

THE NATIONAL CREDIT REGULATOR

NOVEMBER 2025

**TERMS OF REFERENCE: REQUEST FOR INFORMATION (RFI) FOR
THE PROVISIONING OF ACCOMODATION FOR THE PERIOD 10
YEAR AT NATIONAL CREDIT REGULATOR**

RFI NO: 2025.01.11

DUE DATE OF SUBMISSION :17 DECEMBER 2025 11H00

CONTACT PERSON: MAMPEREKE LEBEPE

EMAIL TO: MLebepe ncr.org.za

NB: BIDDERS MUST EMAIL PROPOSALS TO MLebepe@ncr.org.za

Terms of reference: Request for Information (RFI) for the provision of office accommodation for the National Credit Regulator (NCR).

SECTION 1

1.1 Introduction

The mission of the NCR is to support the social and economic advancement of South Africa by regulating for a fair and non-discriminatory marketplace for access to consumer credit; and promoting responsible credit granting and credit use, and effective redress.

The NCR's mandate is to: promote and support the development of a fair, transparent, competitive, sustainable, responsible, efficient and effective consumer credit market, and to increase participation of historically disadvantaged persons, low-income persons and communities, and remote, isolated or low-density populations and communities in the consumer credit market; regulate the consumer credit industry by registering credit providers, credit bureaus and debt counsellors, payment distribution agents, and alternative dispute resolution agencies; enforce the provisions of the National Credit Act; undertake research on the nature and dynamics of the consumer credit market in order to increase knowledge of these matters; promote public awareness of consumer credit matters; and review legislation and report to the Minister of Trade and Industry on matters concerning consumer credit.

1.2 Purpose

The purpose of this document is to request information on available office accommodation and to share relevant office accommodation specifications for the NCR. The information gathered from this RFI process will be used to assess available office accommodation options in the market, which will be used to inform the NCR's procurement approach in securing available office accommodation in line with the NCR's Supply Chain Management Policy.

The following is the key information required by the NCR:

- Building size: minimum usable floor/office space of 4 000m² and maximum of 5 000m², to accommodate approximately 250 employees.
- Parking: minimum of 106 parking bays

- Location: **Midrand:** Not more than 5 kilometers (km) drive distance from the current NCR premises, 127-15th Road, Randjespark, Midrand
- Building ownership: The NCR seeks to lease a building from the property owner and will require confirmation of ownership of the building/s/properties submitted.
- Lease period: the NCR intends to lease a building for a minimum period of ten (10) years, with an option to extend for a further period of 5 years. The lease contract should commence on 01 September 2026. The landlord/s will be required to indicate their lease period options.
- Landlords/respondents are requested to submit information and supporting documents to indicate whether their buildings meet the NCR requirements detailed under section 3 of this specifications document, 3.1.1 to 3.1.25.

Additional information

- Landlords should indicate the other additional information or requirements they might have which may contribute to the NCR specifications.
- Property developers and commercial property owners who have suitable buildings are encouraged to submit the information.

SECTION 2

Item	Definition
Accessibility (building accessibility)	Design aspects of the building to allow equitable access for people with various abilities and disabilities. For example, accessibility of the building for people on wheelchair, such as width of the access points, doors, rooms, ramps, hand rails, lifts, paraplegic parking and toilet facilities.

Item	Definition
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Base building	The building's primary structure, envelope (roof and facade) in whole or part; public circulation and fire egress (lobbies, corridors, elevators and public stairs); and primary mechanical and supply systems (electricity, heating and air conditioning, telephone, water supply, drainage, gas, etc.).
Beneficial occupation	Rent-free period granted to the tenant by the landlord, prior to commencement date of the lease, to allow the tenant time to fit-out the premises to make them ready for occupation before the lease start date.
Building type	Comfortable, modern-designed office buildings, preferably not older than 20 years.
Grade A Building	High quality properties providing good access and are professionally managed with continued above average maintenance. High quality modern finishes, air conditioning, adequate on-site parking. Clearly articulated entrance, lobby with clear circulation. High ceiling heights, flexible floorplates likely.
Certificate of compliance	Document that verifies that the electrical installations such as the plugs, lights, distribution board, geyser and wiring comply with all legislated requirements.
Escalation rate	The rate at which the rental amount grows on the anniversaries of the inception of the lease, typically once annually. To be a negotiated rate at the time of lease preparation and adjusted as per the reversion clause in the lease agreement.
Gross market rental rate	Market rental rate that represents all the costs / amounts payable, including all operating costs, charged by the landlord but excluding the tenant's own electricity, sewage, water and refuse.

Item	Definition
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Municipal approved building plans	Building plans approved by the local municipality.
Occupation certificate	A certificate issued by the local authority/municipality confirming completion of the building, fit out (TI) and compliance thereof.
Occupation date	The first permissible date for the tenant to move in and assume the rights of occupation of a property from the property owner.
Parking requirements	The parking bay requirements are minimum of 106 parking bays.
Rentable area	This is the space that the landlord bases his rent and expense charges to a tenant on. Rentable area comprises usable area plus common area.
Rental rate	The periodic charge per square meter for the use of rentable space at the time of lease commencement.
Tenant installation	<p>The installations or building interior fit out, to make the premises ready for occupation and use. This includes but not limited to:</p> <ul style="list-style-type: none"> □ building works □ specialist building works □ mechanical/specialist services □ electrical/specialist services □ wall partitions, including doors, windows, view panels □ painting and wallpaper – colours and types per NCR corporate identity. □ floor finishes (carpets, vinyl flooring and tiles as required) □ joinery fittings □ electrical installations □ ventilation and air-conditioning

Item	Definition
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	<ul style="list-style-type: none"> □ Blinds □ technical security requirements □ ICT requirements, including cabling, network points, computer / server room design and building server room flooring, server room air-conditioning, security access, etc.). <p>The work to be done is typically detailed in the bill of quantities document for the specific project.</p>
Usable area/space	Usable area is the actual space tenant's leases/occupies from wall to wall. This is the space specifically set aside for tenant's exclusive use/not shared.
Utilities/Services	Essential services such as water, electricity, sanitation, refuse removal.

SECTION 3

Requirements/Specifications (information to be submitted)

No.	Description	Specification (NCR requirements)	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
3.1.1	Availability of the building	<p>The NCR requires a building for occupation, by 01 September 2025.</p> <p>Landlords/respondents must indicate the dates their building/s are available.</p>	<p>The landlord/respondent must submit information, in writing in a letter or proposal format, indicating the date their building/s are available.</p> <p>The following 3 dates must be indicated</p> <ol style="list-style-type: none">1. Tenant installation commencement date2. Beneficial occupation date3. Building occupation date/lease commencement date	

No.	Description	Specification (NCR requirements)	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
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3.1.2	Building ownership	The NCR wishes to rent the buildings from the property owner. The landlords / respondents must provide proof of ownership of the building or a mandate signed by the owner to confirm that the representative / agent is acting on behalf of the registered owner.	Copy of title deed document in respect of the submitted building/s.	
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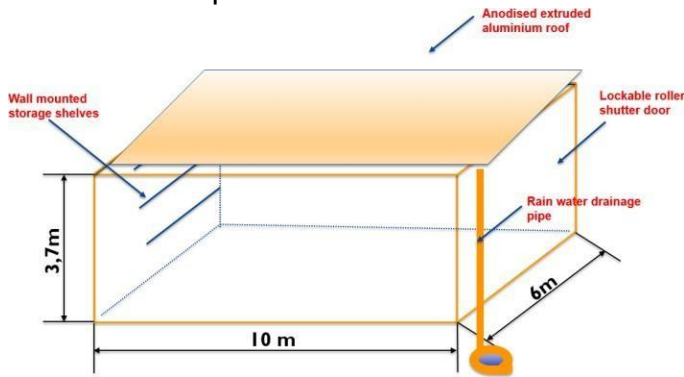
No.	Description	Specification requirements (NCR)	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
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3.1.3	Building size (office space)	The NCR requires minimum usable office space of 4 000m2 and maximum of 5 000m2.	<p>The landlord/respondent must submit information in writing, in a letter or proposal format with a breakdown indicating the gross lettable area and usable office space/area of their building/s together with the following supporting documents:</p> <p>For existing buildings and buildings under construction: Confirmation of the required sizes of premises in the form of approved municipal building plans and floor plans or drawings.</p> <p>New developments/vacant land: Approved site development plans.</p> <p>Photographs of the building/property.</p>	
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No.	Description	Specification requirements (NCR)	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
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3.1.4	Location of the building	<p>The location of the building must facilitate ease of access to major highways and road infrastructure for transportation purposes.</p> <p>The location of the building should not be more than 5 kilometers (km) -driving distance from the current NCR premises, 127-15th Road, Randjespark, Midrand.</p>	<p>The physical address and GPS location must be indicated in writing, in a letter or proposal format, together with one of the following supporting documents:</p> <ul style="list-style-type: none"> □ Copy of deed document Or □ Copy municipal account (water, electricity or rates and taxes) confirming the address of the building. <p>The name, surname, telephone or cell phone number of the person/s to be contacted for site visit purposes must be indicated in the said letter confirming the address.</p> <p>The NCR or its representatives may inspect the building/s, properties, to assess whether the building/s/property meets the NCR location requirements.</p>	
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No.	Description	Specification (NCR requirements)	Supporting documentation	The respondent
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			required	must indicate in this column what information is provided in response to each stated requirement
3.1.5	Parking	<p>The NCR will require 106 parking bays for its employees and visitors. The building must make provision for minimum of four bays per 100sqm; dedicated basement/undercover, shade net and open on-site parking bays for the NCR's exclusive use.</p> <p>The NCR requires an enclosed parking bay for one IVECO DAILY van / vehicle. Below please find the dimensions:</p> 	<p>The landlord/respondents must submit information in writing, in a letter or proposal format, indicating the number and type of parking bays available.</p> <p>The landlord/respondents to submit in writing, in a letter or proposal format, indicating if an enclosed parking bay similar to the</p>	

			<p>NCR dimension is existing on site. Photographs of the enclosed parking bay must be submitted.</p> <p>The landlord/respondents to submit in writing, in a letter format, indicating that permission will be granted to the NCR to build / erect an enclosed parking bay on the premises.</p>	
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No.	Description	Specification requirements)	(NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
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3.1.6	Accessibility	The building must be fully accessible to people with disability or disabilities, i.e. ramps, hand rails, paraplegic parking, wheelchair friendly/ paraplegic toilets, lifts (if not single storey). Paraplegic toilets are to be provided in terms of NBR (National Building Regulations).	<p>The landlord/respondents must submit information in writing, in a letter or proposal format, indicating whether their building/s are accessible to people with disabilities and whether they have</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ramps <input type="checkbox"/> Hand rails <input type="checkbox"/> Paraplegic parking <input type="checkbox"/> Paraplegic, wheelchair friendly toilet facilities <input type="checkbox"/> Lifts if the building/s are multi storey or multi floors <input type="checkbox"/> Any other aspects of the building which make it compliant/accessible to people with disabilities. 	
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No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
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3.1.8	Backup power supply	<p>The NCR seeks to lease a building with full onsite back-up generator and UPS unit to supply to the entire NCR premises, and these are to be maintained by the landlord.</p>	<p>The landlord / respondents must submit information in writing, in a letter or proposal format indicating:</p> <ul style="list-style-type: none"> □ The size, capacity, make and model of the back-up power generator and UPS in place or to be installed. □ Submission of maintenance history report. <p>Photographs of the backup power generators and UPS units must be attached, if they are existing/in place.</p> <p>A proper plan on how and when the generator and UPS will be installed, if it is not installed as yet. Specifications of the generator and UPS must be submitted.</p>	
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No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
3.1.9	Backup water	The NCR seeks to lease a building with back-up water system to supply water to the entire NCR-leased building in cases of water supply disruptions.	<p>The landlord / respondents must submit information in writing, in a letter or proposal format indicating:</p> <ul style="list-style-type: none"> □ whether their building/s have back up water supply together with the capacity/size of such back up water systems. □ Submission of maintenance history report. <p>Photographs of the back-up water system must be attached, if they are existing / in place.</p> <p>A proper plan on how and when back-up water system will be installed, if it is not installed as yet. specifications must be submitted.</p>	

No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
3.1.10	Base building and other systems	The base building must have air-conditioning, which will be maintained by the landlord, ceilings, lighting, electrical switches and outlets, finished ablutions, walls that are prepared for painting and finished flooring by tenant installation commencement date. The certification of compliance must be in place, as necessary for the base building.	The landlord/respondents must submit information in writing, in a letter or proposal format indicating whether their base building/s will have air conditioning, ceilings, lighting, electrical switches, outlets, and finished ablutions, walls that are prepared for painting and finished flooring.	

No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement

3.1.11	Building design considerations	Building design should address lighting, the comfort factor, external views and noise levels to ensure a conducive working environment that improves productivity and reduces the occurrence of sick-building syndrome.	<p>The landlord/respondents must submit information in writing, in a letter or proposal format indicating the design aspects of the building.</p> <p>The NCR or its representatives may inspect the building/s to assess whether the building/s meets the NCR design requirements.</p>	
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No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
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3.1.12	Building type	<p>The building must be a stand-alone unit or single-tenant office in an office park. Multitenant buildings will not be excluded, provided they meet the NCR privacy and security requirements.</p>	<p>The landlord / respondents must submit information in writing, in a letter or proposal format, indicating whether their building/s are single or multi-tenanted, and the number of tenants in the multitenant buildings.</p> <p>Photographs of the existing / available buildings must be submitted.</p> <p>The NCR or its representatives may inspect the building/s to assess whether the building/s meets the NCR privacy and security requirements.</p>	
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No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
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3.1.13	Health and safety compliance	The building must comply with the required standards of Occupational Health and Safety and building regulations.	The landlord/respondents must submit information in writing, in a letter or proposal format, indicating whether their building/s complies with the OHS Act and national building regulations.	
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No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
3.1.14	Lease period	The NCR intends to enter into a 10-year lease with an option to extend for a further period of 5 years once the procurement processes are followed and approved internally.	The landlord/respondents must indicate their lease period options in a letter or proposal format.	

No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
3.1.15	Other infrastructure	<p>The designated room for hosting the NCR Network Infrastructure should have ample space to accommodate the necessary equipment and ensure ease of access for maintenance and upgrades. It is essential to consider factors such as proper ventilation and electrical capacity to support the equipment.</p> <p>In terms of environmental control, a reliable air-conditioning system is crucial to maintain an optimal operating temperature for the network devices. This will not only enhance their performance but also extend their lifespan.</p>	<p>The landlord/respondents must submit information in writing in a letter or proposal format indicating: The details and specifications of the infrastructure in place.</p> <p>The NCR or its representatives may inspect the building/s to assess whether the building/s meets the infrastructure requirements.</p>	

No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
3.1.16	Rental rates	As part of information gathering on availability of suitable buildings, the NCR would like an indication of the total lease costs and escalation rates, in respect of the submitted building/s. The landlords/respondents will be required to submit a lease pricing schedule.	The landlords/respondents must submit a completed lease pricing schedule, setting out rentals (office rental, parking rental and all costs associated with leasing of office space) payable on a monthly basis and escalation rate to be applied annually, for the duration of the lease period.	

No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
3.1.17	Security	The NCR requires details of all security systems to be provided by the landlord. The NCR must be allowed to install own security systems and equipment to meet its security requirements, should it become necessary.	<p>Signed letter clearly indicating security systems to be in place and indication of whether tenants are allowed to install own security systems and equipment.</p> <p>The landlord must provide specifications of owned security systems and maintenance history reports. Ongoing maintenance of owned security systems is the responsibility of the landlord.</p> <p>The NCR or its representatives may inspect the building/s to assess the security systems/equipment supplied by the landlord.</p>	

No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
3.1.18	Signage	The NCR requires information on whether installation of signage in strategic positions of the building will be allowed, for visibility to the public.	The landlord/respondents must indicate in writing that tenants are allowed to install own signage.	

No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
3.1.19	Sustainability (Environmental)	The NCR seeks to lease energy efficient/green buildings wherein the building design reduces or eliminates negative impacts and that can create positive impacts on our climate and natural environment. The lighting, heating, ventilation, air-conditioning and cooling systems must therefore be energy efficient	The landlord/respondents must submit information in writing, in a letter or proposal format indicating initiatives in place at their building/s to ensure energy efficiency and to minimise impacts to the environment.	

No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement

3.1.20	Tenant installation / fit-out	The NCR requires information on tenant installation or fit-out of the building, as it will require to fit out the building interior in line with the NCR brand and specifications, to make the building suitable for occupation, once it is sourced.	<p>The landlord/respondents must indicate in writing in a letter or proposal format:</p> <ul style="list-style-type: none"> □ Whether the landlord will manage the tenant installation or fit out project. □ The landlord's Tenant installation contribution amount must be indicated. 	
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No.	Description	Specification requirements (NCR)	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
3.1.21	The responsibilities of the landlord around maintenance issues	The NCR seeks information regarding responsibilities of the landlord and tenant, pertaining to repairs, maintenance and general upkeep of the building.	A copy of the landlord's draft lease agreement with clauses indicating the responsibilities of the landlord and the tenant must be submitted.	

No.	Description	Specification (NCR requirements)	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
3.1.22	Transformation	The NCR is committed to supporting B-BBEE objectives and therefore seeks information on B-BBEE level and status of the landlord/property owner/s responding to this RFI.	Valid copy of B-BBEE certificate or valid copy of sworn affidavit must be submitted.	

No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
3.1.23	Use of technology / SMART buildings	The NCR wishes to lease SMART buildings that are technology-oriented and provide solutions to reduce energy costs and consumption and enhance efficiencies.	The landlord must indicate in writing in a letter of proposal format, whether their buildings have any SMART real estate technologies or building management systems installed, or whether the landlord intends to install such systems and software, to remotely monitor and manage aspects such as H-VAC, lighting, water and electricity consumption, power supply and backup power supply, access control, daily occupancy and many other aspects to ensure efficiencies and alignment with the new ways of working.	

No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement
3.1.24	Utilities and services	The NCR seeks to lease a building with the following services, available on tenant installation commencement date: water, electricity, sanitation, sewerage, and refuse removal, with separate water and electricity meters, for the NCR to monitor its own water and electricity consumption.	The landlord/respondents must indicate in writing, in a letter or proposal format, the services in place at their building/s and whether their tenants will have separate water and electricity meters.	
No.	Description	Specification requirements) (NCR	Supporting documentation required	The respondent must indicate in this column what information is provided in response to each stated requirement

3.1.25	Cleaning services	<p>The NCR requires cleaning services of the building and upkeep of the grounds.</p> <p>The NCR requires details of all cleaning services provided by the landlord.</p> <p>The NCR must be allowed to use its own cleaning service provider in usable area/space.</p>	<p>Signed letter clearly indicating if the NCR or the Landlord will be responsible for providing cleaning services and upkeep of the grounds.</p> <p>The NCR or its representatives may inspect the cleanliness of the building.</p>	
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Where a letter or proposal is required or requested as a supporting document, a single letter or proposal will be accepted by the NCR, however ALL the requirements/criteria to be met must be listed in the letter or proposal, with clear details and timelines where applicable. The letter or proposal must meet the following requirements; □ Must be on the property owner/landlord's company letterhead.

- The letter/proposal must be signed by the property owner/landlord/authorized person/s.
- The name, surname, position/designation, telephone number, mobile number and email address of the signatory must be indicated in the letter/proposal.

SECTION 4

4.1 NCR Rights

4.1.1 The NCR reserves the right, at its sole discretion, to restrict any subsequent engagements to respondents of this RFI only.

4.1.2 The NCR reserves the right to clarify any aspect of information provided / submitted by respondents to this RFI.

4.1.3 The NCR reserves the right to engage with landlords, property owners, leasing or rental agents, and may subject any respondents to relevant probity checks in line with its assessment of respondents and their associated directors, shareholders, trust beneficiaries, etc.

4.1.4 The NCR reserves the right to conduct desktop searches as part of this RFI process to gather as much information available in the market.

Information gathered in this process will be processed in line with the requirements of the Protection of Personal Information Act (Act 4 of 2013).

SECTION 5

5.1 RESPONDENTS INFORMATION

Company name	
Are you the owner of property (Y/N)?	
If not the owner, are you the exclusive leasing agent of the property (Y/N)	
Is there any other interest in the property and what are the progress of such process?	
Address	

Contact person	
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Telephone number	
Cell phone number	
Email Address	
Fax	

