

|  |  |
| --- | --- |
| **REQUEST FOR QUOTATION (RFQ) NUMBER:** | **PR10111514 (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 at Durban Office on a month-to-month basis for a period not exceeding six (6) months). |
| **RFQ ISSUED DATE** | **18 September 2025** |
| **RFQ VALIDITY PERIOD** | 30 days from the closing date. |
| **CLOSING DATE AND TIME** | **25 September 2025 @11h00 pm.** |
| **EXPECTED DATE SERVICES IS REQUIRED** | n/a |
| **NON-COMPULSORY BRIEFING SESSION/****SITE VISIT/SITE INSPECTION** | n/a |
| **DELIVERY ADDRESS OF GOODS/SERVICES** | RAF, 12TH Floor Embassy Building 199 Anton Lembede Street Durban 4000 |
| **RFQ RESPONSES MUST BE EMAILED TO:** | **For Durban all quotations should be emailed to** rfq-durban.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** | Enquires can be directed at this e-mail address Phakamaniz@raf.co.za. For further enquiries, you may contact Phakamanion 031 365 2979. |

**Important Notes to this RFQ:**

* **Service providers/suppliers should ensure that RFQ responses are emailed to the correct email address;**

**(**rfq-durban.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 Mandatary Evaluation, where applicable);**
* **Historically Disadvantaged Individuals (HDI)\* claimed points for Race and Gender 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 will conduct business ONLY with CSD Registered suppliers;**
* **Should you not be contacted within 14 working days, 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 is required to report the matter to our toll free fraud line at 0800 005919.”

*\*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 f the Republic of South Africa,1993 (Act No.200 of 1993); (b) is a female; or (c) has a disability.*

**CONTENTS**

[Annex A : TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ) 3](#_Toc2171286)

[Annex B : GENERAL CONDITIONS OF CONTRACT 4](#_Toc2171287)

[Annex C : RFQ SPECIFICATION 5](#_Toc2171288)

[Annex D : EVALUATION CRITERIA 6](#_Toc2171289)

[Annex E : COST BREAK DOWN 7](#_Toc2171290)

[Annex F : STANDARD BIDDING DOCUMENTS 8](#_Toc2171291)

1. 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 not to 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. GENERAL CONDITIONS OF CONTRACT

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

1. RFQ SPECIFICATION

#### 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 RAF has its headquarters in Centurion - Pretoria and other offices country wide.

#### BACKGROUND OF THE PROJECT

The RAF invites an experienced, suitable service provider for Maintenance of Security Systems. The service provider should be suitably qualified and experienced to deliver the scope of work outlined.

The delivery of work shall be as per set standards and terms by agreement between the RAF and a chosen service provider.

The service provider must provide work that meets all regulation that is applicable and any relevant professional standards that are implied through legislation in relation to maintenance of Security Systems.

#### DETAILED SPECIFICATION

* 1. The table below shows the number of technicians required

**SCOPE OF REQUIREMENTS**

* 1. The table below shows the number of technicians required

| **Region** | **Offices**  | **Frequency of visits**  | **Number of technicians** |
| --- | --- | --- | --- |
| Durban  | Durban Office |  Once a week  | 1 |
| **Total Technicians** |  |  | **1** |

* 1. Description of work required is on the below table:

|  |  |  |
| --- | --- | --- |
| **NO** | **Description** | **Frequency** |
| **1.** | **ACCESS CONTROL DATA BASE MAINTENANCE** | Once a week |
|  | * Analyze alarm reports and take action to prevent failures
* Backup and restore data
* Archive offsite
* Database maintenance and upgrade
 |  |
| **2.** | **ACCESS CONTROL HARDWARE** | Once a week |
|  | * 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.** | **DIGITAL VIDEO RECORDING / NETWORK VIDEO RECORDING** | Once a week |
|  | * 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
 |  |
| **4.** | **CAMERAS** | Once a week |
|  | * Adjust and clean cameras
* Check general condition of wiring (damage, burnt, lose)
* Backup and restore CCTV data
* Archive off site
 |  |
| **5.**  | **CCTV MONITORS** | Once a week |
|  | * 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
 |  |
| **6.** | **ALARM SYSTEM** | Once a week |
|  | * 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
 |  |
| **7.** | **INTERCOM** | Once a week |
|  | * Check functionality and clean exterior
* Check general condition of wiring (damage, burnt, lose)
* Check functionality of Headsets
 |  |
| **8.** | **WALK THROUGH METAL DETECTORS** | Once a week |
|  | * Check general condition and clean walk-through metal detectors
* Service and clean mechanism
 |  |
| **9.** | **P A SYSTEMS** | Once a week |
|  | * Check general condition and clean P A system
* Check wiring condition (damage, burnt, lose)
* Check condition of microphone
* Check functionality of amplifier
* Service and repair speakers and amplifier
 |  |
| **10.** | **FIXTURE** | When required |
|  | * Check equipment fixtures and repair and replace if required
 |  |
| **11.** | **TRAINING AND SUPPORT** | When required |
|  | * Training to be provided to RAF employees
 | When required |
| **12.** | **PROVIDE MONTHLY MAINTENANCE REPORT** |  |

**1.3. 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).

**1.4 Quantities**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Security & OHS Systems** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Access Control** |  |  |  |  |  | **DBN** |  |  |  |  |  |  |  |
| **Access Control**  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Access Control PC |  |  |  |  |  | 1 |  |  |  |  |  |  |  |
| Biometric readers |  |  |  |  |  | 52 |  |  |  |  |  |  |  |
| Card readers |  |  |  |  |  | 1 |  |  |  |  |  |  |  |
| Biometric finger readers |  |  |  |  |  |  1  |  |  |  |  |  |  |  |
| Release buttons |  |  |  |  |  | 6 |  |  |  |  |  |  |  |
| Boom-gates |  |  |  |  |  | 0 |  |  |  |  |  |  |  |
| Walk-through metal detectors |  |  |  |  |  | 2 |  |  |  |  |  |  |  |
| X-ray machines |  |  |  |  |  | 0 |  |  |  |  |  |  |  |
| Intercom |  |  |  |  |  | 1 |  |  |  |  |  |  |  |
| Network Switches (Enterasys) |  |  |  |  |  | 16 |  |  |  |  |  |  |  |
| Emergency Release (Green) |  |  |  |  |  | 30 |  |  |  |  |  |  |  |
| Door Closer |  |  |  |  |  | 31 |  |  |  |  |  |  |  |
| **Network Twin Terminal (N/TRT)** |  |  |  |  |  | 30 |  |  |  |  |  |  |  |
| **Electric Fence** |  |  |  |  |  | 0 |  |  |  |  |  |  |  |
| **CCTV** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| CCTV PC |  |  |  |  |  | 0 |  |  |  |  |  |  |  |
| Network Video Recording (NVR)/ Digital Video Recording (DVR) |  |  |  |  |  | 5 |  |  |  |  |  |  |  |
| Dome Cameras |  |  |  |  |  | 79 |  |  |  |  |  |  |  |
| Pan Tilt Zoom (PTZ) Cameras |  |  |  |  |  | 0 |  |  |  |  |  |  |  |
| Closed Circuit Television (CCTV) Monitors |  |  |  |  |  | 5 |  |  |  |  |  |  |  |
| PTZ Controller |  |  |  |  |  | 0 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **PA System** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Microphones |  |  |  |  |  | 1 |  |  |  |  |  |  |  |
| Speakers |  |  |  |  |  | 40 |  |  |  |  |  |  |  |
| Amplifier |  |  |  |  |  | 1 |  |  |  |  |  |  |  |
| **Alarm system** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Alarm control panel |  |  |  |  |  | 1 |  |  |  |  |  |  |  |
| Door Contact |  |  |  |  |  | 0 |  |  |  |  |  |  |  |
| Passive Infrared (PIR) |  |  |  |  |  | 4 |  |  |  |  |  |  |  |
| Push panic button |  |  |  |  |  | 2 |  |  |  |  |  |  |  |

**NB: THE SERVICE PROVIDER SHOULD PROVIDE A DETAILED ITEMISED QUOTATION PER SERVICE REQUESTED.**

1. EVALUATION CRITERIA
2. The evaluation criteria will be based on the following requirements:
3. Mandatory Requirements.
4. Evaluation for Price and Specific Goals based preference system on the 80/20.
5. The supplier must adhere and submit all mandatory requirements in order for the quote to be accepted for evaluation.

**Bidders must indicate by ticking (√) the correct box indicating that they “Comply” OR “Not Comply”.**

1. Mandatory requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **Number** | **Mandatory** | **Comply** | **Not Comply** |
| **1** | The service provider must submit a **valid** copy of **Private Security Industry Regulatory Authority** **(PSIRA)** letter of good standing for the company and directors. The **valid** proof of registration must be submitted by the closing date and time of the RFQ.**The RAF reserves the right to validate the documents.** |  |  |
| **Substantiate / Comments** |
|  |  |  |  |
| **Number** | **Mandatory** | **Comply** | **Not Comply** |
| **2** | The service provider must submit a **valid** copy of **Private Security Industry Regulatory Authority** **(PSIRA)** Certificate for their registered company.The **valid** proof must be submitted by the closing date and time of the RFQ.**The RAF reserves the right to validate the documents.** |  |  |
| **Substantiate / Comments** |
| **Number** | **Mandatory** | **Comply** | **Not Comply** |
| **3** | The service provider must provide a **minimum** of two (2) reference letters showing experience where Repairing or Maintaining or Servicing or Installing of Security Systems was rendered with the following details:* The name of the company at which the repairs or maintenance or service or installation of Security Systems was rendered.
* Contact Person;
* Contact Number or Email Address;

Please note: The RAF will not accept a list of references letter listed on a table other than signed reference letters on a company letterhead from the client. The RAF reserves the right to validate and confirm the company details and the content submitted on the reference letter. The reference letter(s) must be in the form of individual letter(s) from the respective clients.If the letter does not include all the information on the bullets above it will not be acceptable. The Reference Letter must be submitted by the closing date and time of the RFQ |  |  |
| **Substantiate / Comments** |
| **Number** | **Mandatory** | **Comply** | **Not Comply** |
| **4** | The bidder must attach **valid** 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.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.Note: The COIDA certificate of good standing should not be older than twelve (12) months.The **valid** proof must be submitted by the closing date and time of the RFQ.The RAF reserves the right to validate and confirm validity. |  |  |
| **Substantiate / Comments** |

Failure by service providers to produce these documents, will lead to disqualification.

2. Price and Specific Goals Evaluations

* The evaluation for Price and Specific Goals based preference system shall be based on the 80/20 and the points for evaluation criteria are as follows:

|  |  |
| --- | --- |
| **Evaluation criteria**  | **Points** |
| **1.** | **Price** | **80** |
| **2.** | **Specific Goals**

|  |  |  |  |
| --- | --- | --- | --- |
| # | Specific Goal | Proof | Points Allocation |
| 1 | South African citizen who had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983 (Act 200 of 1983) or the Constitution of the Republic of South Africa, 1996. (minimum 51% ownership or more) | CSD Report | 10 |
| 2 | Women (minimum 51% ownership or more) | ID copy / CSD report | 8 |
| 3 | Persons with disabilities (minimum 51% ownership or more) | Valid medical certificate issued by an accredited medical practitioner | 2 |

 | **20** |
| **Total** | **100** |

1. COST BREAK DOWN
2. The service provider/supplier is required to provide a full cost breakdown for each item required on an official company letterhead;
3. In cases where a service provider submits two (2) different offers, the price stated on the RFQ document will be accepted for the basis of the evaluation purposes.
4. The service provider/supplier is required to list all additional costs associated with the services listed above, with the conditions of when such costs will apply;
5. All prices must be VAT inclusive (if VAT registered) and must be quoted in South African Rand (ZAR);
6. No price changes will be accepted after official Purchase Order (PO) is issued.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NO.** | **ITEM DESCRIPTION** | **QUANTITIES****(months)** | **UNIT PRICE** | **TOTAL PRICE** |
| **1** | Safety and Security system maintenance cost (all inclusive as per specifications appearing under annexure C) | 6 |  |  |
|  |  |  |  |  |
| **TOTAL**  |  |
| **VAT (IF VAT REGISTERED)** |  |
| **GRAND TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)** |  |

**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 charge | R | each |
| Labour rate (weekdays) | R | per hour |
| Labour rate (weekends, inclusive of public holiday & after hours) | R | per hour |
| Travelling rate (km's) | 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 (%) |

1. STANDARD BIDDING DOCUMENTS

SBD 4 Bidders Disclosure

SBD 6.1 in Terms of PPR 2022

[Safety Mandatary Requirements.pdf](file:///C%3A%5CUsers%5Ce104445%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5C2EN4H1NW%5CSafety%20Mandatary%20Requirements.pdf)