



REQUEST FOR PROPOSALS: APPOINTMENT OF A PANEL OF RECORDING AND TRANSCRIBING SERVICE PROVIDERS FOR THE NATIONAL HOME BUILDERS REGISTRATION COUNCIL (“NHBRC”) FOR A PERIOD OF FIVE (5) YEARS

RFP NO.: NHBRC 09/2025

CLOSING DATE, VENUE AND TIME: REFER TO PAGE 18 OF THIS DOCUMENT.

BRIEFING SESSION

NON-COMPULSORY BRIEFING SESSION

DATE: 09 DECEMBER 2025

VENUE: 27 LEEUWKOP ROAD JOHANNESBURG

TIME: 11:00

NB: PLEASE INDICATE WHICH PROVINCE YOU ARE BIDDING FOR:

PROVINCE: _____

NAME OF BIDDER: _____

1 TERMS AND CONDITIONS

This Request for Proposal (“RFP”) has been compiled by the NHBRC and it is made available to the 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 herein below:

- 1.1 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.
- 1.2 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. If the bidder's tax is non-compliant, the bidder will be given 7 days to respond to their tax status. Failure to submit within seven (7) days will result in the bidder's disqualification.
- 1.3 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.
- 1.4 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.
- 1.5 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.
- 1.6 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.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer, which will remain binding and irrevocable for a period of 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.
- 1.8 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.

- 1.9 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.
- 1.10 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.
- 1.11 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.
- 1.12 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.
- 1.13 Briefing Session: **There will be a 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.
- 1.14 Any requirement set out in the 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.
- 1.15 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.
- 1.16 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. 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.
- 1.17 ***The NHBRC reserves the right to accept or reject in part or completely any bid submitted, and to waive any technicalities for the best interest of the company. The NHBRC reserves the right to verify the validity of any document submitted*** as part of due diligence prior to the appointment.
- 1.18 RFP’s shall be rejected, among other reasons, where bids are received after the closing date and time as specified in the RFP.
- 1.19 Potential service provider(s) shall be disqualified and their bids not considered among other reasons, for any of the following specific reasons:
- 1.20 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
- 1.21 The Bid contains irregularities.

- 1.22 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.
- 1.23 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.
- 1.24 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.
- 1.25 In this RFP, the words “service provider”, and “bidders” will be used interchangeably to refer to the bidder.
- 1.26 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

2 BACKGROUND

2.1 ABOUT THE NHBRC

The National Home Builders Registration Council (NHBRC) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 (“the Act”). Section 3 of the Act provides that the objects of the NHBRC are to:

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

2.2 NHBRC OFFICES

2.2.1 The NHBRC is a medium sized organization with a staff compliment of approximately 600 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 (Mahikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberley) - Provincial	22	Gauteng (Tshwane) – Satellite
11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) - Satellite		

3 INTRODUCTION

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

3.2 VISION

To be the Champion of the Housing Consumers.

3.3 MISSION

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

3.4 MOTTO

Assuring Quality Homes.

3.5 STRATEGY OF NHBRC

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

- To ensure that housing consumers and home builders are educated on their rights and obligations.
- To entrench a culture of compliance through fair and efficient enforcement mechanisms
- To research and introduce innovative products, methods and technologies within the homebuilding industry.
- To maintain a sustainable warranty fund.

4 PROJECT OVERVIEW

4.1 PURPOSE

- 4.1.1 The NHBRC seeks to identify and appoint a panel of service providers to assist the NHBRC with Recording and Transcribing services
- 4.1.2 The purpose of this RFP is to contract with a panel of qualified service providers with the requisite capacity to execute this project within the desired quality, scope, timeframe, and cost for NHBRC.

4.2 BUSINESS OBJECTIVES

- 4.2.1 The NHBRC has now been in operation for more than twenty (20) years and is on a significant growth path. As the organization grows, it is looking at streamlining its processes and enabling itself for a high rate of growth. Recording and Transcribing services have been identified as one of the critical functions that will assist the business to meet its objectives.
- 4.2.2 The successful service providers will be expected to provide the NHBRC with outsourced managed Recording and Transcribing services for a period of five (05) years.
- 4.2.3 The NHBRC is significantly changing its approach to delivering on its mandate. The NHBRC perceives its external stakeholders as business partners in order to jointly achieve success.

5 OBJECTIVE

- 5.1 The objective of the project is to outsource recording and transcribing services.
- 5.2 The successful service provider will be required to enter into a Service Level Agreement (SLA) with NHBRC for a period of five (5) years.

6 SCOPE OF WORK

- 6.1 The sections below detail the minimum requirements and criteria expected from a service providers.
- 6.2 Equipment Requirements for Hearing Days:

6.2.1 Set-up

The service provider must ensure that the equipment is set up and tested at least 30 minutes before the proceedings on the hearing day.

6.2.2 Minimum Equipment

The service provider must, at a minimum, provide the following per hearing:

1. Digital recording equipment and it must be up to date.
2. 7x Assortment of microphones.
3. Mixer
4. Roving mic.
5. Mic cables.
6. Technician on site/stenographer.

7. Recording device.
8. Different recording applications.
9. 2x memory sticks with the recording to be saved in it.
10. Where necessary transcribed recordings of the proceedings may be required

- 6.2.3 The NHBRC reserves the right to request additional equipment at short notice to cater for large hearings.
- 6.2.4 The service provider must ensure that the equipment provided is of high quality and reliability.
- 6.2.5 The service provider has the responsibility to ensure that all the equipment is serviced at regular intervals to ensure continued and reliable use. The stenographer must inform the panel immediately should the recording equipment malfunction while the hearing is in progress.
- 6.2.6 Backup equipment must be located on the premises when the service provider is recording and transcribing a matter so as to reduce the 'down time' if malfunctioning equipment has to be replaced.
- 6.2.7 The NHBRC reserves the right to:
- 6.2.7.1 Review and identify whether there is still a need for the service,
- 6.2.7.2 Secure funding for the service on its own terms, and does not guarantee that the contract will remain in place for the five (05) years of the contract, nor does it guarantee consistent work across the entire term.

6.3 Confidentiality

- 6.3.1 All the proceedings and recordings are absolutely confidential between the parties and shall not be disclosed to anyone else, except as *shall* be necessary to effectuate its terms. Any disclosure in violation of this section shall be deemed a material breach of this Agreement

7 PURPOSE OF THE CONTRACT

- 7.1 The National Home Builders Registration Council (hereinafter referred to as the NHBRC), intends to establish a panel of service providers who have demonstrated their ability to provide recording, transcription services of Disciplinary Hearings as and when required for a period of five (05) years.
- 7.2 It is the NHBRC's intention to rotate services between the appointed service providers internally.

CODE OF PROFESSIONAL ETHICS

- 7.2.1.1 The Recording and transcribing service provider is expected to apply and uphold the following guiding principles:
1. **Professionalism and Diligence:** A service provider shall, at all times, demonstrate a commitment to professionalism and diligence in the performance of his or her duties.
 2. **Legal & Ethical:** A service provider shall not engage in any illegal or unethical conduct or any activity which would constitute a conflict of interest.
 3. **Integrity:** A service provider shall, at all times, exhibit the highest level of integrity in the performance of all professional assignments and will accept only assignments for which there is reasonable expectations that the assignment will be completed with professional competence.

4. **Objectivity:** A service provider shall comply with lawful orders of the courts and will testify to matters truthfully and without bias or prejudice.
5. The NHBRC reserves the right to report any non-compliance with the code of professional ethics to the relevant professional body or take appropriate action where necessary

PANEL UTILISATION GUIDELINES

- 7.2.1.2 The selection of service providers from the panel for the RFP process will be on a rotational basis or guided by the specific service required.
- 7.2.1.3 The contracting of service providers for specific work assignments will be facilitated by the NHBRC Council Secretariat Department.
- 7.2.1.4 There is no guarantee that a service provider on the panel will be contracted for specific work assignments during the tenure of this contract
- 7.2.1.5 Assignments will be structured as work packages that clearly define the scope and objective of the work, proposed timeframes, expected duration (hours), and expected deliverables, amongst others.
- 7.2.1.6 The service provider that has qualified and has been appointed to the panel of Recording and Transcribing services for the respective type of services will be approached and requested to provide the service.
- 7.2.1.7 The NHBRC reserves the right to allocate work packages to more than one expert, depending on the nature of the assignment.
- 7.2.1.8 The assignment will be managed by the respective project leaders within the NHBRC Council Secretariat department.

8 KEY ROLE PLAYERS NHBRC

- 8.1 Council Secretariat
- 8.2 Legal and enforcement
- 8.3 Service Providers

9 DURATION

- 9.1 The service provider and NHBRC will enter into a five (05) years SLA on an effective date to be determined by the parties.

10 SERVICE PROVIDER RESPONSIBILITIES

10.1 As part of the service expectation the following key elements will be required to be addressed:

- The NHBRC working hours are from 8h30 to 16h30. The Service provider will be expected to work after hours and during weekends if required
- The Service provider may be required to travel to other NHBRC regional offices The service provider will be responsible for accommodation and traveling during the implementation of the project.
- The Service provider will be expected to provide quality work as per industry standard
- The Service provider will be expected to deliver assigned tasks and daily duties as per the agreed time frames.

11 ELIMINATION CRITERIA

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

12 TRANSCRIPTION SERVICES

12.1 The service provider must provide the transcription records within 5 to 7 working days as when required.

12.2 The service provider is expected to provide the transcriber certificate or declaration with every transcription produced.

13 TRACK RECORD

13.1 A complete list of relevant projects that were successfully completed within the recording service in the last five (05) years.

14 TECHNICAL DATA TO BE SUBMITTED BY BIDDER

14.1 General Information

14.1.1 The NHBRC requires the Goods or Services of interested and competent organisations or companies that are experienced in recording services and the Service Provider is expected to provide proof of expertise.

14.2 Requisites of the Service Provider:

14.2.1 A detailed proposal:

14.2.2 Understanding of terms of reference.

14.2.3 Team composition competencies (please attach CVs and indicate the roles of individuals).

14.2.4 Quality Assurance measures (process and control).

14.3 Summary of projects executed and completed in the last five (05) years

14.3.1 Documents to be submitted:

14.3.2 The following is what is required to be submitted by the bidder.

14.3.3 The bidder must have completed Recording and Transcribing projects. The bidder must submit a summary of the projects 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)	Client Name	Client Contact Tel

14.3.4 Provide project details of five (05) of your projects that were successfully completed in the last five (05) years in the format above. For each of these five (05) projects a ‘happy’ letter of successful completion of the project must be provided by the client, on the client’s letterheads, and signed off by an authorised delegated employee of the client.

14.3.5 **Expertise and experience of key personnel**

14.3.5.1 The successful service provider will be required to provide the expertise and experience to successfully deliver the recording and transcribing service.

14.3.5.2 Suitably experienced technical personnel must be assigned to this project.

14.3.6 Please complete a summary detail of the main Project Team in the format shown below:

PROJECTS COMPLETED IN THE LAST FIVE (05) YEARS		
Full Name	Key Area of Specialization	Years of Experience in the industry

15 PRICE

- 15.1 The NHBRC will pay a fixed rate of R 5 500.00 including VAT per day for all nine Provinces with regard to recording services at an annual escalation of 10%.
- 15.2 For the transcribing service, which is broken down into three categories as indicated below

Transcribing Services Categories	Amount Per Page
1. Normal (Request for delivery required within 7 days from date of request)	R 25 Per Page
2. Urgent (Request for delivery required within 3 days from date of request)	R28 Per Page
3. Overnight (Request for delivery required within 24 hours from date of request)	R 34 Per Page

- 15.3 Accordingly, the successful service providers will be remunerated for services rendered to the NHBRC, as per the Service Level Agreement, in accordance with the approved NHBRC Tariff or Fees for both The said Tariff or Fees is non-negotiable.
- 15.4 The NHBRC will pay a fixed rate of R 5 500.00 including VAT per day for all nine Provinces with regard to recording services at an annual escalation of 10%
- 15.5 The above market related prices will have a yearly escalation of 10%.

16 TECHNICAL AND PRICE EVALUATION CRITERIA

- 16.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in two (02) stages namely:
- 16.1.1 Stage 1: Compliance check of Mandatory Requirements.
- 16.1.2 Stage 2: Functional Evaluation Criteria.

STAGE 1: COMPLIANCE CHECK OF BID REQUIREMENTS

DOCUMENTS TO BE SUBMITTED		
No.	Bidders shall take note of the following bid requirements, and the below are additional documents, but not for disqualification	Yes/No
1	SBD1 (Invitation to bid, which should be completed signed)	
2	SBD 4 (Bidders Disclosure Form, should be completed and signed).	
3.	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
4.	Bidder should submit CSD (Central Supplier Database) Report/ MAAA Number	
5.	General Conditions of the Contract (GCC).	

NOTE:

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

Note to the Bidders: The SBD forms are for administrative compliance and should be duly completed and signed.

Functionality Evaluation (Stage 2) (Combination of Paper-Based and Demo Presentation Evaluation)

- i. **Paper-Based Evaluation** – Bidders will be evaluated out of 70 points and bidders are required to achieve a minimum threshold of 50 points or more out of 70 points. Only bidders who achieve a minimum of 50 points or more will be invited for the Demo presentation evaluation. The Bid Evaluation Committee shall conduct a demo presentation evaluation on the date specified by the Committee.
- ii. **Demo Presentation Evaluation** – Bidders will be evaluated out of 30 points and are required to achieve 30 points out of 30 points.
- iii. The overall combined score for paper-based and demo presentation evaluation must be equal to or above 80 points to proceed to Stage 3 for Price and preference points

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

Paper-Based Evaluation:

- Details for Stage 2: Part 1 - Functionality score of 70 Points

Demo Presentation Evaluation

- Details for Stage 2: Part 2 – Demo Presentation Evaluation score of 30 Points

COMBINED TOTAL SCORE FOR PART 1 & 2 = 100 POINTS

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 Bid Requirements to qualify for Stage 2: Functional Evaluation and those bids which failed to comply with all the requirements of Stage 2 will be invalidated or disqualified from the process.

The Bidders information will be scored according to the following points systems:

The following values and formulae will be applicable when evaluating the bid

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

Member score for criteria

_____ X Weight per criteria = Total Score per criteria

Highest points for criteria

Evaluation Criteria Score

Item No	Evaluation Criteria	Description	Weight (%)
1	Bidders Experience.	<p>The bidder MUST have experience in providing recording and transcribing services. Please attach a company profile that includes a list of projects that demonstrate relevant experience</p> <p>Bidder Experience Scoring Allocation</p> <ul style="list-style-type: none"> • 0 years' Experience = 0 Points • 1 years' Experience = 1 Point • 2 years' Experience = 2 Points • 3 years' Experience = 3 Points • 4 years' Experience = 4 Points • 5 experience and more = 5 Points 	20

2	Client References	<p>The Bidder MUST provide verifiable written reference letters from clients, confirming the successful providing recording and transcribing services.</p> <p><u>The reference letters from the clients of a bidder MUST include:</u></p> <ol style="list-style-type: none"> 1. Company name 2. Company letterhead 3. Contact person and contact telephone numbers 4. The letter must be signed by a duly authorized person 5. Reference letters MUST indicate the period when the project was executed. 6. Final Quality of work delivered <p>NB:• NHBRC reference letters, projects that are still in progress, and appointment letters will not be considered.</p> <p><u>Reference Letters Scoring</u></p> <ul style="list-style-type: none"> • 0 reference letter = 0 Points • 1 reference letters = 1 Points • 2 reference letters= 2 Points • 3 reference letters= 3 Points • 4 reference letters= 4 Points • 5 reference letter and more = 5 Points <p>The NHBRC reserves the right to verify the validity of the document submitted</p>	50
SUBTOTAL		70 Points	
MINIMUM QUALIFYING REQUIREMENT		50 Points	

NB: Only bidders who score 50 points or more out of 70 points (part 1) will qualify for Demo Presentation (part 2)

PART 2 Demo Presentation Evaluation

Item No	Criteria	Description	Weight (%)
3.	Demo Presentation	<p>A bidder must present the recording and transcribing equipment and showcase the functionality and capabilities of the equipment listed in 6.2.2. The following will be assessed;</p> <ul style="list-style-type: none"> • Performance and reliability of the equipment • Quality of the recording • Storage capacity • Battery Life / Alternative power supply in case of power outage <p>Demo Presentation Scoring allocation</p> <ul style="list-style-type: none"> • Bidder did not meet all requirements listed above = 0 Points • Bidder meet all the requirements listed above and more = 5 Points 	30 Points
SUBTOTAL			30 Points
TOTAL FOR PART 1 AND 2			100 Points

Bidders who score a total of 80 points or more on two stages (Paper-based and Demo Presentation Evaluation) will qualify for further evaluation which is Price and Preference points system.

The minimum threshold for functionality is 80 points or greater out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.

13. RFP SUBMISSION INSTRUCTIONS

- 13.1 All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.**

14. AVAILABILITY OF THE RFP DOCUMENT

- 14.1 Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) from the **01 December 2025**
- 14.2 **There will be a non-compulsory briefing session** that will be held on the **09 December 2025 11h00am** at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.**

15. RFP CLOSING DATE

- 15.1 Bid documents should be marked for Attention: Supply Chain Manager and deposited into the Bid boxes at the **NHBRC offices. Refer to page 18 for the closing date and time.** No emailed or faxed bids will be accepted. The bid document should be supplied in a sealed envelope and clearly marked (Copy or Original) with the bid number and the full name of the service provider(s).
- 15.2 **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. ADMINISTRATIVE ENQUIRIES

- 17.1 The administrative enquiries may be directed to:
Department: Supply Chain Management
Contact Person: Ms. Paballo Relela, Mr. Bernard Kekana
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 week days, between Monday to Friday from 8:30 am to 16:30 pm.

18. SUBMISSIONS OF PROPOSALS

- 18.1 Submission of bid should include one (1) Original hard copy and one (1) memory stick / USB with scanned original documents of the proposal marked **(Original hard copy and memory stick / USB) envelope and deposited into the tender box**. NB: The Original hard copy submission on the envelope **MUST** be the same as the electronic copy.
- 18.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.

19. POPIA

- 19.1 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 the manner in which NHBRC processes information.
- 19.2 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 at paragraph 3.4.
- 19.3 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)
- 19.4 Bidders are in turn required to comply with the tender requirements and when the information of third parties are 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.

20. PANEL OF SERVICE PROVIDERS CLOSING VENUE DATE AND TIME**PANEL OF SERVICE PROVIDERS FOR RECORDING AND TRANSCRIBING SERVICES CLOSING VENUE DATE AND TIME****1. Gauteng, Sunninghill Office**

Business Address: 27 Leeuwkop Road Sunninghill,
Johannesburg

Closing date and time: 20 January 2026 at 11:00am

6. Western Cape, Century City Office

Business Address Centennial Place, East Block,
Century City, Century City Boulevard
Milnerton
7441

**Closing date and time: 30 January 2026 at
11:00am**

2. KZN, Durban Office

Business Address: Suite 502, 5th Floor, The Marine 22
Dorothy Nyembe Street, Durban, 4001

Closing date and time: 27 January 2026 at 11:00am

7. Eastern Cape, Port Elizabeth Office

Business Address: 40 Pickering Street
Newton Park
Port Elizabeth
6055

**Closing date and time: 30 January 2026 at
11:00am**

3. North West, Rustenburg Office

Business Address: 67 Brink Street
@Office Building, North Block
Rustenburg, 0299

Closing date and time: 23 January 2026 at 11:00am

8. Limpopo, Polokwane Office

Business Address 50 Schoeman
Standard Bank suite Building
Polokwane
0699

**Closing date and time: 20 January 2026 at
11:00am**

4. Mpumalanga, Nelspruit Office

Business Address 14 Henshall Street
Suite 201 Medcen Building
Nelspruit, 1200

Closing date and time: 27 January 2026 at 11:00am

9. Free State, Bloemfontein Office

Business Address: 62 St Andrews Street 5th Floor
Bloemfontein 9300

**Closing date and time: 23 January 2026 at
11:00am**

5. Northern Cape, Kimberly Office

Business Address: 10 Olivier Street, Montreo Park, Block 2,
Ground Floor (Right Wing) Kimberly
8301

Closing date and time: 20 January 2026 at 11:00am