

REQUEST FOR INFORMATION (RFI)

Operation and Maintenance of the Copperleaf Estate Wastewater Treatment Works

RFI Reference: CL-WWTP-RFI-2026-01

Issued By: Task Team

Date of Issue: 12 August 2026

Closing Date: 19 August 2026 at 12:00

1. Introduction

The Copperleaf Homeowners Association ("the Employer") invites suitably qualified and experienced service providers to respond to this Request for Information (RFI) for the operation and maintenance of the Estate's Wastewater Treatment Works (WWTP).

This RFI forms the first stage of a two-stage procurement process. Its purpose is to identify and shortlist suitably qualified service providers who may be invited to participate in a subsequent Request for Proposal (RFP) process.

This RFI is not a tender and does not constitute an offer to contract. No pricing is required at this stage.

2. Background

The Employer owns and operates a wastewater treatment works serving the Copperleaf Estate, a residential and golf estate located in Centurion, Gauteng.

The plant comprises a 3 x Reactor train Modified Bardenpho / 5-stage Bardenpho (Biological Nutrient Removal) process with an installed capacity of 900 kL/day (300 kL/day per reactor). The plant is currently experiencing inflow volumes exceeding its installed capacity, with a required capacity of 1,343 kL/day at full development.

The Employer intends appointing a suitably qualified contractor to undertake the operation, maintenance, optimisation and specific remedial works at the plant under a performance-based Operations and Maintenance (O&M) Contract.

3. Purpose of the RFI

The objectives of this RFI are to:

- Identify suitably qualified service providers.
- Assess the technical capability of potential bidders.
- Assess experience with similar BNR wastewater treatment plants, particularly Modified Bardenpho / 5-stage Bardenpho processes.
- Understand the resources available to respondents.
- Obtain information on proposed operating methodologies and innovations.
- Develop a shortlist of respondents for the RFP stage.

4. Scope of the Future Contract

The intended O&M contract will include, but not necessarily be limited to:

- **Operation of the WWTP:** Daily operation, flow balancing, visual inspections, chemical dosing, pump checks, and process control.
- **Process Optimisation:** Optimisation of the 5-stage Bardenpho biological nutrient removal process to achieve and maintain compliance with the Water Use Licence.
- **Preventive Maintenance:** Routine maintenance of all mechanical, electrical and instrumentation equipment in accordance with the 10-year maintenance and replacement schedule.
- **Breakdown Maintenance:** Emergency repairs and corrective maintenance to ensure plant availability.
- **Routine Laboratory Monitoring:** On-site mini-laboratory testing (COD, pH, DO, turbidity, ammonia, orthophosphate) and refrigerated sample storage.
- **Compliance Monitoring and Reporting:** Monthly SANAS-accredited laboratory analysis and submission of compliance reports to the Employer and the Department of Water and Sanitation.

- **Sludge Management:** Sludge handling, drying bed operations, and disposal in accordance with the WUL and applicable regulations.
- **Asset Management:** Management of the asset register, maintenance schedules, and critical spares holding.
- **Health, Safety and Environmental Compliance:** Maintenance of a compliant Safety File in accordance with the Occupational Health and Safety Act, 1993 (Act 85 of 1993), including confined space entry protocols, lock-out/tag-out procedures, and hazardous chemical management.
- **POPI Act Compliance:** Management of personal information in accordance with the Protection of Personal Information Act, 2013 (Act 4 of 2013).
- **Monthly Reporting:** Submission of monthly compliance and operational reports to the Employer.
- **Emergency Response Services:** Guaranteed on-site response within 4 hours for critical failures (blowers, primary pumps).
- **Operational Support:** Support during regulatory inspections and audits.
- **Remedial Works:** Execution of specific remedial works identified in the condition assessment to address plant deficiencies.

The final scope will be issued as part of the RFP documentation.

5. Respondent Information

Respondents are requested to provide:

5.1 Company Information

- Company profile
- Company registration details
- Physical address
- Ownership structure
- BBBEE status and certificate
- Number of years in operation
- Professional registrations
- Health and Safety accreditation

5.2 Relevant Experience

Provide details of wastewater treatment works currently or previously operated, including:

- Plant location.
- Client.
- Treatment process (specifically indicating experience with Bardenpho / BNR plants).
- Approximate capacity.
- Contract duration.
- Scope of services.
- Contactable references.

Preference will be given to respondents with demonstrated experience operating Biological Nutrient Removal (BNR) plants, particularly Modified Bardenpho / 5-stage Bardenpho processes, and experience returning non-compliant plants to compliance.

5.3 Key Personnel

Provide CVs for proposed key personnel, including:

- **Contract Manager / Project Leader:** Min B.Eng or B. Tech Engineering or Diploma (Civil, Chemical, Electrical or Mechanical Engineering or related field) + 5 years WWTP experience, preferably BNR plants and supervisory experience, experience managing O&M contract(s) and knowledge of regulatory requirements and OHS knowledge.
- **Responsible Process Controller:** Class II or higher process controller registered in terms of Regulation 3630 of the National Water Act, 1998 (Act 36 of 1998).

- **Mechanical Support:** Red Seal Mechanical Fitter with confined space and working at heights certification.
- **Instrumentation Support:** Technician with SCADA and instrumentation experience.

Indicate qualifications, professional registrations and years of relevant experience.

5.4 Technical Capability

Describe:

- Operational philosophy for BNR / Bardenpho plants.
- Process optimisation approach to achieve WUL compliance.
- Preventive maintenance methodology.
- Laboratory capability (on-site mini-lab and SANAS-accredited external testing).
- SCADA and automation experience.
- Refrigerated sampling methodology (SANS 5667 compliant).
- Emergency response capability.
- Asset management systems.
- Approach to addressing the specific deficiencies identified (inlet works, odour control, biological reactors, clarifiers, sludge drying beds, disinfection system).

5.5 Resources

Describe resources available including:

- Local office location.
- Vehicles.
- Workshop facilities.
- Call-out capability and guaranteed response times.
- Availability of specialist personnel.
- Spare parts support and critical spares holding.
- Ability to hold spares on-site at Copperleaf.

5.6 Health, Safety and Quality Management

Provide details of:

- Quality Management Systems.
- Health and Safety Management (including Safety File compilation and maintenance).
- Environmental Management.
- Incident reporting procedures (Section 24 of the OHS Act).
- Continuous improvement initiatives.
- POPI Act compliance framework.

6. Procurement Process

The intended procurement process is:

Stage 1

- Issue of RFI.
- Evaluation of responses.
- Shortlisting of respondents.

Stage 2

Shortlisted respondents will be invited to participate in a formal Request for Proposal (RFP), during which they will receive:

- Detailed technical information.
- Independent technical assessment report (February 2026).
- Asset information and equipment register.
- Historical operating data.
- Water Use Licence (WUL) documentation.
- Draft O&M Agreement.
- Detailed technical specifications and scope of remedial works.

- Pricing schedules.

A compulsory site inspection will form part of the RFP process.

7. Evaluation Criteria

Responses may be evaluated against the following criteria:

Criterion	Indicative Weighting
Relevant wastewater treatment experience	25%
Experience operating BNR / Bardenpho plants	25%
Qualifications and experience of key personnel	20%
Technical capability and methodology	20%
Resources and support capability	10%

The Employer reserves the right to shortlist only those respondents considered best suited to the requirements of the Estate.

8. Information to Respondents

The Employer reserves the right to:

- Shortlist any number of respondents.
- Request additional information.
- Conduct reference checks.
- Conduct interviews.
- Visit reference sites.
- Cancel or amend the procurement process.

Submission of an RFI response does not guarantee inclusion in the RFP stage.

9. Confidentiality

Information supplied during the subsequent RFP stage, including technical reports, drawings, historical operational data, Water Use Licence documentation and other proprietary information, shall be treated as confidential and may not be disclosed to third parties without the Employer's prior written consent.

10. Submission Requirements

Respondents shall submit:

- Company profile.
- Relevant project experience (minimum 3 reference projects).
- Organogram.
- CVs of key personnel (Project Leader, Process Controller, Artisans).
- Client references (contactable).
- Technical capability statement addressing the specific plant deficiencies.
- Health, Safety and Quality information (including abridged Safety File).
- POPI compliance framework.
- Any additional information demonstrating capability to perform the proposed services.

- BBBEE certificate (if claiming preference points).

Pricing information shall not be submitted as part of this RFI.

11. Procurement Timetable

The Employer anticipates the following procurement programme:

Activity	Date
Issue of Request for Information (RFI)	12 August 2026
Closing date for RFI submissions	19 August 2026 at 12:00
Evaluation of RFI responses	19 August 2026 – 26 August 2026
Notification of shortlisted respondents	26 August 2026
Issue of Request for Proposal (RFP) to shortlisted respondents	28 August 2026
Compulsory site inspection	3 September 2026
Closing date for RFP submissions	11 September 2026 at 12:00
Rfp evaluation	14 September 2026 – 18 September 2026
Preferred bidder approval	21 September 2026
Contract award	25 September 2026
Contract commencement	1 October 2026

The Employer reserves the right to amend the above timetable at its discretion.

12. Proposed Contract Information

The Employer intends appointing a single service provider to operate and maintain the Estate's Biological Nutrient Removal (BNR) Wastewater Treatment Works under a performance-based Operations and Maintenance Agreement.

The proposed contract will include, amongst others:

- **Contract Period:** Twenty-four (24) months (fixed term), with no automatic renewal.
- **Anticipated Commencement Date:** 1 October 2026
- **Form of Contract:** Performance-Based Operations and Maintenance Agreement.
- **Scope:** Operation, preventive maintenance, corrective maintenance, remedial works, process optimisation, compliance monitoring and reporting, emergency response, sludge management, asset management, OHS and POPI compliance.

- **Key Performance Indicators (KPIs):** The successful contractor will be required to meet agreed service levels and performance targets, including:
 - Effluent quality compliance with WUL limits.
 - Plant availability.
 - Preventive maintenance completion.
 - Monthly reporting (submitted by 7th of following month).
 - Health and Safety compliance (Safety File maintenance).
 - POPI Act compliance.
 - Response times (4-hour emergency response for critical failures).
- **Performance Reviews:** Monthly operational reporting, quarterly performance reviews, and annual contract performance evaluations.
- **Water Use Licence Compliance:** The contractor must achieve and maintain compliance with the WUL discharge limits. Failure to achieve compliance for three (3) consecutive months constitutes a material breach.
- **Remedial Works:** The contractor will be required to execute specific remedial works within 90 days of contract commencement.
- **Extension:** The Employer may, at its sole discretion, extend the contract for a period of up to twelve (12) months on the same terms and conditions to ensure continuity of service while a replacement procurement process is concluded.
- **Performance Guarantee:** The successful contractor will be required to furnish a performance guarantee for 10% of the total contract value.
- **Insurance:** The contractor must maintain Public Liability (minimum R5 million) and Professional Indemnity insurance.
- **Independent Technical Oversight:** The Employer intends appointing an independent technical advisor to provide technical oversight, monitor contractor performance, and advise the Employer throughout the contract term.

13. Queries and Clarifications

All queries regarding this RFI must be submitted in writing to:

HOA OPERATIONS

Email: Operations@copper-leaf.co.za

The closing date for RFI submission of queries is **19 August 2026**. Responses to queries will be issued to all respondents who have acknowledged receipt of the RFI.

14. Submission Address

RFI responses must be submitted by **19 August 2026 at 12:00** to:

By Email: Procurement@copper-leaf.co.za

Subject Line: RFI Response – CL-WWTP-RFI-2026-01