



REQUEST FOR INFORMATION (RFI)

RFI ISSUE DATE	23 January 2025
RFI DESCRIPTION	PROVISION OF OFFICE ACCOMODATION FOR A PERIOD OF 60 MONTHS (5 YEARS) FOR THE NATIONAL CONSUMER TRIBUNAL
CLOSING DATE AND TIME	14 February 2025 at 12:00pm
LOCATION FOR SUBMISSIONS	procurement@thenct.org.za , mgroenewald@thenct.org.za

Service providers must submit responses via e-mail to procurement@nct.org.za and mgroenewald@thenct.org.za before or on the stipulated date and time. For any queries or questions, please use the above-mentioned email addresses.

The NCT requests your information on the services listed above. Please furnish us with all the information as requested and return your RFI on the date and time stipulated above.

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1. INTRODUCTION

1.1. The National Consumer Tribunal (“NCT”) was established in terms of the National Credit Act, No. 34 of 2005 (“NCA”) as amended and in terms of the Consumer Protection Act, Act No. 68 of 2008 (“CPA”)

1.2. Mandate and functional purpose

As an independent adjudicative entity, the NCT’s mandate is to hear and decide on cases involving consumers, service providers, credit providers, debt counsellors and credit bureau. It is also responsible for reviewing decisions made by the National Credit Regulator and the National Consumer Commission.

In pursuing this mandate, the functions of the NCT is to –

- Adjudicate on any application or referral that may be made to it in terms of the NCA and CPA.
- Make any order provided for in these Acts regarding such an application or referral of prohibited conduct and if finding that a contravention exists, by imposing a remedy provided for in these Acts.
- Grant an order for costs in terms of these Acts.
- Exercise any other power conferred on it by these Acts.

2. PURPOSE

2.1. The National Consumer Tribunal requires a service provider to provide information on office rental space for a period of five (5) years. Therefore, the purpose of this RFI is to invite and find suitably qualified service provider/s to submit proposals for the provision of leased office space approximately between 1 200 m² and 1 500 m².

2.2. The office space must have sheltered/covered parking facilities for staff.

2.3. The office space must be in Centurion (within a 15 km radius of its current offices).

2.4. The office building should allow for safe and easily accessible entrance/ exit to and from the building by staff, clients, and service providers and be access controlled.

2.5. The building must be an existing building (complete built structure) that is fit for purpose.

2.6. The building should have access for people with disabilities.

- 2.7. The building must cater to individual offices, an open plan area, boardrooms, a kitchen, and ablution facilities.
- 2.8. The purpose of this RFI is an information gathering and market testing exercise intended only to inform and assist the NCT for further deliberation, budgeting, and development of an optimal procurement strategy.

3. MOTIVATION

- 3.1. The NCT's current offices are on the Ground Floor, Building B, Lakefield Office Park, 272 West Avenue, Corner of West Avenue and Lenchen Avenue North, Centurion, 0046. The current office is approximately 1 058.79 m² excluding parking. The organization is growing; there are more vacant positions in the structure that need to be filled. The current office space is not sufficient to cater for more staff members, hence the NCT is looking for more office space to cater for additional staff members. The NCT, therefore, requires the services of a service provider to provide information on office rental space in extent of 1 200 m² and 1 500 m² for a period of five years.

4. SCOPE OF WORK

The requirements for office space are as follows:

4.1 Location, Amenities, and Property Information

- The proposed office building must be located within a 15-kilometer radius of our current offices.
- The building must be easily accessible via public transportation and within walking distance of public transport routes.
- The office space should have a usable area of 1,200 m² to 1,500 m², excluding parking facilities.
- The premises must offer safe, secure, and access-controlled entry and exit points, accommodating staff, clients, and service providers.
- The building must be fully constructed (no incomplete structures) and fit for immediate occupation.
- Facilities should be compliant with disability access standards and equipped with ramps, elevators, and other necessary accommodations.
- The layout should cater to:
 - Individual offices
 - Open-plan work areas
 - Boardrooms

- Kitchen and dining facilities
- Fire proof filing rooms
- Storage space (additional)
- Ablution facilities
- Server storage / Server rooms
- Twenty four hour security
- Access Controls.

4.2 Building Classification

- The building must be classified as a Grade A or Grade B office building.
- Proof of building grade certification must be submitted as part of the proposal.
- Preference will be given to buildings within office park environments and those located in Centurion.

4.3 Heating, Ventilation, and Air Conditioning (HVAC)

- The building must be fully air-conditioned and properly ventilated.
- HVAC systems must comply with the Occupational Health and Safety Act (OHSA) 85 of 1993 (as amended).
- The air conditioning system should include:
 - Individual controls for each office and or area or provisions for adjusting the temperature in centralized systems.
 - Energy-efficient, low-vibration, low-noise, remote-controlled and modern units.
- Preventative maintenance records and schedules for HVAC systems must be provided when requested.

4.4 Escalators and Lifts

- For multi-storey buildings, elevators are mandatory and must meet the following minimum standards:
 - Audio and visual warning systems
 - Emergency control buttons

4.5 Power Supply and Electrical Infrastructure

- The office space must have dedicated electric distribution boards.
- A 24/7 backup generator must be available to power the entire building during outages, with maintenance and fuel refills provided at no additional cost to the tenant.
- Adequate power outlets must be installed, ensuring:
 - Two white plugs and one red plug per workstation/office.

4.6 Ablution Facilities

- Ablution facilities must accommodate approximately 54 employees and visitors and include:
 - Separate facilities for male and female users.
 - Facilities designed for persons with disabilities.

4.7 Fire Safety Equipment

- The building's fire safety systems must comply with the OHSA 85 of 1993 (as amended).
- Essential fire safety provisions include:
 - A fire panel system.
 - Fire extinguishers, hose reels, smoke detectors, sprinklers and other relevant fire equipment.

4.8 Occupational Health and Safety (OHS) Compliance

- The building must adhere to the National Building Regulations and Building Standards Act 103 of 1977 (as amended), OHSA 85 of 1993 (as amended), and other relevant legislation.
- Emergency and escape routes must be compliant with OHS standards.
- Appropriate OHS signage must be fully installed throughout the premises.

4.9 IT Infrastructure

- Air-conditioned server room/s with raised flooring

4.10 Security Management and Systems

- The premises must include a comprehensive security setup, featuring:
 - 24/7 on-site security personnel.
 - Access control systems.
 - CCTV surveillance covering key areas.

4.11 Parking

- A minimum of 25 secure, covered on-site parking bays must be available, with:
 - An additional 5 visitor parking bays (2 of which must be designed for persons with disabilities).
 - Flexibility to add more parking bays in the future as the organisation grows.

4.12 Occupancy

- The building must be immediately available for beneficial occupation upon signing the lease agreement.

4.13 Interior Design and Space Planning

- The proposal must include a detailed floor plan of the allocated space, highlighting:
 - Proposed layouts for offices, open-plan areas, and other facilities.
 - Suggestions for interior design improvements, where applicable.
- Preference will be given to spaces designed for efficient use, natural lighting and a modern aesthetic.

5. Building Specifications overview:

Number	Specifications	Requirements
1	Facility Description	The building should fully comply with the National Building Regulations and Building Standards Act 103 of 1977 (as amended), Occupational Health and Safety Act 85 of 1993 (as amended), and other relevant legislation. The proposal must include a full description of the proposed property including: - Physical Address - Erf Number - Portion Number - Floor Number (if in a high-rise building).
2	Accessibility	The building must be easily accessible and located close to public transport or along a public transport route.
3	Operating Expenses	All services offered by the lessor must be stated. These services should include, at a minimum: - Provision of all utilities and building services - Building security - Compliance with Health and Safety requirements - General maintenance and repairs of electrical installations, air conditioning, custodial and municipal services. - Escalation cost must be provided in the submission.
4	General Layout	A floor plan of the proposed allocated space must be provided.
5	Technology	A server room with air conditioning and raised flooring must be included.
7	Parking Requirements	Adequate on-site parking must be provided, including parking bays designated for disabled persons. Parking spaces must be covered.

8	Accessibility Standards	The building must comply with accessibility standards for disabled persons, ensuring that all areas are accessible via ramps, lifts, or other means. Compliance with South African National Standards (SANS) 10400 Part S is required.
9	Fire Safety Regulations	The building must meet fire safety requirements including functional fire alarms, sprinkler systems and fire extinguishers.
10	Tenant Customisations	The lessor should allow tenant-specific customisations of the office space as required, including modifications to meet operational and branding needs.

6. COSTING/COMPREHENSIVE BUDGET

- 6.1. The information submitted must give an indication of the estimated rental per month and reflect the parking bay cost as well as any other costs which are anticipated.

7. Documents to be submitted

- 7.1. The service provider must submit their company profile.
- 7.2. Full details of the buildings being proposed as well as all other necessary documents.
- 7.3. Pricing considerations:
- Information must include estimated rental for the proposed building/s and must be inclusive of all applicable taxes (including VAT)

8. CONDITIONS TO BE OBSERVED

- 8.1. No contract will be awarded based on this RFI. Participation in this RFI is optional, a response to this RFI is not a requirement of any subsequent procurement. This RFI and any responses to it are non-binding. Responses may be used to structure the tender, from which a contract may be awarded. If the NCT decides to create an RFQ, a copy will be distributed to all responders to this RFI and will be posted on the NCT website as well as the e-tender portal.

9. COMMUNICATION

9.1. All enquiries relating to this RFI should be sent via email to: procurement@thenct.org.za and mgroenewald@thenct.org.za.

10. COSTS OF SUBMITTING THE RFI

10.1. The service provider shall bear all costs and expenses associated with preparation and submission of its RFI, and the NCT shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

11. DISCLAIMER

11.1. The NCT has produced this RFI in good faith. However, the NCT do not warrant its accuracy or completeness. The NCT will not be liable for any claim whatsoever and howsoever arising (included, without limitation, any claim in contract, negligent or otherwise) for any incorrect or misleading information contained in this RFI due to any misinterpretation of this bid.

11.2. This RFI is solely for information gathering and not an offer document; answers to it must not be construed as acceptance of an offer or imply the existence of a contract between the NCT and the Responder.