overview of works, progress and expenditure.
5. Final comprehensive report: including a financial breakdown, repairs undertaken, results achieved, and lessons learned.
6. Audit records: SME will be subject to a financial and performance audit at the end of the 8-month contract.

## 5. Duration & Timeframes

- Contract duration: 7.5 months (1 Feb to 18 Sept 2026).
- Bi-weekly reporting throughout the period.
- Final audit at the end of the contract.

## 6. Budget Allocation

- The total budget for this contract is ZAR 200 000.



- The budget covers all activities: materials, labour, transport, reporting, and any administrative costs.

## 7. Payment Terms

- Payment will be made in three tranches:
  1. Initial payment at contract commencement (upon approval of the mobilisation plan and the subsequent first invoice).
  2. Mid-term payment at the 4-month mark (subject to satisfactory reporting and expenditure records).
  3. Final payment at contract completion (subject to satisfactory audit results).
- If bi-weekly or monthly reports, or the final audit, are found to be spurious, incomplete, or falsified, ICLEI Africa reserves the right to terminate the work immediately.
- In such cases, the SME will forfeit any unpaid tranche(s) of the budget.

## 8. Monitoring & Evaluation

Performance will be evaluated on:

- Responsiveness to reported leaks.
- Quality and timeliness of repairs.
- Accuracy and completeness of reporting and cost records.
- Audit compliance.
- Contribution to reduced non-revenue water in selected zones.

## 9. Terms & Conditions

- The contract for this work will be held between ICLEI Africa and the designated SME. However, the SME shall comply with all municipal by-laws, health and safety, and environmental regulations.
- All reports and financial records must be transparent and auditable.
- ICLEI Africa reserves the right to inspect works and require remedial action if standards are not met.
- Non-compliance with reporting, invoicing, or audit requirements may result in contract termination and forfeiture of payment.
- Completion of the project will be determined by the contract length. Should the budget be allocated prior to the stipulated payment terms, and satisfactory performance has been met, payment scheduling can be revisited.

## 10. How to respond to this TOR

SMEs interested in this opportunity are required to submit the following to ICLEI Africa:

1. Company Registration Information
  - Proof of registration as a business in South Africa.
  - Tax clearance certificate or equivalent compliance documentation.
  - Contact details of company directors/owners.
  - BB-EEE certificate



- Workmen's compensation insurance certificate

2. Mobilisation Plan
  - Outline of how the SME will mobilise staff, equipment, and resources to begin work by 2 March 2026.
  - Indication of capacity to respond to leaks of varying sizes.
  - Estimated response times and availability.
3. Detailed Budget & Cost Allocation
  - Breakdown of how the ZAR 200,000 budget will be allocated across activities (labour, materials, transport, reporting, admin, etc.).
  - Clear indication of cost-efficiency measures.
  - Explanation of pricing assumptions (e.g. small vs. large repairs).
4. References of previous work.

## 11. Criteria for Evaluation and How to Submit

The submission will be reviewed by ICLEI Africa's procurement committee as well as the WaterSOURCE pilot Steering Committee.

Category	Description	Weight
1. Administrative Compliance	Completeness of documents; company registration; tax clearance; BB-EEE; workmen's compensation certificate; references; full submission before deadline. (Pass/Fail)	Pass/Fail
2. Organisational Capacity	Relevant leak-repair experience; qualified staff; suitable tools/equipment; ability to meet response times; strength of references.	30%
3. Mobilisation Plan & Technical Approach	Feasibility of mobilisation plan; technical understanding of leak types; repair methodology; compliance with SABS/municipal standards; risk management.	25%
4. Health & Safety, Compliance & Governance	Quality of H&S plan; compliance with municipal and environmental standards; transparency and governance systems.	15%
5. Cost Proposal & Value for Money	Clear budget breakdown; realistic and justified costs; cost-efficiency; alignment with scope and deliverables.	20%
6. Reporting, Data Management & Communication	Quality of proposed reporting processes; GPS/photo documentation; invoice and material logs; integration with municipal systems; communication approach.	10%

Submissions should be sent to [kiera.crowepettersson@iclei.org](mailto:kiera.crowepettersson@iclei.org) by **31 January 2026 at 17:00 SAST**. Only complete applications will be considered.

