



RFQ DOCUMENT

APPOINTMENT OF SUITABLE AND QUALIFIED SERVICE PROVIDERS TO PROVIDE PROPERTY MANAGEMENT SERVICES FOR RENTAL FOR THE FREE STATE DEPARTMENT OF HUMAN SETTLEMENTS FOR A PERIOD OF 06 MONTHS.

QUOTE NUMBER : HS-Q 007
CLOSING DATE : 09 June 2025
TIME : 10:00
VALIDITY PERIOD : 60 DAYS

NB: All documents must be completed with original black ink

All bidders must indicate their CSD Registration number: _____

Total Quote price (as included in SBD 3.3) _____



RFQ ADVERT DATE:	29 MAY 2025
RFQ NUMBER	HS-Q 007
TITLE OF RFQ	APPOINTMENT OF SUITABLE AND QUALIFIED SERVICE PROVIDERS TO PROVIDE PROPERTY MANAGEMENT SERVICES FOR RENTAL FOR THE FREE STATE DEPARTMENT OF HUMAN SETTLEMENTS FOR A PERIOD OF 06 MONTHS.
EMPLOYER	FREE STATE HUMAN SETTLEMENTS (FSHS)
POSTAL ADDRESS	P.O BOX 247
TOWN/CITY	BLOEMFONTEIN
CODE	9300
PHYSICAL ADDRESS1	OR TAMBO BUILDING,
PHYSICAL ADDRESS2	7 TH FLOOR
PHYSICAL ADDRESS3	CNR ST ANDREW AND MARKGRAAFF STREETS
PHYSICAL ADDRESS4	9301
E-MAIL:	shalati@fshs.gov.za
CLOSURE DATE	09 JUNE 2025
CLOSURE TIME(CAT)	10H00
TENDER BOX LOCATION	NB: QUOTATIONS MUST BE HAND DELIVERED AT THE FREE STATE DEPARTMENT OF HUMAN SETTLEMENTS, TENDER BOX GROUND FLOOR, OR TAMBO BUILDING, CNR MAKRAAFF AND ST ANDREWS STREET. E-MAILED QUOTATIONS WILL NOT BE CONSIDERED
SCM ENQUIRIES CONTACT PERSON	SHALATI NTSANWISI: shalati@fshs.gov.za



SECTION A:

STANDARD BIDDING DOCUMENTS



SBD.1

INVITATION OF BID



PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	HS Q-007	CLOSING DATE:	09 June 2025	CLOSING TIME:	10H00
DESCRIPTION	APPOINTMENT OF SUITABLE AND QUALIFIED SERVICE PROVIDERS TO PROVIDE PROPERTY MANAGEMENT SERVICES FOR RENTAL FOR THE FREE STATE DEPARTMENT OF HUMAN SETTLEMENTS FOR A PERIOD OF 06 MONTHS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
QUOTATION BOX ON THE GROUND FLOOR, OR TAMBO BUILDING, CNR MARKGRAAFF AND ST ANDREWS STREET, BLOEMFONTEIN, 9301					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Shalati Ntsanwisi		CONTACT PERSON	Lipuo Sefuli	
TELEPHONE NUMBER	077 602 1551		TELEPHONE NUMBER		
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	quotations@fshs.gov.za		E-MAIL ADDRESS	lipuo@fshs.gov.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A BRANCH IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					



PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN SERVICE LEVEL AGREEMENT.**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:



SBD 3.3 PRICING SCHEDULE **(PROFESSIONAL SERVICES)**



SBD 3.3

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER: BID NO.: ...HS Q 007

CLOSING TIME 10:00

CLOSING DATE: 09 June 2025

OFFER TO BE VALID FOR **60** DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)	
1.	The accompanying information must be used for the formulation of proposals.		
2.	Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project.	R.....	
3.	PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)		
4.	PERSON AND POSITION	HOURLY RATE	DAILY RATE
	-----	R-----	-----
	-----	R-----	-----
	-----	R-----	-----
	-----	R-----	-----
	-----	R-----	-----
	-----	R-----	-----5.
	PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT		
	-----	R-----	-----days
	-----	R-----	-----days
	-----	R-----	----- days
	-----	R-----	----- days



- 5.1 Travel expenses (specify, for example rate/km and total km, class of airtravel, etc). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
-----	-----	-----	R-----
-----	-----	-----	R-----
-----	-----	-----	R-----
-----	-----	-----	R-----
-----	-----	-----	R-----
-----	-----	-----	R-----

TOTAL: R.....

** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

- 5.2 Other expenses, for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
-----	-----	-----	R-----
-----	-----	-----	R-----
-----	-----	-----	R-----
-----	-----	-----	R-----
-----	-----	-----	R-----
-----	-----	-----	R-----

TOTAL: R.....

6. Period required for commencement with project after acceptance of bid
7. Estimated man-days for completion of project
8. Are the rates quoted firm for the full period of contract? *YES/NO
9. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index.



SBD.4

BIDDERS DISCLOSURE

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 interest¹ 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 table below.

Full Name	Identity Number	Name of State institution

- 2.2. Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

- 2.2.1 If so, furnish particulars:

.....
.....

¹ 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.



- 2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3. 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:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 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 will not be construed as collusive bidding.
- 3.4 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.
- 3.5 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.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution 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.
- 3.7. 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 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 and 3 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.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder



SBD 6.1 **PREFERENCE POINTS CLAIM FORM IN** **TERMS OF THE PREFERENTIAL** **PROCUREMENT REGULATIONS 2022**

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

a) The applicable preference point system for this tender is the 80/20 preference point system.

b) The 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100



- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.



Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)	Supporting documents to be attached as a proof of points claimed
Women Ownership - $\geq 51\%$	10		A sworn affidavit by the person or SANAS or DTI approved BBBEE certificate or Sworn affidavit
Youth Ownership - $\geq 51\%$	10		SANAS or DTI approved BBBEE certificate or Sworn affidavit
Total	20		



DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –



- (a) disqualify the person from the tendering process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....
.....



SECTION B:

TERMS OF REFERENCE

1. INTRODUCTION AND BACKGROUND

- 1.1.** The Department of Human Settlements is a provincial department in the Free State province with a mandate to provide shelter to the citizens of the province.
- 1.2.** The department focuses on housing delivery, which includes amongst others; Social and Rental Interventions Programmes, namely: Community Residential Units (CRUs) and Social Housing. The programmes are initiatives of the National Department of Human Settlements (NDoHS). The overall aim of these programmes is the provision of a secure, stable rental tenure for lower income households.
- 1.3.** For purposes of this document, focus will be on the Community Residential Units (CRU), a programme which was launched during 2007 and aims to rationalize the public sector rental housing stock, as well as ensuring the long-term viability thereof. In support of this program, the Free State Provincial Government (FSPG) has engaged with several local Municipalities with the view to implementing CRU projects to the benefit of local communities.
- 1.4.** During the past years, the department started with the development of three (3) CRUs in:
 - Dark and Silver City Top Site: Mangaung Metropolitan Municipality in Bloemfontein
 - Dark and Silver City: Bottom Site in Mangaung Metropolitan Municipality in Bloemfontein
 - G-Hostel: Matjhabeng Local Municipality in Welkom One such project is in Matjhabeng Local Municipality
- 1.5.** Since the projects will remain rental scheme under the CRU requirements, it is crucial that the scheme be managed accordingly. However, the institutional structures of provincial government and respective municipalities do not allow for the management of the CRUs, consequently, this function needs to be outsourced to an external property management agent.

2. VISION

Integrated and sustainable Human Settlements.

3. MISSION

The Department will develop cohesive, sustainable and integrated Human Settlements in the Free State.

4. VALUES

- The department's inherent values as informed by, amongst others, Batho Pele principles are:
- Professionalism, Integrity and Leadership
- Value for money and Accountability

- Partnership
- Compassion and Empathy
- Restoration of Dignity and Resilience
- Environment - friendly

5. GENERAL INFORMATION

5.1. Properties description and location

Dark and Silver City: Top Site

Dark and Silver Top Site is located at Erf 21047 Tsoai , Bochabela, Bloemfontein



Figure 5.1.1: Top Site Layout Plan

Description of units at Top site: Total number to be occupied- 30 (June 2025)

Item description	Units per typology		
	2 bedrooms	1 bedroom	Bachelor
Maximum persons per unit	4	2	1
Floor area/unit	0	32,84	20,43
Total number of units	0	12	18
Total floor area	0	394,08	367,74

Dark and Silver City: Bottom Site

Dark and Silver Bottom Site is in Maphisa/Fort Hare Road next to Legae Intermediate School in Bochabela section in Mangaung



Figure 5.1.2 Bottom Site Layout Plan

Description of units at Bottom site: Total number to be occupied- 100 (01 April 2025)

Item description	Units per typology		
	2 bedrooms	1 bedroom	Bachelor
Maximum persons per unit	4	2	1
Floor area/unit	37,68	32,84	20,43
Total number of units	8	22	70
Total floor area	301,44	722,48	1 430,1

G-Hostel: Welkom

Thabong G-Hostel site is located on Constantia Road next to the Thabong community centre



Figure 5.1.3 : G-Hostel Layout Plan

Description of units at G-Hostel: Total number to be occupied- 270 (June2025)

Item description	Units per typology		
	2 bedrooms	1 bedroom	Bachelor
Maximum persons per unit	4	2	1
Floor area/unit	37,68	32,84	20,43
Total number of units	16	140	114
Total floor area	602,88	4597,60	2329,02

6. Description of Operational Requirements

- 6.1. The CRU units are designed and constructed to accommodate low-income tenants earning between R 800 – R3 500 (hereinafter referred to as the “CRU category”), who do not qualify under any other National Housing Subsidy Scheme and do not have the financial means to access the property market on their own.
- 6.2. To assist these tenants, the CRU units are rented out at below market rates and calculated on a “cost recovery” principle. Although other tenants (not falling within the CRU category), will be permitted to occupy the units from time-to-time, the occupation ratio of such tenants may not exceed 30% of the total number of units. This means

that 70% of the units must always be reserved for and occupied by CRU category tenants.

- 6.3.** For this reason, the skills of a reputable property management agent are required to manage the CRU project for a fixed term of at least 6 months. It will be expected from the management agent to perform, amongst others, several administrative, financial, legal and technical functions.

7. Municipal services

- 7.1.** The Municipality will perform its ordinary municipal service delivery functions, at the standard rates levied to all residents. The cost towards providing the services is not included in the monthly rental amounts and tenants are to pay separately for these services.
- 7.2.** Despite the management and operational requirements associated with the CRU units the management agent will also be responsible for the collection of service delivery charges to be paid over to the municipality each month.

Water

Water meters have not been installed yet at these properties, it is therefore recommended that a fixed rate fee form part of the monthly rental.

Electricity

- Electricity operates on a pre-paid system although a small portion of communal electricity will be levied against the individual tenant accounts.
- The pre-paid meters must be inspected by the management agent on a regular basis to ensure that the meters are not tampered with.

Sanitation and refuse removal

The standard rate for sanitation and refuse removal must be levied against each unit and be collected by the management agent, who shall then pay the respective amounts to the municipality.

Any shortfall in collecting payments for services will be dealt with as follows:

- The Management Agency will, from the coffers of the rental property, pay over the shortfall to the affected municipality and collect the outstanding amount from the relevant tenants.

Maintenance and repairs

- Apart from the month-to-month operational requirements, the management agent shall also be responsible for all maintenance and repairs in respect of the CRU properties.
- It is expected from the management agent to hand over the properties at the end of the management term in the same condition as it had been at the beginning of the management term, reasonable wear and tear accepted.
- The management agent shall draw up a snag list of all defects within the scheme within 2 (two) weeks from commencing with the management term, which shall serve as record to determine the condition of the complex at the end of the term.

8. MANAGEMENT FUNCTIONS AND RESPONSIBILITIES

- The Department of Human Settlements will enter a fixed term contract with the property management agent for a period of six (6) months.
- Bidders should make provision in their proposals to fulfil at least the functions as listed below. Bidders may propose supplementary functions.

8.1. *Administrative and Management Functions*

- The Management agent shall act as the overall point of entry for;
- Receiving and completing tenant applications;
- Keeping a waiting list of tenants;
- Screening of tenants. (Salary, credit checks, etc.);
- Concluding and managing of lease agreements;
- Allocating units to tenants;
- Orientation/Capacitation of tenants;
- Facilitate and Co-ordinate all arrangements pertaining to indigents;
- Handling of general inquiries;
- Following up and reporting on problems;
- Keeping of records of all documentation including;
- Application forms;
- Lease agreements;
- Individual files for each tenant;
- Financial Information;
- Operational Requirements, etc.

8.2. *Security services*

- Patrolling and Observation: Regularly walking or driving around the premises to monitor for suspicious activity and ensure the safety of people and property.
- Surveillance and Monitoring: Operating and monitoring CCTV cameras, security systems, and other surveillance equipment to detect and respond to potential threats.

- Access Control: Verifying credentials, issuing visitor passes, and enforcing access policies to regulate the flow of people and vehicles.
- Emergency Response: Responding quickly and effectively to emergencies, such as fires, medical incidents, or security breaches, and coordinating with relevant authorities.
- Incident Reporting: Documenting and reporting all incidents, including security breaches, accidents, and suspicious activities, to ensure proper investigation and follow-up.
- Maintaining order: preventing unauthorized access, controlling crowds, and maintaining a safe and secure environment.
- Protecting Assets: Safeguarding company property, equipment, and other valuable assets from theft, damage, or unauthorized access.

Additional Duties:

- ✓ Identifying suspicious behaviour: Being vigilant and reporting any unusual or potentially threatening behaviour.
- ✓ Compliance: Ensuring adherence to security policies, procedures, and legal requirements.
- ✓ Visitor Assistance: Aiding and guidance to visitors, including checking them in and out.
- ✓ Crowd Control: Managing crowds effectively to prevent potential incidents and ensure safety.

8.3. Financial services

- Opening of accounts for all tenants;
- Issuing of monthly invoices and statements;
- Delivery of monthly invoices and statements;
- Issuing of payment reminder letters;
- Receipt of payments from tenants;
- Issuing of receipts as proof of payment to tenants;
- Reconciliation of tenant accounts;
- Coordination with municipal departments in respect of:
 - ✓ Water Meter readings
 - ✓ Payment for services
 - ✓ Cutting of services
 - ✓ Evictions
 - ✓ Payment of services charges to the municipality.
- Payment of collections into the project current and investment accounts and financial management of these accounts.
- The payment of creditors.

8.4. Legal & Administration Services

- Facilitating signature of lease agreements by tenants;
- Dispute resolution via the Rental Housing Tribunal;



- Judicial summons in respect of non-payers;
- Executing the eviction of non-payers with assistance from the legal department of the municipality.

8.5. Technical and Infrastructural Services

- Opening of municipal utility accounts for all tenants
- Making arrangements and co-ordinate the provision of Services (Utilities);
- Water meter readings and reconciliation of tenant utility accounts;
- Following up and resolve service interrupts, leakages and breakages;
- Maintain and repair breakages to the units
- Facilitate services maintenance by the municipality;
- Reactive and planned maintenance of dwelling units;
- Discontinuing services with assistance from the municipality when required.

8.6. Maintenance and cleaning services

- General maintenance of complex grounds and gardens;
- Facilitate the collection of waste and refuse removal;
- Management of the dedicated refuse areas.

9. REPORTING

Management shall be responsible to submit monthly reports to the Department of Human Settlements, as described in more detail below;

9.1. Monthly reporting

- Monthly reporting shall include, but is not limited to, the following;
- Financial summary and Cash flow report
- Level of Occupation (number and type of units occupied / vacant);
- Profile of the tenants occupying the units;
- Rental amounts received v/s outstanding;
- Historical amounts in arrears and action taken;
- Status of overall financial affairs;
- Repairs and maintenance issues;
- Any other aspects that should be noted.

9.2. Bi-Annual reporting

- The Bi- Annual Management Report shall include, but is not limited to, the following;
 - ✓ Key operational aspects
 - ✓ Bi-annual Financial statements
 - ✓ Proposed budget for the next reporting period

10. FINANCIAL PERFORMANCE INDICATORS

10.1. Calculation of rental principles

Bidders should note that CRU focuses on affordability amongst the poorest of the poor and consequently rental amounts will not be driven by current market forces, but rather by recovering direct cost.

Rental calculations for the CRU units must be determined in accordance with the CRU Policy as stipulated below. Management agents will not be permitted to charge additional rent on top of the base-rental calculations.

$$\frac{\text{Operating costs}}{\text{m}^2} = \text{Total fixed m}^2$$

$$\text{Monthly rental per unit} = \text{Floor area/unit} \times \text{Total fixed m}^2$$

10.2. The following important principles must be applied in respect of all CRU rental stock:

The standard Rental Housing Agreement as set out in the Rental Housing Act no. 50 of 1999 shall be used.

The target beneficiaries include the entire spectrum of people earning less than R3500 in Dark and Silver City: Bottom and Top Site & G-Hostel (CRU category is R800 – R3500 pm),

10.3. Service fee charges from the municipality (sanitation and refuse), are not included in the rental amounts and must be indicated separately on an invoice.

11. MINIMUM OPERATIONAL REQUIREMENTS

Bidders should note that the management agent will be responsible to collect both rent as well as the service delivery charges owed to the municipality. The service delivery charges are to be paid over to the Municipality, whilst the rental income must be utilized in such a way to ensure that operational requirements are adequately met. The following table summarizes the envisaged basic operational requirements in accordance with the CRU cost recovery model.

12. Minimum operational Requirements

Items recommended for the allocation proposed bid Amount for a period of 6 months:

- Reactive Maintenance
- Planned Maintenance
- Admin and other operational Costs: Provide Detailed Breakdown of costs
- Irrigation and Cleaning: Provide Detailed Breakdown of costs
- Security: Provide Detailed Breakdown of costs

- Other e.g. municipal levies: Provide Detailed Breakdown of costs
- Management Agency Fee over a period of 06 Months

12.1. The above requirements are briefly discussed below:

- *Reactive Maintenance*

Reactive maintenance relates to maintenance work or repairs not planned for

- *Planned Maintenance*

This type of maintenance needs to be performed on a regular basis and in accordance with a planned schedule to ensure that assets remain within an acceptable rentable standard.

- *Security*

The Management agent must make provision for sub-contracting a private security company to provide security for the CRU complex.

- *Other*

Water, Sanitation and refuse removal levies must be collected on behalf of the municipality and be paid over to the municipality

12.2. Trust account

The management agent shall be responsible to open a trust account and the surplus should be paid into the account and for use towards the project when so required. The surplus funds will remain in the bank account and shall be administered to the benefit of the project and be transferred to the Department of Human Settlements at the end of the contract. This will form part of revenue collected.

13. FORMAT OF TECHNICAL AND FINANCIAL PROPOSAL

13.1. Technical Proposal

The Technical Proposals of all Bidders should include the following information:

- Detailed methodology and approach to be used for assisting the Department of Human Settlements with administrative and financial services pertaining to the mentioned CRU Projects, including, but not limited to:
 - ✓ The development of a Structure for the relevant department that will allow the department to recruit suitably qualified and experienced rental housing officials;
 - ✓ Capacitation of departmental officials tasked with rental housing functions in the management of the CRU units;



- ✓ Current administrative and management processes;
- ✓ System tools and procedures;
- ✓ Collection strategy;
- ✓ Resource allocation;
- ✓ Consumer education
- ✓ Social mobilisation
- ✓ Skills transfer.
- ✓ Prior relevant experience in performing similar work.
- ✓ Contactable references in respect of prior property management experience in respect of projects delivered.
- ✓ Your Property Management Team/Structure necessary for the management of the property/properties referred to.
- ✓ Description of your systems and equipment that will be used to manage the CRU units.
- ✓ Curriculum Vitae of the management agent team members.

13.2. Bidders must also demonstrate their knowledge and experience in terms of the following policies and legislation:

- The Rental Housing Act, No 50 of 1999;
- Municipal housing policies;
- National Housing Code 2009 on CRUs;
- Public Finance Management Act of 1999
- Local Government Municipal Systems Act, No 32 of 2000;
- Municipal Finance Management Act, no 56 of 2003;
- Local Government Municipal Property Rates Act (no 6 of 2004).

13.3. Cost Breakdown and cash flow

- Bidders must supply, as part of their proposal, a detailed cost breakdown and cash flow projection for the management term, taking cognizance of the projected income and minimum operational requirements set out above.
- As with any residential complex falling under some form of rental module, it can be expected that a certain percentage of tenants will not honour their agreements with the landlord. This will result in a smaller income than budgeted for each month and since the rental amount is built around economic cost recovery, there will be no buffer to accommodate any shortfalls. The cash flow projection should therefore also make provision for bad debt.

14. VERIFICATION OF DOCUMENTS

It is advisable for the respondents to verify their page numbering to ensure that there are no missing pages. No liability will be accepted by the department regarding anything arising on the issue of missing pages.

15. EVALUATION CRITERIA

PHASE I: Administrative Compliance

During this phase service provider's response will be evaluated based on the mandatory and non-mandatory requirements indicated hereunder. The phase is not scored and service providers who do not submit acceptable proposals, by failing to comply with all the mandatory criteria and conditions will be disqualified.

- a) All SBD forms to be completed and signed accordingly.
- b) CSD Report

Mandatory Requirements

- a) Company registration documents;
- b) CSD Registration
- c) Copy of SANAS/DTI approved BBBEE certificate or Sworn affidavit
- d) Valid Tax Compliance status pin letter
- e) In the event of a JV, Both Tax Compliance Status PIN Letters of the JV should be submitted, and both companies should be tax compliant.
- f) Signed Joint Venture agreement in case of a Joint Venture.
- g) In case of a Joint Venture, a copy of a **combined** SANAS/DTI approved BBBEE certificate or Sworn affidavit
- h) The tenderer or any of its directors are not listed on the Register of Tenderer Defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004.

Tax Compliance Status

It is a condition of this bid that the tax matters of the successful service provider be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the service provider's tax obligations at the point of awarding. Tax Compliance will also be confirmed at award.

Consortia/Joint Ventures/Sub-contractors

Where Consortia/Joint Ventures/Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

In bids where consortia/joint ventures are involved; each party must submit a separate tax pin compliance letter, a separate CSD report and a combined copy of SANAS/DTI approved BBBEE certificate or Sworn affidavit

FUNCTIONALITY CRITERIA

Bidders must achieve a minimum of **70 points** and above of the functionality points in order to be eligible to be on the database. Any proposal not meeting the minimum score of 70 points on the technical functionality at the time of bid closing date will be disqualified.

Functionality will be evaluated based on the responses on the Functionality Questionnaire and supporting documentation supplied by the Bidders as follows:

- The bids will be evaluated on technical / functionality compliance by allocating points in respect of functionality according to the criteria set out below.

CRITERION	MAXIMUM TO BE AWARDED		SCORING	MEANS OF VERIFICATION
1. Functionality				
Experience	15	15 Points	Experience in Property Management (Number of years) - (0 – 5 Years) Rental Properties Managed = 5 pts - (5 – 10 Years) Rental Properties Managed = 10 pts - (10 and above Years) Rental Properties Managed = 15 pts	- Schedule of tenderer's experience - Performance and quality reports from Property Owners / Managers telephone numbers on previous Properties Managed projects - No evidence produced; no points will be allocated
Capacity	60	15 Points	Total Annual Turnover in Property management - R 0 – R 5 000 000 (R5m) pa = 5 pts - R 5 000 000 (R5m) to R 15 000 000 (R15m pa) = 15 pts - R15 000 000 (R15m) p.a and above = 25 pts	Complete list of projects completed in the past with names and contact of referees Annual Financial Statements will serve as proof of revenue collected in the past. No evidence produced; no points will be allocated
		30 Points	Project Viability and sustainability plan for the management of the project (Project Management Methodology) - Poor = 0 pts - Average = 10 pts - Acceptable = 20 pts - Excellent = 30 pts	A detailed business proposal / plan in managing the project to ensure that the project is sustainable including skills transfer to the Department Proven record of Rental Property viability/sustainability maintenance from Property Owners / Managers
		15 Points	Cash and Debt Collection Strategy within Municipal environment	A detailed financial plan on the rental collection and management of



CRITERION	MAXIMUM TO BE AWARDED		SCORING	MEANS OF VERIFICATION
			<ul style="list-style-type: none">- Poor = 0 pts- Average = 5 pts- Acceptable = 10 pts- Excellent = 15 pts	income and expenditure to ensure that the project is sustainable No evidence produced, no points will be allocated
Terms of reference	15	15 Points	Implementation of the Terms of Reference <ul style="list-style-type: none">- Poor = 0 pts- Average = 5 pts- Acceptable = 10 pts- Excellent = 15 pts	A detailed strategy on how the overall project is to be implemented in line with terms of reference
Registration and Affiliation	10	10 Points	Number of years registered with Professional Bodies such as EAAB (Estate Agency Affairs Board), FSB (Financial Services Board), NAMA (National Association of Managing Agents) <ul style="list-style-type: none">- 0 – 5 Years = 5 pts- 5 Years and above = 10 pts	Registration Certificate / Affiliation Certificate with Professional Bodies No evidence produced; no points will be allocated
TOTAL SCORE	100	100 Points		

Bidder's capacity will be determined through the under mentioned criterion on functionality which carries 100 points.

16. CONTRACTUAL OBLIGATIONS

The appointed company or institution will enter a formal contract with the Free State Department of Human Settlements. The contract will include clauses related to confidentiality, intellectual property rights, conflict of interest, and other relevant terms and conditions.

17. SUBMISSION DEADLINE

Proposals should be submitted at **O.R Tambo Building** (in the tender box) situated on Ground floor at the address mentioned below. It is the responsibility of the prospective supplier to ensure that the bid document is deposited in the tender box before **10H00 on 09 June 2025. No late submission will be accepted.**

Address for Submission:

O R Tambo House,
Cnr Markgraaff and St Andrews,
Bloemfontein,
9300

If a courier service company is being used for delivery of the proposal document, the bid description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered to the tender box, as mentioned above.

The Department will not be held liable for loss of documents by courier services.

18. OFFICIALS PROHIBITED FROM SUBMITTING BIDS

In accordance with Treasury Instruction Note 17 of 2012, an employee of the Government or a public entity may not have a business interest in any entity conducting business with the Provincial Government.

19. TERMINATION RIGHTS

An agreement can be terminated by a participant on grounds of poor service delivery or any other breach by the bidder.

Department of Human Settlements will be in a position to terminate an agreement without honoring the outstanding months where after following the prescribed remedial process stipulated in the agreement and agreement between the bidder and the Department of

Human Settlements; it is proven that the bidder failed to remedy the poor provision of service.

20. AGREEMENTS

The Service Provider(s) will be expected to sign a framework agreement with the Free State Human Settlement. The Service Level Agreement will be subject to the bid documents, including the General Conditions of Contract (GCC) and Special Conditions of Contract (SCC).

21. SETTLEMENT OF DISPUTES

Notwithstanding clause 27 of the GCC, mediation proceedings will not be applicable to this contract



22.ACCEPTANCE OF THE TERMS OF REFERENCE AND GENERAL CONDITIONS OF CONTRACT

Failure to accept the Terms of Reference and the General Conditions of Contract or any part thereof, may result in the bid not being considered. Bidders may not amend any of the Special Conditions or include their own conditions; as such amendments or inclusions will result in disqualification of the bid.

THE BIDDER MUST COMPLETE THE FOLLOWING:

I _____ in my capacity as _____ of the
Company, hereby certifies that I take note and accept the above-mentioned Special
Conditions of the Contract.

SIGNATURE

CAPACITY

Contact person of company: _____

Tel. of company: (____)_____ Fax of company: (____)_____