

REQUEST FOR QUOTATION (RFQ) NUMBER:	PR10113945 (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 for Security System Maintenance at RAF Cape Town Office on a month-to-month basis for a period not exceeding twelve (12) months.
RFQ ISSUED DATE	30 January 2026
RFQ VALIDITY PERIOD	30 days from the closing date.
CLOSING DATE AND TIME	05 February 2026 at 12:00
EXPECTED DATE SERVICES IS REQUIRED	20 March 2026
COMPULSORY BRIEFING SESSION/ SITE VISIT/SITE INSPECTION	N/A
DELIVERY ADDRESS OF GOODS/SERVICES	1 Thibault Square, Long Street, Cape Town
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 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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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: _____

Annex B :

GENERAL CONDITIONS OF CONTRACT

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 for Security System Maintenance at RAF Cape Town Office on a month-to-month basis for a period not exceeding twelve (12) months.

3. DETAILED SPECIFICATION**1. SCOPE OF REQUIREMENTS (CAPE TOWN OFFICE)**

1.1. The table below shows RAF Cape Town Office with the number of technicians required.

RAF requires a service provider to service, maintain and repair Security Systems on a month-to-month basis for a period not exceeding twelve (12) months.

Region	Offices	Frequency of Visits	Number of Technicians
Cape Town	Cape Town Office	Twice a week	1

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

NO	Description	Frequency of visits
1.	ACCESS CONTROL DATA BASE MAINTENANCE <ul style="list-style-type: none">Analyze alarm reports and take action to prevent failuresBackup and restore dataArchive offsite	Once a week
2.	ACCESS CONTROL HARDWARE <ul style="list-style-type: none">Clean exterior equipment boxes (Inside and outside)Check overheating and water leaksCheck general of wiring (damaged, burned, lose)Check and clean all power supply unitCheck battery runtimeCheck functionality of fingerprint readersClean fingerprint readerCheck functionality of release buttons	Once a week
3.	DIGITAL VIDEO RECORDING / NETWORK VIDEO RECORDING <ul style="list-style-type: none">Check functionality and clean exterior of DVRVerify the recording time and date of DVRCheck functionality and clean exterior of remote viewerClean and adjust camerasDefrag drives	Once a week

4.	CAMERAS <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	Once a week
5.	CCTV Monitors <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	Once a week
6.	ALARM SYSTEM <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	Once a week
7.	INTERCOM <ul style="list-style-type: none">• Check functionality and clean exterior• Check general condition of wiring (damage, burnt, lose)• Check functionality of Headsets	Once a week
8.	WALK THROUGH METAL DETECTORS <ul style="list-style-type: none">• Check general condition and clean walk-through metal detectors• Service and clean mechanism	Once a week
9.	PA SYSTEMS <ul style="list-style-type: none">• 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	Once a week
10.	Fixture <ul style="list-style-type: none">• Check equipment fixtures and repair and replace if required	When required
11.	TRAINING AND SUPPORT	When required
12.	PROVIDE MONTHLY MAINTENANCE REPORT	Once a month

1.3. QUANTITIES

Security & Systems	
Access Control	CPT
Access Control	
Access Control PC	1
Biometric readers	42
Card readers	0
Enrolment reader	1
Release buttons	0
Walk-through metal detectors	2
Network Switches (Enterasys)	12
Emergency Release (Green)	59
Door Closer	30
Network Twin Terminal (N/TRT)	30

CCTV	
CCTV PC	1
Network Video Recording (NVR)/ Digital Video Recording (DVR)	3
Dome Cameras	44
Closed Circuit Television (CCTV) Monitors	3
PA System	
Microphones	1
Speakers	36
Amplifier	1
Alarm system	
Alarm control panel	1
Passive Infrared (PIR)	0
Push panic button	6

1.4. RESPONSE TIMES

Category	Response
Priority 1 – Urgent	2 Hour
Priority 2 – High	4 Hours
Priority 3 – Medium	6 Hours
Priority 4 – Low	Normal schedule

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.

Mandatory Requirement	Comply	Not Comply
<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>		
Substantiate / Comments		

Mandatory	Comply	Not Comply
<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 of registration 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>		
Substantiate / Comments		

Mandatory	Comply	Not Comply
<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 where the nature of business is: Security Systems and/or Biometrics or CCTV or Access Control or Fire Detection or Fire Security or Electrical Installation or Electronic Products Installation and Supply or Security Alarm Systems or Information Technology or Software Installation or Installation of Burglar Alarm and Security Systems or Electronic Security Solutions and Equipment or 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>		

Mandatory	Comply	Not Comply										
<p>Response Time</p> <table border="1"> <thead> <tr> <th>Category</th><th>Response</th></tr> </thead> <tbody> <tr> <td>Priority 1 - Urgent</td><td>2 hours</td></tr> <tr> <td>Priority 2 – High</td><td>4 hours</td></tr> <tr> <td>Priority 3 - Medium</td><td>6 hours</td></tr> <tr> <td>Priority 4 - Low</td><td>Normal schedule</td></tr> </tbody> </table> <p>Service Provider must tick comply or not comply. Failure to do so will result to disqualification.</p> <p>Substantiate / Comments</p>	Category	Response	Priority 1 - Urgent	2 hours	Priority 2 – High	4 hours	Priority 3 - Medium	6 hours	Priority 4 - Low	Normal schedule		
Category	Response											
Priority 1 - Urgent	2 hours											
Priority 2 – High	4 hours											
Priority 3 - Medium	6 hours											
Priority 4 - Low	Normal schedule											

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			
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 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.	Access Control Data Base Maintenance	12		
2.	Access Control Hardware	12		
3.	Digital Video Recording/Network video recording	12		
4.	Cameras	12		
5.	CCTV Monitors	12		
6.	Alarm system	12		
7.	Intercom	12		
8.	Walk-through Metal Detectors	12		
9.	PA Systems	12		
10.	Fixture	12		
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 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 <i>(service provider will be required to provide quotation from their suppliers to verify pricing / mark up is market related)</i>	%	percentage (%)

Annex F : STANDARD BIDDING DOCUMENTS

[SBD 4 Bidders Disclosure](#)

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

[Annexure A: Security Measures](#)