



**REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR THE COMPREHENSIVE CHANGE MANAGEMENT SERVICES FOR A PERIOD OF THREE (03) YEARS.**

**RFP NO.: NHBRC 05/2022**

**CLOSING DATE: 05 OCTOBER 2022**

**TIME: 11:00AM**

<b>COMPULSORY BRIEFING SESSION</b>
------------------------------------

**DATE: 21 SEPTEMBER 2022**

**TIME: 11:00AM**

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

## 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.
- 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 ninety (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 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 this 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.
- 1.17 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. However, the NHBRC reserves the right to waive any irregularities and to make award in the best interest of the company.
- 1.18 Bids must only be submitted on documentation provided by the NHBRC. Late, emailed, faxed and telegraphic bids will not be considered.
- 1.19 The NHBRC reserves the right to accept or reject the Proposal.
- 1.20 RFP’s shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.
- 1.21 Potential service provider(s) shall be disqualified and their Bids not considered among other reasons, for any of the following specific reasons:
- 1.21.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
  - 1.21.2 The Bid contains irregularities.
- 1.22 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.
- 1.23 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.

1.24 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.

1.25 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 compliment of approximately 600 employees. The NHBRC's Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the following areas:

	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 (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 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.

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

### **4 OBJECTIVE**

- 4.1 The NHBRC's vision of being the champion for the housing consumer, should be achieved in an ever changing internal and external environment. Therefore, the organisation must be ready to detect, adapt, align and manage change so that it does not become a barrier to the achievement of the business objectives.
- 4.2 Since its establishment, the organisation navigated through several changes strategically and operationally. Embracing change, affirms the organisation's ability to transcend through the changes emanating from legislative, political, economic, social, environmental or technology factors.
- 4.3 The NHBRC's business strategy, annual performance plans, operating and sustainability model, divisional strategies, operational plans, policies, procedure, processes, and systems cultivate the culture of continuous improvement and operational efficiency. Effectively, change is eminent for the organisation based on its maturity in systems, processes, and procedures.
- 4.4 At the NHBRC, there is currently a number of projects in either planning or implementation phase that will have significant implications in the efficiency levels of the organisation. These projects contribute towards the improvement of customer service and ensuring the organisation's long-term sustainability.

- 4.5 The projects and initiatives that are currently in progress will incrementally introduce significant changes in the functioning of the organisation ultimately leading to:
- 4.5.1 A revised NHBRC Business Model;
  - 4.5.2 Optimised NHBRC Business Processes;
  - 4.5.3 New Organizational Culture (NHBRC Way); and
  - 4.5.4 Modernised Technology Platforms and capabilities (Digital Services, digital & remote workplace, etc.)
- 4.6 The following are objectives for change management services within NHBRC:
- 4.6.1 To create awareness about all change initiatives within the organisation;
  - 4.6.2 To create desire and excitement about being part of the implementation of change;
  - 4.6.3 To promote and build a foundation for a culture of an organisation;
  - 4.6.4 Equip and transfer skills to NHBRC employees; and
  - 4.6.5 To support the business in adapting to the change;
  - 4.6.6 To promote leadership visibility during change
- 4.7 The appointed service provider is expected to review and execute the Organisational Change Management Strategy in line with best practices to assist the NHBRC strategic and operational change initiatives are effectively managed and yields the best possible results for the organisation.

## **5 SCOPE OF WORK**

- 5.1 In order to achieve the above, the appointed service provider will be required to assist the NHBRC in the following main areas:
- 5.1.1 Organisational Change Management (OCM) Strategy review, update and implementation;
  - 5.1.2 Develop OCM strategic and operational Change Plan for approval by the NHBRC;
  - 5.1.3 Development of a change management governance framework for the organisation;
  - 5.1.4 Lead all the change management initiatives throughout the NHBRC;
  - 5.1.5 Champion the change management support for all major projects and initiatives; and
  - 5.1.6 Report on the OCM strategy and the plan at least monthly and quarterly.

## **6 PURPOSE OF THE PROJECT**

- 6.1 The Organisational Change Management (OCM) Statement of Work takes cognisance of the following key change management principles:
- 6.1.1 Establishing and maintaining clear two-way effective and efficient communication with all impacted stakeholders;
  - 6.1.2 Stakeholder participation, commitment and buy-in, in order to promote sustainable change within NHBRC; and
  - 6.1.3 Integration with other NHBRC projects.
- 6.2 The following are the expected outputs from the required change management services
- 6.2.1 Identifying all impacted stakeholders;

- 6.2.2 Ensuring that the change readiness and change impact assessment are conducted and analysed.;
- 6.2.3 Supporting business sponsors to own and drive benefits of the Change project implementation;
- 6.2.4 Ensuring an optimally sized, efficient, and well-structured organization is in place with clear Change project roles and responsibilities;
- 6.2.5 Ensuring that users have confidence and solicit buy in for the Change projects;
- 6.2.6 Ensuring that people related risks are identified and mitigated;
- 6.2.7 Capacitating and stabilising change management unit;
- 6.2.8 Embed the culture of continuous change management within NHBRC;
- 6.2.9 Establish the relevant change management structures to sustain change management interventions within NHBRC; and
- 6.2.10 Drive organisation change programme across all change interventions.

## **7 IMPLEMENTATION PLAN**

- 7.1 The service provider will be responsible for the initiation and execution of change management programme across NHBRC.
- 7.2 The service provider must provide approach for integrated change management programme across NHBRC for the duration of the programme.
- 7.3 The service provider must provide high level roadmap for the integrated change management programme across NHBRC for the duration of the programme.
- 7.4 The service provider must provide a detailed project management plan with clear deliverables and timelines for the first year of engagement.
- 7.5 The service provider must provide service level agreement to outline the respective service standards over the duration of engagement.
- 7.6 The service provider must establish the relevant implementation governance structure to oversee the plan.

## **8 KEY ROLE PLAYERS NHBRC**

- 8.1 ALL NHBRC Employees
- 8.2 NHBRC Customers
- 8.3 External Stakeholders and Partners

## **9 DURATION**

- 9.1 The service provider and NHBRC will enter into a three (03) years SLA on an effective date to be determined by the parties.

## 10 FUNCTIONAL EVALUATION CRITERIA

10.1 The evaluation of the functional/ technical detail of the proposal will be based on the following criteria:

Functional Factors	Criteria Description
<b>1.Number of years rendering Organisational Change Management Services</b>	At least five (05) years' experience providing Organisational Change Management Services. Company profile must clearly indicate the number of years in business providing Organisational Change Management Services.
<b>2. Client reference letters</b>	The service provider must provide minimum of five (05) positive contactable references indicating the similar services rendered in the last ten (10) years.
<b>3. Qualification</b>	Bidder must provide at least one of the NQF Level 7 certified qualifications Not older than three (03) months listed in this document . Refer to page 12
<b>4. Certification</b>	Bidder must provide a certification in change management and Valid registration with a Change Management professional body.

Proposals with functional/technical points that are less than minimum threshold of 70 points will be eliminated from further evaluation.

## 11 ELIMINATION CRITERIA

11.1 Proposals that do not meet the stipulated conditions of the NHBRC will be eliminated.

## 12 REPORTING

12.1 The report format will be agreed upon between the service provider and the Change Management Unit.

12.2 The service provider shall provide monthly, quarterly, and annual reports to the Organisational Change Manager in the Corporate Services.

12.3 The Service provider shall be required from time to time to present submitted reports to management committees.

## 13 TRACK RECORD

13.1 A minimum of five (05) projects in the last ten (10) years that were successfully completed within change management programmes signed off by the accounting officer or his/her delegated is required.



**14 TECHNICAL DATA TO BE SUBMITTED BY BIDDER**

14.1 General Information

14.1.1 The NHBRC requires the services of interested and competent organisations or companies that are experienced in change management services and the service provider is expected to provide proof of expertise.

14.2 Requisites of the Service Provider:

- 14.2.1 A detailed proposal:
- Understanding of terms of reference.
  - Team composition competencies (please attach CVs and indicate roles of individuals).
  - Quality Assurance measures (process and control).
  - In addition the bidder must include an integrated Change Management Approach and Roadmap which covers the project plan in terms of the below;
    - Methodology & Approach
    - Key Target Outcomes
    - Success Measures
    - Key Milestones & Impact
    - Multi-year roadmap (at least 03 years)
  - Detailed Pricing Schedule (Refer to Annexure 1 for pricing schedule as attached in this document)

Summary of projects executed and completed.

14.3 Documents to be submitted:

14.3.1 A minimum of five (05) projects the bidder has completed in the last ten (10) years. The bidder 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

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 successful completion of the project as per the client's brief. (Excluding the NHBRC)**

14.3.2 Expertise and experience of key personnel

14.3.3 The successful service provider will be required to provide the expertise, qualifications, and experience to successfully deliver the change management programme.

14.3.4 Suitably qualified and experienced technical personnel must be assigned to this project. Please complete a summary detail of the main Project Team in the format shown below:

NO	PROJECTS COMPLETED IN THE LAST FIVE (5) YEARS					Professional Registration
	Full Name	Role in Project	Current Academic Qualifications	Key Area of Specialization	Years of Experience in the industry	
1.						
2.						
3.						
4.						
5.						

\*Please attach certified copies of academic qualifications not older than three (03) months .

**Note**, in addition please provide the following:

- CV for each of the project team members highlighting specific and relevant qualifications and experience.
- Key personnel may only be replaced by the personnel with similar expertise over the life of the contract and written permission must be obtained from the NHBRC.

## 15 TECHNICAL AND PRICE EVALUATION CRITERIA

15.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (3) stages namely:

15.1.1 Stage 1: Compliance check of Mandatory Requirements;

15.1.2 Stage 2: Functional Evaluation Criteria

15.1.3 Stage 3 Price and Preference Points Evaluation

### Stage 1: Compliance check of Mandatory Requirements

DOCUMENTS TO BE SUBMITTED		
No.	Bidders shall take note of the following bid conditions / Mandatory Submissions	Yes/No
1.	Valid B-BBEE Status Level or Copy/Sworn affidavit signed by the Commissioner of Oaths on the DTI template.	
2.	SBD1 Invitation to bid, <b>Must</b> be completed and signed, <b>failure to complete will result in the bidder being disqualified. (Mandatory)</b>	
3.	SBD 3.3 Pricing Schedule (Professional Services), Make sure it is completed.	
4.	Annexure 1 Pricing schedule (including a detailed costing breakdown of all costs and escalation per annum) <b>Mandatory</b>	
5.	SBD 4 (Bidders Disclosure Form, <b>Must</b> be completed and signed), <b>failure to complete and signing the document will result in the bidder being disqualified. (Mandatory)</b>	
6.	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
7.	SBD 7.2 (Contract Form, <b>Must</b> be completed and signed), <b>failure to complete will result in the bidder being disqualified. (Mandatory)</b>	
8.	CSD/Central Supplier Database Report	
9.	General Conditions of the contract (GCC).	

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

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

**Member score for criteria**

**X Weight per criteria = Total Score per criteria**

**Highest points for criteria**

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

Item No	Evaluation Criteria	Description	Weight (%)
1.	Number of years providing Organisational change management services	At least five (05) years' experience providing Organisational Change Management Services. Company profile must clearly indicate the number of years in business providing Organisational Change Management Services.  <b>Bidder Experience</b> 0 Years' Experience = 0 Points 1 Year Experience = 1 Point 2 Years' Experience = 2 Points 3 Years' Experience = 3 Points	40

Item No	Evaluation Criteria	Description	Weight (%)
		4 Years' Experience = 4 Points 5 Years' Experience and more = 5 Points	
2.	Client Reference Letters	<p>The service provider must provide minimum five (05) positive written contactable references indicating the similar services rendered in the last ten (10) years.</p> <p>The reference letters from the clients of a bidder must include:</p> <ul style="list-style-type: none"> <li>• Company name</li> <li>• Company letterhead</li> <li>• Contact person and contact telephone numbers</li> <li>• The letter must be signed by a duly authorised person</li> </ul> <p><b>Bidders Reference Letters</b></p> <p>0 Reference Letters = 0 Points            1 Reference Letters = 1 Point            2 Reference Letters = 2 Points            3 Reference Letters = 3 Points            4 Reference Letters = 4 Points            5 Reference Letters and more = 5 Points</p> <p><b>Note: The NHBRC reserves the right to verify the validity of the document submitted.</b></p>	20
3.1	Qualification	<p>Bidder must provide at least 1 (one) the following NQF Level 7 certified qualifications (not older the three (03) months ) that are relevant to the scope of services for each of the competency areas listed below:</p> <ul style="list-style-type: none"> <li>- Human Resource Management</li> <li>- Organisational Development or Design</li> <li>- Industrial/Clinical Psychology</li> <li>- Training and Development</li> </ul> <ul style="list-style-type: none"> <li>• None of the above provided = 0 Points</li> <li>• Bidder provided at least one (1) of the above listed qualifications = 5 Points</li> </ul>	30

Item No	Evaluation Criteria	Description	Weight (%)
3.2	Certificate	<p>In addition to the above listed qualification/s the bidder must provide a certification in change management and registration with a Change Management professional body.</p> <ul style="list-style-type: none"> <li>• Change management certification</li> <li>• Valid Registration with a change management professional Body</li> </ul> <p><b>Scoring allocation</b></p> <ul style="list-style-type: none"> <li>• None of the above provided = 0 Points</li> <li>• Proof of Certification provided = 3 Points</li> <li>• Certification and valid registration with a change management professional body= 5 Points</li> </ul> <p><b>Note: The NHBRC reserves the right to verify the validity of the certification.</b></p>	10
<b>TOTAL</b>			<b>100</b>
<b>MINIMUM THRESHOLD</b>			<b>70</b>

The minimum threshold for functionality is 70 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 (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 pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2017 and bids will be adjudicated in terms of a (80/20) preference point system in terms of which points are awarded to bidders on the basis of:

**80/20 Preference point system (for 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 comparative price of bid or offer under consideration

$P_t$  = Comparative price of 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 for attaining the B-BBEE status level of contribution in accordance with the table below:

<b>BBBEE Level</b>	<b>80/20</b>
Level 1	20
Level 2	18
Level 3	14
Level 4	12
Level 5	8
Level 6	6
Level 7	4
Level 8	2
Non-Compliant Contributor	0

*The points scored for price will be added to the points scored for B-BBEE status level to obtain the Bidders total points scored out of 100 points.*

## **16 RFP SUBMISSION INSTRUCTIONS**

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

## **17 AVAILABILITY OF THE RFP DOCUMENT**

17.1 Bid documents can be downloaded on the NHBRC Website ([www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)) from the **13 SEPTEMBER 2022**

17.2 There will be a compulsory briefing session that will be held on the **21 SEPTEMBER 2022** at 11h00am at the NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.

## **18 RFP CLOSING DATE**

18.1 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 the **05 OCTOBER 2022 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).

18.2 **Failure to submit a scanned document in a memory stick will lead to disqualification.**

18.3 No late submissions will be accepted.

## 19 VALIDITY PERIOD OF BIDS

19.1 All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

## 20 ENQUIRIES SHOULD BE DIRECTED TO BOTH:

20.1 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)

## 21 SUBMISSIONS OF PROPOSALS

21.1 Submission of bid **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) envelope and deposited into the tender box. NB: The Original hard copy submission on the envelope **MUST** be the same as the electronic copy. Failure to comply will result in the bid being regarded as unacceptable.

21.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.

## ANNEXURE 1: PRICING SCHEDULE

Phase	Year 1	Year 2	Year 3	Total Cost
1. Initiation				
2. Planning				
3. Implementation				
4. Closure				
GRAND TOTAL (Excl VAT)				
GRAND TOTAL (Incl VAT)				

**NB: THE COST BREAKDOWN MUST BE PROVIDED PER MILESTONE FOR EACH PHASE OF THE PROJECT IN LINE WITH THE INTEGRATED CHANGE MANAGEMENT APPROACH, ROADMAP AND PROJECT PLAN. IT IS EXPECTED THAT THE BIDDER WILL ALIGN THE PHASES AND MILESTONE COSTS WITH THE YEAR THAT THEY ARE EXPECTED TO BE ACHIEVED (E.G. INITIATION, AND PLANNING MILESTONES IN YEAR 1; IMPLEMENTATION MILESTONES IN YEAR 1, 2 AND 3 AND CLOSURE MILESTONES IN YEAR 3.)**

### **NB: PRICE**

All prices charged should be inclusive of VAT. The bid proposal should clearly indicate the total price 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 13<sup>th</sup> and 25<sup>th</sup> month will be accepted based on the average CPI % as issued by STATS SA.

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