



Q AND A PACK

RAF/2026/00056: APPOINTMENT OF A SERVICE PROVIDER(S) FOR THE LEASING OF OFFICE SPACE FOR THE RAF CUSTOMER EXPERIENCE CENTRE (CEC) OFFICES (MAHIKENG, POLOKWANE, TZANEEN, MBOMBELA, VHEMBE DISTRICT, KIMBERLEY, GQEBERHA AND BLOEMFONTEIN) FOR THE PERIODS BETWEEN THREE (3) YEARS AND FIVE (5) YEARS.

EMPLOYER:	The Road Accident Fund ("RAF")
RFP NUMBER:	RAF/2026/00058
DESCRIPTION:	Appointment of a service provider(s) for the leasing of office space for the RAF Customer Experience Centre (CEC) offices (Mahikeng, Polokwane, Tzaneen, Mbombela, Vhembe District, Kimberley, Gqeberha and Bloemfontein) for the periods between three (3) years and five (5) years.
DATE OF BID PUBLICATION:	04 September 2026
BID VALIDITY PERIOD:	90 days
BID CLOSING DATE:	23 October 2026
BID CLOSING TIME:	11:00 am Telkom Time

TENDERS MUST BE HAND DELIVERED OR COURIERED TO:	The Road Accident Fund (RAF) 420 Witch Hazel Avenue Eco Glades 2 Office Park, Block F (at reception) Attention: RAF's Representative mentioned below
RAF'S REPRESENTATIVE	Ilsh Seema: e-mail ilishs@raf.co.za .

No.	RFP Page No.	Clarification Query	RAF Response
1.		Please advise if there will be a public opening?	Yes, any bidder can attend the opening.
2.		How many copies do you require?	1 Original & 1 Copy
3		please advise if the continuity plan must be attached to the submission	It does not have to be attached however, the bidder must have.
4		Do you require a UPS?	Refer to 5.1.17
5		Must we provide you with a generator	Refer to 5.1.16
6		Please can you confirm how many parking bays do you require 16 or 20	Refer to 4.3.3: 16
7		Please advise if you want covered or open	Refer to 4.12.3
8		What must all be covered by the Tenant installation amount. If we give you a certain amount of Tenant	The bid refers to a tenant installation allowance . This is an allowance towards to the tenant installation and excludes the

		Installation and you exceed this amount will RAF pay the overruns?	costs relating to the responsibility of the Landlord.
9		The RAF requests estimated fuel costs. Please note that it is difficult to provide an accurate estimate as we do not know how many loadshedding there will be in the future.	An estimate is required.
10		The RAF requests estimated monthly utility costs. Please note that it is difficult to provide an accurate estimate without details regarding the number of staff to be employed, anticipated foot traffic, or usage of facilities (e.g. bathrooms, kitchen, etc.).	An estimate is required.
11		How many months of beneficial occupation are required?	This depends on the scope of the tenant installation.
12		Who is responsible for payment of: Refer to the Landlords responsibilities detailed in the bid • Water and Electricity metered monthly as per usage • Refuse removal invoiced monthly • Cleaning (dedicated cleaner for the proposed office space and laboratories) • Hygiene services (She bins etc – installation and monthly contract) • Internal Maintenance • External Maintenance • External Cleaning	Refer to the Landlords responsibilities detailed in the bid

		• External Security – for whole building • Security Guard – dedicated use for RAF at the proposed leased premises • Security alarm system installed in the proposed leased premises • Monthly monitoring and armed response at the proposed leased premises • Rates and Taxes invoice monthly • Fire charges - Municipal • Servicing of fire equipment • Pest Control • Insurance • Garden • Sewerage invoiced monthly • Exterior and interior signage • Generator fuel as per usage • HVAC Maintenance • Lift Maintenance • Plumbing • Generator fuel • Internal security (CCTV cameras etc)	
13		The storage space of 50m ² in addition to office space to be utilized for the storage of documentation	Storage should only be on ground floor or the bid will not be compliant.

		which must be on the ground floor and should have a load bearing capacity suitable for such. What if the storage is not on the ground floor?	
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