

THE NATIONAL CREDIT REGULATOR

NOVEMBER 2025

**TERMS OF REFERENCE FOR THE APPOINTMENT OF THE SERVICE PROVIDER
TO PROVIDE PREVENTATIVE BUILDING MAINTENANCE AT THE NATIONAL
CREDIT REGULATOR (NCR).**

RFP NUMBER: NCR991.11.2025

COMPULSORY BRIEFING AND SITE INSPECTON

DATE: 27 NOVEMBER 2025 AT 11:00AM

**ADDRESS: 127-15TH ROAD RANDJESPAK MIDRAND (NCR
OFFICES)**

DUE DATE: 05 DECEMBER 2025 AT 11H00 SHARP CAT

EMAIL YOUR SUBMISSION TO: TMaseko@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 to appoint an ERP Solution Accredited Partner to provide, customised and implement the Finance and Procurement solution provide support and maintenance for a period of three (3) years.

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 ninety (90) days from the due date for the submission of all bids.

4. Submission of proposals

- 4.1. Proposals must reach Tmaseko@ncr.org.za , procurement@ncr.org.za before 11:00AM on 05 December 2025.

a) RFQ No: NCR991.11.2025

b) TERMS OF REFERENCE FOR). APPOINTMENT OF THE SERVICE PROVIDER FOR PROVIDE PREVENTATIVE BUILDING MAINTENANCE AT THE NATIONAL CREDIT REGULATOR (NCR

c) CLOSING DATE: 05 DECEMBER 2025 AT 11H00 AM,

- 4.2. Proposals are to be submitted to Tmaseko@ncr.org.za , procurement@ncr.org.za
- 4.3. Please note that this RFQ closes punctually at 11h00 on 05 December 2025. No late submissions will be considered under any circumstances.
- 4.4. **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.
- 4.5. 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.
- 4.6. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 4.7. Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 4.8. The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 4.9. Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.

- 4.10. 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 Adjudication Committee. A minimum of 2 days' notice will be given to relevant participants in advance of the presentation date.

5. Timetable

Date & time	Activity
19/11/2025	Issue RFQ document
27/11/2025	Compulsory Briefing and Site inspection
05/12/2025	Closing date
08/12/2025	Evaluations by the Evaluation Committee
19/12/2025	Appointment

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.

6. 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	Disqualification from process

Document that must be Submitted	Guideline		Consequence of Non-submission
		Supplier Database Vendor number	
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	<p>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.</p> <p>Visit https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA. Submit proof of registration.</p>	Disqualification from process
Acceptance of the General Terms and Conditions	Yes	https://www.ncr.org.za/index.php/procedure/tender-standard-bidding-documents/general-terms-conditions	Bidders to confirm that they read

7. 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:

7.1. 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

7.2. 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

7.3. 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

7.4. 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 youth	3
	30% - 49% owned by persons who are youth	2
	0 – 29% owned by persons who are youth	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 provide preventative building maintenance.

1. Background

The NCR building, located at 127-15th Road, Randjespark, Midrand requires planned maintenance on a periodic basis, upgrades and repairs on the building equipment and infrastructure

2. Purpose

The purpose of the service level agreement is to enhance the efficiency and effectiveness of general maintenance and service delivery at the NCR. A service level agreement will enable the NCR to make use of a single supplier, which will save time in acquiring services, save costs and take advantage of the warranties offered for the services.

3. Contract Duration

The appointed service provider will be required to start immediately after signing the contract and provide the services until 31 August 2026.

4. Pre - requisites

- a. Bidders must be registered on the Central Supplier Database (CSD). Proof of registration must be provided.
- b. Bidder should have attended a compulsory briefing session and site inspection.
- c. Bidder must be registered with the CIDB with grading ME1 or higher. Proof must be submitted.
- d. 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.
- e. 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).
- f. The preferred bidder must submit a Health and Safety File prior to the commencement of the project.

5. Scope of work

5.1 Unplanned maintenance services

The following are some of the building maintenance services required by the NCR **but not limited to** the table below:

DESCRIPTION OF UNPLANNED MAINTENANCE SERVICES		
Paving	Roof and ceiling installations and repairs	Minor and major electrical work
Waterproofing	Carpentry	Moving of furniture
Welding	Partitioning / dry walling	Varnishing
Painting	Supply of diesel	Repairs on building equipment
Bricklaying	Air Conditioning installations	
Locksmith	Plumbing	

5.2 Planned / Preventative Maintenance Schedule

PLANNED / PREVENTATIVE MAINTENANCE SCHEDULE FOR BUILDING EQUIPMENT					
ITEM & QTY'S	DESCRIPTION	MONTHLY	QUARTERLY	BI-ANNUALLY	ANNUALLY
(x1) Generator	Minor Service				x
	Major Service				x
(x65) Office & boardroom Air Conditioning Units	Minor Service				x
	Major service				x
(x3) Server Room Air Conditioning Units	Major Service	x			
(x1) Lightning and Earth Protection					x

(x4) Distribution Boards					X
(x4) DB Boards					
COC DB Boards					Once off

5.3 Maintenance Programme

- 5.3.1. The Contractor shall prepare a Maintenance Programme indicating when specific Preventative Maintenance shall be performed. All required maintenance activities for the duration of the contract shall be performed within the required time limits by manufacturers and within the contractual period.
- 5.3.2. The frequency of maintenance activities shall be in accordance with the Manufacturer's recommendations and as per the Maintenance Schedule.
- 5.3.3. The Maintenance Programme shall be in the format agreed with the NCR.
- 5.3.4. In the event of any delays against the programme the Contractor shall expedite the maintenance work to make up for any delays.
- 5.3.5 The Sub-contractor shall deploy sufficient staff on the contract to ensure completion of the works within the programme and within normal working hours.

NB: Normal working hours will be from 08h00 to 16h00 Monday to Sunday when maintenance work and repairs is required

5.4 Planned / Preventative Maintenance

- 5.1.1. The Contractor shall perform maintenance and part replacement in accordance with the Manufacturers recommendations and in accordance with good maintenance practices to ensure continued operation of the NCR and Compliance with the Maximum Equipment Downtime.
- 5.1.2. The Contractor shall report any trends detected that reflect system or equipment degradation, loss of performance, or frequency of failure to the NCR.

- 5.1.3. The Contractor shall arrange with the NCR and obtain approval for date, time and duration when equipment or systems shall be out of service for the purpose of performing Preventative Maintenance.
- 5.1.4. In the event of emergency repairs having to be carried out, the need for such repairs shall be reported immediately to the NCR for further instructions.
- 5.1.5. The Contractor shall furnish a report to the NCR detailing the date and time of the failure, the reason for the failure, date and time when corrective action was completed, details of corrective action and results of any post maintenance testing performed to ensure satisfactory operation.
- 5.1.6 The appointed service provider will be invited to participate in Request for Quotation (RFQ).

5.5. Unplanned maintenance and repairs

- 5.5.1. The Contractor shall perform maintenance and part replacement in accordance with the Manufacturers recommendations and in accordance with good maintenance practices to ensure continued operation of the NCR and Compliance with the Maximum Equipment Downtime.
- 5.5.2 The Contractor shall report any trends detected that reflect system or equipment degradation, loss of performance, or frequency of failure to the NCR.
- 5.5.3 The Contractor shall arrange with the NCR and obtain approval for date, time and duration when equipment or systems shall be out of service for the purpose of performing maintenance and repairs.
- 5.5.4 In the event of emergency repairs having to be carried out, the need for such repairs shall be reported immediately to the NCR for further instructions.
- 5.5.5 The Contractor shall furnish a report to the NCR detailing the date and time of the failure, the reason for the failure, date and time when corrective action was completed, details of corrective action and results of any post maintenance testing performed to ensure satisfactory operation.
- 5.5.6 The appointed service provider will be invited to participate in Request for Quotation (RFQ).

6 Specific requirements

6.1 The contractor shall:

- 6.1.1 The Contractor shall draw up the necessary Job Cards from the Maintenance Programme, or in response to emergency call outs, or equipment failure, and hand the completed cards to the NCR for verification and acceptance that the work has been duly executed.
- 6.1.2 Obtaining and recording of quotations for materials or equipment, selecting the most competitive supplier, obtaining approval from the client before placing orders.
- 6.1.3 Record complaints' date, time and details, and details of the faults detected, and corrective action taken.
- 6.1.4 Implement a system whereby each item of equipment's history of maintenance and repairs are recorded and retrievable at all times.
- 6.1.5 Should not ask for advanced payments before any work or service is rendered.

6.2 Additional information required from the contractor:

- 6.2.1 The safety of users of the equipment;
- 6.2.2 All regulations as per the OHS Act are adhered to;
- 6.2.3 The accuracy and reliability of the equipment performance;
- 6.2.4 That Preventative Maintenance is carried out at all times;
- 6.2.5 The equipment and associated spaces are kept clean and presentable at all times

6.3 Call Outs:

- 6.3.1 The Contractor shall have a 24/365 call out facility.

- 6.3.2 The maximum period within which the Contractor must respond to an emergency call is two (2) hours from notification.
- 6.3.3 The Contractor shall ensure that standby arrangements for emergency call outs are at all times in place.
- 6.3.4 A call-out list with technician's names and numbers must be provided to the NCR as soon as the Contractor starts work on site.

6.4 Personnel:

- 6.4.1 The Contractor shall employ and manage his personnel to ensure timely, efficient execution of works with minimum interruption to the NCR.
- 6.4.2 Technicians and any other staff member working at the NCR must be issued with safety clothing with the company's name clearly visible.
- 6.4.3 The appointed personnel/s must be:
 - 6.4.3.1 able to perform the required services as requested by the NCR as and when required;
 - 6.4.3.2 able to assess and give a detailed report of any fault finding;
 - 6.4.3.3 capable of repairing, replacing and maintaining equipment's as per the regulatory standards; and/or
 - 6.4.3.4 certified to perform duties required i.e. Trade certificates etc. which should be included in the work file that will be kept at the NCR premises.

6.5 Subcontractors:

The Supplier must specify all sub-contractors and sub-suppliers, which will be used during the contract period. The Supplier shall provide sub-contractors and sub-suppliers with materials and work as required.

The Supplier is responsible for the performance of their sub-suppliers and sub-contractors who will be expected to perform and are managed to the same standards as detailed in the terms of reference.

A bid participant must clearly indicate any sub-contractors and/or sub-suppliers that will be used during the contract period, as well as the tasks, which will be outsourced to such sub-contractor and/or sub-supplier. A bid participant who elects to enlist the services of a sub-contractor and/or sub-supplier remains responsible for ensuring that the execution and delivery of the outsourced tasks comply with the terms of reference.

7. NCR responsibilities

- 7.1.** Communicate with the service provider via telephone and emails.
- 7.2.** Provide safe, prompt and reasonable access to the Contractor for maintenance activities.
- 7.3.** Sign off the Contractor's job card to certify that work has been done by the Contractor but not accepting responsibility for the quality and adequacy of the work performed.
- 7.4.** Brief the Contractor on general housekeeping rules.
- 7.5.** Approve quotations submitted by the Contractor for spares and materials.

8. Meetings

8.1 The Contractor shall attend a quarterly meeting and any other meeting called by the NCR.

9. PRICING SCHEDULE

FIXED PREVENTATIVE MAINTENANCE FEES FOR THE NCR

Note: The bidder must refer to the Maintenance Service Schedule i.e. Paragraph 5.2 of this RFP document, for details in terms of the required services.

NB: All prices provided must include all relevant costs such as mark up on material purchase, transport and labour rates, etc.

127-15th Road

1. Generator (X1)

Service Interval		Minor service	Major service	Total service fee per annum (VAT Incl.)
Description		Fee per service interval (VAT Incl.)	Fee per service interval (VAT Incl.)	
Preventative Maintenance as per Maintenance Service Schedule	Year 2025 December 2025 Major Service	R	R	R
	Year 2026 March 2026 Minor Service	R	R	R
	Year 2026 June 2026 Minor Service	R	R	R
Sub-Total (1) (VAT Incl.)				R

2. Building Air Conditioning Units (X65)

Service Interval		Annual Minor Service	Annual Major Service	Total Service fee per annum
Description		Fee per service interval (VAT Incl.)	Fee per service interval (VAT Incl.)	(VAT Incl.)
Preventative Maintenance as per Maintenance Service Schedule	Year 2025 December 2025 Major Service	R	R	R
	Year 2026 June 2026 Minor Service	R	R	R
Sub-Total (2) (VAT Incl.)				R

3. Server Room Air Conditioning Units (X3)

Service Interval		Monthly major service	
Description		Fee per major service interval (VAT Incl.)	Total major service fee per annum (VAT Incl.)
Preventative Maintenance as per Maintenance Service Schedule	Year 2025	R	R
	December 2025		
	Year 2026		
	January 2026	R	R
	February 2026	R	R
	March 2026	R	R
	April 2026	R	R
	May 2026	R	R
	June 2026	R	R
	July 2026	R	R
	August 2026	R	R
Sub-Total (3) (VAT Incl.)			R

4. Lightning and Earth Protection

Service Interval		Annually
Description		Total service fee per annum (VAT Incl.)
Preventative Maintenance as per Maintenance Service Schedule	Year 2026 February 2026	R
Sub-Total (4) (VAT Incl.)		R

5. Distribution Boards (DB's) (X4)

Service Interval		Annually
Description		Total service fee per annum (VAT Incl.)
Preventative Maintenance as per Maintenance Service Schedule	Year 2026 February 2026	R
Sub-Total (5) (VAT Incl.)		R

6. Compliance certificate (COC) certification for four distribution boards (DB's) (X4)

Service Interval		Once off
Description		Total service fee per annum (VAT Incl.)
Compliance Assessment and rectification	Year 2026 July 2026	R
Sub-Total (6) (VAT Incl.)		R

7. Advanced Pipeline Cleaning and High-Pressure (HP) Jetting

Service Interval		Once off
Description		Total service fee per annum (VAT Incl.)
Advanced Pipeline Cleaning and HP Jetting	Year 2026 February 2026	R
Sub-Total (7) (VAT Incl.)		R

TOTAL CONTRACT PRICING INCLUSIVE OF VAT (1+2+3+4+5+6+7) FOR A PERIOD OF 9 MONTHS.	R
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NB: All prices provided must include all relevant costs such as mark up on material purchase, transport and labour rates, etc.

COSTINGS FOR UNPLANNED MAINTENANCE

a. Material purchased by the Contractor:

Amount	% Mark-up
Above R10 000	
R5 000 - R10 000	
R1 000 - R5 000	
Less than R1 000	

b. Transport Cost

Description	Rate
Rate per km	
Description	Kilometers (return)
Kilometers from the bidder's office to the NCR office	Kms Kms x Rate = R

c. Labour Rates (weekdays)

Description	Normal Working Hours	After Hours
	Fee	Fee
Call-out	R	R
Resource	Hourly Rate	Hourly Rate
Artisan	R	R
Assistant	R	R

d. Labour Rates (Weekends and Public Holidays)

Description	Saturday	Sunday
	Fee	Fee
Call-out	R	R
Resource	Hourly Rate	Hourly Rate
Artisan	R	R
Assistant	R	R

1. Schedules indicate the overall Scope of Works unless otherwise stated. It is the duty of the Contractor to ensure that all work associated with electrical work and associated equipment is included in the price proposal.
2. Prices shall include all costs associated with the service as specified in the maintenance schedule e.g. spares and labour costs.
3. Call outs, standby provisions, all materials, spares and replacement equipment to be quoted for on an ad-hoc basis, shall be paid for based on proven cost plus a percentage mark-up.
4. Prices should be based on normal working hours except where specifically stated otherwise.
5. The Request for Quotation (RFQ) will be followed for all ad-hoc or unplanned repairs and maintenance.