



REQUEST FOR PROPOSAL

INVITATION TO SUBMIT A PROPOSAL FOR THE

**APPOINTMENT OF A BIDDER FOR THE PROVISION OF MOBILE COMMUNICATIONS
DEVICES**

RFP NO: NHBRC 1116/2014.

CLOSING DATE: 18th July 2014

CLOSING TIME: 11H00 am

NAME OF COMPANY:

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TERMS AND CONDITIONS TO BE TAKEN INTO ACCOUNT BY SERVICE PROVIDERS

This Request for Proposal (RFP) has been compiled by the NHBRC and is made available to Bidders on the following basis:

Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:

1. The NHBRC reserves the right to amend, modify, withdraw this RFP or any of the procedures or requirements set out herein at any time without prior notice and without liability to compensate or reimburse any person. If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case maybe. No oral amendments by any person will be considered or acknowledged.
2. The premises of the bidder should be made available at all reasonable hours for inspection by representatives of the NHBRC. This is done in order to confirm any information provided by a Bidder in the RFP Bid.
3. 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.
4. A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of six months 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 definitive Agreement and other related transaction documents are concluded between the NHBRC and the Preferred Bidder.
5. 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. All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.
6. No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. A failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
7. 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 exclude 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 in writing and shall provide sufficient reasons and information to allow the NHBRC to make an informed decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.

8. The NHBRC and its advisors may rely on a Bid as being accurate and comprehensive in relation to the proposals provided therein by the Bidders.
9. All bids information 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.
10. RFP shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to award in the best interest of the company.
11. The NHBRC reserves the right to appoint one or more Bidders.
12. RFP's shall be rejected, among other reasons, for any of the following:
 - RFP's received after the closing date and time as specified.
 - Collusion among bidders and upon detecting that the B-BBEEE status level of contribution, Tax Clearance Certificate or any other information has been claimed or obtained in a fraudulent manner.
 - Incomplete work that in the judgment of the company shall prevent or hinder the prompt completion of additional work, if awarded.

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

ETHICAL STANDARD

1. Bidders are expected to observe the highest standard of ethics during the procurement and execution of this contract. In pursuit of this proposal, NHBRC will reject a proposal for award if it determines that the bidder being considered for award has engaged in corrupt or fraudulent practices in competing for the contract.
2. By signing the bid-forms the bidder represents that for the software it supplies, it is either the owner of the 'Intellectual Property Rights' in the software or that it has proper authorization and/or license from the owner to offer them. Any wilful misrepresentation of these facts shall be considered a fraudulent practice without prejudice to other remedies that NHBRC may take.

DOCUMENTS SUBMISSIONS THE BID

1. The bid will consist of three parts and shall be submitted in two separate sealed envelopes indicating the name of the bidder, tender number and date.
2. The Standard bidding forms (SBD Forms) must be signed by an authorized person representing the bidders.

1. About NHBRC

Mandate of the NHBRC in terms of the Housing Consumers Protection Measures Act.

1.2. The National Home Builders Registration Council (NHBRC) has a mandate through the Housing Consumer Protection Measures Act (Act No. 95 of 1998) providing warranty protection against defects in new homes. The Act state that the objects of the Council are, inter alia:

- 3(b) “to regulate the home building industry”;
- 3(d) “to establish and promote ethical and technical standards in the home building industry”; and
- 3(e) “to improve structural quality in the interests of housing consumers and the home building industry”;

The Council is furthermore empowered by the Act:

- 5(5) (a) “to engage in undertakings to promote improved structural quality of homes constructed in the Republic;
- 5(5) (b) ”to engage in undertakings to improve ethical and technical standards in the home building industry;
- 5(5) (c) “to keep a record of competent persons”; and
- 5(h) “to generally do all things necessary or expedient to achieve its objects and the objectives of this Act.”

2. Risk Management by the NHBRC

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 design and construction rules and the appointment of competent persons by the Home Builder to perform certain tasks.

3. Business Overview

The National Home Builders Registration Council is a statutory body with the responsibility to provide warranty cover (protection) and regulatory services to the home-building industry. This is done in terms of the Housing Consumers Protection Measures Act (No 95 of 1998). It is the NHBRC's mandate to provide protection to housing consumers against defined defects and to regulate the home building industry. Our mandate determines our scope of business as well as the principles and area of business in which we operate. As a consequence our business is focused on specific business models in defined geographical areas with specific business objectives for all South African Housing Consumers.

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 21 branches or sites in all provinces.

NHBRC Office locations and number of user connection points

No.	OFFICE
1	Head Office (Sunninghill)
2	DR site (at Pretoria regional office)
3	KwaZulu Natal(Durban) – Regional
4	Western Cape (Cape Town) – Regional
5	Eastern Cape (Port Elizabeth) – Regional
6	North West (Rustenburg) – Regional
7	Limpopo (Pietersburg) – Regional
8	Mpumalanga (Nelspruit) – Regional

9	Pretoria (Pretoria) – Regional
10	Free State (Bloemfontein) – Regional
11	Shelly Beach
12	New Castle
13	East London
14	George
15	Northern Cape (Kimberly)
16	Klerksdorp
17	Tzaneen
18	BelaBela
19	Witbank
20	Bethlehem
20	Mafikeng
21	Eric Molobi (Shoshanguve)
22	Thulamela (Thohoyandou)

PART B –TECHINICAL INFORMATION TO BE SUBMITTED BY BIDDERS

TERMS OF REFERENCE FOR SUPPLY OF MOBILE DEVICES

1. Background

The NHBRC is in the process of implementing a new mobile communications package which seeks to ensure that NHBRC employees have the required mobile tools to be able to communicate and perform their duties while off-site.

The proposal must also cater for the NHBRC field workers who are responsible for the inspection of houses under construction and post construction. The proposals must give 3 different contract options for qualifying staff i.e. Field workers and support staff, managers, executives and CEO. The table below indicates the current number of employees who qualify for a cell phone allowance and the different allowances they currently receive. The proposed contract should be benchmarked against the current allowances. Please note the numbers will fluctuate due to staff movements.

Typical Cell phone Allowance	Staff qualifying	Count of Employees
R 800.00	Non field workers	22
R 1000.00	IT Staff/Eng/Acc/Field workers	156
R 1500.00	Grade 5 – 6	25
R 2500.00	Executives	3
R 3500.00	CEO and COO	2

Table 1 Qualifying Employee Categories

Some employees have existing contracts with other service providers and it is required that the winning bidder migrate these contracts to themselves at no cost if possible.

2. Scope

The scope of this proposal must include a cell phone contract and a tablet for the selected employees.

3. Specifications

3.1. Cell Phone requirements

The cell phone packages should be tailored based on the breakdown of qualifying employees in **Table 1** above. The cell phone devices must be based on the latest IOS (iPhone), Android, or Windows Operating Systems. The employee must have an option to select which platform they are comfortable to use without affecting the costs of the package.

The cell phone package must have the following minimum requirements:

- 500 Minutes per month.
- 50 SMS per month.
- 2GB of Broadband data bundles
- Touch screen interface with at least 3.5” screen size.
- LTE/4G (Long-Term Evolution/4th Generation) capable.
- Camera.
- GPS (Geographical Position System) capabilities.
- Wi-Fi capabilities.
- Airtime top-up capabilities.
- CLI (Calling Line Identification).
- Minimum 32GB on board and extendable (micro SD card to be provided in the event of extension).

3.2. Tablet Requirements

The tablet must also support one of the latest major mobile platforms i.e. Android, IOS or Windows. The tablet packages must have the following minimum requirements:

- 5 GB of broadband per month.
- Touch screen interface with at least 10.1” screen size.
- LTE/4G (Long-Term Evolution/4th Generation) capable.
- Wi-Fi capabilities.
- Camera (minimum of 5MP).
- GPS (Geographical Position System) capabilities.
- Minimum 64GB on board and extendable (micro SD card to be provided in the event of extension).

4. Security

Security is paramount in the current IT environment and the following security requirements must be included as part of the requirements:

- The ability to remotely remove all data in the event of theft.
- The ability to lock some of the applications on the devices.
- The devices must be secured against virus and worm attacks.
- Cloud backups of data on the devices.

5. Terms of Contract

- The duration of the master agreement between the parties will be for a period of 36 months.
- Each contract on the individual devices must be for a minimum of 12 months and must be upgradable at the end of each 12 months period.
- The contracts on the devices must be transferrable in the event of an employee leaving the NHBRC.

6. Insurance

- All devices must have insurance covering theft, damage, malfunction, and all other insurable conditions.

7. Maintenance and Support

- The bidder must be able to offer repair service with a maximum of 24 hours.
- The bidder must also provide VIP support for the executives and the CEO.
- The bidder must have a device swap out function in case of delays in repair time or in cases where it is not possible to repair.
- The bidder must have a dedicated account manager for the NHBRC.
- The bidder must have onsite device collection and repair services.

8. Requirements of the bidder

The bidder must meet the following minimum requirements:

- National foot print, in order to be able to service the entire NHBRC offices speedily.
- Be ICASA accredited.

9. General Conditions

- The bidder must be able to facilitate the porting of the employees' current phone numbers to their networks.
- The bidder must also give the employees a choice of the network, e.g. Vodacom, MTN, Telkom mobile and Cell-C.
- The bidder must be able to give various options to optimise the contract offering, for example:
 - Reduce data bundles on the tablet if required.
 - Provide flexibility on contract duration.
 - Exclude the tablet from the package for employees who do not require it.

PART C –EVALUATION PROCESS

In accordance with the NHBRC Supply Chain Management Policy, the tender evaluation process shall be carried out in three stages namely:

- Stage 1 : Compliance to Procurement Requirements
- Stage 2 : Functional Evaluation Requirements
- Stage 3 : Pricing and BEE Requirements

STAGE 1: COMPLIANCE TO PROCUREMENT REQUIREMENTS

Bidders' documents will be assessed at this stage of the process to establish compliance with the standard conditions of the tender as described under Terms and Conditions and under the heading '1.1 Mandatory Requirements' below.

Bidders must indicate compliance with the mandatory requirements by ticking under "Comply" or "Not Comply" and should the Bidder not indicate, or does "Not Comply", the Bidder will be disqualified from the evaluation process.

Document proof of specific mandatory requirements must be attached to the relevant form; failure will result in the disqualification of the bid from the process.

Bid documents must be properly paginated and sections must be indicated by tabs and a table of contents.

1.1. Mandatory Requirements

The requirements listed under section **9.1.1** to **9.1.2** are mandatory, in addition all supply chain requirements indicated in **PART E** are also mandatory and must be included in the bid.

	Bidder to select correct option by inserting "x"	
9.1.1 Accreditations	Comply	Not Comply
The Bidder must provide proof of accreditations in response to the NHBRC requirement and must attach it to Form 1: Accreditations		
Comments:		

	Bidder to select correct option by inserting "x"	
9.1.2 Pricing Schedule	Comply	Not Comply
The Bidders must provide Form 3: Pricing Schedule		
Comments:		

STAGE 2: FUNCTIONALITY EVALUATION REQUIREMENTS

Functionality of the bids will be evaluated according to the predetermined evaluation criteria set out in **Table 2: Evaluation Criteria** below.

During this stage Bidders will be evaluated for functionality in two stages:

- The bidder must achieve a minimum sub qualifying score of **75** out of 100 points for the functionality in order to move to the presentation stage as set out in **Table 2: Evaluation Criteria** below.
- The bidder must obtain minimum overall score of **80 out of 100** points for both the presentation and the functionality to move to the next stage of evaluation; those Bidders who fail to meet the minimum qualifying score will be disqualified from the process.
- The Presentation of the proposal must be based on the requirements as set out in **PART B** of this document as well as any other value added services.

Bidders will not rate themselves, but need to ensure that all information is supplied as required. The Bid Evaluation Committee (BEC) will evaluate functionality and score all the bids that have met all the requirements as set out in '**Stage 1 Compliance check of Mandatory Documents**' in this document.

The panel members will individually evaluate the compliant bids received for functionality against the following criteria as set out on **Table 2: Evaluation Criteria** below.

Bidders must provide a proposal (attach to **Form 2**) with the headings as shown in the evaluation criteria:

Evaluation Criteria	Weight
a) Cellphone Requirements	20
b) Tablet Requirements	20
c) Security	10
d) Terms of Contract	10
e) Insurance	10
f) Maintenance and Support	20
Sub Qualifying Score	90
Sub Minimum Qualifying Score (Threshold)	75
g) Presentation of the Proposal	10
Total Score	100
Overall Minimum Qualifying Score (Threshold)	80

Table 2: Evaluation Criteria

STAGE 3: PRICING AND BEE REQUIREMENTS

Bidders must populate Form 3 Pricing Schedule and submit in a separate envelope. The envelope should be clearly marked with "Pricing Schedule".

Bidders shall be deemed to have satisfied himself as to the sufficiency of his proposed price, to cover both the fee rate for the experts employed on the project, including overheads, profit, all employer obligations, leave payment, taxes, social charges etc. and all expenses to be incurred for the performance of the contract. The proposed price shall cover all obligations of the successful Bidder under the contract and all matters and things necessary for the proper execution and completion of the services and the remedying of any deficiencies therein.

Only bids that achieve minimum qualifying score for 'Stage 2: Functionality' will be evaluated further.

The qualifying bids will be evaluated in accordance with the 90/10 preference point systems as prescribed in the PPPFA Regulations 5 and 6.

The formula that will be utilized in calculating points scores for prices is as follows:

90/10 Preference point system (for acquisition of services, works or goods with a Rand value above R1million) (all applicable taxes included)

$$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where:

Ps = Points scored for comparative price of bid or offer under consideration

Pt = Comparative price of bid or offer under consideration

Pmin = Comparative price of lowest acceptable bid or offer.

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

The points will be awarded to a Bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

BBBEE Level	90/10
Level 1	10
Level 2	9
Level 3	8
Level 4	5
Level 5	4
Level 6	3
Level 7	2
Level 8	1
Non-Compliant Contributor	0

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

FORM 1: ACCREDITATIONS

FORM 2: PROPOSAL

FORM 3: PRICING SCHEDULE

PART D – RFP SUBMISSION INSTRUCTIONS

Availability of the RFP Document

Bid documents will be available from the following platforms at the NHBRC on 20 June 2014:

Website	www.nhbrc.org.za
Email Address	mncedim@nhbrc.org.za

Compulsory Briefing Session

A **Compulsory Briefing Meeting** will be held at NHBRC Head Office, on the **27 June 2014** at **11h00** at the follow address:

Province	Physical Address & Contact Number
Head Office, Gauteng	5 Leeuwkop Road Sunninghill Johannesburg Tel: 011 317 0000

Bidders who have **not** attended the compulsory briefing session will be disqualified.

RFP Closing Date

All Bid documents must be deposited into the Bid box situated at the NHBRC Head Office, on or before **18 July 2014**, at **11H00 am** at the following address:

Province	Physical Address & Contact Number
Head Office, Gauteng	5 Leeuwkop Road, Sunninghill, Johannesburg Tel: 011 317 0000

No late proposals will be accepted

Bid documents should be marked for Attention: Supply Chain Manager, and deposited into the Bid boxes at the NHBRC Head Office, 5 Leeuwkop Road, Sunninghill, Johannesburg. No emailed or faxed Bids will be accepted. The Bid document should be supplied in a sealed envelope and clearly marked with the Bid number and the full name of the Bidder.

Enquiries should be directed to:

Mr. Kabelo Phalane - Tel. (011) 317 0448, email: kabeloph@nhbrc.org.za

Mr. Mncedi Mabona – Tel. (011) 317 0174, email: mncedim@nhbrc.org.za

Number of bid envelopes/files to be deposited:

Submission of bid envelopes/files MUST include ONE (1) Original Copy of the submission and FOUR (4) copies of the submission. A total of **FIVE (5)** envelopes/files per Bidder should be submitted.

PART E –ADDENDUMS TO THE RFP

The following documents as listed will be made available with the distribution of the RFP.

DOCUMENTS TO BE SUBMITTED			
No.	Please note; the items marked with an (X) are mandatory requirements and failure to meet these requirements will result in your bid being disqualified.		Yes/No
1.		Original and valid B-BBEE Status Level or certified copy.	
2.	X	SBD1 (Invitation to bid) (Make sure it is signed and thoroughly completed).	
3.	X	SBD2 (Tax Clearance Certificate) Certificate must be original and valid.	
4.	X	SBD 3.1 or SBD 3.2 (Pricing schedule) If not filed please refer to Annexure or Addendum in your submission where price is mentioned.	
5.	X	SBD 3.3 (Pricing schedule) If not filed please refer to Annexure or Addendum in your submission where price is mentioned.	
6.	X	SBD 4 (Declaration of interest) Make sure it is signed and thoroughly completed.	
7.	X	SBD 6.1 (Preference claim form) Must be signed regardless if points are claimed or not. Make sure it is signed and thoroughly completed.	
8.	X	SBD 6.3 (Promotion of small business) Make sure it is signed and thoroughly completed.	
9.	X	SBD 8 (Declaration of Bidder's past supply chain management practices) Make sure it is signed and thoroughly completed.	
10.	X	SBD 9 (Certificate of independent bid determination) Make sure it is signed and thoroughly completed.	
11.		General Conditions of the contract (GCC)	
12.	X	Other documents as mentioned in the bid terms of reference.	

Table 2 Supply Chain Mandatory Requirements