



CENTRAL REGION WATER BOARD

**REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES-
FIRMS SELECTION)**

Country : **MALAWI**

Assignment Title : **Consultancy Services for System
Specification Development-
Enterprise Resource Planning(ERP)**

Procurement Reference No: **CRWB/CS/ICT/2025**

Procurement Method : **National Competitive Bidding
(NCB)**

Date of Issue : **06th May 2025**

Overview:

Central Region Water Board (CRWB) (herewith referred to as a Client), is one of the Regional Water Boards, which were created in 1997 under the Water Works Act No. 17, 1995 with a mandate to provide water supply and waterborne sanitation services to all towns and market centres in the Central Region of Malawi except for Lilongwe City. The mission of the Board is "to provide water and water-borne sanitation services in an efficient, effective and resilient manner in the Central Region of Malawi". The Board has twenty-two (22) schemes geographically spread in the Central Region and the schemes are grouped into four (4) administrative zones of Dedza, Kasungu, Salima, and Mponela.

CRWB has a strong desire to automate all administrative and operational processes in a centralized manner with the support of a cost-effective Enterprise Resource Planning (ERP) solution. CRWB is therefore calling for Consultant (firm) to develop Enterprise Resource Planning (ERP) System Specifications.

Scope of Work:

The consulting services ("the Services") include the development of a comprehensive **System Specifications** aimed at informing the ERP Vendors to Design, Develop and Implement an ERP system that meet CRWB operational and business needs.

This will include but not limited to the following:

- Developing comprehensive user requirements, ensuring the ERP system aligns with business processes and enhances service delivery.
- Creating technical specifications for the ERP system, covering functional, non-functional, and system integration requirements.
- Working closely with our internal teams to ensure accuracy and alignment with the company's strategic objectives.
- Providing recommendations and insights on best practices and ERP system capabilities.

Requirements for Interested Firms:

- Proven experience in developing ERP specifications, particularly for large utility companies or similar industries.
- Expertise in business analysis, system design, and technical documentation.
- Ability to deliver clear, detailed, and actionable specifications for use by ERP vendors.
- Previous experience working with ERP vendors on system development projects is highly preferred.

The assignment is for a period of 60-90 days. The detailed Terms of Reference (TOR) for the assignment can be obtained upon request at the address given below;

Central Region Water Board (CRWB) now invites eligible qualifying Consulting firms ("Consultants") to indicate their interest in providing the Services. Interested Consulting Firms should provide information demonstrating that they have the required relevant experience to perform the Services.

The shortlisting criteria are:

- a) Core business of the firm(s) and years in business; the firm should be registered/incorporated as an entity in the field of Technology consultancy or equivalent for a minimum of Five (5) years.
- b) Relevant similar experience, which should specifically include the below:
 - i. The firm should demonstrate having successfully executed and completed at least three (3) assignments of similar nature and complexity in the last three (3) years.
 - ii. The firm should provide details of similar assignments, with name and address of the client, scope, value, and period.

- iii. The firm should demonstrate having a solid team of professionals in relevant areas as indicated in the ToRs. (Provide structure of the organization, qualifications, experience, and number of key staff together with their detailed CV of the staff).

Consultants may associate with other firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally be liable for the entire contract, if selected.

A Consultant will be selected in accordance with the Quality and Cost-Based Selection method set out in the Procurement and Disposal of Asset Act No 7 of 2025 and Public Procurement regulations 2020 of the Republic of Malawi under National Competitive Bidding (NCB) Procedures.

The detailed Terms of Reference (TOR) for the assignment can be found accessed from the Procurement and Disposal Section of Central Region Water Board during Office hours Monday to Friday 07:30 to 16:30 hours local time or by contacting through this emails: **crwb@crwb.org.mw** or **tnyalapa@crwb.org.mw**

Expressions of interest clearly marked: **"Consultancy Services for System Specification Development-Enterprise Resource Planning(ERP)"** must be delivered in a written form to the address below (in person, or by mail, by **Tuesday 20th May 2025**).

The Chief Executive Officer

Attn: Chairperson – Internal Procurement and Disposal Committee

Central Region Water Board

Murry Road, Off Paul Kagame Highway

Private Bag 59

Lilongwe

MALAWI

Tel: +265 (1) 310002128

E-Mail: crwb@crwb.org.mw