



**REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO RENDER DESIGN, LAYOUT, AND PRINTING SERVICE FOR A PERIOD OF THREE (03) YEARS**

**RFP NO.:** NHBRC 06 /2024

**CLOSING DATE:** 25 NOVEMBER 2024

**TIME:** 11:00AM

**VENUE** NHBRC HEAD OFFICE  
27 LEEUWKOP ROAD  
SUNNINGHILL  
JOHANNESBURG

**NON-COMPULSORY BRIEFING SESSION**

**DATE:** 07 NOVEMBER 2024

**TIME:** 11:00AM

**VENUE:** NHBRC HEAD OFFICE  
27 LEEUWKOP ROAD  
SUNNINGHILL  
JOHANNEBURG

## 1. TERMS AND CONDITIONS

**This Request for Proposal (RFP) has been compiled by the NHBRC and it is made available to the Bidders on the following basis.**

**Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:**

- 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. If the bidder's tax is non-compliant, the bidder will be given 7 days to respond to their tax status. Failure to submit within seven (7) days will result in the bidder's disqualification.
- 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 may be. 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 as part of due diligence prior to the appointment***
- 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. confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.

## **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 an organisation with a staff compliment of approximately 620 employees.

The Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the following areas:

### LIST OF NHBRC OFFICE

	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 (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 (Mahikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberley) - Provincial	22	Gauteng (Tshwane) – Satellite
11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) - Satellite	24	

## 2. INTRODUCTION

2.1 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 organisational scorecard.

### 2.2 VISION

2.2.1 To be the Champion of the Housing Consumers.

### 2.3 MISSION

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

### 2.4 MOTTO

2.4.1 Assuring Quality Homes.

### 2.5 STRATEGY OF NHBRC

2.5.1 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.

### 3. OBJECTIVE

- 3.1 The objective of this project is to appoint a suitable and reputable service provider with relevant skills, expertise and experience for the design, layout, and printing of NHBRC strategic documents (i.e. Annual reports, APPs, Strategic Corporate Plans) and other related branded collateral documents.
- 3.2 The successful service provider will be required to enter into a Service Level Agreement (SLA) with NHBRC for a period of three (3) years.

### 4. SCOPE OF WORK

- 4.1 The successful design, layout, and printing services provider will be required to produce our strategic corporate documents (i.e. annual report, strategic report & annual performance plan) and other related branded collateral documents) and other related branded collateral documents. for a period of three(03)years with the following responsibilities:

#### 4.1.1 **Concept design and layout**

- Determination of the concept (i.e. look and feel) will be derived from meetings with NHBRC.

#### 4.1.2 **Typesetting, Layout, Copy Editing and Printing**

- This process must include professional editing & proofreading
- Interim proofs to be submitted electronically
- Two (2 hard copy versions) of final proof in colour to be signed off by NHBRC before printing.
- 1 copy to be kept by the NHBRC
- Portrait book.

#### 4.1.3 **Printing**

- The NHBRC will provide a full printing specification for each order. Additional specifications will be given from time to time with each order where applicable.

#### 4.1.4 **Editing**

- The NHBRC requires a professional editor to edit the document, improve flow, quality and posting impact of information presented in the document. Suggested changes should include:
  - The proposal of alternative wording
  - Sentence rephrasing
  - Overarching story line with an impactful theme
  - Overall professional language services for the annual report
  - Professionalization of the annual report including presentation
  - Creative themes, etc.

#### 4.2 Annual Performance Plan Specification.

Description	Specifications
Pages	Design options that includes cover and pages +/- 180 pages (this might change)
Format	A4 – Portrait and Landscape
Binding	Perfect binding
Quantity	300 copies once a year for 3 years 50 branded memory sticks of Electronic Version once a year for 3 years
General print specifications	<ul style="list-style-type: none"> <li>• Full colour</li> <li>• Matt Gloss</li> <li>• 300 gsm cover</li> <li>• 150 gsm inside pages</li> </ul>
Language	English
Editing & Proofreading	<ul style="list-style-type: none"> <li>• Fine tune the compiled document (+/- 90 pages) to ensure synergy throughout which includes <b>correcting or improving:</b></li> <li>• use of language</li> <li>• general grammar &amp; spelling</li> <li>• content &amp; style</li> <li>• punctuation</li> <li>• sentence structure</li> <li>• logical sequencing</li> <li>• clarity of communications &amp; accuracy</li> <li>• pagination</li> <li>• unnecessary jargon</li> <li>• consistency of facts</li> <li>• simplification of content</li> <li>• Edit the document using MS Word track changes tools to ensure that all the suggested corrections, changes and comments are clearly indicated.</li> </ul> <p><b>The NHBRC will be responsible for:</b></p> <ul style="list-style-type: none"> <li>• Collating information and writing the initial report.</li> <li>• Generating all tables, graphs and pie charts (Service Provider to check and ensure that graphs and tables match the narrative correctly)</li> </ul>

### 4.3 Strategic Performance Plan Specifications

Description	Specifications
Pages	<ul style="list-style-type: none"> <li>• Design options that includes cover and pages +/- 250 pages (this might change)</li> </ul>
Binding	<ul style="list-style-type: none"> <li>• Perfect binding</li> </ul>
Quantity	<ul style="list-style-type: none"> <li>• 50 copies once a year for 3 years</li> <li>• 50 branded memory sticks of Electronic Version once a year for three (3 ) years</li> <li>• 50 Braille</li> <li>• 10 Audio books</li> </ul>
General print specifications	<ul style="list-style-type: none"> <li>• Full colour</li> <li>• Matt Gloss</li> <li>• 300 gsm cover</li> <li>• 150 gsm inside pages</li> </ul>
Language	English and Braille
Editing & Proofreading	<ul style="list-style-type: none"> <li>• Fine tune the compiled document (+/- 90 pages) to ensure synergy throughout which includes correcting or improving:               <ul style="list-style-type: none"> <li>• use of language</li> <li>• general grammar &amp; spelling</li> <li>• content &amp; style</li> <li>• punctuation</li> <li>• sentence structure</li> <li>• logical sequencing</li> <li>• clarity of communications &amp; accuracy</li> <li>• pagination</li> <li>• unnecessary jargon</li> <li>• consistency of facts</li> <li>• simplification of content</li> </ul> </li> <li>• Edit the document using MS Word track changes tools to ensure that all the suggested corrections, changes, and comments are clearly indicated.</li> </ul> <p><b>The NHBRC will be responsible for:</b></p> <ul style="list-style-type: none"> <li>• Collating information and writing the initial report</li> <li>• Generating all tables, graphs, and pie charts (Service Provider to check and ensure that graphs and tables match the narrative correctly)</li> </ul>



<b>Innovation</b>	<ul style="list-style-type: none"> <li>The Electronic version to be multimedia, i.e. to be capable of hyperlinks to video, animation, and other digital content.</li> </ul>
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#### 4.4 Annual Report Specifications (The Annual Report for 2024-2025 and 2025-2026)

<b>Description</b>	<b>Specifications</b>
Pages	4 cover pages + /-150 pages(this might change)
Format	<p>A4 – Portrait or landscape print copy including the following formats:</p> <ul style="list-style-type: none"> <li>An interactive, electronic printable booklet in PDF format suitable for users to view online or download for printing.</li> <li>Braille</li> <li>Audio books</li> </ul>
Binding	<ul style="list-style-type: none"> <li>Perfect Binding</li> </ul>
Quantity	<ul style="list-style-type: none"> <li>500 printed once a year for 2 years</li> <li>10 Audiobooks on cd/online once a year for 2 years</li> <li>50 banded memory sticks of Electronic Version once a year for years</li> <li>50 braille version once a year for 2 years</li> </ul>
General print specifications	<ul style="list-style-type: none"> <li>Full colour</li> <li>Matt Gloss</li> <li>300 gsm cover</li> <li>150 gsm inside pages</li> </ul>
Language	English & Braille

<p>Editing &amp; Proofreading</p>	<ul style="list-style-type: none"> <li>• Fine-tune the compiled document (+/- 90 pages) to ensure synergy throughout which includes correcting or improving:</li> <li>• use of language</li> <li>• general grammar &amp; spelling</li> <li>• content &amp; style</li> <li>• punctuation</li> <li>• sentence structure</li> <li>• logical sequencing</li> <li>• clarity of communications &amp; accuracy</li> <li>• pagination</li> <li>• unnecessary jargon</li> <li>• consistency of facts</li> <li>• simplification of content</li> <li>• Edit the document using MS Word track changes tools to ensure that all the suggested corrections, changes and comments are clearly indicated.</li> </ul> <p><b>The NHBRC will be responsible for:</b></p> <ul style="list-style-type: none"> <li>• Collating information and writing the initial report</li> <li>• Generating all tables, graphs and pie charts (Service Provider to check and ensure that graphs and tables match the narrative correctly)</li> </ul>
<p>Photography</p>	<ul style="list-style-type: none"> <li>• A photographer will be tasked with visiting five (05) projects in North West and Gauteng enrolled with the NHBRC to take photos to be used in the report</li> <li>• The photographer will also be required to arrange and conduct a photo-shoot with NHBRC leadership (Council and Exco annually)</li> <li>• Provide ideas for images that will be used throughout the report.</li> </ul>
<p>Innovation</p>	<ul style="list-style-type: none"> <li>• The Electronic version to be multimedia, i.e. to be capable of hyperlinks to video, animation and other digital content.</li> </ul>

4.5 Design and printing of the following printed collateral specifications.

Description	Quantity
A1 posters Material must be 135 grams Full colour print	<ul style="list-style-type: none"> <li>+/-1500 annually (This might change)</li> </ul>
A5 branded notebooks (moleskine) with the below inserts: <ul style="list-style-type: none"> <li>➤ a USB knot</li> <li>➤ Branded calendar per year for 3 years</li> <li>➤ One page dedicated to ethics and building tips.</li> </ul>	<ul style="list-style-type: none"> <li>1 000 per year for 3 years</li> </ul>
NHBRC A4 booklet 36 Pages (including covers) Full colour <ul style="list-style-type: none"> <li>➤ Matt Gloss</li> <li>➤ 300 gsm cover</li> <li>➤ 150 gsm inside page animation and photos where applicable</li> </ul>	10 000 in the following languages: <ul style="list-style-type: none"> <li>• English-4000</li> <li>• Setswana -1000</li> <li>• Isizulu-1000</li> <li>• Afrikaans-1000</li> <li>• Isixhosa-1000</li> <li>• Xitsonga-500</li> <li>• Tshivenda-500</li> <li>• Sepedi-1000</li> </ul>
Desk Calendars (with ethics pledge) and A3 - desk calendar planner <ul style="list-style-type: none"> <li>➤ Matt Gloss</li> <li>➤ 300 gsm cover</li> <li>➤ 150 gsm inside pages</li> </ul>	<ul style="list-style-type: none"> <li>1 000 per year for 3 years</li> </ul>
<ul style="list-style-type: none"> <li>➤ Folders</li> <li>➤ Size: A3</li> <li>➤ Matt Gloss</li> <li>➤ 300 gsm cover</li> </ul>	<ul style="list-style-type: none"> <li>1000 annually</li> </ul>
<ul style="list-style-type: none"> <li>➤ Business Cards</li> </ul>	Number of employees 200 Number of business cards per employee 250
<ul style="list-style-type: none"> <li>➤ Flyers/Brochures</li> <li>➤ Size: A4</li> <li>➤ Matt Gloss</li> <li>➤ 300 gsm cover</li> </ul>	10 000 annually

## **5.1 Photography**

- 5.1.1 The NHBRC requires an experienced photographer with a proven track record to conduct a photo shoot for the Annual Report on a yearly basis for three (03) years.
- 5.1.2 The NHBRC requires samples of work done by the photographer.
- 5.1.3 The Service provider to provide samples of previous relevant work done.
- 5.1.4 The NHBRC will select the site for the shoot.
- 5.1.5 The NHBRC will make the final selection of the photos.
- 5.1.6 Photo shoot to be scheduled around the EXCO and Board Members schedules.

## **5.2 Project Manager**

- 5.2.1 The NHBRC requires a Project Manager to manage the Strategic Plan, Annual Performance Plan, and Annual Report process.
- 5.2.2 The Project Manager will be the central point of contact for the NHBRC.
- 5.2.3 The NHBRC requires a project plan with amongst others a production schedule and timelines.
- 5.2.4 This project plan will be managed by the Project Manager after it has been approved and confirmed by NHBRC's Project Leader.
- 5.2.5 The Project Manager will provide a status report on a weekly, monthly and quarterly basis as and when required by NHBRC.
- 5.2.6 Project Manager will ensure that all changes are tracked and effected with a version number of each mock-up copy printed until sign-off of the final report.

## **5.3 Service Provider Responsibilities**

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

- 5.3.1 NHBRC working hours are from 8h30 to 16h30, the service provider will be required to work eight (8) hours a day.
- 5.3.2 The Service provider must be available as and when required by the NHBRC.
- 5.3.3 The Service provider will deploy resources to the NHBRC offices for the duration of the implementation of the project or work remotely as defined by the NHBRC policy
- 5.3.4 The Service provider will be expected to provide high-quality work.
- 5.3.5 The Service provide will be expected to follow the specifications and all requirements
- 5.3.6 The Service provider will be expected to deliver assigned tasks and daily duties as per the agreed time frames.
- 5.3.7 Propose other cost-effective methods of delivering the project as per the NHBRC business requirements, including response to queries within a 24-hour turnaround time.

## **6 TECHNICAL DOCUMENTS TO BE SUBMITTED BY THE BIDDER**

### **6.1 Required Information**

- 6.1.1 The NHBRC requires the services of a service provider who possesses experience and expertise in the printing and digital industry.
- 6.1.2 The NHBRC requires the services of interested and competent companies to ensure that all work conforms to the highest professional standards. Such work may further be subjected to external quality assurance, should this be deemed necessary.
- 6.1.3 The proposal should include a comprehensive activity-based plan and timelines outlining how the service provider will assist NHBRC in meeting its submission deadlines, in line with the timelines outlined in the scope of work; and
- 6.1.4 Relevant experience in design, layout, editing, proofreading, and printing of strategic documents (i.e. Annual Report, Annual Performance Plan, etc.).
- 6.1.5 The detailed methodology, approach, and implementation plan provided is fully responsive to the detailed scope of work.

### **6.2 Requisites of the Service Provider:**

- 6.2.1 A detailed proposal
- 6.2.2 Understanding of terms of reference.
- 6.2.3 Team composition competencies (please attach CVs and Certified Qualifications and indicate roles of individuals).
- 6.2.4 Quality Assurance measures (process and control)
- 6.2.5 Detailed Pricing Schedule (Refer to Annexure A for the pricing schedule as attached to this document)  
In addition to the above, the bidder must provide a detailed project proposal.
- 6.2.6 The proposal document must outline the profile of the company and the intended/proposed approach to the project,
- 6.2.7 The approach and methodology must be clearly stipulated and must cover all aspects of the projects.

### **6.3 Capability of Bidder's Resources**

- 6.3.1 The service provider is required to demonstrate that the resources have adequate experience in the Design, Layout, Editing, Proofreading, and printing of documents.

### **6.4 Note to the Service Provider**

- 6.4.1 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
- 6.4.2 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.
- 6.4.3 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.

**6.5 The following is what is required to be submitted by the bidders.**

6.5.1 The projects the service provider has completed. The service provider must submit a summary of the projects in the format presented below:

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

6.5.2 Provide reference letters of completed projects, the letters must be provided by the client on the client's 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 reference letters)**

## 7. TECHNICAL AND PRICE EVALUATION CRITERIA

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

- 7.1.1 **Stage 1: Compliance check of bid requirements.**
- 7.1.2 **Stage 2: Functional Evaluation Criteria**
- 7.1.3 **Stage 3: Price and Preference Points Evaluation**

### Stage 1: Compliance check of Bid Requirements

DOCUMENTS TO BE SUBMITTED		
No.	Bidders shall take note of the following bid conditions / Mandatory Submissions	Yes/No
1.	SBD1 Invitation to bid, should be completed and signed.	
2.	SBD 3.1 Pricing Schedule (Firm Price) Make sure it is completed	
3.	Annexure A: Proposed fee structure (including a detailed costing breakdown of all costs and escalations <b><i>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)</i></b> )	
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.	Bidder should submit CSD (Central Supplier Database) Report/ MAAA Number	

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

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

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

The Service providers 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

Member score for criteria

\_\_\_\_\_ X Weight per criteria = Total Score per criteria

Highest points for criteria

Item No.	Evaluation Criteria	Description	Weight (%)
1.	<b>Bidder Experience</b>	<p>The service provider <b>MUST</b> have years of experience in Design, Layout, Editing, Proofreading, and printing of documents. Please attach a company profile that includes a list of projects that demonstrate relevant experience.</p> <p><b><u>Bidders Experience</u></b></p> <ul style="list-style-type: none"> <li>• 0 Years' Experience = <b>0 Points</b></li> <li>• 1 Year Experience = <b>1 Point</b></li> <li>• 2 Years' Experience = <b>2 Points</b></li> <li>• 3 Years' Experience = <b>3 Points</b></li> <li>• 4 Years' Experience = <b>4 Points</b></li> <li>• 5 Years' Experience and above = <b>5 Points</b></li> </ul>	<b>10</b>
2.	<b>Contactable Reference letters</b>	<p>The service provider <b>MUST</b> provide positive written contactable references where the Design, Layout, Editing, Proofreading, and printing of documents services project was completed.</p> <p><b>The reference letter must be from (2019 till to date)</b>  <b>The reference letters from the clients of a service provider must include:</b></p> <ol style="list-style-type: none"> <li>1. Company Letterhead</li> <li>2. Company name</li> <li>3. Project Description</li> <li>4. Date of project completion</li> <li>5. Contact person and contact telephone numbers</li> <li>6. The letter must be signed by a duly authorized person</li> </ol> <p><b><u>Reference Letters</u></b></p> <ul style="list-style-type: none"> <li>• 0 Reference Letters = <b>0 Points</b></li> <li>• 1 Positive reference Letters = <b>1 Point</b></li> <li>• 2 Positive reference Letters = <b>2 Points</b></li> <li>• 3 Positive reference Letters = <b>3 Points</b></li> </ul>	<b>10</b>



		<ul style="list-style-type: none"> <li>• 4 Positive reference Letters = <b>4 Points</b></li> <li>• 5 Positive reference Letters and more = <b>5 Points</b></li> </ul> <p><b>NHBRC reserves the right to call the clients to obtain further information</b></p>					
<b>3.</b>	<b>Qualification of the team member and CV (Editor)</b>	<p>The service provider <b>MUST</b> provide a team member with qualification in Editing and experience.</p> <ul style="list-style-type: none"> <li>• Certified copy of Qualifications Must not be older than six (06) months.</li> <li>• CVs of the team member (Editor) Must highlight qualifications and areas of experience/ competence in Editing.</li> </ul> <p><b><u>Team Member Must at least have one of the following qualifications and experience:</u></b></p> <table border="1"> <thead> <tr> <th>Qualification</th> <th>NQF Level 6, 7 or above</th> </tr> </thead> <tbody> <tr> <td> <b>1. Communication,</b>  <b>2. Journalism</b>  <b>3. Public Relations</b> </td> <td></td> </tr> </tbody> </table> <p><b>Scoring</b></p> <ul style="list-style-type: none"> <li>• No experience and No qualification = <b>0 Points</b></li> <li>• 1 year experience and qualification = <b>1 Point</b></li> <li>• 2 years' experience and qualification = <b>2 Points</b></li> <li>• 3 years' experience and qualification = <b>3 Points</b></li> <li>• 4 years' experience and qualification = <b>4 Points</b></li> <li>• 5 years' experience qualification and more = <b>5 Points</b></li> </ul>	Qualification	NQF Level 6, 7 or above	<b>1. Communication,</b> <b>2. Journalism</b> <b>3. Public Relations</b>		<b>35</b>
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<b>1. Communication,</b> <b>2. Journalism</b> <b>3. Public Relations</b>							
<b>4.</b>	<b>Qualification of the team member and CV (Graphic Designer )</b>	<p>The service provider <b>MUST</b> provide a team member with a qualification in graphic design. CV of the team member (Graphic Designer) must highlight qualifications and areas of experience/ competence in graphic design.</p> <ul style="list-style-type: none"> <li>• Certified copy of Qualifications Must not be older than six (06) months.</li> <li>• Team Member Must at least have one of the following qualification and experience:</li> </ul>	<b>35</b>				

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<b>5.</b>	<b>Project Manager</b>	<p>The service provider <b>MUST</b> provide the Project Manager with skills and experience in Design, Layout, Editing, Proofreading, and printing services. Attach the CV of the Project Manager</p> <ul style="list-style-type: none"> <li>• CVs of the Project Manager must highlight years of experience/competence in Design, Layout, Editing, Proofreading, and printing Services.</li> </ul> <p><b>Scoring</b></p> <ul style="list-style-type: none"> <li>• No experience = <b>0 Points</b></li> <li>• 1 year experience = <b>1 Point</b></li> <li>• 2 years' experience = <b>2 Points</b></li> <li>• 3 years' experience = <b>3 Points</b></li> <li>• 4 years' experience and = <b>4 Points</b></li> <li>• 5 years' experience more = <b>5 Points</b></li> </ul>	<b>10</b>				
<b>SUBTOTAL</b>			<b>100 Points</b>				
<b>MINIMUM QUALIFYING REQUIREMENTS</b>			<b>70 Points</b>				

The minimum threshold for functionality is 70 points or greater out of 100 points. Bidders who fail to meet the 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 (**70 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.*

## 8. RFP SUBMISSION INSTRUCTION

8.1 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.**

## 9. AVAILABILITY OF THE RFP DOCUMENT

9.1 Bid documents can be downloaded on the NHBRC Website ([www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)) from **30 October 2024**

9.2 There will be a non-compulsory briefing session that will be held on **07 November 2024 at 11h00.**

9.3 Non-Compulsory briefing sessions Venue: **NHBRC HEAD OFFICE  
27 LEEUWKOP ROAD  
SUNNINGHILL  
JOHANNESBURG.**

## 10. RFP CLOSING DATE

10.1 Bid documents should be marked for Attention: Supply Chain Manager, and deposited into the Bid boxes at the NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before **25 November 2024** at 11h00. No emailed or faxed Bids will be accepted. The bid document should be supplied in a sealed envelope clearly marked ( one (1) Original hard copy and one (1) Memory Stick / USB with scanned original documents) with the bid number and the full name of the service provider(s).

10.2 **No late submissions will be accepted.**

## 11. VALIDITY PERIOD OF BIDS

11.1 All bids submitted by the service providers must be valid for 90 days from the closing date specified above.

## 12. ENQUIRIES SHOULD BE DIRECTED TO BOTH:

12.1 **The administrative enquiries may be directed to:**

**Department:** Supply Chain Management

**Contact Person:** Ms.Paballo Relela, Mr.Bernard Kekana

**E-mail address:** [Tenders@nhbrc.org.za](mailto:Tenders@nhbrc.org.za)

12.2 Clarifications and enquiries by bidders should be sent to [tenders@nhbrc.org.za](mailto:tenders@nhbrc.org.za). Responses will be communicated during week days, between Monday to Friday from 8:30 am to 16:30 pm.

### 13. SUBMISSIONS OF PROPOSALS

- 13.1 Submission of bid in an envelope **MUST 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 MUST be the same as the electronic copy.**
- 13.2 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.

### 14. POPIA

- 14.1 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.
- 14.2 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.
- 14.3 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)
- 14.4 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. "

15. ANNEXURE A PRICING SCHEDULE

**ANNEXURE-A (PRICING SCHEDULE)**

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

The service provider is required to provide prices in line with the table below:

**PRICING SCHEDULE**

SERVICE DESCRIPTION	YEAR 1	YEAR 2	YEAR 3	TOTAL COST FOR YEARS
Service description as per the scope of works, refer to section 4 <b><i>NB Pricing for (Annual Report must be for 2024-2025 and 2025-2026 financial year) Refer to 4.4</i></b>	R	R	R	R
<b>Annual escalation</b>				R
Service description as per the scope of works, refer to section 4. <b><i>NB Pricing for (Annual Report must be for 2024-2025 and 2025-2026 financial year) Refer to 4.4</i></b>	R	R	R	R
<b>Annual escalation</b>				R
Service description as per the scope of works, refer to section 4. <b><i>NB Pricing for (Annual Report must be for 2024-2025 and 2025-2026 financial year) Refer to 4.4</i></b>	R	R	R	R

Total cost for three (03) years (Excl VAT)		R
Total cost for three (03) years (Incl VAT)		R
BIDDER SIGNATURE		

**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 :.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**