NATIONAL HOME BUILDING

NHBRC®

REGISTRATION COUNCIL

ASSURING QUALITY HOMES

Terms of Reference

REGISTRATION COUNCIL

ASSURING QUALITY HOMES

REQUEST FOR PROPOSAL: APPOINTMENT OF A SERVICE PROVIDER FOR PHYSICAL GUARDING AND ARMED RESPONSE SECURITY SERVICE AT THREE (3) OFFICES OF THE NATIONAL HOME BUILDERS' REGISTRATION COUNCIL IN GAUTENG FOR A PERIOD OF THREE (03) YEARS

RFP NO.:	**NHBRC 09/2026**
CLOSING DATE:	**16 October 2026**
TIME:	**11:00**
BID SUBMISSION	**https://www.etenders.gov.za/**

NON-COMPULSORY BRIEFING SESSION

TO BE HELD AT NHBRC HEAD OFFICE, SUNNINGHILL AND ONE SESSION WILL COVER FOR ALL THREE (03) NHBRC OFFICES REQUIRING SECURITY SERVICES IN GAUTENG

VIRTUAL NON-COMPULSORY BRIEFING SESSION

DATE: 29 SEPTEMBER 2026

VENUE: MS TEAMS

LINK:
https://teams.microsoft.com/meet/365885935788063?p=g4ZCMGhQ4uKW2FXEn0

1. TERMS AND CONDITIONS

a) This Request for Proposal (RFP) has been compiled by the NHBRC, and it is made available to the Bidders on the below basis.

b) Bidders submitting a Bid in response to this RFP are deemed to do so on the basis that they acknowledge and accept the terms and conditions set out below:

c) The Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.

d) The Bidder must ensure that it is tax compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains tax compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant.

e) The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.

f) If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case may be. No oral amendments by any person will be considered or acknowledged.

g) The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.

h) This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.

i) A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of ninety (90) days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted, and no agreement will be deemed to be reached with any Bidder, unless and until a binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.

j) The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.

k) Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.

l) Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.

m) No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.

n) Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the Bid process. The NHBRC shall be the sole arbiter as to what constitutes a "material change in the control and/or composition of any Bidder", and as to what constitutes a "core member of a Bidder" for purposes of such approval. Any request for such approval shall be made to the NHBRC's Supply Chain Management ("SCM") in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.

o) **Briefing Session: There will be a non- compulsory briefing session**. The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.

p) Any requirement set out in this RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.

q) The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.

r) All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal.

s) The bid submitted by the Bidder shall be considered irregular if it shows any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to make an award in the best interest of the company.

t) The NHBRC reserves the right to accept or reject the Proposal.

u) RFPs shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.

v) Potential service provider(s) shall be disqualified and their Bids not considered among other reasons, for any of the following specific reasons:

    a) If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
    b) The Bid contains irregularities.

w) The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.

x) All costs associated with the preparation and submission of the Bid are the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.

y) This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.

z) All Bids must be formulated and submitted in accordance with the requirements of this RFP.

2. ABOUT THE NHBRC

2.1. The National Home Builders Registration Council (NHBRC) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 ("the Act"). Section 3 of the Act provides that the objects of the NHBRC are to:

- represent the interests of housing consumers by providing warranty protection against defects in new homes;
- regulate the home building industry;
- provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- establish and promote ethical and technical standards in the home building industry;
- improve structural quality in the interests of housing consumers and the home-building industry;
- promote housing consumer rights and to provide housing consumer information;
- communicate with and to assist home builders to register in terms of this Act;
- assist home builders, through training and inspection, to achieve and maintain satisfactory technical standards of home building;
- regulate insurers contemplated in section 23 (9) (a); and
- in particular, achieve the stated objectives of this section in the subsidy housing sector.

The Council is furthermore empowered by the Act:

- "to engage in undertakings to promote improved structural quality of homes constructed in the Republic;
- "to engage in undertakings to improve ethical and technical standards in the home building industry;
- "to keep a record of competent persons"; and
- "to generally do all things necessary or expedient to achieve its objectives and the objectives of this Act."

a) The NHBRC's primary mandate is to manage the risk of structural defects in the home building industry and in so doing, protect the consumer. A prime activity of the NHBRC is to manage its risk exposure in terms of the warranty scheme, in order to ensure that it is not unduly exposed to claims. The current risk management tools being used by the Council include the Registration of Home Builders, enrolment and inspection of homes, the Home Building Manual which incorporates designs and construction rules, and the appointment of competent persons by the Home Builder to perform certain tasks.

b) The NHBRC's goal is to ensure capital preservation to ensure it remains financially viable to meet claims as they arise and that no recourse to the Minister of Human Settlements for additional funds is necessary at any time in terms of section 17(3)-(5) of the Act.

c) The annual actuarial report is required in terms of the Housing Consumers Protection Measures Act, to value the actuarial liabilities of the NHBRC's warranty fund.

d) The investment strategy should be implemented with due regard to the liabilities of the NHBRC, the nature of the funds in general, Solvency Assessment and Management (SAM) and the low-risk tolerance and return requirements of the Council.

3. NHBRC OFFICES

3.1. The NHBRC is a medium-sized organization with a staff complement of approximately 620 employees. The NHBRC's Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the following areas:

	NHBRC OFFICE LOCATIONS		NHBRC OFFICE LOCATIONS
1	Head Office, (Sunninghill)	13	Eastern Cape (East London) - Satellite
2	Gauteng (Sunninghill) – Provincial	14	Western Cape (George) - Satellite
3	Kwa-Zulu Natal(Durban) – Provincial	15	North West (Klerksdorp) - Satellite
4	Western Cape (Cape Town) – Provincial	16	Limpopo (Tzaneen) - Satellite
5	Eastern Cape (Port Elizabeth) – Provincial	17	Limpopo (Modimolle) - Satellite
6	North West (Rustenburg) – Provincial	18	Mpumalanga (Witbank) - Satellite
7	Limpopo (Polokwane) – Provincial	19	Free State (Bethlehem) – Satellite
8	Mpumalanga (Nelspruit) – Provincial	20	North West (Mafikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberly) - Provincial	22	Gauteng (Pretoria) – Satellite
11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) - Satellite		

4. INTRODUCTION

4.1. The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the home building industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organizational scorecard.

VISION

To be the Champion of the Housing Consumers.

MISSION

To Protect the Housing Consumers and to Regulate the Homebuilding Environment.

MOTTO

Assuring Quality Homes.

STRATEGY OF NHBRC

The strategy of the NHBRC is based on the following pillars:

- To ensure that housing consumers and home builders are educated on their rights and obligations.
- To entrench a culture of compliance through fair and efficient enforcement mechanisms
- To research and introduce innovative products, methods and technologies within the homebuilding industry.
- To maintain a sustainable warranty fund.

5. NHBRC'S MANDATE FOR SECURITY RISK MANAGEMENT

5.1. Security Risk Management

5.1.1. The core responsibility of the Unit is to safeguard the NHBRC's assets, employees, visitors and contractors through implementing and enforcing the desired security risk culture, processes and structures that are focused at increasing the benefits of security in favour of organisational objectives; and

5.1.2. Adopting a risk-based approach to security management allows the NHBRC to prioritise its business activities founded on the likelihood and consequence of a security related risk being realised. This is done to enhance positive business outcomes while reducing the occurrences or events that may have a negative effect on the desired outcomes.

6. TERMS OF REFERENCE

6.1. PURPOSE

6.1.1. The purpose of the RFP is to appoint a suitable service provider to provide Physical Security Guarding and Armed Response Service for the NHBRC offices situated in the Gauteng Province for a period of three (03) years for the three offices as listed below;

TABLE 2: A LIST OF NHBRC OFFICES THAT REQUIRE PHYSICAL SECURITY AND ARMED RESPONSE SERVICES INCLUDE AN ACTIVE GUARDING TRACKING SYSTEM

#	OFFICE	LOCATION
1	Head Office (Sunninghill)	27 Leeuwkop Road, Sunninghill Johannesburg.
2	Tshwane/Pretoria regional office)	1166 Park Street, Hatfield Pretoria 0028
3	Eric Molobi Innovation Hub (Soshanguve)	224 Juventus Street, Thorn tree View Soshanguve, Block XX

6.2. SCOPE OF SERVICE

- **The NHBRC will be expecting the preferred service provider to provide Physical Security Guarding and Armed Response Service with combination of the following:**

6.2.1. Security guards to be deployed at security points and to perform regular patrols as specified by the NHBRC;

6.2.2. Armed guards to perform regular patrols as specified by the NHBRC at the following Offices: Sunninghill, Tshwane (Hatfield), Eric Molobi office in Soshanguve;

6.2.3. To provide 24 hours 7 days a week Physical Security Guarding services for the duration of the contract;

6.2.4. Physical Security Guarding and Armed Response Services to protect the buildings, equipment, and materials against damage, theft, vandalism and other security threats that identified by the NHBRC from time to time;

6.2.5. The appointed service provider must install panic button that is linked to the control room that will enable security officers on the ground to respond promptly to any security accidents for all NHBRC three offices listed above.

6.2.6. Physical Security Guarding and Armed Response Services is to protect the NHBRC employees, visitors and contractors by preventing or minimizing the risk of injury or death.

7. SERVICE AND CAPABILITIES

The selected security service provider must offer the following services and capabilities

7.1. Access Control

7.1.1. Implement and manage access control systems for all entry and exit points;

7.1.2. Ensure that the roster of those permitted admission is kept up to date;

7.1.3. Monitor and enforce access control act 53 of 1985

7.2. Manned Security Personnel:

7.2.1. Provide 24/7 manned security personnel to secure the premises.

7.2.2. Personnel must be appropriately uniformed and equipped.

7.2.3. Perform regular security patrols to deter and detect security breaches.

7.2.4. Vetting: Criminal record checks for each security officer who will be appointed to perform security duties must have a SAPS clearance certificate at the NHBRC Offices

7.2.5. Security officer must be physically capable of performing all security duties at the NHBRC with no adverse results

7.2.6. The supervisor must provide supervision of security on site, including organising workflow, monitoring of officers and ensuring that officers understand their duties or delegated tasks and constantly monitor productivity

7.2.7. All night officers must have Torches – per night shift.

7.2.8. All the 22 security personnel must have handheld two-way radios per guard.

7.2.9. One Handheld metal Detectors for Sunninghill office Hatfield office

7.2.10. Two Handheld metal Detectors for Eric Molobi

7.2.11. Two Handheld metal Detectors for Sunninghill office

7.2.12. The service provider must conduct preliminary investigation to be submitted within twenty-four hours and full investigations to be submitted to the security department within seven days of the occurrence or incident

7.2.13. The following security registers will be required on the appointment:

- Occurrence Book,
- Afterhours Register,
- Visitors Register,
- Access Control Register (COVID-19 or other health regulation)
- Firearm Register,
- Key Register,
- Pocket Books for guards,
- Laptop Register, Mail Register,
- Loss Control Register,
- Contractors Register
- Incident register

7.3. Emergency Response:

7.3.1. Maintain a robust emergency response capability, including personnel and equipment.
7.3.2. Ensure all security personnel are trained in emergency procedures and first aid.
7.3.3. Collaborate with local law enforcement in case of emergencies.
7.3.4. Ensure rapid response to security incidents and alarms

7.4. Emergency Response Plan:

7.4.1. Develop, maintain, and periodically test an efficient emergency response plan.
7.4.2. Ensure that all security personnel are familiar with the emergency response procedures.
7.4.3. Regularly update the plan based on lessons learned and emerging threats.

7.5. Visitor Management and Tracking:

7.5.1. Implement a visitor management system to log and track all visitors.
7.5.2. Provide visitor badges and ensure they are visibly worn.
7.5.3. Escort and monitor visitors as needed.
7.5.4. Allocate visitors appropriate visitor's parking space and escort them into the building
7.5.5. Controlling the movement of people in and out of building;
7.5.6. Control and record all incoming and outgoing vehicles, continuous monitoring of vehicles and verifying the drivers of any vehicle entering and leaving the premises

7.6. Training and Registration:

7.6.1. Security personnel must be adequately trained and duly registered with the Private Security Industry Regulatory Authority (PSIRA) as required, in terms of applicable legislation.

7.6.2. Maintain records of all security personnel training and registration.

7.6.3. Continuously update and improve security personnel skills

7.7. Customer Service and Communication Skills:

7.7.1. Ensure that security personnel possess strong customer service and communication skills.

7.7.2. Treat all staff and visitors with professionalism and respect.

7.7.3. Resolve security-related issues while maintaining a courteous attitude.

7.8. Coordination with Local Law Enforcement:

7.8.1. Establish effective coordination with local law enforcement agencies.

7.8.2. Ensure a smooth transfer of information and support during security incidents.

7.8.3. Collaborate on drills and training exercises.

7.9. Reporting and Documentation

7.9.1. Provide weekly and monthly security reports to NHBRC Risk Department.

7.9.2. Document all security incidents and investigations thoroughly.

7.9.3. Maintain a secure repository of all security-related documents.

7.9.4. Provide security assessment report bi-annually

7.10. Compliance:

7.10.1. Ensure compliance with all relevant industry standards and regulations.

7.10.2. Stay updated on changes in security regulations and adapts the security program accordingly

7.10.3. The application of Control access in terms of Control of Access to Public Premises and Vehicles Act 53 of 1985

7.10.4. The Criminal Procedure Act 51 of 1977

7.10.5. Protection of Information Act 84 of 1982

7.10.6. Protection of Personal Information Act 4 of 2013 (POPIA)

7.10.7. Trespass Act 6 of 1959

7.10.8. Occupational Health and Safety Act 85 of 1993

7.11. Security Assessment and Updates:

7.11.1. Service provider will conduct security assessment to identify vulnerabilities and emerging threats once took over.

7.11.2. Develop and implement security updates and enhancements as needed.

7.12. Armed Response:

7.12.1. Provide 24/7-armed response to handle security incidents swiftly and effectively.

7.12.2. Maintain a highly trained and certified armed response team.

7.12.3. Protection of NHBRC employees, visitors and contractors at all times while on NHBRC premises and/or conducting official duties.

7.13. Medical Emergency Response:

7.13.1. Establish and maintain medical emergency response capabilities, including first aid services and coordination with local medical facilities.

7.14. Visitor Management and Tracking Systems & Technology:

7.14.1. Implement and manage an advanced visitor and car management system.

7.14.2. Track and monitor all visitors within NHBRC premises.

7.14.3. Maintain visitor records and logs.

7.14.4. Monitoring surveillance CCTV and report any defect on the CCTV system immediately.

7.14.5. Take the immediate and appropriate action on suspicion of illegal movement and activities within the premise

7.15. Armed Response

7.15.1. Provide well-trained security personnel who are registered and licensed as per relevant regulations.

7.15.2. Ensure that security personnel have knowledge of emergency procedures, customer service, and effective communication.

7.15.3. The security personnel must be responsible for the following

- Manage office keys
- Employees access cards
- Operate CCTV monitoring system (Control room) and,
- Perform site inspections

7.16. Technical Systems:

7.16.1. Maintain and manage all security and safety systems and technologies in real-time.

7.16.2. Ensure that all technical systems are operational and up to date.

7.16.3. The service provider must also install and maintain the panic buttons on the site.

7.16.4. The panic buttons must be linked to the Security control room of the NHBRC;

7.17. Equipment Required

- **The following equipment are required:**

7.17.1. Security Equipment's and Registers required: Radio system linked to the Bidder's main base radio;

7.17.2. Digital patrol management devices (patrol system installed each floor)

7.18. Maintenance

7.18.1. All equipment required and necessary to execute this contract in accordance with the specification, shall be supplied and maintained by the bidder to the satisfaction of the NHBRC

7.19. Dress Codes :

7.19.1. Standard corporate uniform will be required from the service provider;

7.19.2. Male Security full corporate uniform (trousers, shirts, tie, pull over, blazers and black shoes)

7.19.3. Female security corporate uniform (trousers, skirts, shirts, pull over, chiffon, blazers and black shoes)

7.19.4. Winter clothes to be provided to all the guards, long coats, windbreaker and long sleeve jersey

7.19.5. All PPE's to be provided by the Bidder to the guards

7.20. PROPOSAL SUBMISSION ON SECURITY MANAGEMENT

- **Interested security service providers are invited to submit their comprehensive proposals addressing the above scope of work. The proposal should include the following:**

7.20.1. A detailed description of the security solution offered.

7.20.2. Information on the qualifications / certification and training of security personnel.

7.20.3. Evidence of registration and compliance with industry standards.

7.20.4. Methodology and Project Approach

7.20.5. Proposed cost breakdown and terms (The cost breakdown (Annexure A attached in this document) must reflect an amount before and after VAT and a Grand total amount for the indicated contract duration).

7.20.6. A timeline for implementation.

7.20.7. Compliance with industry standards and regulations.

7.20.8. Quality and comprehensiveness of the proposed security solution.

7.20.9. ***In addition the bidders should submit Methodology and Project Approach the following****:*

a) Operational Procedure Manual and General Orders clearly detailing proper technologies, systems and infrastructure support, staff movement, communication, meetings, trainings, chain of command, complaints, lost and found procedures, photo identification cards, performance evaluations, report procedures, keys, patrol of areas etc.

b) Proposal must also include Plans, Policies and Procedures, including, but not limited to the following: Covid-19 Safety Policies, Procedures, Compliance and Risk Assessment Security Operation Plan with action plan should there be a strike by the security services provider's security personnel and a strike by the security industry Site Instruction Physical Access Control Plan and Deployment Plan (site takeover plan) CCTV System - Proof of CCTV System in place and valid accreditation certificates

7.21. HOURS OF SERVICE:

7.21.1. The Guarding hours for security to be provided to the NHBRC Offices shall be as follows:

7.22.1.1 Weekdays / Weekend days / Public Holiday days – 6:00am to 6:00pm.

7.22.1.2 Weeknights / Weekend nights / Public Holiday nights – 6:00pm to 6:00am

7.22. REQUIREMENTS OF SECURITY PERSONNEL

7.22.1. Personnel must be dressed in full corporate company security uniform when on duty. Staff Uniform: ***(Refer to 7.19)*** Standardized uniform is compulsory for all security staff to ensure instant recognition, visual deterrent to crime, increased peace of mind to employees and clients

7.22.2. Guards must be in possession of a torch, baton, handcuffs, pocketbook and a two-way radio at all times when on duty.

7.22.3. Security personnel must always wear a PSIRA ID card whilst on duty, in such a manner that it can be clearly seen. The ID card must contain the members' name, surname, PSIRA number, employee number and photo of the employee.

7.22.4. Supervisor on site must have a basic Level 1 first Aid certificate.

7.22.5. Valid SAPS clearance certificate for all security proposed, two months after appointment

7.22.6. All security guards must at least have a Grade 12 or equivalent as a minimum requirement, hold a Grade C security grading and have at least two (02) years' experience relevant experience in the security industry.

7.22.7. Upon appointment NHBRC will request a work schedule.

7.22.8. . Note to Bidders: Bidders are advised that certified copies of valid PSIRA Grade C or higher certificates for all security officers proposed for deployment under the contract must be submitted as part of the bid documentation.

7.22.9. The bidders must provide SAPS Clearance certificates of **All (22) security Officers**

Note to the Bidders : Bidders Must take note that Consideration of provision may be included regarding reduction of costs related to technological advances implemented in the office buildings

7.22.10. ***Table 3*** below provides a summary of the required physical security guarding and armed response staff compliment for the NHBRC:

Table 3: GUARDING AND ARMED RESPONSE REQUIREMENTS

Office	Grade	Total Staff Compliment & Descriptions	Weekdays (Monday – Sunday)	Weeknights Monday -Sunday
Sunninghill	**B**	• 1 Security Manager/ Supervisor control room	**1**	**0**
Sunninghill	**C**	• 6**x** Physical security guards unarmed (**3 Day Shift and 3 Night Shift)** • 6**x**-Armed officers: (**3 Day and 3-night shift)** with a registered PSIRA and certificate	**3** **3**	**3** **3**
Tshwane(Hatfield)	**C**	• 1 Physical security guard Unarmed (Day Shift)	**1**	**0**
Soshanguve (Laboratory)	**C**	• **2x** Physical security guards unarmed: (**1 Day Shift and 1 Night Shift)** • **2x**-Armed officers **(1-Day shift and 1-night shift)** for both Laboratory and Training Centre)	**1** **1**	**1** **1**
Soshanguve (Training Centre)	C	• **2x** Physical security guards unarmed: (**1 Day Shift and 1 Night Shift** • **2x** Physical security guards armed: (**1 Day Shift and 1 Night Shift)**	**1** **1**	**1** **1**
The total number of Grade B management supervisors is one (1) for the Sunninghill Office, Hatfield and Soshanguve **The total number of Grade C security guards is Twenty-one (21) including armed guards as per office.**				

8. TECHNICAL AND PRICE EVALUATION CRITERIA

8.1. In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (03) stages namely:

8.1.1. **Stage 1: Compliance check of Bid Requirements;**

8.1.2. **Stage 2: Functional Evaluation Criteria and**

8.1.3. **Stage 3: Price and Preference Points Evaluation**

8.2. Stage 1: Compliance check of Bid Requirements;

8.2.1. The service provider(s) must indicate compliance with mandatory requirements by **ticking under** "Comply" or "Not comply". ***Failure to comply with the mandatory requirements on the table listed below will result in disqualification of your bid.***

Technical Mandatory Requirements	**Comply**	**Not Comply**
1. Directors		
(a) Certified copy of a Valid PSIRA Certificate with a grade B or A for Director(s)		
(b) Original /Certified copy of a Valid SAPS Certificate for all Directors		
2. Manager/ Supervisor		
(a) Certified copy of a Valid PSIRA Certificate and Valid SAPS Clearance with a grade A for Manager/ Supervisor.		
3. All (10) armed security officers		
(a) SAPS firearms valid competency		
4. Certification		
(a) Original/Certified copy of a Valid Letter of good standing issued by PSIRA for the company		
(b) A valid COIDA – Letter of good standing as issued by Department of Labour		
(c) UIF: proof of latest payment from SARS within three months and submit tax clearance certificate reflecting UIF number		
(d) Original/Valid certified copy of ICASA license or MOU from service provider with valid ICASA license		
5. Insurance		
(a) Fidelity Insurance Cover of R 10 million or Letter of intent from insurances to the value of R 10 million.		

8.2.2. **Bid Document Submission: In order to be considered each service provider is required to submit the following mandatory documentation and legislative documents**

Documents to be submitted				
No.	**Bidders shall take note of the following bid requirements**		**Yes**	**No**
1.		The document mentioned the technical mandatory requirements (on point 8.2.1) **(Mandatory)**		
2		Annexure A – Cost breakdown (including a detailed costing breakdown of all costs and escalations per annum). The Cost breakdown must be duly signed by the bidder/ and or a duly authorized individual by way of resolution (**Bidder signature, not initials**), which must be attached to the bid, if there is no signature on the Cost breakdown down the bidder will be disqualified **(Mandatory))**		
3		SBD 4 (Declaration of interest, Must be fully completed and signed**) Mandatory**		
LEGISLATIVE DOCUMENTS TO BE SUBMITTED NOT FOR DISQUALIFICATION				
4		SBD1 (Invitation to bid, make sure it is completed and signed)		
5		SBD 3.1 - Pricing Schedule (Firm Price)		
6		SBD 6.1 (Preference claim form should be completed and signed, regardless of if points are claimed or not)		
7		Bidder should submit CSD (Central Supplier Database) Report/ MAAA Number		
8		Latest CIPC Documents		
9		Valid SARS-issued PIN Code		
10		Signed teaming agreement **IF APPLICABLE**		
11		Certified Identification documentation of company directors		

Note: **NHBRC will be using General Conditions Contract (GCC) as issued by National Treasury and SLA for the management of the contract**

8.2.3. ***Bidder must take note that Failure to comply with the mandatory requirements on the table listed above will result in disqualification of your bid.***

IMPORTANT NOTE TO THE BIDDERS

- **Submission of false, fraudulent, or misleading information or documents will result in the disqualification of the Bidder or termination of the successful bidder's contract. In this regard, the NHBRC reserves its rights to take appropriate legal action**

Stage 2: Functionality in terms of the set technical evaluation criteria

8.2.4. Functional Evaluation and those bids which failed to comply with all the requirements of Stage 1 will be invalidated or disqualified from the process.

8.2.5. Functionality Evaluation (Combination of Paper Based and site inspection Criteria) = **80 points out of 100 points.**

I. ***Paper Based Evaluation – Bidders will be evaluated out of 60 points and bidders are required to achieve a minimum threshold of 40 points out of 60 points. Only bidders who achieve a minimum of 40 points or more, will be invited for site inspection evaluation. The Bid Evaluation Committee shall conduct a site visit evaluation on the date specified by the Committee***

i. **Site Inspection – Bidders will be evaluated out of 40 points and are required to achieve a minimum threshold of 40 points out of 40 points;**

ii. **The overall combined score for paper based and site inspection must be equal or above 80 points in order to proceed to Stage 3 for Price and BBBEE evaluations**.

8.2.6. ***The bidder's information will be scored according to the following points system:***

8.2.7. Paper based evaluation: Details as per the proposal Stage 2: Part 1 - Functionality score bidders points. Bidders are required to achieve a minimum threshold of 40 points out of 60 points.

8.2.8. Site inspection evaluation: Details as per the proposal Stage 2: Part 2 - Site inspection score 40 points out of 40 points

8.2.9. **OVERALL COMBINED POINTS FOR PART 1 & 2 = 100**

The Bidders information will be scored according to the following points systems:

<u>The following values and formulae will be applicable when evaluating the bid</u>

Member score for criteria

_____ X Weight per criteria = Total Score per criteria Highest points for criteria

5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance

<u>PART 1</u>:

EVALUATION CRITERIA	WEIGHT
Part 1 A: Bidder's Company Experience The bidder must demonstrate experience and expertise in the field of Physical Guarding and Armed Response Security Service. Kindly provide a table of current and previous contracts indicating the client, contract duration and value of contract. **<u>Scoring Guide:</u>** • 0 reference letters = **0 Points** • 1 year experience = **1 Point** • 2 years' experience = **2 Points** • 3 years' experience = **3 Points** • 4 years' experience = **4 Points** • 5 years or more experience **= 5 Points**	**25**
Part 1 B : Client Reference Letters – The bidder must provide positive written contactable references indicating the project completed that relate to the Physical Guarding and Armed Response Security Services. **<u>The reference letters from the clients of a bidder MUST include:</u>** **1.** Company name **2.** Company letterhead **3.** Contact person and contact telephone numbers **4.** Nature of service **5.** The reference letter must be dated from 2019 to date **6.** The letter must be signed by duly authorized person **<u>Scoring Guide</u>** • 0 reference letters = **0 Points** • 1 reference letters = **1 Points** • 2 reference letters = **2 Points**	**35**

• 3 reference letters = **3 Points** • 4 reference letters = **4 Points** • 5 reference letters and more = **5 Points** **NB: Reference letters will be inextricably linked to the experience** **Bidders must take note that appointment letters. Purchase order and NHBRC reference letters will be not be considered**	
SUBTOTAL	**60 Points**
MINIMUM QUALIFYING REQUIREMENT	**40 Points**

The minimum threshold for functionality for part 1 is 40 Points or greater out of 60 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for site visit

PART 2: The site visit will consist of the following:

Site Visit	**Site Infrastructure Control** NHBRC will conduct a site visit, and the following will be assessed: 1. The bidder has an office and is operating as a security service provider; provides copy of latest lease agreement or utility bill. 2. The bidder does have all the security infrastructure, functional control room with: • Base Radios • Three (03) branded company Vehicles registered under the company and provide proof of registration under the company name • Agreement with armed response company / confirmation of ownership of armed response • Emergency Procedures • Guarding Tracking System • Incident/s reporting **Scoring Guide** • Bidder did not meet all the above listed requirements = **0 Points** • Bidders meet ALL the requirements above and more = **5 Points**	**40 Points**
SUB- TOTAL		**40 Points**
TOTAL FOR PART 1 AND 2		**100 Points**

NB: Bidders who score a total of 80 Points or more on two stages (Paper based and Site Visit) will qualify for further evaluation which is Price and Preference points system.

The minimum threshold for functionality is 80 points or greater out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.

Stage 3: Price and Preference Points Evaluation

I. Only bids that obtained a minimum qualifying score **(80 points or more)** for **Stage 2, (Functional Requirement)** will be evaluated further.

II. The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations about the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2022 and bids will be adjudicated in terms of the (80/20) preference points system. Points are awarded to service providers based on the following:

III. ***80/20 Preference point system (for the acquisition of services, works or goods with a Rand value not more than R 50 million) (all applicable taxes included)***

$$P_S = 80\left(1 - \frac{P_t - P_{min}}{P_{min}}\right)$$

Where;

P_s = Points scored for the comparative price of the bid or offer under consideration

P_t = Comparative price of the bid or offer under consideration

P_{min} = Comparative price of lowest acceptable bid or offer.

IV. The points scored will be rounded off to the nearest two decimal places.

V. The points will be awarded to a Bidder in accordance with the table below: A maximum of 20 points may be awarded to a bidder for Preference Points specified in the tender.

Preference Points	**Points Allocated**
Women owned companies	12
Youth-owned companies	6
People living with disabilities owned companies	2
TOTAL	**20 Points**

VI. The following formula must be applied to calculate the number of points for preference points

$$NEP = NOP \times \frac{EP}{100}$$

Where:

NEP = Points awarded for equity ownership Preference Points

NOP= The maximum number of points awarded for Preference Points

EP = The percentage of equity ownership

VII. The points scored for price will be added to the points scored for preference points to obtain the Bidders total points scored out of 100 points.

9. AVAILABILITY OF THE RFP DOCUMENT

9.1. Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) and National Treasury eTender Portal (https://www.etenders.gov.za/) from **18 September 2026.**

9.2. **There will be a non-compulsory briefing session**

9.3. Date, Time and Venue of the non- compulsory briefing session

9.4. The bid information session is non-compulsory to provide bidders with an opportunity to obtain clarity on certain aspects of the procurement process as set out in this bid document.

Date	Time	Venue
29 September 2026	**11:00am**	**MS TEAMS**

9.5. Link for Non-Compulsory Briefing Session:

https://teams.microsoft.com/meet/365885935788063?p=g4ZCMGhQ4uKW2FXEn0

10. SUBMISSION OF PROPOSALS

10.1. ONLINE BID SUBMISSION

10.1.1 Bidders must submit their bids online in a PDF format through the e-Tender Publication portal.

10.1.2 The online e-Tender publication portal can be accessed at the following link: https://www.etenders.gov.za/

10.1.3 The guide for online bid submission is attached. https://youtu.be/B7pNseNJYHM

10.1.4 Bidders are to adhere to all the rules for the online bid submission, as the submission must contain the returnable SCM documentation and relevant supporting documents and must contain a signed cost breakdown.

10.1.5 For identification purposes bidders are requested to ensure that proposals contain the company's details and are easily identifiable by company logo or name.

10.1.6 Non-compliance with online bid submission WILL invalidate the bidder's response.

10.1.7 Bidders must take note of and carefully comply with the submission requirements outlined under Stage 1, Stage 2, Stage 3 and ensure all required documents are submitted accordingly.

11. RFP SUBMISSION CLOSING DATE

11.1. RFP Proposal should be marked for Attention: Supply Chain Manager and submitted online via National Treasury eTender Portal (https://www.etenders.gov.za/) on or before **16 October 2026 at 11h00**.

11.2. **No physical or emailed RFP proposals will be accepted.**

11.3. **No late submissions will be accepted**

12. VALIDITY PERIOD OF BIDS

12.1. All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above

13. ENQUIRIES SHOULD BE DIRECTED TO BOTH:

13.1. The administrative enquiries may be directed to:

Department: Supply Chain Management

Contact Person: Mr Bernard Kekana and Mr Pheaha Motsoko

E-mail address: Tenders@nhbrc.org.za

13.2. Clarifications and enquiries by bidders should be sent to Tenders@nhbrc.org.za. Responses will be communicated during weekdays, between Monday to Friday from 8:30 am to 16:30 pm.

14. COST BREAKDOWN

ANNEXURE-A (COST BREAKDOWN) REFER TO TABLE 3

Cost breakdown Table: Bidders must comply with the following requirements when calculating their price. **Note: Bidders who are VAT vendors must factor their VAT in the bid price.**

Service Description	YEAR 1	YEAR 2 (INCLUDING ANNUAL ESCALATION)	YEAR 3 (INCLUDING ANNUAL ESCALATION)
• 1 Security Manager/ Control room Supervisor			
• 6x Physical security guards unarmed (3 Day Shift and 3 Night Shift) • 6x-Armed officers: (3 Day and 3-night shift) with a registered PSIRA and certificate			
• 1 Physical security guard Unarmed (Day Shift) • 5 Days per week			
• 2x Physical security guards unarmed: (1 Day Shift and 1 Night Shift) • 2x-Armed officers (1-Day shift and 1-night shift) for both Laboratory and Training Centre • 2x Physical security guards unarmed: (1 Day Shift and 1 Night Shift • • 2x Physical security guards armed: (1 Day Shift and 1 Night Shift)			
TOTAL PER YEAR	**R**	**R**	**R**

Total cost for 3 years (Excl VAT)	
Total cost for 3 years (Incl VAT)	
Bidder Signature (Not Initials)	

The bidder MUST take note of the following:

- *The cost breakdown must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the cost breakdown the bidder will be disqualified.*
- *An incomplete cost breakdown will result in the bidder being disqualified, no alterations can be made subsequent to submission of the bid.*
- ***PRICE ADJUSTMENTS:*** *Bidders must take note that firm prices will be accepted for the first twelve (12) months of the contract duration, thereafter a once – off price adjustment on the 13th month will be accepted based on the average CPI % as issued by STATS SA.*
- All prices must be VAT Inclusive and must be quoted in South African Rand (ZAR).

15. DISCLAIMER

15.1. DUE DILIGENCE

25.1.1 The State reserves the right to:

25.1.1.1 Conduct due diligence during the evaluation process to determine the ability of the bidder to honour contractual obligations that might emanate from this tendering process. The due diligence is not only limited to the bidder but to all parties the bidder might have confirmed to do business with for the fulfilment of the contract that might be awarded.

25.1.1.2 Conduct due diligence prior to final award or at any time during the contract period, and this may include pre-announced/ non-announced site visits. During the due diligence process, the information submitted by the bidder will be verified, and any misrepresentation thereof may disqualify the bid in whole or in part.

25.1.1.3 Conduct any evaluation verifications prior to final award or at any time during the contract term period.

16. NEGOTIATIONS

16.1. NEGOTIATIONS

26.1.1 The State reserves the right to negotiate with the shortlisted bidders prior to or post-award. The terms and conditions for negotiations will be communicated to the shortlisted bidders prior to the invitation to negotiations. This phase is meant to ensure value for money is achieved through the measure of quality that will assess the monetary cost of the goods or services against the quality and or benefits of that goods or services.

17. RIGHT OF AWARD

17.1. RIGHT OF AWARD

27.1.1 The State reserves the following rights –

27.1.1.1 Not to make any award in this bid or accept any bids submitted,

27.1.1.2 Appoint one service provider

27.1.1.3 Request further clarity from any bidder after the closing date,

27.1.1.4 Verify information and documentation of the bidder(s),

27.1.1.5 To withdraw or amend any of the bid conditions by notice in writing to all bidders prior to closing of the bid and post-award.

27.1.1.6 If an incorrect award has been made, to remedy the matter in any lawful manner it may deem fit.

18. APPOINTMENT OF BIDDERS

18.1. APPOINTMENT OF BIDDERS

28.1.1 On approval of the recommendation/s and appointment/s, the successful bidder will sign an acceptance letter together with the Service Level Agreement (SLA). All official instructions, delegated authorities, and reporting lines will be strictly governed by the SLA to be signed by the NHBRC and the successful bidder.

28.1.2 Once the successful bidder has been appointed/awarded, they cannot do any cession to waive or cede without consultation with the NHBRC.

19. FRONTING

19.1. FRONTING

29.1.1 The NHBRC supports the spirit of broad-based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, and equitable.

29.1.2 The NHBRC, in ensuring that bidders conduct themselves in an honest manner, will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in this bid document. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade, Industry and Competition, be established during such enquiry/investigation, the onus will be on the bidder to prove that fronting does not exist.

29.1.3 Failure to do so by the bidder within a period of fourteen (14) days from the date of notification by NHBRC may invalidate the bid/contract and may also result in the restriction of the bidder to conduct business with the public sector for a period not exceeding ten (10) years, in addition to any other remedies the NHBRC may have against the bidder concerned.

20. TERMS AND CONDITIONS

20.1. TERMS AND CONDITIONS

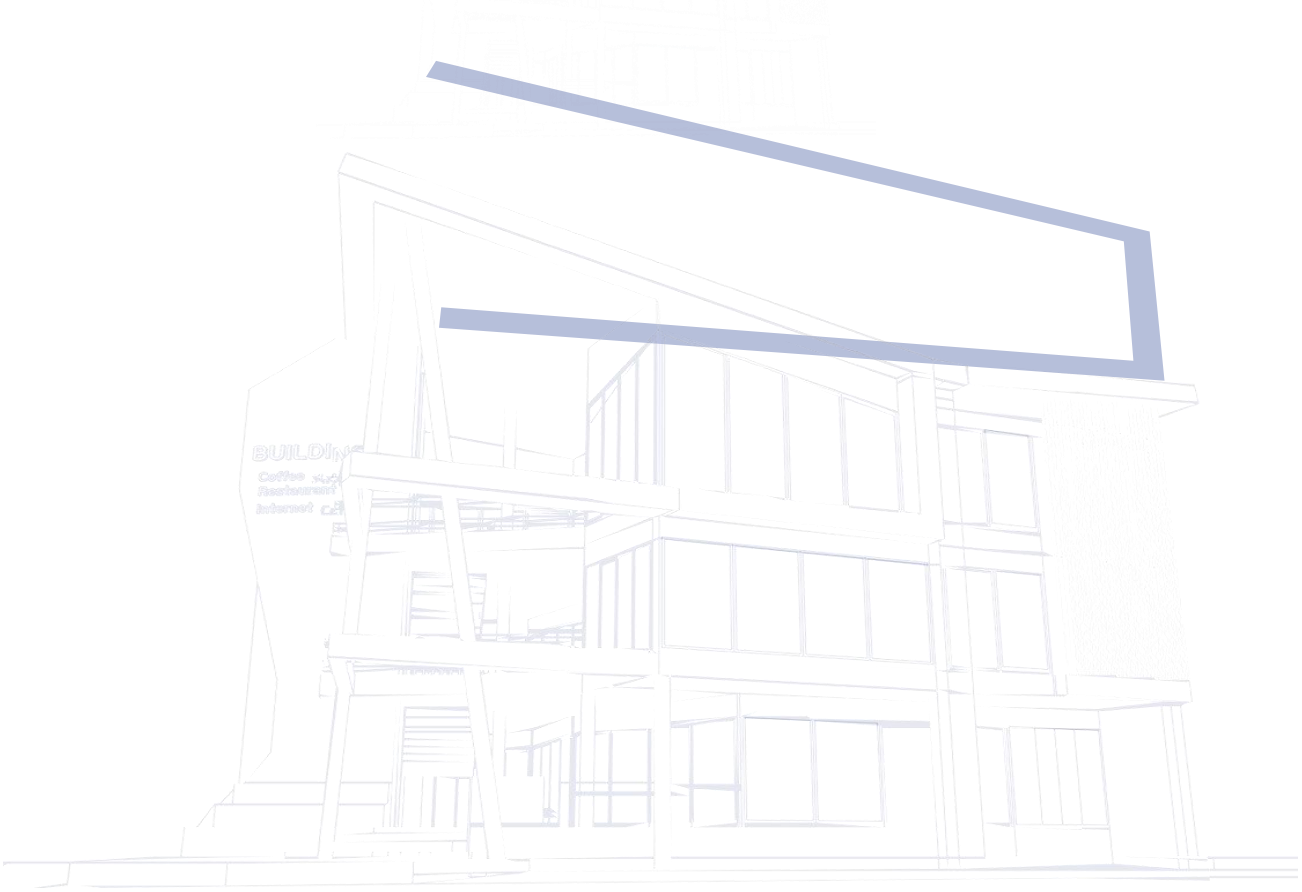
20.2. NHBRC reserves the right to change or supplement any information or to issue any addendum to this bid before the closing date and time. The NHBRC and its officers, employees and advisers will not be liable in connection with either the exercise of, or failure to exercise this right.

20.3. If NHBRC exercised it right to change or supplement information in terms of the above, it may seek an amended bid document from all bidders.

21. POPIA

21.1. The NHBRC is committed to adhering to the Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000. To this end, the NHBRC has published its Information Manual on its website, which regulates how NHBRC processes information.

21.2. The NHBRC requires the information requested in bids for the purpose set out in paragraph 2.5 of the Manual. Further, the Manual confirms that NHBRC processes the information requested in bids from prospective service providers and third parties in paragraph 3.4.

21.3. Bidders should note that the NHBRC is committed to securing all the information submitted from bidders, in terms of paragraph 6 of the Manual. (included on the NHBRC website)

21.4. Bidders are in turn required to comply with the tender requirements, and when the information of third parties is required by NHBRC, bidders are by law required to obtain the consent of such third parties for the sharing of such third parties' information with the NHBRC.