



## REQUEST FOR INFORMATION (RFI)

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|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| RFI ISSUE DATE           | 30 January 2025                                                                                                                                        |
| RFI DESCRIPTION          | RELOCATION COSTS FOR THE NATIONAL CONSUMER TRIBUNAL                                                                                                    |
| CLOSING DATE AND TIME    | 21 February 2025 at 12:00pm                                                                                                                            |
| LOCATION FOR SUBMISSIONS | <a href="mailto:procurement@thenct.org.za">procurement@thenct.org.za</a> ,<br><a href="mailto:mgroenewald@thenct.org.za">mgroenewald@thenct.org.za</a> |

Service providers must submit responses via e-mail to [procurement@nct.org.za](mailto:procurement@nct.org.za) and [mgroenewald@thenct.org.za](mailto: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 relocation costs. The National Consumer Tribunal current lease agreement is ending, and we would like to understand the nature and extent of costs associated with office relocation.

2.2. 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 m<sup>2</sup> 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 relocation costs.

#### **4. SCOPE OF WORK**

**The scope of services is as follows: (However the premises will need to be viewed to ensure a more accurate cost)**

4.1 Space planning

4.2 Space optimisation

4.3 Interior and exterior design and decoration

4.4 New furnishing and relocation and assembling of existing furniture

4.5 Relocation of artifacts and decorative items

4.6 Installation and fittings of all relevant equipment, including removal and installation of filing cabinets.

4.7 Project management

4.8 Physical office relocation management of all services relating to refurbishment

4.9 IT Infrastructure removal and installation costs inter alia but not fully exhaustive in buildings including server room:

- Full racks
- Servers
- Communications equipment including switches and routers
- Storage components.
- Power distribution components.
- Re wiring.
- Biometrics system
- UPS units
- CCTV camera unit
- Smoke detection unit
- PC computers
- Aircon unit
- Fire detection system
- Alarm systems
- Access control
- Turnstiles
- Projectors

**Please email the following individuals to arrange a viewing of the premises to enable a more accurate cost estimate:**

- **Malikah Groenewald – Procurement Specialist** ([mgroenewald@thenct.org.za](mailto:mgroenewald@thenct.org.za))
- **Nerina Ramsammy – Human Resources and Facilities Manager** ([nramsammy@thenct.org.za](mailto:nramsammy@thenct.org.za))
- **Neo Monama – ICT Officer** ([Nmonama@thenct.org.za](mailto:Nmonama@thenct.org.za))
- **Sibongiseni Khoza – Junior ICT Officer** ([Skhoza@thenct.org.za](mailto:Skhoza@thenct.org.za))

## **5. COSTING/COMPREHENSIVE BUDGET**

- 5.1. The information submitted must give an indication of the estimated cost of the relocation and installation costs as well as any other costs which are anticipated.

## **6. Documents to be submitted**

- 6.1. The service provider must submit their company profile.
- 6.2. Pricing considerations:
- Information must include estimated amounts for the proposed relocation and installation costs and must be inclusive of all applicable taxes (including VAT)

## **7. CONDITIONS TO BE OBSERVED**

- 7.1. 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.

## **8. COMMUNICATION**

- 8.1. All enquiries relating to this RFI should be sent via email to: [procurement@thenct.org.za](mailto:procurement@thenct.org.za), [mgroenewald@thenct.org.za](mailto:mgroenewald@thenct.org.za), [Nramsammy@thenct.org.za](mailto:Nramsammy@thenct.org.za), [Nmonama@thenct.org.za](mailto:Nmonama@thenct.org.za) and [Skhoza@thenct.org.za](mailto:Skhoza@thenct.org.za).

## **9. COSTS OF SUBMITTING THE RFI**

- 9.1. 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.

## **10. DISCLAIMER**

- 10.1. 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.
- 10.2. 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.