



**REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO INSTALL AND MAINTAIN THE VIDEO CONFERENCE SYSTEM FOR A PERIOD OF THREE (03) YEARS**

**RFP NO.:** NHBRC 06/2023 RE-ADVERT

**CLOSING DATE:** 26 MARCH 2024

**TIME:** 11:00

**NON-COMPULSORY BRIEFING SESSION**

**DATE:** 12 MARCH 2024

**TIME:** 11:00

**VENUE:** NHBRC HEAD OFFICE:  
27 LEEUWKOP ROAD,  
SUNNINGHILL,  
JOHANNESBURG.

## 1. TERMS AND CONDITIONS

- 1.1 The Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- 1.2 The Bidder must ensure that it is Tax Compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains Tax Compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant.
- 1.3 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.4 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case maybe. No oral amendments by any person will be considered or acknowledged.
- 1.5 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.6 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC, and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer, which will remain binding and irrevocable for a period of **90** Days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- 1.8 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.9 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.
- 1.10 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.
- 1.11 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.

- 1.12 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid, shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the bid process. The NHBRC shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management (“SCM”) in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.
- 1.13 Briefing Session: **There will be a non-compulsory briefing session.** The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- 1.14 Any requirement set out in the RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.15 The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.16 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal. The Bid submitted by the bidder shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind.
- 1.17 ***The NHBRC reserves the right to accept or reject in part or completely any bid submitted, and to waive any technicalities for the best interest of the company. The NHBRC reserves the right to verify the validity of the document submitted.***
- 1.18 RFP’s shall be rejected, among other reasons, where bids are received after the closing date and time as specified in the RFP.
- 1.19 Potential service provider(s) shall be disqualified and their bids not considered among other reasons, for any of the following specific reasons:
- 1.19.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
- 1.19.2 The Bid contains irregularities.
- 1.20 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.
- 1.21 All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.
- 1.22 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.
- 1.23 In this RFP, the words “service provider”, “bidders” will be used interchangeably to refer to the bidder.
- 1.24 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

## 2. BACKGROUND

### 2.1. ABOUT THE NHBRC

2.1.1. The National Home Builders Registration Council (“NHBRC”) is a 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.

### 2.2. NHBRC OFFICES

2.2.1. The NHBRC is a medium-sized organization with a staff complement of approximately 600 employees. The NHBRC’s Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying sizes and 12 Satellite Offices which are located in the following areas:

|    | <b>NHBRC OFFICE LOCATIONS</b>              | <b>#</b> | <b>NHBRC OFFICE LOCATIONS</b>           |
|----|--|----------|---|
| 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 (Modimolle) - 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) – Satellite          |
| 11 | Kwa-Zulu Natal (Newcastle) - Satellite     | 23       | Eric Molobi Innovation Hub (Soshanguve) |
| 12 | Kwa-Zulu Natal (Richards Bay) - Satellite  |          |   |

### **3. INTRODUCTION**

The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (“Act No. 95 of 1998”) to regulate the home building 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.

#### **VISION**

To be the Champion of the Housing Consumers.

#### **MISSION**

To Protect the Housing Consumers and to Regulate the Homebuilding Environment.

#### **MOTTO**

Assuring Quality Homes.

#### **STRATEGY OF NHBRC**

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

- To ensure that housing consumers and homebuilders 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. PROJECT OVERVIEW

### 4.1 Purpose

- 4.1.1 The NHBRC seeks to identify and appoint a suitable service provider to supply, deliver, install, configure, maintain and support audio/video conferencing, multimedia and broadcast/streaming systems for ten (10) provincial offices and Innovation Hub Eric Molobi Office (in line with Annexure C)
- 4.1.2 The purpose of this RFP is to contract with a suitably qualified service provider with the requisite capacity to execute this project within the desired quality, scope, timeframe and cost for NHBRC.

### 4.2 Business Objectives

- 4.2.1 The NHBRC has now been in operation for more than twenty (20) years and is on a significant growth path, as the organization grows; it is looking at streamlining its processes and enabling itself for a high rate of growth. Video Conferencing has been identified as one of the critical functions that will assist the business to meet its objectives.
- 4.2.2 The main objective is to appoint a suitable service provider to install and maintain a video conference system or technology, which will provide the following capabilities:
  - 4.2.2.1 Structured meetings with improved communication
  - 4.2.2.2 Increase productivity
  - 4.2.2.3 Optimised meeting attendance
  - 4.2.2.4 Sustained competitive advantage
  - 4.2.2.5 Reduce travel time and costs
- 4.2.3 The successful service provider will be expected to provide the NHBRC with *outsourced* managed video conferencing services, for a period of three (03) years.
- 4.2.4 The NHBRC is significantly changing its approach to delivering on its mandate. The NHBRC perceives its external stakeholders as business partners in order to jointly achieve success.

### 4.3 Scope of Works

- 4.3.1 The full scope of the bid is as follows:
- 4.3.2 The successful service provider will be required to provide the NHBRC with a detailed design outlining how the video conference system will be Supplied, delivered, installed, configured, supported and maintained as well as the required technologies for video conferencing.
- 4.3.3 An integrated video/audio conferencing solution for 9 boardrooms nationally, to facilitate traditional meetings and video/audio conferencing.
- 4.3.4 Multimedia systems for presentations, video/audio playback and web streaming facilities.
- 4.3.5 Boardroom automation and central management systems for the video/audio conferencing, multimedia and streaming/broadcast systems.
- 4.3.6 A digital audio recording system.
- 4.3.7 Provide technical and end-user training.
- 4.3.8 Provide three-year support and maintenance of the systems.
- 4.3.9 NHBRC will enter into an agreement with a suitable service provider for the implementation, maintenance and support of a video conferencing technology which will cover the following services:

- 4.3.9.1 Endpoint installation
- 4.3.9.2 Testing
- 4.3.9.3 End-user training
- 4.3.9.4 Provide post-implementation support

#### **4.4 Project Deliverables**

##### **4.4.1 The successful bidder must have:**

- 4.4.1.1 Supplied, delivered, installed, configured, supported and maintained video and audio conferencing office
- 4.4.1.2 An integrated video and audio conferencing system with full interpretation, broadcast and web streaming integration for eleven (11) boardrooms.
- 4.4.1.3 Multimedia presentation systems with screens, cameras and speakers sufficient enough to cater for boardroom sizes as supplied in Annexure B.
- 4.4.1.4 A digital recording system for audio and video recording.
- 4.4.1.5 Web streaming facilities for virtual meetings, hybrid meetings or traditional in boardroom meetings.
- 4.4.1.6 Full touch panel control for all systems in the meeting rooms.
- 4.4.1.7 Training of end-users.
- 4.4.1.8 Training of two (2) technical staff to support the system.
- 4.4.1.9 The service provider to develop a Skills Transfer Plan strategy that can be used to accomplish skill development and transfer. The plan must include the resources, staffing, methods, milestone and tasks required to accomplish knowledge transfer. Training materials must be provided during the skills transfer.
- 4.4.1.10 Three-year support and maintenance of the systems (Time and materials).
- 4.4.1.11 All equipment cabled and mounted in a rack with proper cooling and ventilation.
- 4.4.1.12 All equipment connected to UPS and remained on for a minimum of 10 minutes in the event of a power failure.
- 4.4.1.13 Each meeting room must be equipped with a fully functional and integrated video conferencing (VC) solution that supports Zoom and MS Teams.
- 4.4.1.14 The cameras must be broadcast quality (Full HD Capable) with remote PTZ capabilities.
- 4.4.1.15 External and internal meeting participants in the video conference must clearly be audible and visible on the TV screens
- 4.4.1.16 The broadcast quality video and audio must be streamed in HD via the web and available platforms
- 4.4.1.17 The streaming workflow must be automated via a web interface or via the in meeting touch panel.
- 4.4.1.18 Each meeting room must have presentation facilities for PowerPoint presentations, audio and video playback.
- 4.4.1.19 Each meeting room must accommodate presentations and audio/video from mobile devices (phones and tablets), laptops either wirelessly, or plug-in interfaces located at two seats in each meeting room.
- 4.4.1.20 Each Meeting room must have a digital recording device to record the video and audio of each meeting.
- 4.4.1.21 The recording device must be connected to the local area network for remote access and downloading of files
- 4.4.1.22 All equipment must be neatly cabled and routed using existing and new cableways.

- 4.4.1.23 All cables must be routed and connected in compliance with the manufacturer's standards and specifications
- 4.4.1.24 All power cables and external power supplies must meet National Regulator for Compulsory Specification (NRCS) or South African National Standard (SANS).
- 4.4.1.25 All equipment must be protected against power surges and load shedding outages by a UPS (min of 10 min standby power).
- 4.4.1.26 Secure peripherals required to drive functionality.
- 4.4.1.27 All equipment must be installed in a suitable free-standing rack with proper silent cooling and ventilation systems included.
- 4.4.1.28 Each meeting room must include a functional touch screen controller to manage the audio conferencing systems, switching of audio /video inputs/outputs, video conferencing controls, streaming automation, volume controls and to power on/off all equipment.
- 4.4.1.29 Must have an automatic shutdown facility if the meeting room remains unused after a pre-determined period of inactivity.
- 4.4.1.30 The meeting room control system must integrate with MS exchange /MS Teams/Zoom for meeting room bookings.

#### **4.5 NHBRC Service Expectation**

As part of the service expectation the following key elements will be required to be addressed:

- NHBRC working hours are from 8h30 to 16h30
- The Service provider will be expected to work after hours and during weekends if required (e.g. during a virus outbreak, serious security breach, etc.).
- The Service provider will be expected to provide support.
- The Service provider may be required to travel to other NHBRC regional offices if required.
- The service provider will be responsible for accommodation and traveling during the implementation of the project.
- Post implementation, where the need arises, the cost of traveling, accommodation and services rendered are for the NHBRC's cost.
- The Service provider will be expected to provide high-quality work.
- The Service provider will be expected to deliver assigned tasks and daily duties as per the agreed time frames.
- The Service provider will be responsible for insuring all equipment supplied for the duration of the lease agreement.



**5. TECHNICAL DATA TO BE SUBMITTED BY THE BIDDER**

**5.1 Required Information**

- 5.1.1 The NHBRC requires the services of interested and competent companies that must submit a full description of the proposed solution for both committee rooms with model numbers and/or part numbers and schematics indicating how the solution is constructed and connected.
- 5.1.2 The service provider must submit a project plan, which outlines, at least the following: clear implementation, resources assigned to the project, timelines, dependencies, and other information to demonstrate the bidder’s understanding of requirements.
- 5.1.3 The NHBRC has licenses for 9 MS Teams rooms. The service provider is required to provide the necessary software and hardware licensing that complements the required functionality. Should the service provider provide equipment that requires integration with other licensed components then this will be that their own cost.

**5.2 Requisites of the Service Provider:**

- 5.2.1 The successful bidder should meet the following requirements:
  - 5.2.2.1 Experience in Video Conference technologies in supplying, installing, configuring, supporting, and maintaining audio/video conferencing, multimedia, and broadcast/streaming systems.
  - 5.2.2.2 Consultants assigned to the project must have experience in ICT networking and video conference technologies.
  - 5.2.2.3 Reference letters from previous and or current clients confirming that they have been involved in video conferencing projects.
  - 5.2.2.4 Capacity (both human resources and video conference tools) to provide the required service.

**NB: In addition to the above, you are requested to attach a concise CV with relevant experience for each resource.**

**5.3 Documents to be submitted:**

- 5.3.1 The following is what is required to be submitted by the bidders.  
The bidder must have completed video conferencing projects. The bidder must submit a summary of the projects in the format presented below: (*Input below MUST correspond with References letters submitted from their clients.*)

| Name of Project | Project Description | Project Period (Start date – End date) | Contract Value (incl. VAT) | Client Name | Client Contact Tel |
|-----------------|---------------------|--|----------------------------|-------------|--------------------|
|                 |                     |  |                            |             |                    |
|                 |                     |  |                            |             |                    |
|                 |                     |  |                            |             |                    |
|                 |                     |  |                            |             |                    |

5.3.2 Provide reference letters of completed projects, the letters must be provided by the client on their letterheads and signed off by an authorized delegated employee of the client.

Name of project:

Name of Client:

Client Contact Details

Contact person:

Role in Project:

Contact Tel No:

Contact Cell:

Project Start Date:

Project Completion Date:

Contract Amount (incl. VAT):

Summary of Project (maximum 200 words).

**Note:** Please attach a reference letter from the client indicating the successful completion of the project as per the client's brief. (Excluding the NHBRC)

### 5.3.3 Capability of Bidder's Resources

5.3.3.1 The service provider is required to demonstrate that the resources mentioned in paragraph 5.2 have adequate experience in similar projects.

5.3.3.2 This experience must include but not limited to:

- Experience in ICT networking
- Experience in an ICT Environment
- Knowledge in designing video conference technologies.

## 5.4 Project Proposal

5.4.1 In addition to the above, the bidder must provide a detailed project proposal.

5.4.1.1 The proposal document must outline the profile of the company and the intended/proposed approach to the Project

5.4.1.2 The approach and methodology must be clearly stipulated and must cover all aspects in section.

5.4.1.3 Kindly note there may be instances where work will be carried out after hours so as not to affect the day-to-day business operations.

5.4.1.4 In instances where the NHBRC is not satisfied with the service rendered by all the resources, the service provider is obliged to replace those affected resources with personnel with similar expertise within a reasonable time over the life of the contract and written permission must be obtained from the NHBRC.

5.4.1.5 If a need arises for the resource to travel to any NHBRC offices other than the Head Office, the NHBRC will arrange the travel and bear the cost, this will only apply post Implementation.

**6. TECHNICAL AND PRICE EVALUATION CRITERIA**

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

- 6.1.1. Stage 1: Compliance check of bid requirements.
- 6.1.2. Stage 2: Functional Evaluation Criteria
- 6.1.3. Stage 3: Price and Preference Points Evaluation

**Stage 1: Compliance check of bid requirements**

| <b>DOCUMENTS TO BE SUBMITTED</b> |  |               |
|----------------------------------|--|---------------|
| <b>No.</b>                       | <b>Bidders shall take note of the following bid requirements and documents to be submitted</b>   | <b>Yes/No</b> |
| 1.                               | Annexure A Pricing schedule MUST be completed and signed. (including a detailed costing breakdown of all costs and escalation per annum <b>The pricing schedule must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid if there is no signature on the pricing schedule the bidder will be disqualified (Mandatory)</b> ) |               |
| 2.                               | SBD1 Invitation to bid should be completed and signed.   |               |
| 3.                               | SBD 3.1 - Pricing Schedule (Firm Price) make sure it is completed  |               |
| 4.                               | SBD 4 Bidders Disclosure Form, should be completed and signed  |               |
| 5.                               | SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.   |               |
| 6.                               | SBD 7.2 Contract Form, should be completed and signed  |               |
| 7                                | Bidders must provide evidence that they are certified or authorized by the manufacturer to sell, support and install, maintain equipment where applicable. <b>(Mandatory)</b><br><br>The bidder must provide an MOU (Memorandum Of Understanding) between the manufacturer and themselves should the equipment of the manufacturer be supported by the bidder.                                   |               |
| 8                                | Bidders must provide accreditation of ICASA Certificate for Hardware proposed <b>(Mandatory)</b>   |               |
| 9                                | Bidder should submit CSD (Central Supplier Database) Report/ MAAA Number   |               |

Note: NHBRC will be using General Conditions of Contract ( GCC) as issued by National Treasury and SLA for the management of the contract

**Functionality Evaluation (Stage 2) (Combination of Paper-Based and Site Presentation Evaluation)**

- i. **Paper-Based Evaluation** – Bidders will be evaluated out of 80 points and bidders are required to achieve a minimum threshold of 60 points or more out of 80 points. Only bidders who achieve a minimum of 60 points or more will be invited for site presentation evaluation. The Bid Evaluation Committee shall conduct a site presentation evaluation on the date specified by the Committee.
- ii. **Site Presentation Evaluation** – Bidders will be evaluated out of 20 points and are required to achieve 20 points out of 20 points.
- iii. The overall combined score for paper-based and site presentation evaluation must be equal to or above 80 points to proceed to Stage 3 for Price and preference points

The bidder's information will be scored according to the following points system:

**Paper-Based Evaluation:**

- Details for Stage 2: Part 1 - Functionality score of 80 Points

**Site Presentation Evaluation**

- Details for Stage 2: Part 2 – Site Presentation Evaluation score of 20 Points

**COMBINED TOTAL SCORE FOR PART 1 & 2 = 100 POINTS**

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

Bids must fully comply with all the Mandatory Requirements for Stage 1: Compliance check of Bid Requirements to qualify for Stage 2: Functional Evaluation and those bids which failed to comply with all the requirements of Stage 2 will be invalidated or disqualified from the process.

The Bidders information will be scored according to the following points systems:

The following values and formulae will be applicable when evaluating the bid

**5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance**

| No.                                   | Evaluation Criteria             | Description   | Weight           |
|---------------------------------------|---------------------------------|---|------------------|
| 1                                     | <b>Bidders Experience.</b>      | <p>The bidder <b>MUST</b> have experience in supplying, installing, configuring, and supporting audio/video conferencing, multimedia, and broadcast/streaming systems. Please attach a company profile that includes a list of projects that demonstrate relevant experience</p> <p><b>Scoring Allocation</b></p> <p>0 – 2 Years’ Experience = 0 Points<br/>           3 – 4 Years’ Experience = 1 Point<br/>           5 – 6 Years’ Experience = 2 Points<br/>           7– 9 Years’ Experience = 3 Points<br/>           10– 12 Years’ Experience = 4 Points<br/>           12 Years’ experience and more = 5 Points</p>  | <b>30</b>        |
| 2                                     | <b>Client Reference Letters</b> | <p>The bidder must provide a positive written contactable reference letter indicating the project is completed</p> <p><u>The reference letters from the clients of a bidder MUST include:</u></p> <ol style="list-style-type: none"> <li>1. Company name</li> <li>2. Company letterhead</li> <li>3. Contact person and contact telephone numbers</li> <li>4. The letter must be signed by a duly authorized person</li> <li>5. Reference letters MUST indicate the period when the project was executed.</li> </ol> <p><b>Scoring Allocation</b></p> <p>0 Reference letter = 0 Points<br/>           1 Reference letter = 1 point<br/>           2 Reference letters = 2 Points<br/>           3 – 4 Reference letters = 3 Points<br/>           5 Reference letters = 4 Points<br/>           6 Reference letters and more = 5 Points</p> <p><b>NB: Reference letters will be inextricably linked to the bidders’ experience</b></p> | <b>50</b>        |
| <b>SUBTOTAL</b>                       |                                 |   | <b>80 Points</b> |
| <b>MINIMUM QUALIFYING REQUIREMENT</b> |                                 |   | <b>60 Points</b> |

**NB: Only bidders who score 60 points or more out of 80 points (Part 1) will qualify for Site Presentation Evaluation (Part 2)**

**PART 2: Site Presentation Evaluation**

|  |                   |
|--|-------------------|
| <p><b>Site Visit</b><br/>         NHBRC will conduct a site visit and the bidders will be required to perform an on-site presentation where the following will be assessed.</p> <ul style="list-style-type: none"> <li>• Demonstrate remote monitoring tool</li> <li>• Demonstrate various meeting platforms in operation</li> <li>• Type of reports that are used.</li> <li>• Incident response procedure.</li> <li>• High availability plan</li> </ul> <p><b>Scoring allocation</b></p> <ul style="list-style-type: none"> <li>• Bidder did not meet ALL the requirements listed above = 0 points</li> <li>• Bidder met ALL the requirements listed above while on-site presentation = 5 points</li> </ul> | <p><b>20</b></p>  |
| <b>SUBTOTAL</b>  | <b>20 Points</b>  |
| <b>TOTAL FOR PART 1 AND 2</b>  | <b>100 Points</b> |

**Bidders who score a total of 80 points or more on two stages (Paper-based and Site Presentation Evaluation ) will qualify for further evaluation which is Price and Preference points system.**

**The minimum threshold for functionality is 80 points or greater out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.**

**Stage 3: Price and Preference Points Evaluation**

Only bids that obtained a minimum qualifying score **(80 points)** for **Stage 2 (Functional Requirements)** 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             | 6                |
| Disabilities      | 1.5              |
| Military Veterans | 1.5              |
| <b>TOTAL</b>      | <b>20 Points</b> |

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

$$NEP = NOP \times \frac{EP}{100}$$

Where:

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 total points scored out of 100 points.*

## **7. RFP SUBMISSION INSTRUCTIONS**

**7.1. All RFP documents **MUST** be sealed in a marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.****





## 12. SUBMISSIONS OF PROPOSALS

- 12.1. Submission of bid in an envelope **should include one (1) Original hard copy and one (1) memory stick/USB with scanned original documents of the proposal marked (Original hard copy and memory stick/USB) and deposited into the tender box. NB: The Original hard copy submission in the envelope should be the same as the electronic copy**
- 12.2. All costs and expenses incurred by the Service provider relating to the participation in and preparation of this proposal process shall be borne by the Service provider exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.

## 13. POPIA

- 13.1. The NHBRC is committed to adhere to the Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000. To this end the NHBRC has published its Information Manual on its website, which regulates the manner in which NHBRC processes information.
- 13.2. The NHBRC requires the information requested in bids for the purpose set out in paragraph 2.5 of the Manual. Further the Manual confirms that NHBRC processes the information requested in bids from prospective service providers and third parties at paragraph 3.4.
- 13.3. Bidders should note that the NHBRC is committed to securing all the information submitted from bidders, in terms of paragraph 6 of the Manual. (included on the NHBRC website)
- 13.4. Bidders are in turn required to comply with the tender requirements and when the information of third parties are required by NHBRC, bidders are by law required to obtain the consent of such third parties for the sharing of such third parties' information with the NHBRC. ”

**ANNEXURE-A (PRICING SCHEDULE)**

Pricing Table: Bidders must comply with the following requirement when calculating their price. **Note: All prices must be inclusive of VAT.**

| SERVICE DESCRIPTION                            | YEAR 1 | YEAR 2 (INCLUDING) ANNUAL ESCALATION | YEAR 3 (INCLUDING) ANNUAL ESCALATION | TOTAL COST PER YEAR |
|--|--------|--------------------------------------|--------------------------------------|---------------------|
| Supply and Deliver                             |        |                                      |                                      | R                   |
| Installation                                   |        |                                      |                                      | R                   |
| Maintenance and Support                        |        |                                      |                                      | R                   |
| Training and skill transfer (Refer to 4.4.1.8) |        |                                      |                                      | R                   |
| Total cost for 3 years (Excl VAT)              |        |                                      |                                      |                     |
| Total cost for 3 years (Incl VAT)              |        |                                      |                                      |                     |
| <b>BIDDER SIGNATURE</b>                        |        |                                      |                                      |                     |

**The bidder MUST take note of the following:**

- *The pricing schedule must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified.*
- *An incomplete pricing schedule will result in the bidder being disqualified, no alterations can be made subsequent to submission of the bid.*
- **PRICE ADJUSTMENTS:** *Bidders must take note that firm prices will be accepted for the first twelve (12) months of the contract duration, thereafter a once – off price adjustment on the 13th month will be accepted based on the average CPI % as issued by STATS SA.*
- All prices must be VAT Inclusive and must be quoted in South African Rand (ZAR).

**NB : The Service provider should carry their own travel and accommodation costs (if any).**

**Annexure-B NHBC boardroom size. Bidders must comply with all Annexure B- below**

| Province  | Size of the Boardrooms  | Comply Yes/No |
|---|---|---------------|
| <p><b>1. Gauteng: Head Office (Sunninghill)</b></p> | <p><b>3<sup>rd</sup> Floor Boardroom</b></p> <ul style="list-style-type: none"> <li>• Approximate size metres =46.00m<sup>2</sup></li> <li>• Height of the room = 2.52m</li> <li>• Width of the room = 4.6m</li> <li>• Length of the room = 10m</li> <li>• Shape of the table rectangle □</li> <li>• Number of chairs = 20</li> </ul> <p><b>Auditorium 1</b></p> <ul style="list-style-type: none"> <li>• Approximate size metres = 54.56m<sup>2</sup></li> <li>• Height of the room = 2.52m</li> <li>• Width of the room = 8.8 m</li> <li>• Length of the room = 6.2m</li> <li>• Shape of the table rectangle</li> <li>• Number of chairs = 100</li> </ul> |               |
| <p><b>2. Gauteng: Tshwane Office (Hatfield)</b></p> | <p><b>1<sup>st</sup> Boardroom</b></p> <ul style="list-style-type: none"> <li>• Approximate size metres = 40.78m<sup>2</sup></li> <li>• Height of the room = 2.5m</li> <li>• Width of the room = 5.15m</li> <li>• Length of the room = 7.92m</li> <li>• Shape of the table oval</li> <li>• Number of chairs = 19</li> </ul> <p><b>2<sup>nd</sup> Boardroom</b></p> <ul style="list-style-type: none"> <li>• Approximate size metres = 44.22m<sup>2</sup></li> <li>• Height of the room = 2.48m</li> <li>• Width of the room = 5.19m</li> <li>• Length of the room = 8.52m</li> <li>• Shape of the table no table</li> <li>• Number of chairs = 0</li> </ul> |               |
| <p><b>3. Kwa-Zulu Natal (Durban)</b></p>            | <p><b>Boardroom</b></p> <ul style="list-style-type: none"> <li>• Approximate size metres = 80m<sup>2</sup></li> <li>• Height of the room = 2.8m</li> <li>• Width of the room = 8m</li> <li>• Length of the room = 10m</li> </ul>  |               |

|   |  |  |
|---|--|--|
|   | <ul style="list-style-type: none"> <li>• Shape of the table: either rectangular or oval</li> <li>• Number of chairs: 30 chairs</li> </ul>  |  |
| <b>4. Western Cape (Century City)</b>   | <b>Boardroom</b> <ul style="list-style-type: none"> <li>• Approximate size metres = 66m<sup>2</sup></li> <li>• Height of the room = 2.4m</li> <li>• Width of the room = 6m</li> <li>• Length of the room = 11m</li> <li>• Shape of the table: rectangular</li> <li>• Number of chairs 16</li> </ul>            |  |
| <b>5. Eastern Cape (Port Elizabeth)</b> | <b>Boardroom</b> <ul style="list-style-type: none"> <li>• Approximate size metres = 43m<sup>2</sup></li> <li>• Height of the room = 5.48m</li> <li>• Width of the room = 5.3m</li> <li>• Length of the room = 8.1m</li> <li>• Shape of the table: rectangular</li> <li>• Number of chairs 35</li> </ul>        |  |
| <b>6. North West (Rustenburg)</b>       | <b>Boardroom</b> <ul style="list-style-type: none"> <li>• Approximate size metres = 43m<sup>2</sup></li> <li>• Height of the room = 2.5m</li> <li>• Width of the room = 4.5m</li> <li>• Length of the room = 8.4m</li> <li>• Shape of the table: Oval</li> <li>• Number of chairs 22</li> </ul>                |  |
| <b>7. Limpopo (Polokwane)</b>           | <b>Boardroom</b> <ul style="list-style-type: none"> <li>• Approximate size metres = 43m<sup>2</sup></li> <li>• Height of the room = 5.48m</li> <li>• Width of the room = 5.3m</li> <li>• Length of the room = 8.1m</li> <li>• Shape of the table: rectangular</li> <li>• Number of chairs 35</li> </ul>        |  |
| <b>8. Mpumalanga (Nelspruit)</b>        | <b>Boardroom</b> <ul style="list-style-type: none"> <li>• Approximate size metres = 55.19m<sup>2</sup></li> <li>• Height of the room = 2.70m</li> <li>• Width of the room = 5.04m</li> <li>• Length of the room = 10.95m</li> <li>• Shape of the table: oval</li> <li>• Number of chairs: 20 chairs</li> </ul> |  |
| <b>9. Free State (Bloemfontein)</b>     | <b>Boardroom</b> <ul style="list-style-type: none"> <li>• Approximate size metres = 39m<sup>2</sup></li> <li>• Height of the room = 2.5m</li> </ul>  |  |

|  |  |  |
|--|--|--|
|  | <ul style="list-style-type: none"> <li>• Width of the room = 4.8m</li> <li>• Length of the room = 8m</li> <li>• Shape of the table: Oval</li> <li>• Number of chairs = 14</li> </ul>   |  |
| <b>10. Northern Cape (Kimberley)</b>               | <b>Boardroom</b> <ul style="list-style-type: none"> <li>• Approximate size metres =31m<sup>2</sup></li> <li>• Height of the room = 2.7m</li> <li>• Width of the room = 4.0m</li> <li>• Length of the room = 7.6m</li> <li>• Shape of the table = Square</li> <li>• Number of chairs = 18</li> </ul>                        |  |
| <b>11. Eric Molobi Innovation Hub (Soshanguve)</b> | <b>3<sup>rd</sup> Floor Boardroom</b> <ul style="list-style-type: none"> <li>• Approximate size metres =37.6m<sup>2</sup></li> <li>• Height of the room = 2.58m</li> <li>• Width of the room = 5.27m</li> <li>• Length of the room = 7.14m</li> <li>• Shape of the table: Oval</li> <li>• Number of chairs = 14</li> </ul> |  |

### Annexure C: Sites where project execution will take place

| NHBRC OFFICE ADDRESS |   |
|----------------------|---|
| 1                    | <b>Gauteng: Head Office: Sunninghill</b><br>Address: 27 Leeuwkop Road, Sunninghill, Johannesburg  |
| 2.                   | <b>Tshwane: iParioli Office Park,</b><br>Address Block A3, 1166 Park Street, Hatfield   |
| 3.                   | <b>Kwa-Zulu Natal: Durban</b><br>Address: Marine Building,<br>Suite 502, 5th Floor,<br>22 Dorothy Nyembe Street                         |
| 4.                   | <b>Western Cape: Century City</b><br>Address: Centennial Place, East Block,<br>Century City Century City Boulevard<br>Milnerton<br>7441 |

|     |   |
|-----|---|
| 5.  | <b>Eastern Cape: Port Elizabeth</b><br>Address: No. 40 Pickering Street,<br>Newton Park                                   |
| 6.  | <b>North West: Rustenburg</b><br>Address: North Block, No 28,<br>67 Brink Street  |
| 7.  | <b>Limpopo: Polokwane</b><br>Address: Standard Bank Square, Suite 1A, 1st Floor,<br>50 Schoeman Street                    |
| 8.  | <b>Mpumalanga: Nelspruit</b><br>Address: Suite 201, 14 Henshall Street  |
| 9.  | <b>Free State: Bloemfontein</b><br>Address: KPMG Building,<br>200 Nelson Mandela Drive,<br>Brandwag                       |
| 10. | <b>Northern Cape: Kimberley</b><br>Address: 10 Olivier Street,<br>Montreo Park, Block 2,<br>Ground Floor, Right<br>Wing   |
| 11. | <b>Eric Molobi Innovation Hub: Soshanguve</b><br>Address: Block XX 224 Juventus Street,<br>Thorntree View<br>Soshanguve A |