

**APPOINTMENT OF A PANEL OF SERVICE
PROVIDERS FOR MAINTENANCE OF
INFRASTRUCTURE FOR A PERIOD OF
THREE (3) YEARS**

TABLE OF CONTENTS

Nr.	Description	Page
	Request for proposals (advert)	3
1.	Introduction	4
2.	SAPC background	4-5
3.	Project purpose	5
4.	Current environment	5
5.	Scope of work and deliverables	5-6
6.	Content proposal	7
7.	Functional requirements	7-8
8.	Technical requirements	8
9.	Service provider organisation duties and conditions	8
10.	Desired confidentiality terms and conditions	8
11.	Enquiries and submission	9
12.	Evaluation of proposals	9-11
13.	Bidder Declaration	12
14.	Pricing schedule	13-14
15.	Evaluation sheet	15-17

APPOINTMENT OF A PANEL OF CONTRACTORS FOR MAINTENANCE OF INFRASTRUCTURE FOR A PERIOD OF THREE (3) YEARS

The South African Pharmacy Council (SAPC) is a regulatory authority established in terms of the Pharmacy Act, 53 of 1974, with two offices located in Arcadia and Hatfield, Pretoria. The SAPC invites an experienced panel of service providers to maintain the infrastructure for the following services over a period of three (3) years:

TENDER NUMBER	SERVICE DESCRIPTION	SITE VISIT
05/2025	A Panel of three (3) Plumbing Contractors to render A service on an ad-hoc basis for a period of three (3) years	Between 21 and 24 October 2025
06/2025	A Panel of three (3) Electrical Contractors to render A service on an ad-hoc basis for a period of three (3) years	Between 21 and 24 October 2025

A site visit can be arranged by appointment from October 21 to 24, 2025, between 09:00 and 16:00. All requests for site visits should be sent to tenders@sapc.za.org.

RFP documents are available on the Tender Page found on our website (<https://www.sapc.za.org/tenders>).

The SAPC subscribes to the Department of Trade, Industry and Competition's (DTIC) B-BBEE Balanced Scorecard for assessing all proposals, in line with the latest DTIC Codes of Good Practice.

Proposals should be submitted in electronic form to Ms Refilwe Mutlane **by 07 November 2025 at 16:00** to tenders@sapc.za.org or on a USB stick in a sealed envelope at the SAPC Building, 591 Belvedere Street, Arcadia, 0083.

The SAPC is not bound to accept any tender and reserves the right to cancel, withdraw, or decline services/tenders in respect of the tenders received and to re-advertise at its sole discretion.

If you have failed to submit the required documents by the closing date, your proposal will be unsuccessful. No company will be allowed to submit documents after the closing date.

1. INTRODUCTION

The South African Pharmacy Council (SAPC) is a regulatory health authority established in terms of the Pharmacy Act, 53 of 1974, with offices in Pretoria (Arcadia and Hatfield). To maintain business continuity, ensure compliance with regulatory standards, and provide a safe working environment for staff and visitors, it is essential to appoint suitably qualified and experienced service providers for plumbing and electrical works.

This Request for Proposal (RFP) invites prospective bidders with proven technical expertise, capacity, and regulatory compliance to submit proposals for consideration. The intention is to establish a panel of trusted service providers who will deliver reliable, cost-effective, and timely services aligned with the Council's operational and compliance requirements.

2. SAPC BACKGROUND

The SAPC is an independent statutory health council established by the Legislature in recognition of the pharmacy profession as an exclusive occupational group, and to regulate such profession. The SAPC is responsible for its own funding.

In terms of Section 3 of the Pharmacy Act, 53 of 1974, the objectives are –

- (a) To assist in the promotion of the health of the population of South Africa;
- (b) To advise the Minister of Health or any other person on any matter relating to pharmacy;
- (c) To promote the provision of pharmaceutical care which complies with universal norms and values, in both the public and private sectors, with the goal of achieving definite therapeutic outcomes for the health and quality of life of South Africans;
- (d) To uphold and safeguard the rights of the general public to universally acceptable standards of pharmacy practice in both the public and private sectors;
- (e) To establish, develop, maintain and control universally acceptable standards:
 - (i) in pharmaceutical education and training;
 - (ii) for the registration of a person who provides one or more or all of the services which form part of the scope of practice of the category in which such person is registered;
 - (iii) of the practice of the various categories of persons required to be registered in terms of the Act;
 - (iv) of professional conduct required of persons to be registered in terms of the Act;
 - (v) of control over persons registered in terms of the Act by investigating, in accordance with the Act, complaints or accusations relating to the conduct of registered persons.

- (f) To promote transparency to the profession and the general public in line with good corporate governance principles;
- (g) To maintain and enhance the dignity of the pharmacy profession.

3. PROJECT PURPOSE

The primary purpose of this project is to secure professional plumbing and electrical services that will:

- Ensure continuous operation of building systems across SAPC offices.
- Address maintenance issues using preventative and corrective actions.
- Provide quick response to emergencies to minimise downtime and disruption.
- Comply with statutory and regulatory requirements, including the OHS Act and SANS standards.
- Support SAPC's strategic goal of maintaining safe, sustainable, and well-managed facilities.

By appointing a panel of service providers, SAPC seeks to standardise service delivery, reduce risks associated with infrastructure failures, and improve accountability and value for money.

4. CURRENT ENVIRONMENT

The South African Pharmacy Council (SAPC) manages multiple office buildings (Arcadia and Hatfield), which require ongoing plumbing and electrical maintenance.

Plumbing

The facilities include restrooms, kitchens, staff canteens, drainage systems, and water storage infrastructure (including Jojo tanks). Previous challenges include water leaks, blocked drains, ageing pipework, and unreliable water pressure.

Electrical

The sites are equipped with distribution boards, standby generators, UPS units, lighting systems, HVAC electrical feeds, and office outlets. Issues often include faulty wiring, tripped breakers, and ageing fittings that require replacement. Currently, maintenance is carried out on an ad hoc basis, and a structured panel is needed to ensure continuity, accountability, and compliance with Occupational Health and Safety (OHS) standards.

5. SCOPE OF WORK AND DELIVERABLES

The appointed service providers will be required to:

Plumbing Services

- (a) Installation, maintenance, and repair of water supply and drainage systems.
- (b) Clearing blockages in drains, sewers, and stormwater systems.

- (c) Servicing and replacement of sanitary ware (toilets, urinals, basins, taps).
- (d) Maintenance of water tanks, geysers, and pumps.
- (e) Emergency response to plumbing failures.

Electrical Services

- (a) Installation, maintenance, and repair of wiring, outlets, distribution boards, and circuit breakers.
- (b) Preventive and corrective maintenance of lighting systems, UPS, and standby generators.
- (c) Fault-finding and resolution of electrical problems.
- (d) Ensuring compliance with SANS electrical codes and OHS Act requirements.
- (e) 24/7 availability for emergency callouts.

Deliverables

- (a) Monthly service reports (detailing works carried out, parts replaced, and outstanding issues).
- (b) Compliance certificates (where applicable, such as a Certificate of Compliance for electrical works).
- (c) Updated register for replaced or repaired items.
- (d) Prompt execution of maintenance, repair, or project works.
- (e) Submission of compliance documentation (safety files, method statements, CoC, etc.).
- (f) Progress reports, where applicable.
- (g) Final close-out reports and handover certificates for completed works.

OTHER INFORMATION RELATED TO SCOPE OF WORK

- (a) The contract period will initially be **36 months**, subject to annual performance reviews.
- (b) Service providers must be willing to enter into a Service Level Agreement (SLA) outlining response times, quality standards, and penalties for non-performance.
- (c) SAPC reserves the right to allocate work on a rotational basis among appointed panel members or based on cost-effectiveness.
- (d) The service providers are expected to work outside of office hours when necessary to avoid disruption of operations.
- (e) All works must align with SAPC's Occupational Health and Safety Policy, Environmental Management practices, and internal Facilities Management procedures.

6. CONTENT OF THE PROPOSAL

The proposal must include the following:

- (a) Company profile and relevant experience;
- (b) BBBEE Rating scorecard;
- (c) Valid tax compliance status certificate;
- (d) Company registration documents;
- (e) At least three contactable references;
- (f) Risk Assessment Audit Form;
- (g) Complete pricing/ costing; and
- (h) Pricing must be inclusive of VAT.

Other important conditions:

- (a) The prospective service provider/ firm is responsible for all costs incurred in preparing and submitting the proposal.
- (b) By accepting to take part in the proposal process, you agree to keep all information shared with you in relation to the proposal process confidential, not to disclose it to third parties, and not to use it for purposes other than the proposal.
- (c) The SAPC reserves the right not to award this contract.
- (d) The SAPC reserves the right to disregard a firm's proposal should it be found that work was previously undertaken for the SAPC, for which poor performance was noted during the execution of such contract in the last five (5) years.
- (e) Should the bidder present information intentionally incorrectly/fraudulently, their proposal will be disqualified.
- (f) Prospective service providers are responsible for ensuring that their proposal is submitted before the closing date and time of the RFP and that the proposal is received by the SAPC.

7. FUNCTIONAL REQUIREMENTS

Service providers must demonstrate:

- (a) A proven track record of providing plumbing and electrical services for commercial buildings.
- (b) Capacity to respond within **2 hours** for emergencies and within **24 hours** for non-urgent tasks.
- (c) Ability to provide staff with valid OHS training, PPE, and permits to work.
- (d) Ability to provide guarantees or warranties for workmanship and supplied materials.

- (e) Administrative ability to provide quotations, invoices, and compliance documentation in accordance with SAPC procurement requirements.

8. TECHNICAL REQUIREMENTS

- (a) Plumbing technicians must possess valid trade test certificates and be registered with the appropriate regulatory bodies (e.g., PIRB) with 3 years of experience or more.
- (b) Electricians must be qualified and registered with the Department of Employment and Labour as wiremen, able to issue valid Certificates of Compliance (CoC) with 3 years of experience or more.
- (c) Compliance with SANS standards for both plumbing and electrical installations.
- (d) All tools, testing equipment, and materials must be SABS approved.
- (e) Service providers must have valid insurance cover (public liability and workman's compensation).

9. SERVICE PROVIDER ORGANISATION DUTIES AND RESPONSIBILITIES

The service provider will be required to fully comply with all requirements/deliverables as stipulated in section 6 of this document.

10. DESIRED CONFIDENTIALITY TERMS AND CONDITIONS

- 12.1 The successful service provider must strictly treat all SAPC information with a high degree of confidentiality.
- 12.2 The SAPC's information must not be provided to a third party by any means.
- 12.3 The successful service provider must be compliant with the requirements of the Protection of Personal Information Act 4 of 2013.
- 12.4 SAPC undertakes to maintain confidentiality relating to any unpublished information you supply to us as part of this RFP and will only use any information provided for the purposes of evaluating this RFP.
- 12.5 South African Pharmacy Council reserves the right:
 - (a) To negotiate with one or more preferred service provider(s) identified in the evaluation process, regarding any terms and conditions, including price, without offering the same opportunity to any other service provider (s) who has not been awarded the status of the preferred service provider;
 - (b) To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the service provider(s), whether before or after adjudication of the RFP;
 - (c) To correct any mistake at any stage of the RFP that may have been in the RFP documents or occurred at any stage of the RFP process; and
 - (d) To cancel and/or terminate the RFP process at any stage, including after the closing date and/or after presentations have been made, and/or after proposals have been evaluated, and/or after the preferred service provider has been notified of their status as such.

11. ENQUIRIES AND SUBMISSION

- (a) All enquiries must be made in writing and will be responded to during office hours 08:00 to 15:00, Monday to Friday.

Refilwe Mutlane	E-mail	tenders@sapc.za.org
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- (b) Proposals for plumbing contractors should be submitted by **07 November 2025 at 16:00** in electronic format to tenders@sapc.za.org or on a USB in a sealed envelope at the SAPC Building, 591 Belvedere Street, Arcadia 0083.
- (c) Proposals for electrical contractors should be submitted by **07 November 2025 at 16:00** in electronic format to tenders@sapc.za.org or on a USB in a sealed envelope at the SAPC Building, 591 Belvedere Street, Arcadia 0083.
- (d) Proposals not meeting the submission requirements or submitted after the due date will be disqualified.
- (e) If you do not hear from us within 90 days after the closing date, please accept that your proposal was unsuccessful.

12. EVALUATION OF PROPOSALS

- (a) The SAPC will apply the principles of the Preferential Procurement Policy Framework Act, 5 of 2000 (PPPFA) to this proposal.
- (b) The evaluation of the proposals will be based on the 80/10 PPPFA principle and will be done in three (3) phases, namely-
- (i) Pre-qualifications.
 - (ii) Functionality.
 - (iii) Pricing.
 - (iv) BBBEE.
- (c) Phase 1- Pre-qualification Evaluation

Proposals will be disqualified or excluded by the Bid Evaluation Committee under any of the conditions listed below:

- (i) Submission after the deadline.
- (ii) Proposals submitted at an incorrect location.
- (iii) Proposals submitted in the wrong format, other than via email or soft copy on a USB dropped at the designated location per Paragraph 14 (b) above.
- (iv) Service providers whose tax matters/ statuses are not in good standing with the South African Revenue Service (SARS).
- (v) Proposal not fully completed.

- (vi) BBBEE Original Certificate/ Affidavit (not older than three (3) Months) not submitted or an expired certificate is submitted.
 - (vii) No company registration documents and IDs of registered directors are submitted.
- (d) Phase 2 - Technical Functional Requirements
- (i) The functionality score is allocated 27 points (30% of 90). To qualify for Phase 3 evaluation, a minimum score of 70% on functionality will be required.
 - (ii) A form will be used to evaluate proposals by members of the Tender Committee, and thereafter, the committee's average/aggregate score will be calculated.
- (e) Phase 3: Pricing and Black Economic Empowerment (BEE)
- (i) Bid Costing Model

Bidder shall adhere to and use the costing model as provided below for All pricing – unless otherwise indicated – must be provided in ZAR.
 - (ii) A maximum of 63 points is allocated for price on the following basis/ formula.
- $$P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$
- Where -
- P_s = Points scored for price of bid under consideration
- P_t = Rand value of bid under consideration
- $P_{\min}$ = Rand value of the lowest acceptable bid
- (iii) A maximum of 10 points is allocated to BBBEE on the following sliding scale.

BBBEE Status	BBBEE Scorecard rating	BBBEE Points
Level 1 Contributor	100 Points and above	10
Level 2 Contributor	Between 85 and 100 points	9
Level 3 Contributor	Between 75 and 85 points	8
Level 4 Contributor	Between 65 and 75 points	5
Level 5 Contributor	Between 55 and 65 points	4
Level 6 Contributor	Between 45 and 55 points	3
Level 7 Contributor	Between 40 and 45 points	2
Level 8 Contributor	Between 30 and 40 points	1
Non-Compliant Contributor	Less than 30	0

- (iv) The overall aggregate score for firms qualifying for consideration at Phase 3 evaluation will be used to recommend appointment to the Registrar.

Description	Maximum points
Functionality	27
Pricing	63
BBBEE	10
Total Points	100

13. BIDDER DECLARATION

I declare that the information furnished in this application is as accurate as any other supporting documents, and that the information is true and correct in every aspect:

Name of applicant

Signature of applicant

Date

ANNEXURE A: PRICING/COSTING SCHEDULE FOR PLUMBING CONTRACTORS ON AN AD HOC BASIS

Item	Item Description	Unit	Rate
1.	The percentage markup that will be added to the material/equipment	%	
2.	Total cost per hour per artisan to perform plumbing repairs during normal working hours (Monday to Friday 08:00 to 16:30)	Rands per Hour	R
3.	Total cost per hour per labourer to perform plumbing repairs during normal working hours (Monday to Friday 08:00 to 16:30)	Rands per Hour	R
4.	Total cost per hour per artisan to perform plumbing repairs after hours, during weekends and public holidays	Rands per Hour	R
5.	Total cost per hour per labourer to perform plumbing repairs after hours, during weekends and public holidays	Rands per Hour	R
6.	Transport Costs – Per kilometer	Rand per Kilometer	R

ELECTRICAL - PRICING SCHEDULE FOR ELECTRICAL CONTRACTORS ON AN AD HOC BASIS

Item	Item Description	Unit	Rate
1.	The percentage markup that will be added to the material/equipment	%	
2.	Total cost per hour per artisan to perform electrical repairs during normal working hours (Monday to Friday 08:00 to 16:30)	Rands per Hour	R
3.	Total cost per hour per labourer to perform electrical repairs during normal working hours (Monday to Friday 08:00 to 16:30)	Rands per Hour	R
4.	Total cost per hour per artisan to perform electrical repairs after hours, during weekends and public holidays	Rands per Hour	R
5.	Total cost per hour per labourer to perform electrical repairs after hours, during weekends and public holidays	Rands per Hour	R
6.	Transport Costs – Per kilometer	Rand per Kilometer	R

Notes:

1. The costing schedule is to be submitted as part of the proposal.
2. Indicate whether the price excludes/includes VAT.
3. Proposals without full pricing/total costing will be regarded as non-compliant.

ANNEXURE B – EVALUATION SHEET

NAME OF MEMBER:

SCORECARD FOR EVALUATION OF THE PROPOSALS FOR THE CRM AND CHATBOT SOLUTION WITH CASE MANAGEMENT CAPABILITIES

THE 90/10 PREFERENCE POINT SYSTEM

NAME OF COMPANY:

A maximum of 90 points is allocated for functionality and price on the following basis: **90/10**

Price evaluation criteria = 63 points (70% of 90)

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

Where-

P_s = Points scored for the price of a bid under consideration

P_t = Rand value of bid under consideration

$P_{\min}$ = Rand value of the lowest acceptable bid

Total Points for pricing (70% of 90 = 63 points)

Functional Evaluation Criteria = 27 points (30% of 90)

The full scope of requirements will be determined by the following weights:

A minimum score of 80 points out of 100 will be required to pass the Functional Evaluation stage.

The SAPC will analyse and assess functional capability and therefore the bidder should demonstrate the following:

FUNCTIONAL EVALUATION CRITERIA- PLUMBING CONTRACTORS

CRITERIA	WEIGHTING				SCORE
Company Experience: The Company must have a minimum of three (3) years' experience and above, delivering similar services. Bidders must submit a Company profile stating their years of experience.	<i>Less than a Year</i>	<i>2 to 3 Years</i>	<i>3 to 4 Years</i>	<i>Above 4 Years</i>	
	0	3	4	6	
Number of written references: Bidders must submit signed reference letters from their clients. Reference letter must be on the client's letterhead. (Attached contactable reference letters specifying the duration of the contract/s)	<i>No reference letters</i>	<i>2 reference letters</i>	<i>3 to 4 reference letters</i>	<i>5 and above reference letters</i>	
	0	3	4	5	
Experience of the site supervisor: must have a minimum of five (5) years' experience in supervising Buildings, Plumbing and Maintenance Services and post matric qualification. Provide a Copy of CV/Resume and Qualifications of the Site Supervisor, detailing the relevant years of experience. <i>NB: Failure to attach a detailed CV and qualifications will result in zero allocation of points.</i>	<i>Less than 2 Years</i>	<i>3 to 4 Years</i>	<i>4 to 5 Years</i>	<i>6 and above Years</i>	
	0	4	5	6	
Experience of the assigned plumber: must have a minimum of 3 years' experience in building plumbing systems, maintenance services and post matric qualification. Provide a copy of a CV/ Resume and Qualifications of the Site Artisan, detailing the relevant years of experience. <i>NB: Failure to attach a detailed CV and qualifications will result in zero allocation of points.</i>	<i>Less than a Year</i>	<i>2 to 3 Years</i>	<i>3 to 4 Years</i>	<i>5 and above Years</i>	
	0	6	8	10	
TOTAL					

Total points for functionality (30% of 90 = 27 points)

FUNCTIONAL EVALUATION CRITERIA – ELECTRICAL CONTRACTORS

CRITERIA	WEIGHTING				SCORE
Company Experience: The Company must have a minimum of three (3) years' experience and above, delivering similar services. Bidders must submit a Company profile stating their years of experience.	<i>Less than a Year</i>	<i>2 to 3 Years</i>	<i>3 to 4 Years</i>	<i>Above 4 Years</i>	
	0	3	4	6	
Number of written references: Bidders must submit signed reference letters from their clients. Reference letter must be on the client's letterhead. (Attached contactable reference letters specifying the duration of the contract/s)	<i>No reference letters</i>	<i>2 reference letters</i>	<i>3 to 4 reference letters</i>	<i>5 and above reference letters</i>	
	0	3	4	5	
Experience of the site supervisor: must have a minimum of five (5) years' experience in supervising Buildings, Electrical and Maintenance Services and post matric qualification. Provide a Copy of CV/Resume and Qualifications of the Site Supervisor, detailing the relevant years of experience. <i>NB: Failure to attach a detailed CV and qualifications will result in zero allocation of points.</i>	<i>Less than 2 Years</i>	<i>3 to 4 Years</i>	<i>4 to 5 Years</i>	<i>6 and above Years</i>	
	0	4	5	6	
Experience of the assigned plumber: must have a minimum of 3 years' experience in building electrical systems, maintenance services and post matric qualification. Provide a copy of a CV/ Resume and Qualifications of the Site Artisan, detailing the relevant years of experience. <i>NB: Failure to attach a detailed CV and qualifications will result in zero allocation of points.</i>	<i>Less than a Year</i>	<i>2 to 3 Years</i>	<i>3 to 4 Years</i>	<i>5 and above Years</i>	
	0	6	8	10	
TOTAL					

Total points for functionality (30% of 90 = 27 points)