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| **REQUEST FOR QUOTATION (RFQ) NUMBER:** | **PR10112260 (Please use this number as reference when sending quotations and supporting documentation)** |
| **DESCRIPTION** | The Road Accident Fund (RAF) wishes to appoint a suitably qualified and experienced service provider to provide Language Services which include but not limited to (translation, editing, proofreading and interpreting services) for a period of twelve (12) months. |
| **RFQ ISSUED DATE** | **16 October 2025** |
| **RFQ VALIDITY PERIOD** | 30 days from the closing date. |
| **CLOSING DATE AND TIME** | **24 October 2025 at 15:00** |
| **EXPECTED DATE SERVICES IS REQUIRED** | **Once Purchase Order has been issued** |
| **COMPULSORY BRIEFING SESSION/**  **SITE VISIT/SITE INSPECTION** | N/A |
| **DELIVERY ADDRESS OF GOODS/SERVICES** | RAF Head Office  420 Witch Hazel Avenue, Centurion  Eco Glades Pretoria, 0046 |
| **RFQ RESPONSES MUST BE EMAILED TO:** | **All quotations should be emailed to**  [rfq.procurement@raf.co.za](mailto:rfq.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 [ntsakob@raf.co.za](mailto:ntsakob@raf.co.za)For further enquiries, you may contact Ntsako Baloyi on 012 649 2023. |

**Important Notes to this RFQ:**

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

**(**[rfq.procurement@raf.co.za](mailto:rfq.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).**
* **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.**
* **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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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 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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 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.

#### BACKGROUND OF THE PROJECT

The Road Accident Fund (RAF) wishes to appoint a suitably qualified and experienced service provider to provide Language Services which include but not limited to translation, editing, proofreading and interpreting services for a period of twelve (12) months.

1. **DETAILED SPECIFICATION**

**Specification**

* The intended meaning of the original document should be reflected in the translated document.
* Literal translations will not be acceptable, instead the translated document should capture the essence of the meaning of the text in the original document.
* The register used in the translation should be a formal one.
* The number of sentences and paragraphs on the target text must match those of the source text.
* The format of the translated text must be the same as the source text.
* A translation product must mirror the original text in every respect.

**Quality Assurance**

* After the completion of the translation process, the product must undergo rigorous editing and proofreading to ensure that the final document is free of grammatical and spelling errors.
* Track changes should be used to indicate the amendments made.

**Translation Services**

* The service provider will be required to provide an interpreter as and when required.

**The Interpreter will be responsible for providing interpretation services during:**

* Disciplinary Hearings
* Media briefings

**Deadline**

* Every allocated piece of work will have its own deadline and RAF expects the deadline to be strictly observed.
* There will be no extension after the expiry of the deadline.

**Important Information**

* The appointed service provider will be required to email the final proofread translation together with the version containing the track changes.

**The appointed service provider will be required to render translation and interpreting services from English**

**into any of the other official South African languages and vice versa**.

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| **South African Official Languages** | | |
| **From**  **English** | **To** | **IsiXhosa** |
| **IsiZulu** |
| **Afrikaans** |
| **Setswana** |
| **Tshivenda** |
| **Sesotho** |
| **Sepedi** |
| **Xitsonga** |
| **Siswati** |
| **IsiNdebele** |
| **Braille** |

**There could be instances where the service provider may be requested to translate/interpret into French, German, and/or Portuguese.**

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| **Foreign Languages** | | |
| **From**  **English** | **Into** | **French, German and or Portuguese** |

1. EVALUATION CRITERIA
2. 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.**

**Phase 1: Mandatory Requirements**

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| **Mandatory** | **Comply** | **Not Comply** |
| **Reference Letters**  The service provider must provide a **minimum** of three (3) reference letters from previous company/clients which proves that the service provider conducted language services in relation to editing or proofreading or translation or interpreting services. The letters from the company/clients must contain the following information:   * The name of the company/client for which the language services were conducted. * The telephone numbers or email address of the company/client. * The reference letter should state the language services conducted, editing or proofreading and translation or interpreting services.   **Please note:** The RAF will not accept a list of references and/or references listed on a table other than signed reference letters on a letterhead **from the company/client**.  The RAF reserves the right to validate all reference letters submitted.  The reference letter(s) must be in the form of individual letter(s) from the respective company/clients.  NB: Reference letters submitted that do not include the information set out in the bullet points above, will not be considered.  The reference letters must be submitted at the closing date and time of the RFQ. |  |  |
| **Substantiate / Comments** | | |

1. **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, 2000, shall be based on the 80/20 principle as follows:

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| **Evaluation criteria** | | **Points** |
| **1.** | **Price** | **80** |
| **2.** | **Specific Goals**   |  |  |  |  | | --- | --- | --- | --- | | # | 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 N0. 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 | | **20** |
| **Total** | | **100** |

1. COST BREAK DOWN
2. 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.
3. Should the service provider who is not VAT-registered charge VAT, the service provider will be automatically disqualified.
4. Only prices completed in the table below will be accepted for evaluation purposes.
5. No price changes will be accepted after the official Award Letter / Purchase Order (PO) is issued.

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| **NO.** | **ITEM DESCRIPTION** | **QUANTITIES** | **UNIT PRICE** | **TOTAL PRICE** |
| **1** | Translation Services  (as per the specification) | Per word |  |  |
| **2** | Editing and Proofreading Services  (as per the specification) | Per word |  |  |
| **GRAND TOTAL** | | | |  |
| **VAT (IF VAT REGISTERED)** | | | |  |
| **GRAND TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)** | | | |  |

**Ad Hoc Services (Interpreters Labour Rate)**

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|  | **ITEM DESCRIPTION** | **Rates (inclusive of VAT) if applicable** | **Unit of Measure** |
| **2.1** | Labour Cost | R | per hour |

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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

1. STANDARD BIDDING DOCUMENTS

SBD 4 Bidders Disclosure

SBD 6.1 in Terms of PPR 2022

Annexure A: Security Measures