



Memorandum

To: : Bongani Monareng: Acting Chief Risk Officer (CRO)

From: : Peter Jordaan: Security Risk Administrator

Cc: : SCM Requests

Cc : Goitsewang Simelane: Acting SCM Manager

Cc: : Kabelo Phalane- SCM Specialist

Date: 14 August 2025

REQUEST FOR QUOTATION (RFQ): APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF PHYSICAL SECURITY GUARDING SERVICE AT THE PORT ELIZABERTH FOR 5 MONTHS.

NON-COMPULSORY BRIEFING SESSION
REQUEST FOR QUOTATION (RFQ): APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF PHYSICAL SECURITY GUARDING SERVICE AT THE PORT ELIZABERTH OFFICE FOR 5 MONTHS.

1 BACKGROUND

1.1 ABOUT THE NHBRC

1.1.1 The National Home Builders Registration Council (NHBRC) is a home building regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 ("the Act"). Section 3 of the Act provides that the objects of the NHBRC are to:

- (a) represent the interests of housing consumers by providing warranty protection against defects in new homes;
- (b) regulate the home building industry;
- (c) provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- (d) establish and to promote ethical and technical standards in the home building industry;

- (e) improve structural quality in the interests of housing consumers and the home building industry;
- (f) promote housing consumer rights and to provide housing consumer information;
- (g) communicate with and to assist home builders to register in terms of this Act;
- (h) assist home builders, through training and inspection, to achieve and to maintain satisfactory technical standards of home building;
- (i) regulate insurers contemplated in section 23 (9) (a); and
- (j) in particular, achieve the stated objects of this section in the subsidy housing sector.

1.1.2 The NHBRC's goal is to ensure capital preservation to ensure it remains financially viable to meet claims as they arise and that no recourse to the Minister of Human Settlements for additional funds is necessary at any time in terms of section 17(3) - (5) of the Act;

2 NHBRC OFFICES

2.1.1 The NHBRC is a medium sized organization with a staff compliment of approximately 700 employees. The NHBRC's Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the areas as shown in **Table 1** below:

TABLE 1: LIST OF NHBRC OFFICES AND LOCATIONS

	NHBRC OFFICE LOCATIONS	#	NHBRC OFFICE LOCATIONS
1	Head Office,(Sunninghill) **	13	Eastern Cape (East London) - Satellite
2	Gauteng (Sunninghill) – Provincial**	14	Western Cape (George) - Satellite
3	Kwa-Zulu Natal (Durban) – Provincial	15	North West (Klerksdorp) - Satellite
4	Western Cape (Cape Town) – Provincial	16	Limpopo (Tzaneen) - Satellite
5	Eastern Cape (Port Elizabeth) – Provincial	17	Limpopo (Bela Bela) - Satellite
6	North West (Rustenburg) – Provincial	18	Mpumalanga (Witbank) - Satellite
7	Limpopo (Polokwane) – Provincial	19	Free State (Bethlehem) – Satellite
8	Mpumalanga (Nelspruit) – Provincial	20	North West (Mafikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberly) - Provincial	22	Gauteng (Pretoria-Hatfield) – Satellite*
11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)*
12	Kwa-Zulu Natal (Richards Bay) - Satellite		

3 INTRODUCTION

3.1. The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the homebuilding industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organizational scorecard.

3.2. VISION

To be the Champion of the Housing Consumers

3.3. MISSION

To Protect the Housing Consumers and to Regulate the Homebuilding Environment

3.4. MOTTO

Assuring Quality Homes

3.5. STRATEGY OF NHBRC

The strategy of the NHBRC is based on the following pillars:

- To ensure that housing consumers and home builders are educated on their rights and obligations.
- To entrench a culture of compliance through fair and efficient enforcement mechanisms
- To research and introduce innovative products, methods and technologies within the homebuilding industry.
- To maintain a sustainable warranty fund.

4. NHBRC'S MANDATE FOR SECURITY RISK MANAGEMENT

4.1. Security Risk Management

- The main objective of physical and electronic security management at the NHBRC is, amongst others, to protect the assets, employees, contractors, visitors and facilities. As such the scope of security risk management at the NHBRC is centered around the following:
 - ☐ Deterrence.
 - ☐ Detection.
 - ☐ Delay.
 - ☐ Response
- The core responsibility of the Unit is to safeguard the NHBRC's assets and resources through implementing and enforcing the desired security risk culture, processes and structures that are focused at increasing the benefits of security in favour of organizational objectives.

4.2. Adopting a risk-based approach to security management allows the NHBRC to prioritize its business activities founded on the likelihood and consequence of a security related risk being realized. This is done to enhance positive business outcomes while reducing the occurrences or events that may have a negative effect on the desired outcomes.

5. TECHNICAL INFORMATION TO BE SUBMITTED BY SERVICE PROVIDERS

5.1. PURPOSE

- The purpose of the RFQ is to appoint a suitable service provider to provide Physical Security Guarding for the NHBRC offices situated in Port Elizabeth office for a period of five(05) months as listed below in table 2;
- The provision of the Physical Security Guarding Services must include an active Guarding Tracking System.
- Table 2 below provides a selective list of NHBRC offices that require physical services as well as their respective physical addresses.

5.2. TABLE 2: A LIST OF NHBRC OFFICES THAT REQUIRE PHYSICAL SECURITY.

#	OFFICE	LOCATION
1	PORT ELIZABERTH	40 Pickering Street, Newton Park, Port Elizabeth

6. SCOPE OF WORK

6.1. CONTRACT PERIOD

The NHBRC will be expecting the preferred service provider to provide Physical Security Guarding Services which will comprise of the following activities:

- 6.1.1. Security guards to be deployed at security points and to perform regular patrols as specified by the NHBRC;
- 6.1.2. Provision of additional physical guarding security services on an Adhoc basis in response to the NHBRC needs;
- 6.1.3. Provide 24 hour Physical Security Guarding services for the duration of five (05) months
- 6.1.4. Physical Security Guarding Services to protect the assets, employees, contractors, visitors and facilities against damage, theft, and vandalism and other security threats.
- 6.1.5. The provision of the Physical Security Guarding Services must include an active Guarding Tracking System.

6.2. HOURS OF SERVICE:

The Guarding hours for security to be provided to the NHBRC Offices shall be as follows:

- 6.2.1. Weekdays / Weekend days / Public Holiday days – 6:00am to 6:00pm.
- 6.2.2. Weeknights / Weekend nights / Public Holiday nights – 6:00pm to 6:00am

6.3. SERVICE PROVIDER EXPERIENCE AND KNOWLEDGE

- 6.3.1. The Service Provider must have a schedule of all security guards proposed for the contract with a valid PSIRA Certificate Grade C, and a valid SAPS Police Clearance Certificate.

6.4. REQUIREMENTS OF SECURITY PERSONNEL.

- 6.4.1. Personnel must be dressed in full company security uniform when on duty.
- 6.4.2. Guards must be in possession of a torch and a two-way radio at all times when on duty.
- 6.4.3. Security personnel must wear an ID card at all times whilst on duty, in such a manner that it can be clearly seen. The ID card must contain the members' name, surname, PSIRA number, employee number and photo of the employee.
- 6.4.4. Valid SAPS clearance certificate for all security proposed for the contract.
- 6.4.5. All security guards must at least have a minimum of a Grade C security grading with two (02) years' experience upon appointment NHBRC will request a work schedule.
- 6.4.6. All Security personnel that will be deployed at the NHBRC are required to have basic training, understanding and execution of Fire Fighting and Level One First Aid Training.**

6.5. PHYSICAL SECURITY GUARDING RESOURCES

- 6.5.1. Table 3 below provides a summary of the required physical security guarding and armed response staff compliment for the NHBRC:

PORT ELIZABERTH OFFICE	SECURITY SHIFTS	SECURITY MUST HAVE A VALID PSIRA REGISTRATION GRADE C
Security Compliment Day Shift.	1X Day Shift 7 Days a week	Grade C
Security Compliment Night Shift.	2X Night Shift 7 Days a week	Grade C

7 TECHNICAL AND PRICE EVALUATION CRITERIA

7.1 In accordance with the NHBRC Supply Chain Management Policy, the quotation evaluation process shall be carried out in three (03) stages namely:

- 7.1.1 Stage 1: Compliance check of Mandatory Requirements.
- 7.1.2 Stage 2: Functional Evaluation Criteria
- 7.1.3 Price and Specific Goals

7.2 **Stage 1: Compliance check of Mandatory Requirements**

7.2.1 The service provider(s) must indicate compliance with mandatory requirements by **ticking under** "Comply" or "Not comply". Failure to comply with the mandatory requirements on the table listed below will invalidate your quotation and automatic disqualification.

Technical Mandatory Requirements	Comply	Not Comply
Original/Certified copy of A Valid PSIRA Certificate with a grade A/B for Directors		
Original/Certified copy of A Valid SAPS Clearance Certificate (For all Directors)		
Original/Certified copy of A Valid PSIRA Certificate and Valid SAPS Clearance with a grade A/B for Manager/ Supervisor.		
Original/Certified copy of A Valid SAPS Clearance Certificate for all security officers proposed for the Contract		
Original/Certified copy of A Valid PSIRA grade C Certificates for all security officers proposed for the contract		
Original/Certified copy of A Valid Letter of good standing issued by PSIRA for the company		
Original/Certified copy A Valid Provident fund letter issued by an accredited Institution.		
A valid COIDA – Letter of good standing as issued by Department of Labour		
A valid UIF – Letter of good standing as issued by Department of Labour		
Original/Certified copy of A copy of Valid Company registration certificate and Certified copies of owners, directors, and partners.		
Fidelity Insurance Cover of R 10 000 000.00 or Letter of intent from insurances to the value of R 10 000 000.00.		
Original/Valid certified copy of ICASA license or MOU from service provider with valid ICASA license		

7.3 In order to be considered, each service provider is required to submit the following mandatory documentation:

All mandatory documents as per the Technical Mandatory Requirements in this RFQ should be submitted with the Service provider's response to this RFQ. Failure to comply with this requirement or submission of false, fraudulent or misleading information or documents will result in the disqualification of the Service provider or termination of the successful service provider's contract. In this regard, the NHBRC reserves its rights to take appropriate legal action.

7.4 **Stage 2: Functionality in terms of the set technical evaluation criteria**

7.4.1 Functional Evaluation and those quotations which failed to comply with all the requirements of Stage 1 will be invalidated or disqualified from the process;

7.4.2 Functionality Evaluation (Combination of Paper Based and site inspection Criteria) = 70 points out of 100 points.

7.4.2.1 **Paper Based Evaluation** – service providers will be evaluated out of 80 points and service providers are required to achieve a minimum threshold of 56 points out of 80 points. Only service providers who achieve a minimum of 56 points, a site inspection will be conducted by the Quotation Evaluation Committee; Details as per the proposal Stage 3: Part 1 - Functionality score 80: 56 out of 80 points

7.4.2.2 **Site Inspection** – service providers will be evaluated out of 20 points and are required to achieve minimum threshold of 14 points out of 20 points. Details as per the proposal Stage 2: Part 2 - Site inspection score 20: 14 out of 20 points

7.4.3 The service provider's information will be scored according to the following points system:

OVERALL COMBINED POINTS: 100

7.5 **PART 1 EVALUATION CRITERIA:** The following values will be applicable when evaluating the quotation.

EVALUATION CRITERIA	WEIGHT
SERVICE PROVIDER'S COMPANY EXPERIENCE The service provider must demonstrate at least 5 years' experience and expertise in the field of security guarding. Kindly provide a table of current and previous contracts indicating the client, contract duration and value of contract. Scoring Guide: Less than 1 years' experience = 0 Points Upto 1-year experience = 10 Point Up to 2 years' experience = 20 Points Up to 3 years' experience = 30 Points Up to 4 years' experience = 40 Points Up to 5 years' or more experience = 50 Points	50

Reference Letters Reference letters that relate to the Physical security services. Reference letters must be on the client/company's letterhead and signed by the client. 0 reference letter = 0 Points Unsigned letter(s) regardless of the number of letters = 5 points 1 reference letter = 10 Point 2 reference letters = 15 Points 3 reference letters = 20 Points 4 reference letters = 25 Points 5 reference letters = 30 Points	30
SUB-TOTAL	80 Points
MINIMUM QUALIFYING REQUIREMENT	56 Points

N.B Only service providers who score 56 Points or more points will qualify for a site visit.

7.7 **PART 2: Site Visit** will consist of the following:

Site Infrastructure Control NHBRC will conduct a site presentation and the following will be assessed: - The service provider has an office and is operating as a security service provider; provide copy of latest lease agreement or utility bill and latest available financial statements (5 Points for all office, lease or utility bill, and – 10 points for all office, lease or utility bill and latest copy of available financial statements); - The service provider does in fact have all the security infrastructure, functional control room with (5 Points for availability of some of the items listed below - and 10 points for all items listed items below): - Telephones - Fax / Email - Base Radios - Vehicles - Uniforms - Emergency Procedures Original/Valid certified copy of ICASA license or MOU from service provider with valid ICASA license.	20 Points
N.B: Only service providers who obtain a minimum of 14 points out of 20 for Site Inspection will qualify for the next stage which is Price and Preference Points.	

Stage 3: Price and Preference Points Evaluation

Only bids that obtained a minimum qualifying score (**14 points**) for **Stage 2, Part 2 (Site Visit)** will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations about the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2022 and bids will be adjudicated in terms of the (80/20) preference points system. Points are awarded to service providers based on the below:

80/20 Preference point system (for the acquisition of services, works or goods with a Rand value not more than R 50 million) (all applicable taxes included)

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where;

P_s = Points scored for the comparative price of the bid or offer under consideration

P_t = Comparative price of the bid or offer under consideration

P_{min} = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder in accordance with the table below:

A maximum of 20 points may be awarded to a bidder for Preference Points specified in the tender.

Preference Points	Points Allocated
Women	12
Youth	5
Disabilities	1.5
Military Veterans	1.5
TOTAL	20 Points

The following formula must be applied to calculate the number of points for preference points

$$\text{Where: } NEP = NOP \times \frac{EP}{100}$$

NEP = Points awarded for equity ownership Preference Points

NOP= The maximum number of
points awarded for Preference Points

EP = The percentage of equity
ownership

*The points scored for price will be added to the points scored for preference
points to obtain the Bidders totalpoints scored out of 100 points.*

8. RECOMMENDATION

8.1 The Acting Chief Risk Officer is hereby requested to approve this request for quotation for the appointment of a suitable service provider for the provision of physical security guarding services at the Port Elizabeth office- Eastern Cape of the National Home Builders Registration Council (NHBRC) for period of five (5) months.

PREPARED BY:		RECOMMENDED BY:	
Name	Peter Jordaan	Name	Bongani Monareng
Position	Security Risk Administrator	Position	Acting Chief Risk officer
			
Date	14 August 2025	Date	14 August 2025