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**04 February 2026**

## **REQUEST FOR PROPOSAL: PANEL OF MAINTENANCE SERVICES PROVIDERS**

The William Humphreys Art Gallery (WHAG) based in Northern Cape is a schedule 3 public entity (not for profit) and public benefit organisation supported by the National Department of Sport, Arts and Culture (DSAC). The William Humphreys Art Gallery provides for the aesthetic and cultural needs of the local community it serves as well as to the people of South Africa and the African continent.

William Humphreys Art Gallery invites proposals for appointment on a panel of maintenance services providers in full compliance with the Public Finance Management Act (PFMA) Act 1 of 1999 and related regulations.

For enquiries, bid specifications and mandatory documents to be completed contact Mpho Matsile at 053 831 1724.

Closing date for proposals is 27 February 2026. Submit written proposals through via email to [mpho@whag.co.za](mailto:mpho@whag.co.za).

*The William Humphrey Art Gallery reserves the right to not make any appointment in this regard.*

# **TERMS OF REFERENCE PANEL OF MAINTENANCE SERVICES PROVIDERS**

## **1. Purpose**

The purpose of this exercise is to appoint reputable and experienced service providers to a Panel of Maintenance Services Providers for the William Humphreys Art Gallery for a period of thirty-six (36) months, on an as-and-when basis. Appointment to the panel does not guarantee work; services will be procured per job as and when needed.

## **2. Background**

The William Humphreys Art Gallery is a public art museum with heritage buildings and landscaped grounds that require ongoing preventative and reactive maintenance to ensure safety, preservation of assets, compliance with statutory requirements, and uninterrupted service to the public. To improve efficiency and responsiveness, WHAG intends to establish a panel of suitably qualified maintenance service providers.

## **3. Scope of Services**

The panel will cover, but is not limited to, the following categories:

### **3.1 Electrical Maintenance Services**

- Fault finding and repairs to electrical installations
- Maintenance of distribution boards, wiring, plugs, switches, and lighting
- Compliance inspections and Certificates of Compliance (where applicable)
- Emergency electrical services
- Preventative maintenance and upgrades

### **3.2 Building Maintenance Services**

- General building repairs (carpentry, masonry, glazing, painting, etc.)
- Minor renovations and alterations
- Preventative maintenance services
- Emergency building repairs

### **3.3 Fumigation and Pest Control Services**

- Pest inspections and treatment (rodents, insects, termites, etc.)
- Fumigation of offices, storage areas, and galleries where required
- Environmentally compliant pest control methods
- Issuing of treatment reports and compliance documentation

### **3.4 Tree Felling and Grounds-Related Services**

- Tree felling and pruning
- Removal of dead or hazardous trees
- Stump removal and disposal
- Compliance with municipal and environmental regulations

### **3.5 Air Conditioning Services**

- Installation, servicing, and maintenance of air conditioning units
- Fault finding, repairs, and replacement of components

- Preventative maintenance and routine servicing schedules
- Refrigerant handling in compliance with environmental regulations
- Emergency air conditioning repairs
- Issuing of service reports and compliance documentation

### **3.6 Plumbing Maintenance Services**

- Maintenance and repair of water supply and drainage systems
- Repair and replacement of taps, valves, pipes, toilets, basins, and urinals
- Leak detection and repair
- Blocked drains and sewer line maintenance
- Installation and maintenance of geysers and related fittings
- Emergency plumbing services
- Compliance with relevant plumbing standards and regulations

### **4. Duration of the Panel**

The panel will be appointed for a period of thirty-six (36) months, subject to satisfactory performance and continued compliance with WHAG requirements. WHAG reserves the right to review, terminate, or amend the panel in accordance with SCM policies.

### **5. Nature of Appointment**

- Appointment to the panel is non-exclusive.
- Work will be allocated on a quotation/request basis among panel members.
- WHAG reserves the right to invite one or more panel members to quote per assignment.
- Emergency work may be allocated directly to an available panel member.

### **6. Eligibility and Compliance Requirements**

Service providers must:

- Be tax compliant with SARS
- Be registered on the Central Supplier Database (CSD)
- Hold relevant industry registrations and certifications (where applicable)
- Have proven experience in the relevant service category
- Comply with Occupational Health and Safety Act requirements
- Carry appropriate insurance (public liability, workers' compensation, etc.)

### **7. Submission Requirements**

Interested service providers must submit:

- Completed bid documents
- Company profile and relevant experience
- Proof of CSD registration
- Tax compliance status
- Copies of professional certifications and licenses
- Proof of insurance
- Pricing structure or schedule of rates

## **8. Evaluation Criteria**

Submissions will be evaluated based on:

- Compliance with mandatory requirements
- Relevant experience and capacity
- Technical competence
- Pricing and value for money
- Past performance and references

## **9. Contractual Arrangements**

Successful service providers will enter into a Service Level Agreement (SLA) with WHAG. The SLA will define service standards, response times, pricing mechanisms, and reporting requirements. Payments will be made in accordance with WHAG's financial policies upon receipt of valid invoices and proof of work completed.

## **10. Performance Management**

WHAG will monitor performance throughout the panel period. Poor performance, non-compliance, or breach of contract may result in suspension or removal from the panel.

## **11. Confidentiality and Ethics**

Service providers must maintain confidentiality of all WHAG information and adhere to ethical business practices, including avoidance of conflicts of interest.

## **12. Rights Reserved**

WHAG reserves the right to:

- Accept or reject any or all submissions
- Appoint one or more service providers per category
- Cancel the process at any stage without incurring liability

## **13. Health and Safety**

The contractor shall comply with all health and safety regulations and guidelines set forth by local and national authorities. The contractor shall ensure that all equipment and tools used in the project are in good working condition and are regularly maintained to prevent accidents or injuries.

## **14. Reporting**

The contractor shall provide a detailed report of all maintenance tasks performed, including any repairs or replacements made, to the Facilities Officer. The report should be submitted at the end of installation, servicing, and maintenance, and should include any recommendations for future maintenance or repairs.

## **15. Warranty**

The contractor shall provide a warranty for all maintenance work performed for a period of at least six months from the date of completion. The warranty should cover any defects or issues that arise because of the maintenance work performed.

## 16. Technical Mandatory Requirements

The proposal must indicate which of the following service categories the service provider is competent in and provide proof of expertise and experience thereof.

1. Electrical Maintenance Services
2. Building Maintenance Services
3. Fumigation and Pest Control Services
4. Tree Felling and Grounds-Related Services
5. Air Conditioning Services
6. Plumbing Maintenance Services

The Technical Mandatory Requirements are listed below, failure to submit all the documentation requested below will lead to disqualification and bid will not be evaluated further.

<b>Mandatory Criteria</b>	<b>Description</b>	<b>Proof Required</b>
Company Profile	The service provider must have a minimum of one year of experience in maintenance services.	Company profile indicating at least one year of rendering maintenance services.
Company Experience	The service provider must provide evidence of successful completion of at least one similar project per applicable category.	At least one reference letter for each applicable category
Qualifications and Expertise	All staff working on the project must have experience, and any applicable academic qualifications and trade certificates in the relevant category.	CVs of project leaders and technicians.

## Pricing

The service provider shall provide a detailed cost proposal including fees and expenses. Service Providers shall provide an hourly cost breakdown and annual escalation fees for the duration of the contract. Fees must be quoted at an all-inclusive rate for the various levels of the proposed resources/supplies to be utilized.

NOTE: Unless otherwise stated herein, all rates should be per hour and include compensation for costs to execute the works whatever quantity is required, and should provide for parts, travel, establishment, preliminary and general costs, and all other costs associated with the execution and supervision.

Call Out Fee (VAT Incl.)	R
<b>Item</b>	<b>Labour Hourly Rate (VAT Incl.)</b>
Maintenance and Repairs hours within Normal Time (08:00 - 17:00)	R
Maintenance and Repairs outside Normal Time (After 17:00)	R
Maintenance and Repairs outside Normal Time (Holidays/Weekends)	R

## EVALUATION CRITERIA

### Pricing and Preferential Evaluation

The following 80/20 criteria will be used for the evaluation of the proposals:

- a. **Pricing** 80 points
- b. **Preferential Points** 20 points

Preferential Points will be awarded as per below scoring:

CRITERION	POINTS	PROOF OF CLAIM
B-BBEE Status	4	Valid B-BBEE verification certificate or an affidavit confirming micro enterprise status.
Businesses Based in the Northern Cape	4	Proof of Business Address
Ownership by Youth	4	WHAG SBD 4 Form, Company Registration Documents, and Identity Documents of Shareholders
Ownership by Women	4	WHAG SBD 4 Form, Company Registration Documents, and Identity Documents of Shareholders
Ownership by People with Disabilities	4	WHAG SBD 4 Form, Company Registration Documents, and Identity Documents of Shareholders

B-BBEE Status Points will be awarded as per below:

B-BBEE STATUS	POINTS
Level 1	4
Level 2	3
Level 3	2
Level 4 and below	1
Non-compliant	0

Ownership Points for Youth, Women, and People with Disabilities will be awarded as per below:

OWNERSHIP	POINTS
Above 50%	4
Above 40%	3
Above 25%	2
Above 10%	1

### MANDATORY INFORMATION TO BE SUBMITTED

The written application should be accompanied by the following minimum documentation:

- a) Central Supplier Database (CSD) Registration number.
- b) WHAG SBD 4 Form – Bidder's Disclosure.

*All current and potential creditors/contractors/consultants and other suppliers of goods and services to William Humphreys Art Gallery are required to **self-register** on the government Central Supplier Database. Please visit the CSD website [www.csd.gov.za](http://www.csd.gov.za).*



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**WHAG-SBD4**

## **BIDDER'S DISCLOSURE**

### **1. Purpose of the form**

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

### **2. Bidder's declaration**

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in the table below.

<b>Full Name</b>	<b>Identity Number</b>	<b>Name of State institution</b>

<sup>1</sup> the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.



#### 4 DECLARATION

I, the undersigned, (name) ..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 4.1 I have read and I understand the contents of this disclosure;
- 4.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 4.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement, or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 4.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 4.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 4.6 There have been no consultations, communications, agreements, or arrangements made by the bidder with any official of the William Humphreys Art Gallery in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 4.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the

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<sup>2</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2, 3 and 4 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

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**Signature**

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**Date**

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**Position**

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**Name of Bidder**