

THE NATIONAL CREDIT REGULATOR

SEPTEMBER 2026

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO REPAIR AIR CONDITIONING UNITS

RFQ: NCR1045.09.2026

COMPULSORY BRIEFING AND SITE INSPECTION

DATE: WEDNESDAY 07 OCTOBER 2026

TIME: 11:30 AM

VENUE: 127-15TH ROAD, RANDJESPAK MIDRAND

DUE DATE: 15 OCTOBER 2026 AT 11H00 SHARP CAT

EMAIL YOUR SUBMISSION TO: rmaleka@ncr.org.za

COPY: procurement@ncr.org.za

PART A- GENERAL TERMS OF CONDITIONS (SCM)

1. General Information for Bidders

The National Credit Regulator (NCR) was established in terms of section 12(1) of the National Credit Act, Act 34 of 2005 and came into being on 1 June 2006.

The NCR will determine which bidding organisation ("bid participant"), if any, is appointed in response to this request for submission for the appointment a service provider to conduct repair air conditioning units.

General Terms

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2001/2022 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (Annexure B and B.1 that can be downloaded from NCR website - <https://www.ncr.org.za/index.php/procument/tender-standard-bidding-documents/general-terms-conditions>). **Please read this document carefully and confirm your agreement to the terms prior to submitting your proposal.**

2. The Proposal Format

- **Economy of proposal preparation**

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant's ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their responses according to the format presented below. Should a participant wish to

provide additional information, that information should be referred to and provided in a file of annexure.

3. Validity of proposals

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least sixty (60) days from the due date for the submission of all bids.

4. Number of proposals

Each bid participant must email 1 their entire proposal, including all the documentation referred to in Section 7 below, in the format specified in that section. All submitted proposals will become the property of the NCR and will not be returned. The proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

5. Submission of proposals

- 5.1. Proposals must reach the offices of the NCR before 11:00 AM on 15 October 2026, and must be emailed to rmaleka@ncr.org.za , procurement@ncr.org.za

a) RFQ No: NCR1045.09.2026

TERMS REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO REPAIR AIR CONDITIONING UNITS

b) . CLOSING DATE: 15 OCTOBER 2026 AT 11H00 AM,

- 5.2 Please note that this RFQ closes punctually at 11h00 on 15 October 2026.

No late submissions will be considered under any circumstances.

- 5.3 All the documentation referred to in Section 7 below must be submitted.

Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.

- 5.4 If responses are not delivered as stipulated in this Section 5.1, such responses will be considered “late”, and will not be considered for evaluation.

5.5 The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.

5.6 Submissions must not contain documents relating to any RFQ other than the one referred to in this RFQ.

5.7 The responses to the RFQ will be opened as soon as is practical after the expiry of the time advertised for receiving them.

5.8 After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Evaluation Committee. A minimum of 2 days' notice will be given to relevant participants in advance of the presentation date.

6. Timetable

Date & time	Activity
29/09/2026	Issue RFQ document
07/10/2026	Compulsory briefing
15/10/2026	Closing date
16/10/2026	Evaluations
23/10/2026	Appointment of a supplier

The National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

7. Documentation to be submitted.

Document that must be Submitted	Guideline		Consequence of non-submission
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status SBD 1	Yes	Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. Proof of Registration on the Central Supplier Database Vendor number	Disqualification from process
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on Specific goals	Zero points awarded for specific goals
Registration on Central Supplier Database (CSD)	Yes	The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA. Submit proof of registration.	Disqualification from process
Acceptance of the General Terms and Conditions	Yes	https://www.ncr.org.za/index.php/procurement/tender-standard-bidding-documents/general-terms-conditions	Disqualification from process

8.Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below;

and 20% of the points awarded will be based on specific goals, allocated as indicated in the table below:

B-BBEE status level of contributor	Specific goals	Price
Total maximum points	20	80

The points system is outlined for the 80/20 to address the preferential procurement as followed:

8.1 SMME's which are owned by Black people.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	TOTAL NUMBER OF
Persons historically disadvantaged on the basis of race	81%- 100% black ownership	7
	51% - 80% black ownership	5
	31% - 50% black ownership	3
	0 – 30% black ownership	1

8.2 SMME's which are owned by People with disability

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged on the basis of disability	50 %- 100% owned by persons living with disabilities	3
	30% - 49% owned by persons living with disabilities	2
	0 – 29% owned by persons living with disabilities	1

8.3 SMME's which are owned by Women.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	POINTS
Persons historically disadvantaged on the basis of gender – Women	81% - 100% owned by women	7
	51% - 80% owned by women	5
	31% - 50% owned by women	3
	0 – 30% owned by women	1

8.4 SMME's which are Youth owned business.

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged based on age	50%- 100% owned by persons who are	3
	30% - 49% owned by persons who are	2
	0 – 29% owned by persons who are	1

9. Evidence for specific goals

PROOF OF EVIDENCE TO SCORE SPECIFIC GOALS POINTS			
EVIDENCE	YES	NO	ATTACH EVIDENCE (indicate a page)
Share certificate			
ID Copies stamped by the commissioner of oath			
Sworn affidavits			
BBBEE certificates			
Proof of disability			
CIPC Documents			

NB: Bidders will only score points based on the evidence submitted.

10. Reporting of fraud and corruption

The National Credit Regulator management is commitment to transparency, integrity, and accountability, as described in our Code of Conduct and business principles. Which led to the establishment of the Ethics Line. The Ethics Line seeks to provide an independent and comprehensive service through enhanced anonymity assurance and a wide range of communication channels. Bidders and members of the public are encouraged to use the following toll-free line to report any misconduct relating procurement activities amongst others.

Fraud / Anti-Corruption Hotline

**Report any incidents of wrongdoing
to the KPMG Ethics Line**

0800 20 53 17 (Toll Free)

Terms of reference for the appointment of a service provider to repair air conditioning units.

1. Background

The National Credit Regulator (NCR) seeks to appoint a service provider to repair air conditioning units. The NCR office is located at 127-15th Road, Randjespark, Midrand.

2. Pre-requisite

- 2.1** The bidder must attend a compulsory briefing and site visit in order for them to participate.
- 2.2** The service provider must be registered with the Construction Industry Development Board (CIDB) with a grading **ME1** or higher. Proof must be submitted.
- 2.3** The bidder must submit a letter from the Department of Labour (COIDA). The bidder must ensure compliance to the Occupational, Health and Safety Act 85 of 1993 for the duration of contract.
- 2.4** The bidder must, at his own expense, take out sufficient insurance against any claims, costs, loss and or damage ensuing from its obligation and shall ensure that such insurance remains operative for the duration of this work. A copy of insurance must be submitted as proof. (Public Liability).
- 2.5** The preferred bidder must submit a Health and Safety File prior to the commencement of the project.

3. Scope of work

No	Description	Quantity	Location
1	Replace indoor fan motor (Samsung 24 000 BTU). Unit is emitting noise from the indoor fan motor, suggesting that the motor is likely nearing failure or seizure. Recommendation: The indoor fan motor be replaced to prevent complete seizure and further damage to the unit.	1	Server room
2	Alliance Midwall Air Conditioner Issue: Unit is low on refrigerant gas (gas shortage detected). Recommendation: Repair any leaks if found and recharge the system with the correct refrigerant.	1	Investigations and Enforcement
3	LG Cassette Air Conditioner. Issue: Indoor fan motor is making excessive noise. Recommendation: Replace the faulty indoor fan motor.	1	CP Compliance Supervisor office

4	LG Midwall Air Conditioner Issue: Fan motor is making excessive noise. Recommendation: Replace the faulty fan motor. Samsung Air Conditioner Issue: Faulty PCB (Printed Circuit Board). Recommendation: Replace the PCB board.	2	Finance
5	Air Conditioner Issue: Unit is not cooling due to low refrigerant gas. Recommendation: Regas the unit and inspect for possible leaks.	1	Human Resources office
6	Air Conditioner Issue 1: Unit is not operating due to no refrigerant gas. Recommendation: Regas the unit. Issue 2: Existing R22 copper piping is being used on an R410A system. Recommendation: Replace the piping with suitable R410A-compatible piping and regas the unit.	1	Complaints Manager office

4. Pricing schedule

No	Description	Quantity	Unit Price	Price excluding VAT
1	Replace indoor fan motor (Samsung 24 000 BTU). Unit is emitting noise from the indoor fan motor, suggesting that the motor is likely nearing failure or seizure. Recommendation: The indoor fan motor be replaced to prevent complete seizure and further damage to the unit.	1	R	R
2	Alliance Midwall Air Conditioner Issue: Unit is low on refrigerant gas (gas shortage detected). Recommendation: Repair any leaks if found and recharge the system with the correct refrigerant.	1	R	R
3	LG Cassette Air Conditioner. Issue: Indoor fan motor is making excessive noise. Recommendation: Replace the faulty indoor fan motor.	1	R	R
4	LG Midwall Air Conditioner Issue: Fan motor is making excessive noise.	2	R	R

	Recommendation: Replace the faulty fan motor. Samsung Air Conditioner Issue: Faulty PCB (Printed Circuit Board). Recommendation: Replace the PCB board.			
5	Air Conditioner Issue: Unit is not cooling due to low refrigerant gas. Recommendation: Regas the unit and inspect for possible leaks.	1	R	R
6	Air Conditioner Issue 1: Unit is not operating due to no refrigerant gas. Recommendation: Regas the unit. Issue 2: Existing R22 copper piping is being used on an R410A system. Recommendation: Replace the piping with suitable R410A-compatible piping and regas the unit.	1	R	R
7	Accessories	1	R	R
8	Health and Safety File	1	R	R
9	Labour	1	R	R
10	Transportation Cost	1	R	R
Price exclusive of VAT				R
VAT@15%				R
Price inclusive of VAT				R