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| **REQUEST FOR QUOTATION (RFQ) NUMBER:** | **PR10111790 (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 to Maintain, Service and Repair Security Systems at East London Office on a month-to-month basis for a period not exceeding six (6) months. |
| **RFQ ISSUED DATE** | **15 September 2025** |
| **RFQ VALIDITY PERIOD** | 30 days from the closing date. |
| **CLOSING DATE AND TIME** | **23 September 2025 @ 11:00** |
| **EXPECTED DATE SERVICES IS REQUIRED** | Six (6) months agreement which will come into existence from the date of the last signatory |
| **COMPULSORY BRIEFING SESSION/**  **SITE VISIT/SITE INSPECTION** | N/A |
| **DELIVERY ADDRESS OF GOODS/SERVICES** | 4th Floor Metropolitan Building, Corner Drury Lane and Caxton Street, East London, 5241 |
| **RFQ RESPONSES MUST BE EMAILED TO:** | **All quotations should be emailed to**  [**rfq-eastlondon.procurement@raf.co.za**](mailto:Rfq-Eastlondon.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 [**mihlalim1@raf.co.za**](mailto:mihlalim1@raf.co.za) **or** [**imithat@raf.co.za**](mailto:imithat@raf.co.za)For further enquiries, you may contact Mihlali Mputa: 043 707 4710 |

**Important Notes to this RFQ:**

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

**(**[rfq-eastlondon.procurement@raf.co.za](mailto:rfq-eastlondon.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);**
* **Historically Disadvantaged Individuals (HDI)\* claimed points for Race and Gender 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 will conduct business ONLY with CSD Registered suppliers;**
* **Should you not be contacted within 14 working days, 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 is required to report the matter to our toll free fraud line at 0800 005919.”

*\*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 f 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 not to 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 RAF has its headquarters in Centurion - Pretoria and other offices country wide.

#### BACKGROUND OF THE PROJECT

The Road Accident Fund (RAF) wishes to appoint a suitable service provider to Maintain, Service and Repair Security Systems at East London Office on a month-to-month basis for a period not exceeding six (6) months.

#### DETAILED SPECIFICATION

|  |  |  |  |
| --- | --- | --- | --- |
| **Region** | **Offices** | **Frequency of visits** | **Number of technicians** |
| East London | East London | Once a week | 1 |

|  |  |  |
| --- | --- | --- |
| **NO** | **Description** | **Frequency of visits** |
| **1.** | **ACCESS CONTROL DATABASE MAINTENANCE** | **Once a week** |
|  | * Analyze alarm reports and take action to prevent failures * Backup and restore data * Archive offsite * Database maintenance and upgrade |  |
| **2.** | **ACCESS CONTROL HARDWARE** | **Once a week** |
|  | * Clean exterior equipment boxes (inside and outside) * Check overheating and water leaks * Check general of wiring (damaged, burned, lose) * Check and clean all power supply units * Check battery runtime * Check functionality of fingerprint readers * Clean fingerprint reader * Check the functionality of release buttons |  |
| **3.** | **DIGITAL VIDEO RECORDING/NETWORK VIDEO RECORDING** | **Once a week** |
|  | * Check functionality and clean exterior of DVR * Verify the recording time and date of DVR * Check functionality and clean exterior of remote viewer * Clean and adjust cameras * Defrag drives |  |
| **4.** | **CAMERAS** | **Once a week** |
|  | * Adjust and clean cameras * Check the general condition of wiring (damage, burnt, lose) * Backup and restore CCTV data * Archive off site |  |
| **5.** | **CCTV MONITORS** | **Once a week** |
|  | * Check functionality and clean the exterior * Check and clean passes * Check the general condition of wiring (damage, burnt, lose) * Check functionality of panic buttons remotes and battery run time |  |
| **6.** | **ALARM SYSTEMS** | **Once a week** |
|  | * Check functionality and clean the exterior * Check and clean passes * Check the general condition of wiring (damage, burnt, lose) * Check functionality of panic buttons remotes and battery run time |  |
| **7.** | **INTERCOM** | **Once a week** |
|  | * Check functionality and clean the exterior * Check the general condition of wiring (damage, burnt, lose) * Check the functionality Headsets |  |
| **8.** | **WALK THROUGH METAL DETECTORS** | **Once a week** |
|  | * Check general condition and clean walk-through metal detectors * Service and clean mechanism |  |
| **9.** | **PA SYSTEMS** | **Once a week** |
|  | * Check general condition and clean PA system * Check wiring condition (damage, burnt, lose) * Check the condition of the microphone * Check the functionality of amplifier * Service and repair speakers and amplifier |  |
| **10.** | **FIXTURE** | **When required** |
|  | * Check equipment fixtures and repair and replace if required |  |
| **11.** | **TRAINING AND SUPPORT** | **When required** |
|  | * Training to be provided to RAF employees quarterly |  |
| **12.** | **PROVIDE MONTHLY MAINTENANCE REPORT** | **When required** |

**Quantities**

|  |  |
| --- | --- |
| **Security Systems** | |
| **Access Control** | **East London** |
| **Access Control** | |
| Access Control PC | 1 |
| Biometric Readers | 30 |
| Finger/card reader | 1 |
| Walk-through metal detectors | 2 |
| Network Switches (Enterasys) | 3 |
| Emergency Release (Green) | 12 |
| Door Closer | 12 |
| **Network Twin Terminal (N/TRT)** | 12 |
| **CCTV** |  |
| CCTV PC | 1 |
| Network Video Recording (NVR)/Digital Video Recording (DVR) | 1 |
| Dome Cameras | 16 |
| Closed Circuit Television (CCTV) Monitors | 2 |
| **PA System** |  |
| Microphones | 1 |
| Speakers | 16 |
| Amplifier | 1 |
| **Alarm System** |  |
| Panic push button | 3 |

**Response Times**

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| --- | --- | --- |
|  |  |  |
| Priority 1 — Urgent | 2 Hours | |
| Priority 2 — High | 4 Hours | |
| Priority 3 — Medium | 6 Hours | |
| Priority 4 — Low | Normal schedule | |



**Important Information**

* The service provider to provide a job card on all visits and also provide a monthly report.
* The service provider must provide an hourly rate outside of the working hours.
* The service provider to provide parts with the invoice of the part purchased (for repairing).

1. EVALUATION CRITERIA

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.**

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Description** | **Comply** | **Not comply** |
| **1** | The service provider must submit a **valid** copy of **Private Security Industry Regulatory Authority** **(PSIRA)** letter of good standing for the company and directors.  The **valid** proof of registration must be submitted by the closing date and time of the RFQ.  The RAF reserves the right to validate and confirm validity. |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Description** | **Comply** | **Not comply** |
| **2** | The bidder must attach **valid** 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.  The service provider must submit a valid copy of the letter of good standing for Security Systems and/or Biometrics, CCTV, Access Control, Fire Detection, Fire Security, Electrical Installation, Electronic Products Installation and Supply, Security Alarm Systems, Information Technology, Software Installation, Installation of Burglar Alarm and Security Systems, Electronic Security Solutions and Equipment, Installation of Access, Security and Safety Equipment or Security Equipment Installation.  Note: The COIDA certificate of good standing should not be older than twelve (12) months.  The **valid** proof must be submitted by the closing date and time of the RFQ.  The RAF reserves the right to validate and confirm validity. |  |  |

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| **No** | **Description** | **Comply** | **Not comply** |
| **3** | The service provider must submit a **valid** copy of **Private Security Industry Regulatory Authority** **(PSIRA)** Certificate for their registered company.  The **valid** proof must be submitted by the closing date and time of the RFQ.  The RAF reserves the right to validate and confirm validity. |  |  |

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| --- | --- | --- | --- |
| **No** | **Description** | **Comply** | **Not comply** |
| **4** | The service provider must provide a **minimum** of two (2) reference letters showing experience were Repairing or Maintaining or Servicing or Installing of Security Systems was rendered with the following details:   * The name of the company at which the repairs or maintenance or service or installation of Security Systems was rendered. * Contact Person. * Contact Number or Email Address.   Please note: The RAF will not accept a list of references letter listed on a table other than signed reference letters on a company letterhead from the client. The RAF reserves the right to validate and confirm the company details, and the content submitted on the reference letter. The reference letter(s) must be in the form of individual letter(s) from the respective clients.  If the letter does not include all the information on the bullets above it will not be acceptable.  The Reference Letter must be submitted by the closing date and time of the RFQ. |  |  |

**Phase 2: Price and Specific Goals Evaluations**

The evaluation for Price and Specific Goals based preference system shall be based on the 80/20 and the points for evaluation criteria are as follows:

|  |  |  |
| --- | --- | --- |
| **Evaluation criteria** | | **Points** |
| **1.** | **Price** | **80** |
| **2.** | **Specific Goals**   |  |  |  |  | | --- | --- | --- | --- | | # | Specific Goal | Proof | Points Allocation | | 1 | South African citizen who had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983 (Act 200 of 1983) or the Constitution of the Republic of South Africa, 1996. (minimum 51% ownership or more) | CSD Report | 10 | | 2 | Women  (minimum 51% ownership or more) | ID copy / CSD report | 8 | | 3 | Persons 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. The service provider/supplier is required to provide a full cost breakdown for each item required on an official company letterhead.
3. In cases where a service provider submits two (2) different offers, the price stated on the RFQ document will be accepted for the basis of the evaluation purposes.
4. The service provider/supplier is required to list all additional costs associated with the services listed above, with the conditions of when such costs will apply.
5. All prices must be VAT inclusive (if VAT registered) and must be quoted in South African Rand (ZAR).
6. No price changes will be accepted after the official Purchase Order (PO) is issued.

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| --- | --- | --- | --- | --- |
| **NO.** | **ITEM DESCRIPTION** | **PERIOD** | **UNIT PRICE PER MONTH** | **TOTAL PRICE FOR SIX (6) MONTHS** |
| **1** | Maintain, Service and Repair of Security System | 6 months |  |  |
| **TOTAL** | | | |  |
| **VAT (IF VAT REGISTERED)** | | | |  |
| **GRAND TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)** | | | |  |

**Other Costs / Ad hoc services** – (*these are for services falling outside of the primary scope noted above)*

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| --- | --- | --- |
| **Other** | Rates  (inclusive of VAT) | Unit of Measure |
| Call out Fee | R | each |
| Labour Rate (during working hours) Service Provider to indicate their working hours | R | per hour |
| Labour Rate (outside working hours inclusive of weekends and public holidays) | R | per hour |
| Travelling Rate (km's) (Based on approved AA rates) | R | per km |
| Material mark up for hardware  *(service provider will be required to provide quotation from their suppliers to verify pricing / mark up is market related)* | % | percentage (%) |

1. STANDARD BIDDING DOCUMENTS

SBD 4 Bidders Disclosure

SBD 6.1 in Terms of PPR 2022