



REQUEST FOR QUOTATION (RFQ) NUMBER:	PR10116536 (Please use this number as reference when sending quotations and supporting documentation)
DESCRIPTION	The Road Accident Fund (RAF) wishes to appoint a suitable Service Provider to maintain, service and repair security systems on a month-to-month basis for a period not exceeding twelve (12) months.
RFQ ISSUED DATE	11 June 2026
RFQ VALIDITY PERIOD	30 days from the closing date.
CLOSING DATE AND TIME	18 June 2026 at 15:00
EXPECTED DATE SERVICES IS REQUIRED	From the date of the last signatory
COMPULSORY BRIEFING SESSION/ SITE VISIT/SITE INSPECTION	N/A
DELIVERY ADDRESS OF GOODS/SERVICES	RAF Head Office 420 Witch Hazel Avenue Eco-Glades 2 Centurion, 0046
RFQ RESPONSES MUST BE EMAILED TO:	All quotations should be emailed to Rfq-CapeTown.procurement@raf.co.za Failure to follow these instructions will result in your quote not being considered.
ENQUIRIES REGARDING THIS RFQ SHOULD BE SUBMITTED VIA E-MAIL TO	Enquiries can be directed at this e-mail address haroldn@raf.co.za

Important Notes to this RFQ:

- **Service providers/suppliers should ensure that RFQ responses are emailed to the correct email address; (Rfq-CapeTown.procurement@raf.co.za)**
- **If the quotation is late, it shall not be accepted for consideration.**
- **The RAF reception is generally accessible 8 hours a day (07h45 to 16h00); 5 days a week (Monday to Friday) for delivery of goods.**
- **All suppliers are required to complete and sign all Annexures to this document (Standard Bidding Documents and documents for submission under Mandatory Evaluation, where applicable).**
- **Points claimed for Preferential Procurement Specific Goals will be verified through CSD.**
- **Suppliers who have a disability must provide a valid medical certificate issued by a registered medical practitioner as proof of disability (RAF reserves the right to verify this information).**
- **RAF will ONLY conduct business with CSD Registered suppliers.**
- **Collusive behaviour by the bidder will result in disqualification. A bidder is not permitted to submit more than one proposals from more than one registered company with a common director / shareholder/s. This is deemed eroding the ethos of competition as prescribed. In addition, bidders may not respond to one invitation with more than one entity, if they do both/all companies will be disqualified.**
- **Should you not be contacted within 14 working days of an issued RFQ, consider your proposal/quotation unsuccessful.**

Prohibition of Gifts & Hospitality:

“Except for the specific goods or service procured by the Road Accident Fund, service providers/suppliers are required not to offer any gift, hospitality or other benefit to any RAF official. To avoid doubt, branded marketing material is considered to be a gift. Furthermore, should any RAF official request a gift, hospitality or other benefit, the service providers **must** report the matter to our toll-free fraud line **at 0800 005919.**” If solicited bribery matters are not reported, service provider will be deemed an accomplice and will be restricted from conducting business with all Organs of State.

**HDI - means a South African Citizen who (a) due to the apartheid policy, had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983(Act No.110 of 1983) or the Interim Constitution of the Republic of South Africa,1993 (Act No.200 of 1993); (b) is a female; or (c) has a disability.*

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Annex A : TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ)

SERVICE PROVIDER/SUPPLIER:
REGISTRATION NUMBER:
CSD UNIQUE SUPPLIER REGISTRATION NUMBER:
ADDRESS:
CONTACT PERSON:
TEL:

1. RAF’s standard conditions of purchase shall apply.
2. RAF will not conduct business with suppliers whose tax matters are not declared to be in order by SARS.
3. Goods or services shall be delivered and accepted against an official and RAF Award Letter or Purchase Order (PO) signed and duly authorised RAF official.
4. The RAF reserves the right to not make payment or accept the goods or services should the goods or services be delivered to the RAF before the RAF Award Letter or PO is issued. (An official authorised RAF PO should have the Supply Chain Management (SCM): Manager signature or such other official duly authorised in terms of the RAF’s Delegations of Authority and Approval Framework),Description of the item, Quantity of items purchased, Date of delivery of the item, Total amount of the items purchased inclusive of where applicable VAT and other applicable taxes.
5. This RFQ will be evaluated based on the 80/20 preference point system applicable to bids with a Rand value equal to, or above R2 000.01 and up to a rand value of R1 000 000.00 (all applicable taxes included). The RAF may elect to apply the 80/20 preference point system to price quotations with a rand value less than R2 000.01.

I, the undersigned (NAME).....certify that:
I have read and understood the conditions of this RFQ.
I have supplied the required information, and the information submitted as part of this RFQ is true and correct.

Signature: _____ **Date:** _____

Capacity: _____

http://ocpo.treasury.gov.za/Resource_Centre/Legislation/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf

1. BACKGROUND TO THE ROAD ACCIDENT FUND

The Road Accident Fund (RAF) is a schedule 3A Public Entity established in terms of the Road Accident Fund Act, 1996 (Act No. 56 of 1996), as amended. Its mandate is the provision of compulsory social insurance cover to all users of South African roads, to rehabilitate and compensate persons injured as a result of the negligent driving of motor vehicles in a timely and caring manner, and to actively promote the safe use of our roads.

The customer base of the RAF comprises not only the South African public, but all foreigners who may have had accidents within the borders of the country. The RAF head office is in Centurion there will be other Customer Experience Centres in each province in the country.

2. BACKGROUND OF THE PROJECT

The Road Accident Fund (RAF) wishes to appoint a suitable Service Provider to maintain, service and repair security systems on a month to month basis for a period not exceeding twelve (12) months.

3. DETAILED SPECIFICATION

1. SCOPE OF REQUIREMENTS (HEAD OFFICE)

1.1. The table below shows RAF Head office with the number of technicians required.

Region	Offices	Frequency of Visits	Number of Technicians
Head office	Head office	Once a week	4

1.2. Description of work required is on the below table:

NO	Description	Frequency of Visits
1.	ACCESS CONTROL DATA BASE MAINTENANCE	Once a week
	<ul style="list-style-type: none"> Analyze alarm reports and take action to prevent failures Backup and restore data Archive offsite 	
2.	ACCESS CONTROL HARDWARE	Once a week
	<ul style="list-style-type: none"> Clean exterior equipment boxes (Inside and outside) Check overheating and water leaks Check general of wiring (damaged, burned, lose) Check and clean all power supply unit Check battery runtime Check functionality of fingerprint readers Clean fingerprint reader Check functionality of release buttons 	
3.	TURNSTILE	Once a week
	<ul style="list-style-type: none"> Check functionality and clean exterior Check and tightened all screws, nuts and bolts Service and clean mechanism 	
4.	BOOM GATES	Once a week
	<ul style="list-style-type: none"> Check functionality and clean exterior Check general condition of wiring and damaged, burnt, loose etc. Check rubber stops and replace if necessary Check and tighten screws, nuts and bolts Check the condition of beams Check the condition of timers for the gates Service and clean Mechanisms 	
5.	DIGITAL VIDEO RECORDING /NETWORK VIDEO RECODING	Once a week

	<ul style="list-style-type: none"> • Check functionality and clean exterior of DVR • Verify the recording time and date of DVR • Check functionality and clean exterior of remote viewer • Clean and adjust cameras • Defrag drives 	
6	CAMERAS	Once a week
	<ul style="list-style-type: none"> • Adjust and clean cameras • Check general condition of wiring (damage, burnt, lose) • Backup and restore CCTV data • Archive off site 	
7.	CCTV MONITORS	Once a week
	<ul style="list-style-type: none"> • Check functionality and clean exterior • Check and clean passes • Check general condition of wiring (damage, burnt, lose) • Check functionality of panic buttons remotes and battery run time 	
8.	ALARM SYSTEM	Once a week
	<ul style="list-style-type: none"> • Check functionality and clean exterior • Check and clean passes • Check general condition of wiring (damage, burnt, lose) • Check functionality of panic buttons remotes and battery run time 	
9.	INTERCOM	Once a week
	<ul style="list-style-type: none"> • Check functionality and clean exterior • Check general condition of wiring (damage, burnt, lose) • Check functionality of Headsets 	
10.	X – RAY MACHINE	Once a week
	<ul style="list-style-type: none"> • Check general condition of X- ray machines • Check battery run time • Service and clean mechanisms 	
11.	WALK THROUGH METAL DETECTORS	Once a week
	<ul style="list-style-type: none"> • Check general condition and clean walk-through metal detectors • Service and clean mechanism 	
12.	FIXTURES	When required
	<ul style="list-style-type: none"> • Check equipment fixtures and repair and replace if required 	
13.	TRAINING AND SUPPORT	When required
	<ul style="list-style-type: none"> • Training to be provided to RAF employees quarterly 	
14.	PROVIDE MONTHLY MAINTENANCE REPORT	Monthly

1.3 QUANTITIES

Security & Systems			
Access Control Head Office	Block F	Block C	Block A
Access Control PC	2	0	1
Biometric readers	70	16	16
Card readers	1	0	0
Enrolment reader	1	0	0
Turnstiles	3	0	0
Facial recognition reader	10	0	0
Boom-gates	2	0	0
Walk-through metal detectors	3	0	1
X-ray machines	2	0	0
Intercom	23	4	0

Emergency Release (Green)	101	10	16
Door Closer	81	16	15
Network Twin Terminal (N/TRT)	87	16	16
CCTV			
CCTV PC	3	0	1
Network Video Recording (NVR)/ Digital Video Recording (DVR)	1	1	1
CCTV Static Cameras	61	16	0
CCTV Camera	40	0	16
Closed Circuit Television (CCTV) Monitors	3	0	1
PTZ Controller and camera	2	0	0
9-way power supply	10	2	2
Siren speaker	1		
Alarm system	1	1	0
Alarm control panel	1	1	0
Door Contact	4	2	2
Passive Infrared (PIR)	24	1	0
Power supply and Battery charger unit and backup	57	6	6

1.4 RESPONSE TIMES

Category	Response
Priority 1 – Urgent	1 Hour
Priority 2 – High	2 Hours
Priority 3 – Medium	3 Hours
Priority 4 – Low	Normal schedule

Important Information

- The service provider to provide a job card on all visits and also provide a monthly report.
- The service provider must provide an hourly rate outside of the working hours.
- The service provider to provide parts with the invoice of the part purchased (for repairing).

Annex D : EVALUATION CRITERIA

1. The evaluation criteria will be based on the following requirements:

- ❖ Mandatory Requirements.
- ❖ Evaluation for Price and Specific Goals based preference system on the 80/20.

All Bidders who do not meet Mandatory Requirements will be disqualified and will not be considered for further evaluation on Price and Specific Goals based preference system on the 80/20

Phase 1. Mandatory Requirements

Service Providers must indicate by ticking (✓) correct box indicating that they Comply OR do Not Comply.

No	Description	Comply	Not comply
1	<p>The service provider must submit a valid copy of Private Security Industry Regulatory Authority (PSIRA) letter of good standing for the company and directors.</p> <p>The valid proof must be submitted by the closing date and time of the RFQ.</p> <p>The RAF reserves the right to validate and confirm validity.</p>		

No	Description	Comply	Not comply
2	<p>The bidder must attach copy of letter of good standing from the Compensation Commissioner or authorized entity to comply with the Compensation for Occupational Injuries and Disease Act, Act 130 of 1993 (COIDA). The successful bidder will be required to comply with the requirements of Occupational Health and Safety Act, Act 85 of 1993.</p> <p>The service provider must submit a valid copy of the letter of good standing for Security Systems and/or Biometrics, CCTV, Access Control, Fire Detection, Fire Security, Electrical Installation, Electronic Products Installation and Supply, Security Alarm Systems, Information Technology, Software Installation, Installation of Burglar Alarm and Security Systems, Electronic Security Solutions and Equipment, Installation of Access, Security and Safety Equipment or Security Equipment Installation.</p> <p>Note: The COIDA certificate of good standing should not be older than twelve (12) months.</p> <p>The valid proof must be submitted by the closing date and time of the RFQ.</p> <p>The RAF reserves the right to validate and confirm validity.</p>		

No	Description	Comply	Not comply
3	<p>The service provider must submit a valid copy of Private Security Industry Regulatory Authority (PSIRA) Certificate for their registered company.</p> <p>The valid proof must be submitted by the closing date and time of the RFQ.</p> <p>The RAF reserves the right to validate and confirm validity.</p>		

2. Price and Specific Goals Evaluations

The evaluation for Price and points claimed for Preferential Procurement Specific Goals, in terms of Preferential Procurement Policy Framework Act, 2022, shall be based on the 80/20 principle as follows:

Evaluation criteria					Points
1.	Price				80
2.	Specific Goals				20
	#	Specific Goal	Proof	Points Allocation	
	1	An HDI refers to a South African citizen who had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, (Act NO. 8 of 1996) or the Constitution of the Republic of South Africa, Act NO.5 of 2005. (Includes a minimum of 51% ownership or more)	CSD Report	10	
	2	Women (minimum 51% ownership or more)	ID copy / CSD report	8	
	3	(Persons living with disabilities (minimum 51% ownership or more)	Valid medical certificate issued by an accredited medical practitioner	2	
Total					100

Annex E : COST BREAK DOWN

1. All prices must be VAT inclusive (if VAT registered) and must be quoted in South African Rand (ZAR). All VAT vendors are required to include VAT on their proposed prices, should they fail to do so the actual quoted price will be deemed an all-inclusive price and will be accepted as such. No VAT amount will be included after the award.
2. Should the service provider who is not VAT-registered charge VAT, the service provider will be automatically disqualified.
3. **Only prices completed in the table below will be accepted for evaluation purposes, failure to provide price on the below table will lead to disqualification.**
4. No price changes will be accepted after the official Award Letter / Purchase Order (PO) is issued.

NO.	ITEM DESCRIPTION	PERIOD	UNIT PRICE PER MONTH	TOTAL PRICE FOR TWELVE (12) MONTHS
1.	Maintain, Service, Repair and Replace Security and Emergency Systems	12 months		
GRAND TOTAL				
VAT (IF VAT REGISTERED)				
GRAND TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)				

I, the undersigned (Name and Surname) _____ certify that

I agree to render the services as per the specification and as per the above cost breakdown.

Signature of service provider: _____.

Other Costs / Ad hoc services – (these are for services falling outside of the primary scope noted above)

Other	Rates (inclusive of VAT)	Unit of Measure
Call out Fee	R	each
Labour Rate (during working hours) Service Provider to indicate their working hours: _____	R	per hour
Labour Rate (outside working hours inclusive of weekends and public holidays)	R	per hour
Travelling Rate (km's) (Based on approved AA rates by SARS) (Up to a maximum of 50 kilometres (km's) travelled can be claimed per request)	R	per km
Material mark up for hardware (service provider will be required to provide quotation from their suppliers to verify pricing / mark up is market related)	%	percentage (%)

Annex F : **STANDARD BIDDING DOCUMENTS**

[SBD 4 Bidders Disclosure](#)

[SBD 6.1 in Terms of PPR 2022](#)

[Annexure A: Security Measures](#)