NATIONAL HOME BUILDING

NHBRC®

REGISTRATION COUNCIL

ASSURING QUALITY HOMES

Terms of Reference

REGISTRATION COUNCIL

ASSURING QUALITY HOMES

REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION AND MAINTENANCE OF AN INTRUDER ALARMS SYSTEMS, MONITOR AND ARMED RESPONSE AT NHBRC TWENTY-TWO (22) OFFICES FOR A PERIOD OF THREE (03) YEARS

RFP NO.:	**NHBRC 11//2026**
CLOSING DATE:	**06 November 2026**
TIME:	**11:00**
BID SUBMISSION	**https://www.etenders.gov.za/**

VIRTUAL NON-COMPULSORY BRIEFING SESSION

VIRTUAL NON-COMPULSORY BRIEFING SESSION

DATE: 16 OCTOBER 2026

TIME: 11:00am

VENUE: MS TEAMS

LINK: https://teams.microsoft.com/meet/3916310151647809?p=ptsf1YLPWXB0QPdTSY

1. TERMS AND CONDITIONS

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

b) 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:

c) 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.

d) 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.

e) 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.

f) 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.

g) 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.

h) 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.

i) 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.

j) 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.

k) 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.

l) 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.

m) 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.

n) 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.

o) **Briefing Session: There will be a virtual 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.

p) 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.

q) 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.

r) 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.

s) The bid submitted by the Bidder shall be considered irregular if it shows 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 an award in the best interest of the company.

t) The NHBRC reserves the right to accept or reject the Proposal.

u) RFPs shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.

v) Potential service provider(s) shall be disqualified and their Bids not considered among other reasons, for any of the following specific reasons:

    a) If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
    b) The Bid contains irregularities.

w) 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.

x) All costs associated with the preparation and submission of the Bid are the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.

y) 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.

z) All Bids must be formulated and submitted in accordance with the requirements of this RFP.

2. ABOUT THE NHBRC

2.1. 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:

- represent the interests of housing consumers by providing warranty protection against defects in new homes;
- regulate the home building industry;
- provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- establish and promote ethical and technical standards in the home building industry;
- improve structural quality in the interests of housing consumers and the home-building industry;
- promote housing consumer rights and to provide housing consumer information;
- communicate with and to assist home builders to register in terms of this Act;
- assist home builders, through training and inspection, to achieve and maintain satisfactory technical standards of home building;
- regulate insurers contemplated in section 23 (9) (a); and
- in particular, achieve the stated objectives of this section in the subsidy housing sector.

The Council is furthermore empowered by the Act:

- "to engage in undertakings to promote improved structural quality of homes constructed in the Republic;
- "to engage in undertakings to improve ethical and technical standards in the home building industry;
- "to keep a record of competent persons"; and
- "to generally do all things necessary or expedient to achieve its objectives and the objectives of this Act."

a) The NHBRC's primary mandate is to manage the risk of structural defects in the home building industry and in so doing, protect the consumer. A prime activity of the NHBRC is to manage its risk exposure in terms of the warranty scheme, in order to ensure that it is not unduly exposed to claims. The current risk management tools being used by the Council include the Registration of Home Builders, enrolment and inspection of homes, the Home Building Manual which incorporates designs and construction rules, and the appointment of competent persons by the Home Builder to perform certain tasks.

b) The NHBRC's goal is to ensure capital preservation to ensure it remains financially viable to meet claims as they arise and that no recourse to the Minister of Human Settlements for additional funds is necessary at any time in terms of section 17(3)-(5) of the Act.

c) The annual actuarial report is required in terms of the Housing Consumers Protection Measures Act, to value the actuarial liabilities of the NHBRC's warranty fund.

d) The investment strategy should be implemented with due regard to the liabilities of the NHBRC, the nature of the funds in general, Solvency Assessment and Management (SAM) and the low-risk tolerance and return requirements of the Council.

3. NHBRC OFFICES

3.1. The NHBRC is a medium-sized organization with a staff complement of approximately 620 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		

4. INTRODUCTION

4.1. The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the home building industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organizational scorecard.

VISION

To be the Champion of the Housing Consumers.

MISSION

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

MOTTO

Assuring Quality Homes.

STRATEGY OF NHBRC

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

- To ensure that housing consumers and 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.

5. TERMS OF REFERENCE

5.1. **OBJECTIVE**

5.1.1 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 three (03) years.

5.2. **SCOPE OF SERVICE**

5.1.2 The successful service provider will be expected to execute and conduct the task at the NHBRC's Offices as listed in section 6.

6. SERVICE AND CAPABILITIES

6.1. Supply, install, and maintain intruder alarm system

6.2. The service provider 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 capabilities:

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, within 24 hours armed response backup);

6.2.3. Notify NHBRC representatives either by SMS 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 service provider must have the capability to remove and install the latest technology of wireless, remote monitoring (alarm) system with video verification, including a battery backup alarm system at any new NHBRC office when the lease agreement is coming to an end.

6.4. The service provider must add the costs associated with the removal of the alarm system and installation when relocating to the new building, should the lease contract expire while the alarm contract is still active.

6.5. The provided equipment will be the responsibility of the service provider who will conduct preventative maintenance and replace faulty equipment for the duration of the contract. The successful service provider will provide a maintenance schedule for approval by the NHBRC. The system remains the property of the service provider upon expiry of the contract.

6.6. The services provider will be responsible for all alarm system maintenance for 36 months, which includes all factory and system maintenance.

6.7. Training of users of the electronic security system and skills transfer to the NHBRC security specialist includes a business continuity plan in your methodology and approach.

6.8. The maintenance and warranty plan for the security equipment installed must be included in the approach and methodology.

6.9. Operating manuals of the system installed in accordance with all requirements of the specifications.

6.10. The successful services provider will be responsible for the installation of the new alarm system and, maintenance

7. ARMED REACTION

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

7.2. The armed response must be within 5km radius of the existing NHBRC offices

7.3. Alarm System Relocation and Reinstallation

- Bidders are hereby advised that, should the NHBRC relocate from its current premises to a new office location during the contract period, the existing alarm system may be required to be removed, relocated, and reinstalled at the new NHBRC office.
- Accordingly, bidders must make provision in their pricing for the decommissioning, removal, transportation, reinstallation, configuration, testing, and commissioning of the alarm system at the new premises, should such relocation become necessary.
- The bidder shall ensure that the alarm system remains fully operational and compliant with the NHBRC's security requirements following any relocation.

7.4. Below is a list of NHBRC Offices with addresses

8. SITES WHERE PROJECT EXECUTION WILL TAKE PLACE

	NHBRC OFFICE LOCATIONS		NHBRC OFFICE LO
1.	**Gauteng; Head Office (Sunninghill)** Address: 27 Leeuwkop Road, Sunninghill, Johannesburg, 2191	12.	**Eric Molobi Innovation Hub (Soshanguve)** Address: 224 Juventos Street, ThornTree View Soshanguve Block XX Soshanguve A. Pretoria
2	**Gauteng: Hatfield** Infotech Building 1090 Arcadia Street Hatfield Pretoria	13.	**Newcastle – Satellite** Address: 75 Harding Street Newcastle

3.	**Kwa-Zulu Natal (Durban) – Provincial** Address: Suite 502 Fifth Floor The Marine Building 22 Dorothy Nyembe Street Durban	14.	**Richards Bay – Satellite** Address: 5th Floor 7 Penny Lane Richards Bay CBD
4.	**Western Cape (Century City) – Provincial** Address: Centennial Office Park First Floor, East Block Century City Milnerton 7441	15.	**George– Satellite** Address: 1st Street 14 Fairview Office Park George 6259
5.	**Eastern Cape (Port Elizabeth) – Provincial** Address: No. 40 Pickering Street Newton Park	16.	**East London – Satellite** Address: 8 Princes Road Vincent
6.	**North West (Rustenburg) – Provincial** Address: North Block No 28 67 Brink Street Rustenburg	17.	**Klerksdorp – Satellite** Address: 174, First Floor Sanlam Park Building 29 President Kruger Street Klerksdorp
7.	**Limpopo (Polokwane) – Provincial** Address: Standard Bank Square, Suite A1, Second Floor, 50 Schoeman Street Polokwane 0699	18.	**Tzaneen – Satellite** Address: 33 Circle Drive Mashi Office Park Abor Park Tzaneen
8	**Modimolle – Satellite** Address: Stand 96, Thabo Mbeki Street, Modimolle 0510	19	**Thulamela – Satellite** Address: Thulamela Municipality Room 105, 1st Floor Old Agriven Building, Civic Centre Thulamela
9.	**Mpumalanga (Nelspruit) – Provincial** Address: 14 Henshall Street Suite 201 Medcan Building 2nd Floor Nelspruit Mpumalanga 1049	20	**Emalahleni (Witbank) – Satellite** Address: Office 1,3 & 4 Ground Floor, Sunrise Office Park 2, 13 Langa Crescent, Corridor Hill, Emalahleni, 1055
10.	**Free State (Bloemfontein) – Provincial** Address: 62 St Andrews Street 5th Floor, CBD Bloemfontein 9300	21	**Bethlehem – Satellite** Address: 4 A, Bruwer Street, Central Bethlehem 9700

11.	**Northern Cape (Kimberley) – Provincial** Address: 10 Olivier Street Montreo Park, Block 2 Ground Floor, Right Wing Kimberely 8301	22.	**Mahikeng – Satellite** Address: Shop 38, Mega City Shopping Centre, Cnr Sekame and Dr James Moroka Drive Mmabatho

DURATION OF THE CONTRACT

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

9. ELEMINATION CRITERIA

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

10. TRACK RECORD

10.1. A complete list of the five (05) most recent projects that were successfully completed within the supply, installation and maintenance of alarm monitoring and armed response services signed off by the accounting officer or his/her delegated is required.

11. TECHNICAL DATA TO BE SUBMITTED BY BIDDER

11.1. General Information

12.1.1 The NHBRC requires the services of interested and competent organisations or companies that are experienced in the supply, installation, and maintenance of alarm monitoring and armed response services, and the service provider is expected to provide proof of expertise

11.2. **Requisites of the Service Provider:**

12.1.2 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 Cost Breakdown (**Refer to Annexure A for Cost Breakdown as attached to this document)**
- Detailed Cost Breakdown **(Refer to Annexure B FOR Cost Breakdown as attached to this document.**

11.3. **Documents to be submitted:**

11.3.1. The service provider must submit a summary of the projects that they have completed in the last five (05) years in the format presented below**: (Input below MUST correspond with References letters submitted from their clients.)**

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

11.3.2. Expertise and experience of key personnel

11.3.3. 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

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

NO		PROJECTS COMPLETED IN THE LAST FIVE (05) 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 personnel with similar expertise over the life of the contract and written permission must be obtained from the NHBRC.

12. TECHNICAL AND PRICE EVALUATION CRITERA

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

13.1.1 Stage 1: Compliance check of Bid Requirements;

13.1.2 Stage 2: Functional Evaluation Criteria and

13.1.3 Stage 3: Price and Preference Points Evaluation

12.2. **Stage 1: Compliance check of Bid Requirements;**

13.2.2 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 result in disqualification of your bid.***

1. Technical Mandatory Requirements	Comply	Not Comply
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/ Bidder must provide latest proof of payment from SARS within three months.		
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 10 000 000.00 or Liability cover of R 10 000 000.00		
Original/Valid certified copy of ICASA license or MOU from service provider with valid ICASA license		

13.2.3 Bid Document Submission: In order to be considered each service provider is required to submit the following mandatory documentation and legislative documents

DOCUMENTS TO BE SUBMITTED		
No.	**Bidders shall take note of the following bid requirements**	**Yes/No**
1.	The document mentioned on the technical mandatory requirements **(Stage 1) (Mandatory)**	
2.	**Annexure A– Cost breakdown (including a detailed costing breakdown of all costs and escalations per annum).** The Cost breakdown must be duly signed by the bidder/ and or a duly authorized individual by way of **resolution (signature, not the bidder's initials)**, which must be attached to the bid. If there is no signature on the Cost breakdown down the bidder will be disqualified **(Mandatory)**	
3.	**Annexure B– Cost breakdown (including a detailed costing breakdown of all costs and escalations per annum).** The Cost breakdown must be duly signed by the bidder/ and or a duly authorized individual by way of resolution **(signature, not the bidder's initials),** which must be attached to the bid. If there is no signature on the Cost breakdown down the bidder will be disqualified **(Mandatory)**	
	SBD 4 (Declaration of interest, Must be completed and signed**(Mandatory)**	
	LEGISLATIVE DOCUMENTS TO BE SUBMITTED NOT FOR DISQUALIFICATION	
4.	SBD1 (Invitation to bid, make sure it is completed and signed)	
5.	SBD 3.1 (Pricing Schedule Firm Price Make sure it is completed.	
6.	SBD 6.1 (Preference claim form should be completed and signed, regardless if points are claimed or not)	
7.	Bidder should submit CSD (Central Supplier Database) Report/ MAAA Number	
8.	Latest CIPC Documents	
9.	Valid SARS-issued PIN Code	
10.	Signed teaming agreement **IF APPLICABLE**	

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

13.2.4 Bidder must take note that Failure to comply with the mandatory requirements on the table listed above will result in disqualification of your bid.

IMPORTANT NOTE TO THE BIDDERS

- **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**

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

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

Functionality Evaluation (Combination of Paper-Based and Site Inspection Criteria) = 80 points out of 100 points.

i. Paper-Based Evaluation – Bidders will be evaluated out of 80 points, and bidders are required to achieve a minimum threshold of 60 points or more out of 80 points. Only bidders who achieve a minimum of 60 points or more will be invited for the site visit inspection. The Bid Evaluation Committee shall conduct a site visit inspection on the date specified by the Committee.

ii. Site Visit Inspection – Bidders will be evaluated out of 20 points and are required to achieve minimum threshold of 20 points out of 20 points.

iii. The overall combined score for paper-based and site visit inspection must be equal to or above 80 points to proceed to Stage 3 for Price and Price and preference points

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**

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

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

_____ 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

EVALUATION CRITERIA (PART 1)	WEIGHT
BIDDER'S COMPANY EXPERIENCE The Bidder must demonstrate years of experience in providing alarm monitoring and armed response services. A company profile MUST be provided, highlighting relevant projects that illustrate the bidder's expertise in providing alarm monitoring and armed response services. Kindly provide a table of current and previous contracts indicating the client, contract duration, and value of the contract. **Scoring Bidder Experience** • 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**	**30 Points**

CLIENT REFERENCE LETTERS The Bidder must provide verifiable written reference letters from clients, confirming the successful supply, installation, maintenance, monitoring of the alarm system, and armed response services. **The reference letters MUST specifically relate to projects where such services were fully implemented and completed** **<u>The reference letters from the clients of a bidder must include:</u>** • Company Name • Company Letterhead • Contact Person and contact telephone numbers • Project Start Date • Project Completion Date • The reference letter must be dated from 2019 to date • The letter must be signed by a duly authorized person. **<u>Bidder Reference Letters Scoring</u>** • 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** **NB: Bidders must take note that the NHBRC reference letter will not be considered, and the reference letter must be from a different companies.** **Bidders must take note that appointment letters and projects that are in progress will not be considered** **The NHBRC reserves the right to verify the validity of the document submitted.**	**50 Points**
SUB-TOTAL	**80 Points**
MINIMIUM QUALIFYING REQUIREMENT	**60 Points**

The minimum threshold for functionality for part 1 is 60 Points or greater out of 80 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for site visit

NB: Only bidders who score 60 Points or more will qualify for a site inspection visit.

PART 2

The site inspection visit will consist of the following:

Site inspection Visit	**Site Infrastructure Control Room** NHBRC will conduct a site presentation and the following will be assessed: 1. The bidder has an office and is operating as alarm service provider; provide copy of latest lease agreement or utility bill. 2. The bidder does have all the security infrastructure, a functional control room with Alarm Monitoring and Armed Response 3. Telephones 4. Email 5. Base Radios 6. Armed Response Vehicles 7. Uniforms 8. Emergency Procedures **Scoring allocation** • **Bidder did not meet all the requirements on-site inspection = 0 points** • **Bidder meets all the requirements on-site inspection and more = 5 points**	**20 Points**
SUB- TOTAL		**20 Points**
MINIMUM QUALIFYING REQUIREMENT		**20 Points**
Bidders who score a total of 80 Points on two stages (Paper-Based and Site Visit Inspection) will qualify for further evaluation, which is the Price and Preference points system.		

The minimum threshold for functionality is 80 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

I. Only bids that obtained a minimum qualifying score **(80 points or more)** for **Stage 2, (Functional Requirement)** will be evaluated further.

II. 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 following:

III. ***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.

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

V. 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 owned companies	12
Youth-owned companies	6
People living with disabilities owned companies	2
TOTAL	**20 Points**

VI. 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

VII. 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.

13. AVAILABILITY OF THE RFP DOCUMENT

13.1. Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) and National Treasury eTender Portal (https://www.etenders.gov.za/) from **08 October 2026.**

13.2. **There will be a non-compulsory briefing session**

13.3. Date, Time and Venue of the virtual non- compulsory briefing session

13.4. The bid information session is non-compulsory to provide bidders with an opportunity to obtain clarity on certain aspects of the procurement process as set out in this bid document.

Date	**Time**	**Venue**
16 October 2026	**11:00am**	**MS TEAMS**

13.5. Link for Virtual Non-Compulsory Briefing Session

https://teams.microsoft.com/meet/3916310151647809?p=ptsf1YLPWXB0QPdTSY

14. SUBMISSION OF PROPOSALS

14.1. **ONLINE BID SUBMISSION**

15.1.1 Bidders must submit their bids online in a PDF format through the e-Tender Publication portal.

15.1.2 The online e-Tender publication portal can be accessed at the following link: https://www.etenders.gov.za/

15.1.3 The guide for online bid submission is attached. https://youtu.be/B7pNseNJYHM

15.1.4 Bidders are to adhere to all the rules for the online bid submission, as the submission must contain the returnable SCM documentation and relevant supporting documents and must contain a signed cost breakdown.

15.1.5 For identification purposes bidders are requested to ensure that proposals contain the company's details and are easily identifiable by company logo or name.

15.1.6 Non-compliance with online bid submission WILL invalidate the bidder's response.

15.1.7 Bidders must take note of and carefully comply with the submission requirements outlined under Stage 1, Stage 2, Stage 3 and ensure all required documents are submitted accordingly.

15. RFP SUBMISSION CLOSING DATE

15.1. RFP Proposal should be marked for Attention: Supply Chain Manager and submitted online via National Treasury eTender Portal (https://www.etenders.gov.za/) on or before **16 October 2026 at 11h00**.

15.2. **No physical or emailed RFP proposals will be accepted.**

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

16. VALIDITY PERIOD OF BIDS

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

17. ENQUIRIES SHOULD BE DIRECTED TO BOTH:

17.1. The administrative enquiries may be directed to:

Department: Supply Chain Management

Contact Person: Mr Bernard Kekana and Mr Pheaha Motsoko

E-mail address: Tenders@nhbrc.org.za

17.2. Clarifications and enquiries by bidders should be sent to Tenders@nhbrc.org.za. Responses will be communicated during weekdays, between Monday to Friday from 8:30 am to 16:30 pm.

18. COST BREAKDOWN

ANNEXURE A: COST BREAKDOWN

NB: BIDDERS MUST INCLUDE A SIGNATURE ON THE COST BREAKDOWN IF THERE IS NO SIGNATURE (NOT INITIALS) ON THE COST BREAKDOWN, THE BIDDER WILL BE DISQUALIFIED

SERVICE DESCRIPTION	YEAR 1	YEAR 2 (INCLUDING) ANNUAL ESCALATION	YEAR 3 (INCLUDING) ANNUAL ESCALATION	TOTAL COST PER YEAR
Supply and Deliver	R			R
Installation	R			R
Maintenance of alarm monitoring and armed response, and Support	R	R	R	R
Total cost for 03 years (Excl VAT)				R
Total cost for 03 years (Incl VAT)				R
BIDDER SIGNATURE (Not initials)				

The bidder MUST take note of the following:

- *The cost breakdown 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 cost break down the bidder will be disqualified.*
- *An incomplete cost breakdown 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)

ANNEXURE B: COST BREAKDOWN

THE BIDDER MUST PROVIDE A SEPARATE COST FOR THE REMOVAL, INSTALLATION OF THE ALARM SYSTEM, AND TRANSPORTATION IN THE EVENT OF OFFICE RELOCATION TO A NEW BUILDING. NB: BIDDERS MUST INCLUDE A SIGNATURE ON THE COST BREAKDOWN. IF THERE IS NO SIGNATURE (NOT INITIALS) ON THE COST BREAKDOWN, THE BIDDER WILL BE DISQUALIFIED.

SERVICE DESCRIPTION	YEAR 1	YEAR 2 (INCLUDING ANNUAL ESCALATION)	YEAR 3 (INCLUDING ANNUAL ESCALATION)	TOTAL COST PER YEAR
REMOVAL OF ALARM SYSTEM AND INSTALLATION AND TRANSPORTATION	R	R	R	R
REMOVAL OF ALARM SYSTEM AND INSTALLATION AND TRANSPORTATION	R	R	R	R
REMOVAL OF ALARM SYSTEM AND INSTALLATION AND TRANSPORTATION	R	R	R	R
Total cost for 03 years (Excl VAT)				R
Total cost for 03 years (Incl VAT)				R
BIDDER SIGNATURE (Not initials)				

The bidder MUST take note of the following:

- *The cost breakdown 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 cost break down the bidder will be disqualified.*
- *An incomplete cost breakdown 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)

19. DISCLAIMER

19.1. **DUE DILIGENCE**

20.1.1 The State reserves the right to:

20.1.1.1 Conduct due diligence during the evaluation process to determine the ability of the bidder to honour contractual obligations that might emanate from this tendering process. The due diligence is not only limited to the bidder but to all parties the bidder might have confirmed to do business with for the fulfilment of the contract that might be awarded.

20.1.1.2 Conduct due diligence prior to final award or at any time during the contract period, and this may include pre-announced/ non-announced site visits. During the due diligence process, the information submitted by the bidder will be verified, and any misrepresentation thereof may disqualify the bid in whole or in part.

20.1.1.3 Conduct any evaluation verifications prior to final award or at any time during the contract term period.

20. NEGOTIATIONS

20.1. **NEGOTIATIONS**

20.1.1 The State reserves the right to negotiate with the shortlisted bidders prior to or post-award. The terms and conditions for negotiations will be communicated to the shortlisted bidders prior to the invitation to negotiations. This phase is meant to ensure value for money is achieved through the measure of quality that will assess the monetary cost of the goods or services against the quality and or benefits of that goods or services.

21. RIGHT OF AWARD

22.1 RIGHT OF AWARD

21.1.1. The State reserves the following rights –

21.1.2. Not to make any award in this bid or accept any bids submitted,

21.1.3. Appoint one service provider

21.1.4. Request further clarity from any bidder after the closing date,

21.1.5. Verify information and documentation of the bidder(s),

21.1.6. To withdraw or amend any of the bid conditions by notice in writing to all bidders prior to closing of the bid and post-award.

21.1.7. If an incorrect award has been made, to remedy the matter in any lawful manner it may deem fit.

22. APPOINTMENT OF BIDDERS

23.1 APPOINTMENT OF BIDDERS

22.1.1. On approval of the recommendation/s and appointment/s, the successful bidder will sign an acceptance letter together with the Service Level Agreement (SLA). All official instructions, delegated authorities, and reporting lines will be strictly governed by the SLA to be signed by the NHBRC and the successful bidder.

22.1.2. Once the successful bidder has been appointed/awarded, they cannot do any cession to waive or cede without consultation with the NHBRC.

23. FRONTING

24.1 FRONTING

23.1.1. The NHBRC supports the spirit of broad-based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, and equitable.

23.1.2. The NHBRC, in ensuring that bidders conduct themselves in an honest manner, will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in this bid document. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade, Industry and Competition, be established during such enquiry/investigation, the onus will be on the bidder to prove that fronting does not exist.

23.1.3. Failure to do so by the bidder within a period of fourteen (14) days from the date of notification by NHBRC may invalidate the bid/contract and may also result in the restriction of the bidder to conduct business with the public sector for a period not exceeding ten (10) years, in addition to any other remedies the NHBRC may have against the bidder concerned.

24. TERMS AND CONDITIONS

25.1 TERMS AND CONDITIONS

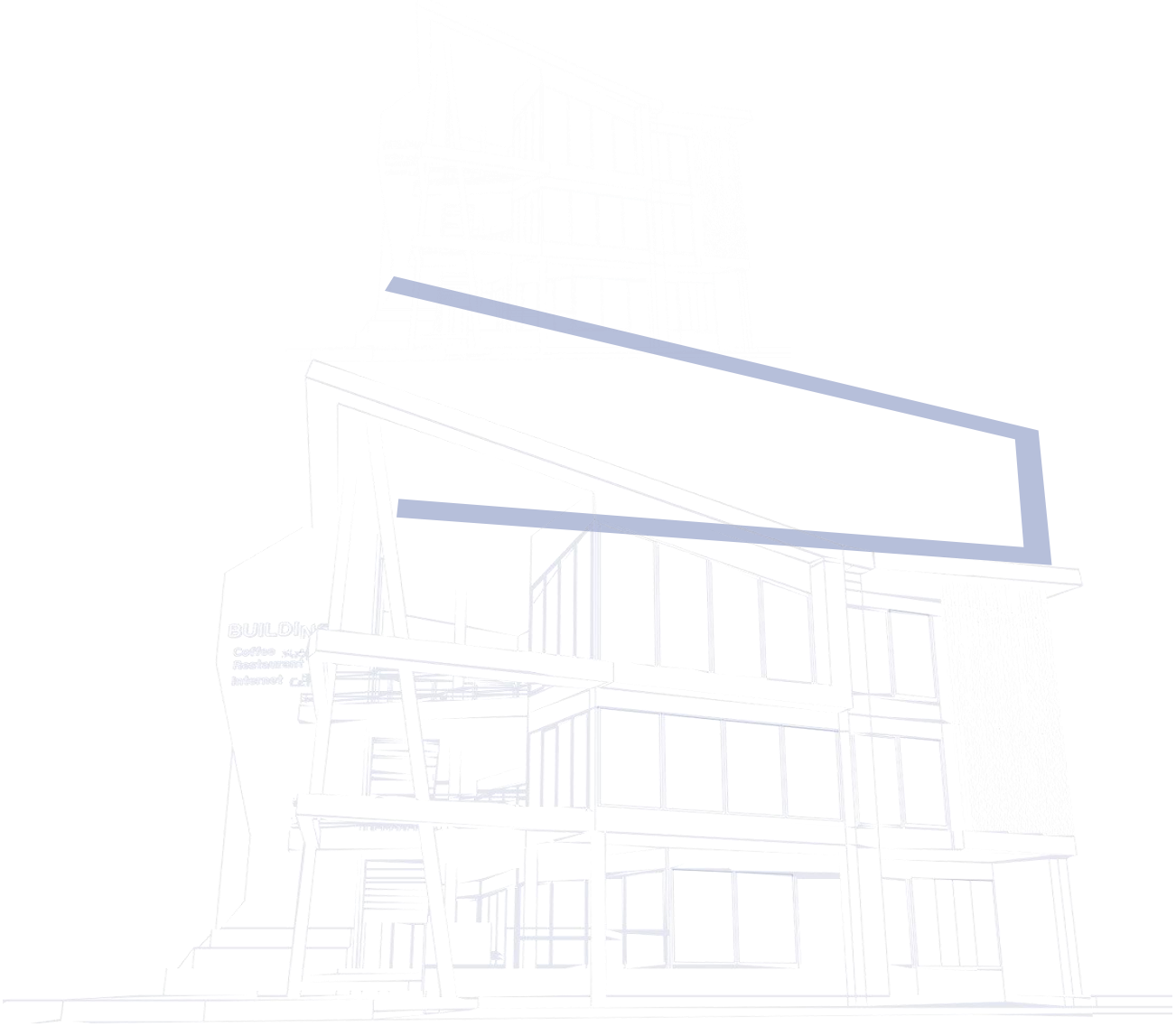
24.1.1. NHBRC reserves the right to change or supplement any information or to issue any addendum to this bid before the closing date and time. The NHBRC and its officers, employees and advisers will not be liable in connection with either the exercise of, or failure to exercise this right.

24.1.2. If NHBRC exercised it right to change or supplement information in terms of the above, it may seek an amended bid document from all bidders.

25. POPIA

26.1 The NHBRC is committed to adhering 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 how NHBRC processes information.

26.2 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 in paragraph 3.4.

26.3 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)

26.4 Bidders are in turn required to comply with the tender requirements, and when the information of third parties is 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.