



REQUEST FOR QUOTATION (RFQ) NUMBER:	RAF/2025/00012
DESCRIPTION	The Road Accident Fund (RAF) wishes to appoint a suitable service provider to provide Document Storage Services for the RAF Offices on a month to month basis for a period of nine (9) months.
RFQ ISSUED DATE	20 June 2025
RFQ VALIDITY PERIOD	30 days from the closing date.
CLOSING DATE AND TIME	25 June 2025 at 11:00am
DELIVERY ADDRESS OF GOODS/SERVICES	As specified
RFQ RESPONSES MUST BE EMAILED TO:	BACSecretariat@raf.co.za
ENQUIRIES REGARDING THIS RFQ	BACSecretariat@raf.co.za

Important Notes to this RFQ:

- **Service providers/suppliers should ensure that RFQ responses are emailed to the correct email address;**
- **If the quotation is late, it shall not be accepted for consideration;**
- **The RAF reception is generally accessible 8 hours a day (07h45 to 16h00); 5 days a week (Monday to Friday) for delivery of goods;**
- **All suppliers are required to complete and sign all Annexures to this document (Standard Bidding Documents and documents for submission under Mandatory Evaluation, where applicable);**
- **Historically Disadvantaged Individuals (HDI)* claimed points for Race and Gender will be verified through CSD;**
- **Suppliers who have a disability must provide a valid medical certificate issued by a registered medical practitioner as proof of disability;**
- **RAF will conduct business ONLY with CSD Registered suppliers;**
- **Should you not be contacted within 14 working days, consider your proposal/quotation unsuccessful.**

Prohibition of Gifts & Hospitality:

"Except for the specific goods or service procured by the Road Accident Fund, service providers/suppliers are required not to offer any gift, hospitality or other benefit to any RAF official. To avoid doubt, branded marketing material is considered to be a gift. Furthermore, should any RAF official request a gift, hospitality or other benefit, the service providers is required to report the matter to our toll free fraud line at 0800 005919."

**HDI - means a South African Citizen who (a) due to the apartheid policy, had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983(Act No.110 of 1983) or the Interim Constitution of the Republic of South Africa,1993 (Act No.200 of 1993); (b) is a female; or (c) has a disability.*

CONTENTS

Annex A :	TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ).....	4
Annex B :	GENERAL CONDITIONS OF CONTRACT	5
Annex C :	SPECIFICATION	6
Annex D :	EVALUATION CRITERIA	8
Annex E :	COST BREAK DOWN	10
Annex F :	STANDARD BIDDING DOCUMENTS.....	12

SERVICE PROVIDER/SUPPLIER:

REGISTRATION NUMBER:

CSD UNIQUE SUPPLIER REGISTRATION NUMBER:

ADDRESS:

CONTACT PERSON:

TEL:

1. RAF's standard conditions of purchase shall apply.
2. RAF will not conduct business with suppliers whose tax matters are not declared to be in order by SARS.
3. Goods or services shall be delivered and accepted against an official and RAF Award Letter or Purchase Order (PO) signed and duly authorised RAF official.
4. The RAF reserves the right not to make payment or accept the goods or services should the goods or services be delivered to the RAF before the RAF Award Letter or PO is issued. (An official authorised RAF PO should have the Supply Chain Management (SCM): Manager signature or such other official duly authorised in terms of the RAF's Delegations of Authority and Approval Framework), Description of the item, Quantity of items purchased, Date of delivery of the item, Total amount of the items purchased inclusive of where applicable VAT and other applicable taxes.
5. This RFQ will be evaluated based on the 80/20 preference point system applicable to bids with a Rand value equal to, or above R2 000.01 and up to a rand value of R1 000 000.00 (all applicable taxes included). The RAF may elect to apply the 80/20 preference point system to price quotations with a rand value less than R2 000.01.

I, the undersigned (NAME).....certify that : I have read and understood the conditions of this RFQ;
I have supplied the required information and the information submitted as part of this RFQ is true and correct.

Signature: _____ **Date:** _____

Capacity: _____

http://ocpo.treasury.gov.za/Resource_Centre/Legislation/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf

1. BACKGROUND TO THE ROAD ACCIDENT FUND

The Road Accident Fund (RAF) is a schedule 3A Public Entity established in terms of the Road Accident Fund Act, 1996 (Act No. 56 of 1996), as amended. Its mandate is the provision of compulsory social insurance cover to all users of South African roads, to rehabilitate and compensate persons injured as a result of the negligent driving of motor vehicles in a timely and caring manner, and to actively promote the safe use of our roads. The RAF has its headquarters in Centurion - Pretoria and other offices country wide.

2. BACKGROUND OF THE PROJECT

The Road Accident Fund (RAF) wishes to appoint a suitable service provider to provide Document Storage Services for the RAF Offices on a month to month basis for a period of nine (9) months.

2.1 Service Location

The RAF operates nationally with offices in the following locations:

No	Location	Address
1.	Menlyn	38 Ida Street Menlyn, Pretoria
2.	Johannesburg	10 Junction Avenue, Park Town
3.	East London	4 th Floor Metropolitan Building Caxton Street
4.	Durban	12 th Floor, Embassy Building, 199 Anton Lembede Street
5.	Cape Town	No. 1 Thibault Square, Long Street

3. DETAILED SPECIFICATION**Scope Of Work****Storage and storage related services**

Provide Offsite Document Storage Service and storage related services i.e. Collection, Retrieval and Delivery for Physical Files.

- Next day retrieval within 24 hours (request before 16:30, delivery by 16:00 the next day)
- Same day retrieval within 12 hours (request before 12:00, delivery by 16:00 the same business day)
- Collection of new files from the *Fund* within 48 hours (notification by the *fund* before 16:30, collection by 16:00)
- Return of files/boxes – daily or as arranged
- Express delivery (within 3 hours of request)

Collections of RAF materials

- The collection of boxes for storage must be within 24 hours of receiving the request.
- The boxes collected should be captured within 24 hours after collection
- Offsite file verification on collections
- The report of the collected boxes should be emailed to RAF on all the captured records within 72 hours after collection.

Delivery of RAF materials

Request for stationery received before 12pm will be delivered the same day. Request received after 12pm will be delivered the next day.

- Supply Stationery: Boxes, Lids, Courier Carrier Bags and Input Sheets.
- Boxes: Different Box Sizes: 427x330x350mm, 427x330x250mm and 320x95x242mm - Standard size of the archival box will suffice.
- Barcodes and File Labels.
- Service Provider to provide Index Reports of files collected from RAF Office and all files which are in storage.

Management of the documents/records stored offsite and offsite storage related services Plan

The Plan will include processes on:

- Records collections
- Records retrieval
- Delivery of records
- Supplying stationery

Relocation of boxes from Current Service Provider

The RAF currently holds and maintains more than 32 282 boxed records (files and documents) nationally. These are stored at RAF offices and the warehouses of the current service provider. Bidders must note that the number of boxes may vary from those stated due to operational activities i.e. new files coming in as part of newly registered claims or claims being finalised.

Regional offices	Number of boxes
Cape Town	1755
Johannesburg	4649
Menlyn	15500
Durban	8079
East London	1939

The storage facilities must be in the province from where the request originates, per region and the facility must be no more than 50km from the Regional Office.

Transitional phase: upon appointment of the successful service provider, the contracted service provider will collect all records intended for File Storage and Document Handling in accordance with the specifications from RAF offices and from the current document storage provider. The transitional arrangements must take no longer than one month from the date of appointment of the service provider.

The preferred service provider must submit a project plan Records Relocation consisting of:

- Project scope and definition
- Detailed Project schedule with milestones
- Risk assessment and management
- Project monitoring and reporting

The project plan must be submitted within 7 working days after appointment of preferred bidder.

Important Notice

- Recommended Service Provider must provide once off services for all activities related to the transfer of all RAF documents held in the storage by the current service provider. The service provider will have to relocate and accommodate the boxes in their own offsite storage facility.

Annex D : **EVALUATION CRITERIA**

1. The evaluation criteria will be based on the following requirements:

- ❖ Phase 1: Mandatory Requirements
- ❖ Phase 2: Price and Specific Goals based on preference point system of 80/20.

Phase 1: Mandatory Requirement

All Service Providers who do not meet Mandatory Requirements will be disqualified and will not be considered for further evaluation.

Service Providers must indicate by ticking (✓) correct box indicating that they Comply OR do Not Comply.

Mandatory	Comply	Not Comply
The Bidder's storage locations must be within 50km radius of RAF Offices. The Bidder must indicate physical address in the table below, the RAF reserves the right to perform a site inspection of the storage facility to ensure compliance with applicable standards.		

Bidders to indicate the applicable addresses below:

CAPE TOWN FACILITY ADDRESS:

Indicate number of kilometers from the RAF office: _____ KM

JOHANNESBURG FACILITY ADDRESS

Indicate number of kilometers from the RAF office: _____KM

MENLYN (PRETORIA) FACILITY ADDRESS

Indicate number of kilometers from the RAF office: _____KM

DURBAN FACILITY ADDRESS

Indicate number of kilometers from the RAF office: _____KM

EAST LONDON FACILITY ADDRESS

Indicate number of kilometers from the RAF office: _____KM

Phase 2: Price and Specific Goals Evaluations

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

Evaluation criteria					Points
1.	Price				80
2.	Specific Goals				20
	#	Specific Goal	Proof	Points Allocation	
	1	South African citizen who had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983 (Act 200 of 1983) or the Constitution of the Republic of South Africa, 1996. (minimum 51% ownership or more)	CSD Report	10	
	2	Women (minimum 51% ownership or more)	ID copy / CSD report	8	
	3	Persons with disabilities (minimum 51% ownership or more)	Valid medical certificate issued by an accredited medical practitioner	2	
Total					100

Annex E :**COST BREAK DOWN**

1. The service provider/supplier is required to provide a full cost breakdown for each item required on an official company letterhead;
2. The service provider/supplier is required to list all additional costs associated with the services listed above, with the conditions of when such costs will apply;
3. All prices must be VAT inclusive (if VAT registered) and must be quoted in South African Rand (ZAR);
4. No price changes will be accepted after RFQ has closed

CAPE TOWN

NO.	ITEM DESCRIPTION	QUANTITIES	UNIT PRICE	TOTAL PRICE
01	Relocation of existing records and files (as per above specifications)	1755		
02	Monthly storage fee (existing records and new)	1755		
MONTHLY TOTAL				
VAT (IF VAT REGISTERED)				
MONTHLY TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)				
TOTAL FOR 9 MONTHS				

JOHANNESBURG

NO.	ITEM DESCRIPTION	QUANTITIES	UNIT PRICE	TOTAL PRICE
01	Relocation of existing records and files (as per above specifications)	4649		
02	Monthly storage fee (existing records and new)	4649		
MONTHLY TOTAL				
VAT (IF VAT REGISTERED)				
MONTHLY TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)				
TOTAL FOR 9 MONTHS				

MENLYN

NO.	ITEM DESCRIPTION	QUANTITIES	UNIT PRICE	TOTAL PRICE
01	Relocation of existing records and files (as per above specifications)	15500		
02	Monthly storage fee (existing records and new)	15500		
MONTHLY TOTAL				
VAT (IF VAT REGISTERED)				
MONTHLY TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)				
TOTAL FOR 9 MONTHS				

DURBAN

NO.	ITEM DESCRIPTION	QUANTITIES	UNIT PRICE	TOTAL PRICE
01	Relocation of existing records and files (as per above specifications)	8079		
02	Monthly storage fee (existing records and new)	8079		
MONTHLY TOTAL				
VAT (IF VAT REGISTERED)				
MONTHLY TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)				
TOTAL FOR 9 MONTHS				

EAST LONDON

NO.	ITEM DESCRIPTION	QUANTITIES	UNIT PRICE	TOTAL PRICE
01	Relocation of existing records and files (as per above specifications)	1939		
02	Monthly storage fee (existing records and new)	1939		
MONTHLY TOTAL				
VAT (IF VAT REGISTERED)				
MONTHLY TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)				
TOTAL FOR 9 MONTHS				

*see next page for incidental costs to be completed

Incidental Costs

Description	Rates in Rands (Inclusive of VAT)
Accommodation / Storage of boxes for offsite storage (As and when required) (rate per box)	
Relocation/Transfer of Boxes for offsite storage (As and when required) (rate per km)	
Collection/delivery (rate per box)	
Cost of box barcode labels	
Costs per box: off-site storage boxes (427x330x350mm)	
Costs per box: off-site storage boxes (427x330x250mm)	
Costs per box: off-site storage boxes (320x95x242mm)	
Handling fees per box	
Capturing/pre-indexing costs per line/box	
Indexing per line/box (box registration costs)	
Permanent withdrawal fee	
Search fee per record (if any)	
Normal 24-hour delivery per box/record	
Express (request before 10am) delivery per box/per record (after 2pm)	
Returns per box/record	
Telephone or e-mail requests fees (if any)	
Database user fees (if any)	
Destruction costs per file	
Destruction costs per box	

If no charge is applicable, then kindly indicate same above.

[SBD 4 Bidders Disclosure](#)

[SBD 6.1 in Terms of PPR 2022](#)