

## REQUEST FOR QUOTATION



**REQUEST FOR QUOTATION: APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION AND MAINTENANCE OF AN INTRUDER ALARMS SYSTEMS, MONITOR AND ARMED RESPONSE AT NHBRC TWENTY-THREE (23) OFFICES FOR A PERIOD OF TWELVE (12) MONTHS**

**ADVERTSIED DATE: 08 August 2024**

**CLOSING DATE: 23 August 2024 at 11H00**

### **1 PURPOSE**

**1.1 The Chief Risk Officer is hereby requested to approve this specification document for the appointment of a suitable service provider for the supply, installation and maintenance of an intruder alarms systems, monitor and armed response at twenty-three (23) NHBRC offices for a period of twelve (12) months.**

### **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 600 employees. The NHBRC's Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices 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 (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		

## 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 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 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 To invite bids from suitable service providers for the supply, installation and maintenance of alarm systems, monitoring and armed response for the NHBRC Nationally for a **period of twelve(12) Months**

### 5 SCOPE OF WORK.

5.1 The successful bidder/bidders will be expected to execute and conduct the following task at the NHBRCs Offices as listed below.

### 6 ALARM INSTALLATION SYSTEM, MONITORING AND ARMED RESPONSE

- 6.1 Supply, Install and maintain intruder alarm system
- 6.2 The bidder must provide the latest technology of wireless, remote monitoring (alarm) system with video verification including battery backup. The proposed alarm system must have the following capability:
  - 6.2.1 Integration with CCTV recorder (where applicable) to activate cameras on an alarm event to detect movement and send a video clip;
  - 6.2.2 Have a response strategy (e.g. audible siren, response time, and 18h00 to 06h00 armed response backup);
  - 6.2.3 Notify selected NHBRC representatives either by SMS and or telephone call.
  - 6.2.4 Provision, installation and commissioning of the latest alarm system (Panel, keypad, Door contacts, battery backup and siren)
- 6.3 The provided equipment will be the responsibility of the bidder who will conduct preventative maintenance and replace faulty equipment for the duration of the contract. The preferred bidder will provide a maintenance schedule for approval by the Chief Risk Officer (CRO). The system remains the property of the service provider upon expiry of the contract.
- 6.4 Training of users of the electronic security system and skills transfer to the NHBRC security specialist.
- 6.5 Include a business continuity plan in your methodology and approach.
- 6.6 The maintenance and warranty plan for the security equipment installed must be included in the approach and methodology.
- 6.7 Operating manuals of the system installed in accordance with all requirements of the specifications.

## 7 ARMED REACTION

7.1 Have a response strategy (e.g. audible siren, response time, and 18h00 to 06h00 armed response backup on daily basis, and 24 hours over the weekend and public holidays. Armed officer must be dressed in full company uniform when on duty.

7.2 **Below is the diagram of NHBRC Offices with addresses and sites where project execution will take place:**

NHBRC OFFICE LOCATIONS			
1.	Gauteng; Head Office (Sunninghill)  Address: 27 Leeuwkop Road, Sunninghill Johannesburg	13.	Eric Molobi Innovation Hub (Soshanguve)  Address: 224 Juventus Street, Thorntree View Soshanguve
2	Tshwane Satellite - iParioli Office Park, Block A3, 1166 Park Street Hatfield	14.	Newcastle – Satellite  Address: Suite 3 1 <sup>st</sup> Floor 2 Whyte Street
3.	Kwa-Zulu Natal (Durban)  Address: Marine Building, Suite 502, 5th Floor, Dorothy Nyembe Street	15.	Richards Bay – Satellite  Address: 5 <sup>th</sup> Floor 7 Penny Ln CBD
4.	Cape Town – Provincial Office  Address: Centennial Office Park First Floor, East Block Century City Milnerton 7441	16.	George    Address: 1st Street 14 Fairview Office Park
5.	Eastern Cape (Port Elizabeth) – Provincial  Address: No. 40 Pickering Street Newton Park	17.	East London – Satellite  Address: 8 Princes Road Vincent
6.	North West (Rustenburg) – Provincial  Address: North Block No 28, 67 Brink Street	18.	Klerksdorp – Satellite  Address: 29 President Kruger Street, Sanlam Park Building
7.	North West Mafikeng – Satellite Office  Mega City Shopping Centre Cnr Sekame & Dr James Moroka Drive Shop No 38 Mafikeng		

8.	Limpopo (Polokwane) – Provincial Address: Std Bank Square, Suite 1A, 1st Floor, 50 Schoeman Street	19.	Tzaneen – Satellite Address: 61 F Bert Booysen Street
9.	Mpumalanga (Nelspruit) – Provincial Address: Suite 201, Medcen Building 14 Henshall Street	20.	Emalahleni (Witbank) – Satellite Address: No 13 Langa Crescent Corridor Hill Office 1,3 & 4 (Ground Floor)
10.	Free State (Bloemfontein) – Provincial  Address: 62 St Andrews Street Bloemfontein	21.	Bethlehem – Satellite Address: 6A, Corner President Boshoff and Bruwer Street
11.	Northern Cape (Kimberley) – Provincial  Address: 10 Olivier Street Montreo Park, Block 2 Ground Floor, Right Wing	22.	Mahikeng – Satellite  Address: Shop 38, Mega City Shopping Centre, Cnr Sekame and Dr James Moroka Drive
12.	Thulamela – Satellite Address: Thulamela Municipality Room 105, 1st Floor Old Agriven Building, Civic Centre	23.	Modimolle office. 27 Chris Hani Street Modimolle

**8 DURATION OF THE CONTRACT**

8.1 The service provider and NHBRC will enter into a **twelve (12) months** SLA on an effective date to be determined by the parties.

## **9 FUNCTIONAL EVALUATION CRITERIA**

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

Functional Factors	Criteria Description
1. Number of years rendering Alarm monitoring and armed response service	At least five (5) years' experience the company has been providing Alarm monitoring and armed response service. Company profile must clearly indicate the number of years in business providing Alarm monitoring and armed response service
2. Client references	At least five (5) contactable references where supply, installation and maintenance of alarm systems, monitoring and armed response were successfully implemented
3. Site Visit	The NHBRC will conduct a site visit and bidder must meet all the requirements on-site inspection listed in Part 2 below

## **10 ELIMINATION CRITERIA**

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

## **11 REPORTING**

11.1 The report format will be agreed upon between the service provider and NHBRC Chief Risk Officer

11.2 The service provider shall provide monthly and quarterly reports to risk management section of the NHBRC.

## **12 TRACK RECORD**

12.1 A complete list of the five (5) most recent projects that were successfully completed within supply, installation and maintenance of alarm monitoring and armed response service signed off by the accounting officer or his/her delegated is required.

## **13 TECHNICAL DATA TO BE SUBMITTED BY BIDDER**

13.1 General Information

13.1.1 The NHBRC requires the Goods or Services of interested and competent organisations or companies that are experienced in supply, installation and maintenance of alarm monitoring and armed response and the Service Provider is expected to provide proof of expertise.

13.2 Requisites of the Service Provider:

13.2.1 A detailed proposal and project plan

- Understanding of terms of reference.

- Team composition competencies (please attach CVs and indicate roles of individuals).
- Quality Assurance measures (process and control).
- Detailed Pricing Schedule (Refer to Annexure 1 for pricing schedule as attached on this document)

13.3 Documents to be submitted:

13.3.1 At least five (5) projects the bidder has completed in the last five 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)**

13.3.2 Expertise and experience of key personnel

13.3.3 The successful service provider will be required to provide the expertise, qualifications, and experience to successfully deliver supply, installation and maintenance of alarm monitoring and armed response service

13.3.4 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					
	Full Name	Role in Project	Current Academic Qualifications	Key Area of Specialization	Years of Experience in the industry	Professional Registration
1.						
2.						
3.						
4.						
5.						

\*Please attach recently (last 3 months) certified copies of academic qualifications.

**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.

**14 TECHNICAL AND PRICE EVALUATION CRITERIA**

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

- 14.1.1 Stage 1: Compliance check of Mandatory Requirements;
- 14.1.2 Stage 2: Functional Evaluation Criteria
- 14.1.3 Stage 3: Price and Preference Points Evaluation



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

The service provider(s) must indicate compliance with mandatory requirements by **ticking under** “Comply” or “Not comply”. Failure to comply with the mandatory requirements on the table listed below will invalidate your bid.

<b>Technical Mandatory Requirements</b>	<b>Comply</b>	<b>Not Comply</b>
Original/Certified copy of a valid PSIRA Certificate with a grade A/B for Directors		
Original/Certified copy of a valid Letter of good standing issued by PSIRA for the company		
Original/Certified copy of a valid Provident fund letter issued by an accredited Institution		
Original/Certified copy of a valid SAPS Clearance Certificate (For all Directors)		
A valid COIDA – Letter of good standing as issued by Department of Labour		
A valid UIF – Letter of good standing as issued by Department of Labour		
Original/Certified copy of a copy of Valid Company registration certificate and Certified copies of owners, directors and partners.		
Letter of intent Liability cover of R 5 000 000.00 or Liability cover of R 5 000 000.00		
Original/Valid certified copy of ICASA license or MOU from service provider with valid ICASA license		

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

**All mandatory documents as per the SCM Mandatory Checklist in this RFQ should be completed in full, signed and submitted with the Bidder’s response to this RFQ. Failure to comply with this requirement or submission of false, fraudulent or misleading information or documents will result in the disqualification of the Bidder or termination of the successful bidder’s contract. In this regard, the NHBRC reserves its rights to take appropriate legal action.**

<b>DOCUMENTS TO BE SUBMITTED</b>			
No.	Please note the items marked with an (X) are mandatory documents and failure to meet the requirements will result in your bid being disqualified.		Yes/No
1.	X	Annexure 1-Pricing schedule (including a detailed costing breakdown of all costs and escalation per annum)	
2.	X	SBD 4 (Declaration of interest, make sure it is completed and signed)	
3.	X	SBD 6.1 (Preference claim form should be completed and signed, regardless if points are claimed or not)	
4.		CSD/Central Supplier Database supplier number report	

## **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.

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

- i. Paper Based Evaluation – Bidders will be evaluated out of 80 points and bidders are required to achieve minimum threshold of 56 points out of 80 points. Only bidders who achieve a minimum of 56 points, a site inspection will be conducted by the Bid Evaluation Committee.
- ii. Site Inspection – Bidders will be evaluated out of 20 points and are required to achieve minimum threshold of 14 points out of 20 points.
- iii. **The overall combined score for paper based and site inspection must be equal or above 70 points to proceed to Stage 3 for Price and BBBEE evaluations.**

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

### **Paper based evaluation:**

- Details as per the proposal Stage 2: Part 1 - Functionality score 80:

### **Site inspection evaluation**

- Details as per the proposal Stage 2: Part 2 - Site inspection score 20
- **OVERALL COMBINED POINTS: 100**

**PART 1**

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**

$$\frac{\text{Member score for criteria}}{\text{Highest points for criteria}} \times \text{Weight per criteria} = \text{Total Score per criteria}$$

**Highest points for criteria**

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

EVALUATION CRITERIA	WEIGHT
<p><b>BIDDER'S COMPANY EXPERIENCE</b></p> <p>The bidder must demonstrate at least 5 years' experience and expertise in the field of supply, installation and maintenance of alarm monitoring and armed response service.</p> <p>Kindly provide a table of current and previous contracts indicating the client, contract duration and value of contract.</p> <p><b>Scoring Guide:</b></p> <p>0 years' experience = 0 Points 1-year experience = 1 Point 2 years' experience = 2 Points 3 years' experience = 3 Points 4 years' experience = 4 Points 5 years' or more experience = 5 Points</p>	<p><b>50</b></p>

<p><b>Reference Letters</b></p> <p>The service provider must provide five (5) positive written contactable references indicating the similar services rendered. Reference letters that relates to supply, installation and maintenance of alarm monitoring and armed response service</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>30</b></p>
<p><b>SUB-TOTAL</b></p>	<p><b>80 Points</b></p>
<p><b>MINIMUM QUALIFYING REQUIREMENT</b></p>	<p><b>56 Points</b></p>

**NB: Only bidders who score 56 Points or more points will qualify for a site visit.**

**PART 2**

The site visit will consist of the following:

<p><b>Site Visit</b></p>	<p><b>Site Infrastructure Control</b></p> <p>NHBRC will conduct a site presentation and the following will be assessed:</p> <ul style="list-style-type: none"> <li>• The bidder has an office and is operating as alarm service provider; provide copy of latest lease agreement or utility bill.</li> <li>• The bidder does in fact have all the security infrastructure, functional control room with: Alarm Monitoring and Armed Response             <ul style="list-style-type: none"> <li>• Telephones</li> <li>• Fax / Email</li> <li>• Base Radios</li> <li>• Vehicles</li> <li>• Uniforms</li> <li>• Emergency Procedures</li> </ul> </li> </ul> <p>Original/Valid certified copy of ICASA license or MOU from service provider with valid ICASA license</p> <p><b>Bidder meet all the requirement on-site inspection = 5 points</b></p> <p><b>Bidder did not meet all the requirement on-site inspection = 0 points</b></p>	<p style="text-align: center;"><b>20 Points</b></p>
<p><b>SUB- TOTAL</b></p>		<p style="text-align: center;"><b>20 Points</b></p>
<p><b>MINIMUM QUALIFYING REQUIREMENT</b></p>		<p style="text-align: center;"><b>14 Points</b></p>
<p><b>BIDDER who scores total of 70 Points on two stages (Paper and site visit) will qualify for further evaluation which is Price and Preference points system.</b></p>		

The minimum threshold for functionality is 70 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 about the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2022 and bids will be adjudicated in terms of the (80/20) preference points system. Points are awarded to service providers based on the below:

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

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

Where;

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

$P_t$  = Comparative price of the bid or offer under consideration

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

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

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

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

Preference Points	Points Allocated
Women	12
Youth	5
Disabilities	1.5
Military Veterans	1.5
<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.*

## **ANNEXURE 1: PRICING SCHEDULE**

<b>Supply, installation and maintenance of alarm monitoring and armed response</b>	<b>Unit Price (Excl. VAT)</b>
	<b>Year 1 (2024/25)</b>
<b>TOTAL</b>	

NB: Please provide unit prices and VAT inclusive pricing for the appointment of a service provider for the provision for the supply, installation and maintenance of alarm monitoring and armed response for the NHBRC. For comparative purposes, prices must be quoted in terms of the above table.

### **15 RECOMMENDATION**

**15.1 It is hereby recommended that the Chief Risk Officer approves this specification document for the appointment of a suitable service provider for the supply, installation and maintenance of an intruder alarms systems, monitor and armed response at twenty-three (23) NHBRC offices for a period of twelve (12) months.**