

SERVICE PROVIDER NEEDED TO RENDER REPAIR SERVICES ON THE FLEET

x1 Nissan NP300 x1 VW Polo vivo, x1 Ford Tourneo Connect, x2 Station wagon Toyota Landcruiser, x6 Ford Ranger 2.2, x8 Iveco daily mobile clinics.

1. BACKGROUND INFORMATION

The Human Sciences Research Council (HSRC) is a research organisation that advances social sciences and humanities for public use. The HSRC subscribes to the values of good governance, accountable public administration and sound management of the resources as reflected in the Public Financial Management Act of 1999 (PFMA as amended by Act 29 of 1999) and other laws and regulations applicable to public administration.

The Human Sciences Research Council hosts a centre for community-based research located in Sweetwaters, located approximately 10KMs outside the city of Pietermaritzburg. The centre has fleet vehicles used for research purposes which are an essential resource to our operations. The fleet include

- x1 Nissan NP300
- x1 VW Polo vivo
- x1 Ford Tourneo Connect
- x2 Station wagon Toyota Landcruiser
- x6 Ford Ranger 2.2
- x8 Iveco daily mobile clinics

2. CONTRACT DURATION

12 MONTHS

3. GENERAL TERMS

The HSRC wishes to appoint an experienced service provider to render repair services on these fleet and provide the following services:

- Minor and Major service on each vehicle when needed

ADHOC SERVICES REQUIRED

- Provide auto electrical services when needed
- Provide brake and clutch services when needed
- Provide Panel beating services when required
- Provide Mechanical services when required
- Provide towing services when required

Preference will be given to service providers in Pietermaritzburg and Howick in Kwa-Zulu Natal when needed. The panel will consist of not less than 2 suppliers of each services provided above. The HSRC will be appointing qualifying suppliers on Panel and rotation basis.

4. RESPONSIBILITIES OF SERVICE PROVIDER

- The suppliers will be responsible for assessing the vehicle and providing diagnostic report in writing with supporting evidence (pictures), provide quotations, and
- Turnaround Time Requirements - All vehicle inspection reports must be acknowledged and assessed within 24 hours, with a repair assessment and quotation provided within this timeframe. Once approval is granted, repairs must be completed within a reasonable period, not exceeding five (5) working days, unless delays are due to factors beyond the service provider's control and are communicated in writing.

5. SERVICE CLASSIFICATION

- The service provider shall have an established record in vehicle maintenance/ repairs and should be RMI approved.
- Qualified professionals with expertise in vehicle testing and diagnostics, motor auto electrical, brake and clutch, vehicle body building and repairs, vehicle mechanical.
- Companies with a portfolio of successfully completed projects and support infrastructure.
- All maintenance services shall conform to the requirements of OHS Acts

5. MANDATORY REQUIREMENTS

Failure to meet ANY of the criteria below shall result in the proposal not being evaluated and disqualified from the process.

- The suppliers must be accredited with any of the relevant industry bodies such as Retail Motor Industry Organisation (RMI), SAMBRA (South African Motor Body Repairers Association) or Motor Industry Workshop Association (MIWA) or relevant- please provide a valid proof.
- Provide relevant motor accreditation for vehicle maintenance or panel beating- provide a valid proof.
- Successful bidder must be willing to do the repairs at Sweetwaters office building.
- Bidder must provide evidence of a safe work space, with infrastructure, CCTV and security, that is not 40km away from the Sweetwaters office.
- Provide proof of insurance liability cover of at least R500000.00 per occurrence/incident.
- A copy of the Letter of Good Standing with the Compensation Commissioner as prescribed by section 89 of the Compensation for Occupational Injuries and Diseases Act 1993.

6. BRIEFING AND SITE INSPECTION

- Bidders will be required to attend the non-compulsory online briefing session on 12 March 2026
- Bidders are welcome to conduct a site inspection between anytime 08h00 to 16h00 weekdays until the closing date. Queries may be directed to Mr. Simphiwe Nzimande, email: snzimande@hsrc.ac.za.
- Bidders to ensure that all above documents are submitted, failing which will result in immediate disqualification

7. COST BREAKDOWN

Please quote labour rates per hour as per Table below (NB: All prices must be VAT inclusive, cover an entire work scope, quoted in South African Rands and indicate escalation percentage, if applicable)

a) Mark up percentage

The supplier to provide three quotes from their supplier for parts. Suppliers to indicate the mark up percentage. Indicate the mark up in the table below.

Parts	OEM	Agents	After Market
Mark-up %			

Suppliers should be able to provide the itemised costing of parts and consumables in Rands and on request 3 quotations as supporting documents on original distributor/agent letterheads to ensure costing transparency.

The supplier must provide their applicable vendor mark up as a percentage.

ADDENDUM

UNPLANNED MAINTENANCE COSTS

Where applicable, the following rates shall apply for the purpose of calculating any amounts owing in terms of this Agreement:

A. LABOUR, NORMAL TIME:

Normal time: 07h00 to 18h00

Qualified Technician/Mechanic with assistant R per hour

Additional assistant R per hour

B. LABOUR, OVERTIME:

Overtime: Weekdays 18h00 to 07h00
Weekends and Public Holidays

Qualified Technician/Mechanic with assistant R per hour

Additional assistant R per hour

C. TRANSPORT:

Cost in excess of 50km return trip R per Kilometre

D. TOWING:

Normal time: 07h00 to 18h00

Towing costs per KM R per KM

E. MATERIALS:

Material costs below R10, 000 Cost plus %=R

Material costs between R10, 000 and R40, 000 Cost plus %=R

Material costs above R40, 000 Cost plus %=R

F. BREAKDOWNS:

Breakdowns will be charged on an hourly rate as per the Contract and spare parts will be charged on cost plus mark-up as per Contract.

Mileage (Kilometre) claims will only be charged on breakdowns and are dependent on the distance between the service provider's business premises and the HSRC building in Sweetwaters (Pietermaritzburg office). Payment will only be for mileage claims that exceed 50 kilometres (return trip).

Queries may be directed to Mr. Simphiwe Nzimande, email: snzimande@hsrc.ac.za.

Quotes must be emailed to Mr. Phumlani Ndlovu, email: pndlovu@hsrc.ac.za.

Closing date for the quotations is **18 March 2026**