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TERMS OF REFERENCE

CALL FOR QUOTATIONS FROM SUITABLY QUALIFIED SERVICE PROVIDERS TO ADMINISTER THE RENTAL AND DEBT COLLECTION FROM TENANTS OCCUPYING PROPERTIES OWNED BY THE SOUTH AFRICAN HERITAGE RESOURCES AGENCY (SAHRA).

1. PURPOSE

- 1.1 The South African Heritage Resources Agency (SAHRA) hereby invites suitably qualified service providers to submit quotations for the administering of rental and debt collections from tenants occupying the properties owned by the South African Heritage Resources Agency (SAHRA).

2. BACKGROUND

- 2.1 SAHRA is established in terms of section 11 of the National Heritage Resources Act No 25 of 1999 and listed as a public entity in terms of Schedule 3A of the Public Finance Management Act No 1 of 1999.
- 2.2 SAHRA owns and manages thirty six properties of heritage significance around South African and fourteen of them are in the Western Cape. Many of these properties were inherited by SAHRA from the National Monuments Council, and are Provincial Heritage Sites, in terms of the National Heritage Resources Act No. 25 of 1999.
- 2.3 The SAHRA properties have taken a prominent recognition on the organizational strategy as assets with potential to support financial sustainability of the Entity in the long term. One of the uses of these properties is the leasing of habitable properties at a rental rate that may be deemed reasonable.
- 2.4 The properties are currently managed by SAHRA's Heritage Properties Management Unit.

3. SCOPE OF SERVICES



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3.1 Currently the following properties are available for a non-managed lease mandate:

- i) Dal Josafat Farm: situated in Paarl, Western Cape. 9 Buildings are leased to tenants.
- ii) Welcome Cottage: situated in Glencairn, Western Cape. 1 Building is leased to a tenant.
- iii) Hotagterklip Fisherman's Cottages: situated in Struisbaai, Western cape. Potentially 9 cottages to let for short stay.
- iv) Old Gaol: situated in Grahamstown, Eastern Cape. Portion of property leased to a 1 tenant.
- v) 2 Additional properties situated in the Eastern Cape may be included at a later stage.

3.2 The scope of services of a suitably qualified service provider, and who is registered with the relevant bodies, for a non-managed lease mandate will include but not be limited to the following:

- 3.2.1 invoicing and collecting of rental every month
- 3.2.2 administering of lease agreements
- 3.2.3 advertise vacant property, arrange viewings and handovers with prospective tenants, assume responsibility of the application process which includes acquiring of supporting documentation and verification checks of new tenants
- 3.2.4 be the tenant/landlord liaison and deal with tenant queries that could be escalated to SAHRA if reasonably necessary.
- 3.2.5 submit quarterly reports on the progress, financial analysis and success rates and challenges
- 3.2.6 produce monthly statements for tenants and follow up on any outstanding debt/ age analysis
- 3.2.7 interest charges to be levied in terms of Notice 4653 of 2000, read with Section 80 of the Public Finance Management Act and National Treasury Regulation
- 3.2.8 administer the debt collection process



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- 3.2.9 transfer monies collected over to SAHRA no later than the 01st day of each month.
- 3.3 The service provider is required to offer a reasonable, market related commission fee percentage on rental collected every month. The commission percentage due to the service provider is based on the total amount of rental collected by the service provider.
- 3.4 The service provider will liaise with SAHRA for the final approval of selection of tenants,
- 3.5 reasonable rent charged and any other services which may be deemed relevant.
- 3.6 The service provider and SAHRA will enter into a Service Level Agreement.
- 4. THE FOLLOWING IS REQUIRED FROM THE POTENTIAL SERVICE PROVIDER**
- 4.1 A quotation in respect of all commission fees for a non-management mandate. The service provider must reflect a detailed account of the fees
- 4.2 A minimum of five years' experience in the industry.
- 4.3 Proof of qualification and registration with recognized bodies in South Africa
- 4.4 Proof of registration with the relevant professional bodies
- 4.5 Fidelity Fund certificate
- 4.6 Company profile
- 4.7 Track record of similar projects undertaken (provide full details including written references with full names and contact numbers)
- 4.8 The service will be required for a twelve (12) month period.



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5. TERMS AND CONDITIONS OF TENDERING

- 5.1 All costs and expenses incurred by potential service providers relating to their submission of the tender will be borne by each respective service provider. SAHRA is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any tender or the cancellation of this project.
- 5.2 While SAHRA endeavours to ensure that all information provided to all potential service providers is accurate, it makes no warranty as to the accuracy or completeness of any information provided by it.
- 5.3 SAHRA reserves the right to waive deficiencies in project proposals/quotations. The decision as to whether a deficiency will be waived or will require the rejection of a project proposal/quotation will be solely within the discretion of SAHRA.
- 5.4 SAHRA reserves the right to request new or additional information regarding each service provider and any individual or other persons associated with its project proposal/quotations.
- 5.5 SAHRA reserves the right not to make any appointment from the tenders/quotations submitted.
- 5.6 Service providers shall not make available or disclose details pertaining to the tender/quotation with anyone not specifically involved, unless authorized to do so by SAHRA.
- 5.7 Service providers shall not issue any press release or other public announcement pertaining to details of their tender/quotation without the prior written approval of SAHRA.
- 5.8 Service providers are required to declare any conflict of interest they may have in the transaction for which the tender/quotation is submitted or any potential conflict of interest. SAHRA reserves the right not to consider further any proposal and/or tender/quotation where such a conflict of interest exists or where such potential conflict of interest may arise.
- 5.9 Any and all project proposals and/or tenders shall become the property of SAHRA and shall not be returned.
- 5.10 The tender should be valid and open for acceptance by SAHRA for a period of 90 days from the date of submission.
- 5.11 Service providers are advised that submission of a proposal and/or tender gives rise to no contractual obligations on the part of SAHRA.
- 5.12 It is expected of service providers to familiarise themselves with the property before submitting



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their tender offer.

- 5.13 SAHRA reserves the right not to accept any proposal and/or tender which does not comply with the TERMS OF REFERENCE and conditions set out in the tender documents.
- 5.14 Please note that SAHRA will view every proposal and/or tender against the spirit and purpose of the National Heritage Resources Act No 25 of 1999.
- 5.15 SAHRA reserves the right not to award, or not award the proposal / tender to the service provider that scores the highest points.
- 5.16 All returnable proposal / tender documents must be completed in full and submitted together with the service provider's quote.
- 5.17 The "Requirements for content of the project proposal" section above outlines the information that must be included in proposal offers. Failure to provide all or part of the information may result in your proposal being excluded from the evaluation process.
- 5.18 All goods/service or products to be supplied to SAHRA shall be in full compliance with South African approved standards and in compliance to the specifications provided.
- 5.19 It is the conditions of this RFQ that, a quotation is submitted together with the following completed forms; kindly submit fully completed Bid Documents.
 - a) SBD 1 Invitation Bid;
 - b) SBD 2 Tax Clearance certificate application form;
 - c) SBD 3.3 Pricing Schedule;
 - d) SBD 4 Declaration of Interests form;
 - e) SBD 6.1 Preference points claim form (valid BBBEE certificate must be submitted together with this completed document;
 - f) Contract Form – Rendering of Services;
 - g) SBD 8 Declaration of Bidders SCM practices;
 - h) SBD 9 Declaration of independent bid determination;
 - i) General Conditions of Contract (*PLEASE INITIAL EACH PAGE, AS PROOF THAT THE BIDDER FAMILIARIZED THEMSELVES WITH THE CONTENT OF THE DOCUMENT*).
 - j) A valid Fidelity Fund Certificate.

NB: Failure to submit original completed returnable forms as mentioned above will automatically disqualify your quotation. SAHRA reserves the right to revise any aspect of these timeframes at any stage, and to amend the process at any stage.



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6. ANTICIPATED TIME SCHEDULE AND PROCESS

Request for Quotations Issued	CSD/ Website	09 December 2021
Closing Date	Proposals submitted to SAHRA	15 December 2021

7. EVALUATION CRITERIA

7.1 All bid offers received shall be evaluated based on the following criteria:

Phase one: Compliance to the terms of reference and conditions of the proposal / tender. Failure to meet any of the conditions of the proposal / tender will automatically disqualify your proposal / tender on this phase.

Phase two: Prequalification criteria (Obtaining the minimum threshold for functionality as set out below)

Criteria	Points Allocated
1. Track record of Clientele	20
10 or more Clients = 5	
7 – 9 Clients = 4	
5 - 6 Clients = 3	
3 – 4 Clients = 2	
1 – 2 Clients = 1	
Submit - Projects (list of projects managed with contract values including but not limited to number of houses/tenants managed)	



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Criteria	Points Allocated
<p>2. Experience in the industry: -Company must have practical experience in property management work particularly of a similar nature to SAHRA:</p> <p>10 or more years' experience = 5 7 – 9 years' experience = 4 5 – 6 years' experience = 3 3 – 4 years' experience = 2 Less than 3 years' experience = 1</p> <p>Submit Company Profile.</p>	30
<p>3. Number of years of experience of the Team Leader</p> <p>10 or more years' experience = 5 7 – 9 years' experience = 4 5 – 6 years' experience = 3 3 – 4 years' experience = 2 Less than 3 years' experience = 1</p> <p>Submit CVs.</p>	30
<p>4. Project Plan: Understanding of the work and adequacy of the proposed work program:</p> <p><u>Produce a detailed property management plan including collections =10</u></p> <ul style="list-style-type: none"> • Exceeds the requirement = 5 • Satisfies the requirement with minor additional benefits = 4 • Satisfies the requirement = 3 • Satisfies the requirement with minor reservations = 2 • Satisfies the requirement with major reservations = 1 • Does not meet the requirement = 0 <p><u>Produce a process flow with timelines for procedures to be involved, covering contracts management and communication with SAHRA = 10</u></p> <ul style="list-style-type: none"> • Exceeds the requirement = 5 	20



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Criteria	Points Allocated
<ul style="list-style-type: none"> • Satisfies the requirement with minor additional benefits = 4 • Satisfies the requirement = 3 • Satisfies the requirement with minor reservations = 2 • Satisfies the requirement with major reservations = 1 • Does not meet the requirement = 0 	
TOTAL	100

A bidder must obtain a minimum of 60 points on the prequalification phase in order to progress to the next phase. Failure to obtain 60 points will render your proposal non-responsive.

Phase three: preference points for Broad-Based Black Economic Empowerment (BBBEE) Status Level of Contribution (80/20 preference points system), where 80/90 points are allocated to price, and 20/10 points are allocated to BBBEE status level as follows:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0



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8. PRICE (VAT INCLUDED)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score the maximum 80 points.

8 SUBMISSION OF TENDERS

Project proposals must be submitted electronically to tenderinfo@sahra.org.za **OR** in a sealed envelope, marked as confidential and for the attention of Ms. Mkhize and placed in the tender box at the SAHRA Head Office, 111 Harrington Street, Cape Town 8001

Bid No: SAHRA/FAC/01/11/2021
Project Name: Rental Agent

SAHRA takes no responsibility for mailed tender documents. It is the onus of the service provider to ensure that the document is placed in the Tender Box before closing date and time.

9 CLOSING DATE AND TIME

Wednesday, 15 December 2021 at 11h00 – No late Tenders will be accepted.

10 For any further information, kindly submit your request in writing to the following:

Mr D Kolwane
Supply Chain Management
Tel: 021 202 8629
Email: dkolwane@sahra.org.za

Mr D Bruiners
Business Development & Property Specialist
Tel: 021 462 4502
Email: dbruiners@sahra.org.za