



<b>RFI NUMBER:</b>	RAF/2024/00010
<b>DESCRIPTION:</b>	Request for Information: Leasing of Office Space for ten (10) Customer Experience Centers (CEC) and two (02) Processing Centre for a period of Five (5) Years.
<b>PUBLISH DATE:</b>	15 March 2024
<b>VALIDITY PERIOD:</b>	90 days from the closing date
<b>CLOSING DATE:</b>	03 April 2024
<b>CLOSING TIME:</b>	11:00 a.m.
<b>COMPULSORY BRIEFING SESSION</b>	N/A
<b>RESPONSES MUST BE EMAILED TO:</b>	<a href="mailto:ayandad@raf.co.za">ayandad@raf.co.za</a>
<b>ATTENTION:</b>	A. Danca

<b>BIDDER NAME:</b>
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## BIDDING STRUCTURE

Indicate the type of bidding structure by marking with an 'X':	
Individual bidder	
Joint venture	
Consortium	
Using subcontractors	
Other	

If individual bidder, indicate the following:	
Name of bidder	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If joint venture or consortium, indicate the following: <i>(To be completed for each joint venture/ consortium member)</i>	
Name of joint venture/consortium members	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

<b>If using subcontractors, indicate the following:</b>	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

<b>If joint venture or consortium, indicate the following:</b>	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

<b>If using subcontractors, indicate the following:</b> <i>(To be completed for each subcontractor)</i>	
Name of subcontractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

**ENQUIRIES**

Enquiries regarding this Request for Information should be submitted via e-mail to:

**Bid enquiries:**

Ayanda Danca	<a href="mailto:ayandad@raf.co.za">ayandad@raf.co.za</a>
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Enquiries should reference specific paragraph numbers, where appropriate.

All questions/ enquiries must be forwarded in writing prior to the submission date.

## SCOPE OF WORK:

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### 1. BACKGROUND OF THE RAF

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 within the borders of the country. The RAF head office is in Centurion and RAF intends to establish Customer Experience Centres (CEC) in each province in the country.

### 2. SPECIAL INSTRUCTION TO BIDDERS

- 2.1 The service provider must be an eligible, registered Service Provider in terms of the applicable laws of the Country and included in the National Treasury Central Supplier Database.
- 2.2 It is expected of bidders to have their Tax matters in order when the proposals are submitted.
- 2.3 Companies or Director that are included on the National Treasury register for Restricted Suppliers and/ or Tender Defaulters will be automatically disqualified from the process.

### 3. BACKGROUND OF THE BID

The Road Accident Fund (RAF) requires leasing of office space located in the provinces listed below:

- 3.1 **Nine (09) Provincial CEC's** - The requirements are for a minimum of Grade B office accommodation for an approximate total of 1100m<sup>2</sup> (usable area) per building for a period of five (5) years with a minimum of thirty-five (35) parking bays per site and the provision of parking for physically disabled people in accordance with municipal by-laws.
- 3.2 **Gauteng Customer experience centre** - The requirements are for a minimum of Grade B office accommodation for an approximate total of 2100m<sup>2</sup> (usable area) building for a period of five (5) years with a minimum of ninety five (95) onsite parking bays and the provision of parking for physically disabled people in accordance with municipal by-laws.
- 3.3 **Two Processing Centres (Gauteng and Western Cape)** - The requirements are for a minimum of Grade B office accommodation for an approximate total of 6 000m<sup>2</sup> (usable area) per building

for a period of five (5) years with a minimum of four hundred (400) onsite parking bays and the provision of parking for physically disabled people in accordance with municipal by-laws.

Grade B buildings as defined by SAPOA:

- Are generally older buildings, but accommodation and finishes are close to modern standards because of refurbishments and renovation from time to time.
- Air conditioning and on-site parking or bays dedicated to the building is essential.
- Minimum ceiling height, less flexible floorplates. Modest landscaping with minimal exterior space.

The lessors of the spaces to be leased will be required to consider offering a full tenant installation (finished interiors, including air-conditioning /ventilation, electrical and offer the required infrastructure to support Security, ICT and Marketing and Communications solutions that will be installed by the RAF). The spaces are to be set up in accordance with the RAF Corporate Identity, Space, OHS Standards.

#### **4. SCOPE OF WORK**

The scope of work is listed below:

##### **4.1. The lease agreement**

- 4.1.1. The lease will be for a 5-year period.
- 4.1.2. A detailed cost per item (schedule) must be provided (Cost for rental space, Parking, Storage etc.)
- 4.1.3. The rental rates per square meters must be in line with SAPOA rates for the area and escalation may be aligned to annual CPI.

##### **4.2. The requirements for the area include:**

- 4.2.1. Office Space requirements:
  - 4.2.1.1. 1100m<sup>2</sup> for Provincial CEC's (x 9 provinces)
  - 4.2.1.2. 2100m<sup>2</sup> for Gauteng CEC (x 1 province)
  - 4.2.1.3. 6 000m<sup>2</sup> for Processing Centres (x 2 provinces)
- 4.2.2. Near public transport routes/nodes, preferably within 1 km
- 4.2.3. Safely accessible by staff

**4.3. The requirements for the building include:**

- 4.3.1. Minimum of Grade B (as defined by SAPOA).
- 4.3.2. Energy efficient will be preferred.
- 4.3.3. The building must have access for people living with special needs/disability (e.g., handrails and wheelchair ramps, ablutions) at the time of occupation – all at the Landlord’s cost.
- 4.3.4. Buildings with fewer support columns in the usable space will be preferred.
- 4.3.5. Buildings with natural to artificial light.
- 4.3.6. The building must be free of defects or issues e.g., water leaks, pest infestations, cracks, damp, etc.
- 4.3.7. The building must be ready for inspection at the closing of an RFI.
- 4.3.8. Legible to scale floor plans must be submitted with the area to be let clearly demarcated.
- 4.3.9. The building on offer must have all valid compliance certificates.
- 4.3.10. Kindly indicate the area that your building is located in:

<b>Provincial CEC’s</b>		
Province	Town	Tick the applicable box
Western Cape	Cape Town	
Eastern Cape	East London	
	Port Elizabeth	
Kwa-Zulu Natal	Durban	
Northern Cape	Kimberly	
Free State	Bloemfontein	
North West	Mahikeng	
Mpumalanga	Mbombela	
Limpopo	Polokwane	
<b>Gauteng CEC</b>		
Province		Tick the applicable box
Gauteng		
<b>Processing Centres</b>		
Province		Tick the applicable box

Gauteng	
Western Cape	

**4.4. The requirements for building systems/services include:**

- 4.4.1. The office accommodation must be air-conditioned and ventilated as per Grade B buildings. HVAC system in place must be maintained and record of servicing must be provided.
- 4.4.2. Extraction facilities to be functional in all ablutions and enclosed areas, inclusive of basement parking and storerooms.
- 4.4.3. Back up water supply in case of municipal water disruption sufficient for 48-hour supply functional
- 4.4.4. Geysers 150/200L providing hot water to ablutions and kitchen/pause area.
- 4.4.5. Back-up power must be provided in case of load shedding or power outages. Noise level when generator is running must be considered in placement. Generator should have 40% spare capacity.
- 4.4.6. Preferably Uninterrupted Power Supplies (UPS) with spare capacity is installed to prevent damage to IT and electrical equipment in the event of power failure or interruption in the supply of electricity.
- 4.4.7. The space(s) on offer must have its own dedicated electric distribution board(s) and an up-to-date existing Electrical Certificate of Compliance (COC) must be available at inspection at RAF discretion.
- 4.4.8. Double tier/compartments power skirtings to interior perimeter and internal brick/concrete walls.
- 4.4.9. The space on offer must be fitted with a dedicated electricity supply meter.
- 4.4.10. The accommodation must have existing fire detection and prevention services and make provision for these in compliance with Part T of SANS 10400.
- 4.4.11. Ventilated ablution facilities for males and females, inclusive of facilities for the disabled in accordance with SANS 10400 Parts P and S, must be available and in good working condition.
- 4.4.12. All ablution facilities to comply with applicable legislation both in size and quantity.
- 4.4.13. In multi-story buildings lifts and escalators must be maintained and service records must be provided upon request.



#### 4.5. The requirements for health and safety include:

- 4.5.1. All safety equipment must be serviced and up to date (e.g., firefighting equipment, First Aid box) as per legislative requirements.
- 4.5.2. All requirements in terms of the OHS Act must be complied with.
- 4.5.3. All building systems must have been serviced as per the original equipment manufacturer (OEM) requirements in line with relevant legislation (electrical, HVAC, Fire, etc.)

#### 4.6. Interior finishes requirements:

- 4.6.1. Area to be fully perimeter enclosed (including ceiling voids), secure, lockable with a single point of entry/exit except for the mandatory emergency exits.
- 4.6.2. If the area is bound by any façade/building perimeter walls with openings, all openings must be secured with burglar bars, irrespective of height above ground level.
- 4.6.3. Area must be able to accommodate, but is not limited to:
  - 4.6.3.1. An office space encompassing but is not limited to:
    - A reception counter,
    - An information kiosk,
    - Service counters/desks “Front Office”
    - Back office for staff members at workstations
    - Pause Area with lockable storage space for groceries, sink/prep bowl with running hot and cold water, drainage and boiling water (push-through geyser) for preparing beverages and food (portable water),
    - Furnished enclosed (lockable) as well as open plan offices
    - 2-hour fire rated storeroom/s with steel shelving,
    - An ICT hub room
    - A meeting room.
  - 4.6.3.2. A medical hub encompassing but is not limited to (**Customer Experience Centres only**):
    - Reception counter
    - Industrial Psychologists
    - Educational Psychologists
    - Occupational Therapists

- Medical Doctors
- Case Managers
- Consultation rooms
- Sessional rooms
- Shared waiting room
- Storerooms
- Occupational Therapy / Physiotherapy Gymnasium
- Observation / Procedure room
- Toilet facilities for children
- Ablution facilities for persons with disabilities with emergency call system

#### **4.7. The requirements for security:**

- 4.7.1 Power in ceiling spaces for future camera installations
- 4.7.2 Power points in reception for vertical and baggage scanners in reception area.

#### **4.8. ICT Requirements:**

- 4.8.1 Provision for routing of data cables, etc. to be made in the ceiling voids, cable trays, ducts and walls.
- 4.8.2 A centrally located enclosed and lockable room to be utilized as an ICT hub room with ample artificial light and mechanical cooling and ventilation – no windows/perimeter openings permissible.
- 4.8.3 Provide dedicated power and surge arrestors, normal plugs 4x4 and Uninterrupted Power Supply (UPS) to hub/server room(s).

#### **4.9. Requirements for Marketing purposes:**

- 4.9.1 The landlord must be willing allow the following:
  - Building wraps
  - Television advert shoots
  - Bathroom posters, digital mirror screens, wall mounted digital screens/monitors in reception and pause areas and branding in lifts.
  - Information kiosk in the reception area

#### **4.10. Special Permissions**

- 4.10.1. Approval for exterior and shop fronts signage and branding must be granted.
- 4.10.2. Approval to allow vending machines on site.
- 4.10.3. The lease offered must provide the RAF with right of first refusal of additional space/lease renewal.

#### **4.11. The requirements for parking include:**

- 4.11.1. Parking bays requirements:
  - 4.11.1.1. Minimum of 35 secure and on-site parking bays per site for Provincial CEC's.
  - 4.11.1.2. Minimum of 95 secure and on-site parking bays per site for Gauteng CEC.
  - 4.11.1.3. Minimum of 400 secure and on-site parking bays per site for Processing Centers.
- 4.11.2. Parking for people living with disabilities must be in accordance with municipal by-laws and applicable legislation/standards as contained in Part S of SANS 10400. Confirmation of which should be included in the proposal.

## 5. PRICING SCHEDULE FOR PROVINCIAL CEC's:

### RAF Requirements

5.1 Name of Building: \_\_\_\_\_

5.2 Province where building is located: \_\_\_\_\_

5.3 Address of Building: \_\_\_\_\_  
\_\_\_\_\_

5.4 Contact Person for Property: \_\_\_\_\_

5.5 Who is letting the Property (Agent/Owner): \_\_\_\_\_

5.6 Did you attach the plans/drawings: \_\_\_\_\_

DESCRIPTION	REQUIREMENT	BIDDER'S PROPOSED BUILDING	UNIT RATE	MONTHLY TOTAL
Office Rental	1100m <sup>2</sup>	m <sup>2</sup>		
Parking Bays	35 Bays	bays		
Other				
Sub-Total				
Vat				
Total				

- a. You may submit the rates on your company letterhead or a separate attachment.
- b. NOTE: All prices must be VAT inclusive and must be quoted in South African Rand (ZAR).
- c. This RFI is not a solicitation and that there are no commitments with respect for future purchases or contracts.
- d. Bidders must provide a breakdown of cost of the required information where applicable

**6. PRICING SCHEDULE FOR GAUTENG CEC:**

**RAF Requirements**

6.1 Name of Building: \_\_\_\_\_

6.2 Address of Building: \_\_\_\_\_

6.3 Contact Person for Property: \_\_\_\_\_

6.4 Who is letting the Property (Agent/Owner): \_\_\_\_\_

6.5 Did you attach the drawings/plans: \_\_\_\_\_

DESCRIPTION	REQUIREMENT	BIDDERS PROPOSED BUILDING	UNIT RATE	MONTHLY TOTAL
Office Rental	2100m <sup>2</sup>	m <sup>2</sup>		
Parking Bays	95 Bays	bays		
Other				
Sub-Total				
Vat				
Total				

- e. You may submit the rates on your company letterhead or a separate attachment.
- f. NOTE: All prices must be VAT inclusive and must be quoted in South African Rand (ZAR).
- g. This RFI is not a solicitation and that there are no commitments with respect for future purchases or contracts.
- h. Bidders must provide a breakdown of cost of the required information where applicable

## 7. PRICING SCHEDULE FOR PROCESSING CENTRE:

### RAF Requirements

7.1 Name of Building: \_\_\_\_\_

7.2 Province (Gauteng/Western Cape): \_\_\_\_\_

7.3 Address of Building: \_\_\_\_\_  
\_\_\_\_\_

7.4 Contact Person for Property: \_\_\_\_\_

7.5 Who is letting the Property (Agent/Owner): \_\_\_\_\_

7.6 Did you attach the plans/drawings: \_\_\_\_\_

DESCRIPTION	REQUIREMENT	BIDDERS PROPOSED BUILDING	UNIT RATE	MONTHLY TOTAL
Office Rental	6 000m <sup>2</sup>	m <sup>2</sup>		
Parking Bays	400 Bays	bays		
Other				
Sub-Total				
Vat				
Total				

- i. You may submit the rates on your company letterhead or a separate attachment.
- j. NOTE: All prices must be VAT inclusive and must be quoted in South African Rand (ZAR).
- k. This RFI is not a solicitation and that there are no commitments with respect for future purchases or contracts.
- l. Bidders must provide a breakdown of cost of the required information where applicable