



**SOUTH AFRICAN HIGH COMMISSION  
LONDON**

South Africa House, Trafalgar Square, London, WC2N 5DP

Reference : **SAHCL 03/2023/2024- Invitation Letter**  
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Sir/Madam

1. Bid No: **SAHCL 03/2023/2024**
2. The South African Embassy in London, United Kingdom hereby invite potential bidders to submit proposals for the appointment of a service provider to replace the existing central heating system in South Africa House (Chancery).
3. The bid document must be collected at before the compulsory briefing session.
4. Services are required at the South African Embassy in **London, United Kingdom**, Address: South Africa House, Trafalgar Square, London, WC2N 5DP.
5. Closing date: **23 July 2024**; 12 O'clock pm.
6. A compulsory contact briefing session will be held on **03 July 2024** 12:00pm.
7. The attached documents consist of this cover page and the following pages.
  - Terms of Reference
8. All documents accompanying this bid invitation must be completed in detail where applicable and returned with your proposal.
9. Please make sure that your bid reaches this office before the closing date.
10. All service providers must have experience working on grade II listed buildings including application for approval to work on a listed building before project commencement.
11. When submitting your bid, the following information **must** appear on the sealed envelope:
  - Name and address of bidder
  - Bid Number
  - Closing date

The envelope can be placed in the bid box, Address: Corporate Service Management Office, South Africa House, Trafalgar Square, London, WC2N 5DP.

Non-compliance with any of **the above** conditions will result in **your bid being disqualified**.

Yours faithfully

  
Corporate Service Manager

DATE: 24/06/2024

**SOUTH AFRICAN HIGH COMMISSION IN THE UNITED KINGDOM OF GREAT  
BRITAIN AND NORTHERN IRELAND (UK)**

**REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER TO  
SUPPLY AND INSTALL A NEW CENTRAL HEATING SYSTEM.**



**TERMS OF REFERENCE**

ToR London Chancery - Replacement of Central Heating System

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## 1. PURPOSE

The South African High Commission to the United Kingdom intends to appoint a service provider to replace the existing central heating system in South Africa House (Chancery).

## 2. BACKGROUND

2.1 The objective of this terms of reference (ToR) document is to provide the scope of works of the required service to appoint a suitably qualified and experienced company to supply and install a new functional and efficient central heating system that is compliant with local energy regulations.

2.2 South Africa House is a Grade II listed building located at Trafalgar Square, WC2N 5DP in London, United Kingdom.

## 3. SCOPE AND EXTENT OF WORK

The appointed service provider shall be responsible for the following project scope:

- 3.1 Preparation and mobilisation of the project.
- 3.2 The drafting and submission of Consent Applications, Statements, Designs, Mapping, and all other requirements as prescribed by law, associated with a project of this nature to the relevant local authorities. Register the newly installed boilers and issuing the appropriate certificate compliant to the British standard specifications.
- 3.3 The appointed company must appoint a specialist company as a sub-contractor to remove asbestos from affected areas, should it not have the expertise to do so.
- 3.4 Decommissioning of the current central heating (boiler) system in the basement (system to remain in the basement). Removal of the HVAC system on the roof, to make space for the installation of the new boiler system.
- 3.5 Supply and installation of a completely new multi-boiler system and equipment with a capacity of between 70kw – 100kw.
- 3.6 Supply and installation of new central heating pipework that runs through the building to the existing radiators (radiators to remain and serviced / refurbished), new cold water, hot water, and secondary hot water pipework throughout the building.
- 3.7 Supply and installation of new pressure pumps

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3.8 Supply and installation of unvented cylinders

3.9 Surface restoration, repair and clean

3.10 Waste management: Removal, cycling and disposal of all waste legally in accordance with British Standard waste management.

### **Maintenance contract and Maintenance plan**

3.11 The appointed Service Provider must enter into a five-year maintenance contract. (Contract to be supplied by appointed service provider)

3.12 After completion of the project, the appointed Service Provider must supply a full maintenance plan or schedule for the heating system covering a period of 10 years. The maintenance plan should include service action required, intervals and potential service providers with their contact details.

3.13 Following the installation of the new heating system the Service Providers must supply all guarantees, warranties, certificates, and permits for all equipment installed.

## **4 BIDS**

4.1 Prospective Service Providers that are quoting for the items listed must submit itemised quotes and not a collective amount; **(See Annexure A)**

4.2 The summary of works should clearly differentiate between the cost of performing the various services and options listed. **(See Annexure A)**

4.3 Detail should be provided of sizes, volume, height, length, output, and resistance, mass, efficiency levels and other relevant details.

4.4 Bidders should include in their quotes the services of specialists and sub-contractors, should it be necessary and not list these services as additional costs.

4.5 **Bids should be valid for a period of 120 days.**



## 5 COMPULSORY SITE BRIEFING

5.1 A compulsory site briefing session should be attended by all bidders on \_\_\_\_\_ at, \_\_\_\_\_

## 6 EVALUATION CRITERIA TO BE USED

6.1 All bids received shall be evaluated in the following 2 phases:

### 6.1.1 Phase 1: Responsiveness

The minimum requirements that must be satisfied/ met by prospective bidders to progress to the next stage of the evaluation process are:

- Bidders must be a registered company in London.
- Bidders must complete Annexure A (pricing schedule).
- Bidders must provide a commitment letter to certifying that guarantees and warranties certificates for work done will be issued.
- Attendance of the compulsory briefing session. Bidders must sign the attendance register.
- In case of a Joint venture agreement, bidders must submit a joint venture agreement signed by both parties.
- In case a bidder appoints a subcontractor, a subcontracting agreement of less than 30% must be signed by both parties.
- Signed commitment letter to enter a five-year maintenance contract.

**NOTE: Failure to comply with or submit any of the information listed under par.6.1.1 will result in the bid not being considered for Phase 2.**

### 6.1.2 Phase 2: Functionality Criteria

A panel shall evaluate all tenders received on the functionality criteria as reflected below. A bidder that scores less than sixty (60%) in respect of "functionality" shall be regarded as submitting a non-responsive bid and shall be disqualified. The bid will not be considered for **Phase 3: Price**.

For purposes of comparison and to ensure a meaningful evaluation, bidders are requested to furnish detailed information in substantiation of compliance with the criteria listed below:

Criteria	Weight
<p>Experience</p> <p>Several years' experience in terms of similar projects (installation of heating systems) – proof must be submitted in the form of a company profile indicating the number of years the company has been in business</p> <p>Matrix:            No information provided=0 point            1 year = 1 points            2 years = 2 points            5 years = 3 points            6 years = 4 points            7+ years = 5 points</p>	30
<p>Bidders are required to submit credible references; references should be in form of testimonial, and it will be evaluated in terms of similar projects completed during the last five (5) years.</p> <p><b>The letter must include the following.</b></p> <ul style="list-style-type: none"> <li>• Company name</li> <li>• Brief description of the services rendered</li> <li>• Contact details</li> </ul> <p>Matrix            No Information provided=0 points            1 Reference = 1 point            2 References = 2 points            3 References = 3 points            4 References = 4 points            7 References = 5 points</p>	30



<p><b>Methodology and approach</b></p> <p>Provide a detailed approach to be used from planning, approval process decommissioning of the old system, installation, and commission the new heating system, testing. Based on the assessment of the building provide detailed proposed heating systems equipment to be utilized, motivate the choice of equipment's to be installed in the boiler room in relation to the building size and compliance requirements. Provide economic and efficiency benefits of the chosen heating system. Propose possible interim heating system solution for the building while the project is in progress. Include energy saving features</p> <p><u>Matrix</u></p> <p>Methodology and approach provided but does not cover all key areas =1</p> <p>Methodology and approach provided and covers key areas but not detailed =2</p> <p>Methodology and approach are detailed and covers key areas =3</p> <p>Methodology and approach are detailed, covers key areas and innovative =4-5</p>	20
<p><b>Project plan</b></p> <p>Provide a detailed project plan from permitting process to handover. The project plan should reflect realistic timeframes for the works specified. An indication must be given on the impact the work will have on the operations of the High Commission. The projected project duration from appointment date (including delivery date for the required material) to close-out must be clearly stated in the proposal.</p> <p><u>Matrix</u></p> <p>24 months or more = 1 point</p> <p>Between 12 to 18 months = 2 points</p> <p>Between 10 to 11 months = 3 points</p> <p>Between 8 to 10 months = 4 points</p> <p>Between 1 to 7 months = 5 points</p> <p>(The project plan provided should have all the milestones)</p>	20
<b>TOTAL</b>	<b>100</b>

### 6.1.3 Phase 3: PRICE

All service providers who scored 60% and above will be evaluated on price.



## **7. SPECIAL CONDITIONS**

### **7.1 Specifications and quality**

- a. The required products should be of good quality and design and be able to handle frequent usage.
- b. Quality finishes ensuring durability to attain the lifespan requirement.
- c. Replacements (in case of breakages and damages) and replenishments (in case of depletions) of products and items usable must be done immediately
- d. The service provider will be required to submit to the High Commission, certified identification copies of all employees allocated for this project.

## **8. GENERAL CONDITIONS**

- 8.1 The Government of the Republic of South Africa reserves the right to sign a service level agreement (SLA) with the preferred service provider. The SLA to be provided by the appointed service provider.
- 8.2 The Government of the Republic of South Africa will not be held responsible for any costs incurred by the service providers in the preparation and submission of the bids.
- 8.3 Please take note that the Government of the Republic of South Africa is not obliged to select any of the service providers submitting proposals.
- 8.4 Evaluation on functionality criteria can only be done based on information which was requested and submitted. The comprehensiveness of the quotation can therefore be decisive in the award.





- 8.5 The Government of the Republic of South shall not be held liable for any additional costs not stipulated or agreed upon after the parties have concluded an agreement.
- 8.6 Service providers must comply with all specifications of this request for proposals. If additional information is required, service providers must be prepared to respond in full and attach an addendum, clearly indicating the corresponding relevant section or paragraph to which they are referring.
- 8.7 The requirements in this request for proposals are the minimum and non-compliance thereto may result in the service provider being disqualified.
- 8.8 Service providers should take note that the Government of the Republic of South Africa will pay within 30 days after receipt of invoice and the project has been signed off.
- 8.9 The Government of the Republic of South Africa reserves the right not to continue with the project and/or appoint a Service Provider; cancel and/or limit the scope of works.

**9. FEES AND PAYMENT SCHEDULE**

- 9.1 All prices quoted must be in British Pound.
- 9.2 All prices quoted must include VAT.
- 9.3 Bidders should take note that the South African High Commission will pay within 30 days after receipt of invoice and the service has been rendered.
- 9.4 **Validity of bids:** All bids submitted must be valid for a period of **120 days**.

**10. CONTACT PERSONS AND SUBMISSIONS**

- 11.1 Written proposals must be submitted to the following address.....marked for the attention of .....before 11:00 AM on the specified closing date.
- 11.2 All enquiries can be directed to .....on telephone number: address:

**Closing Date: tbc**

**NB: Late submissions will not be accepted.**

### ANNEXURE A: SCHEDULE OF QUANTITIES

SPECIFICATION	QUANTITY	RATE	TOTAL AMOUNT
Project preparation and mobilisation.			
The drafting and submission of Consent Applications, Heritage / Method Statements, Designs, Mapping, and <b>all</b> other requirements as prescribed by law, associated with a project of this nature, to the relevant local authorities.  Register the newly installed boilers and issuing the appropriate certificate compliant to the British standard specifications.			
Remove of asbestos from affected areas			
Decommissioning of the current central heating system in the basement and the removal of the HVAC system on the roof, to make space for the installation of the new boiler system			
Supply and installation (including commissioning) of a completely new gas boiler system and equipment with a capacity of between 70kw – 100kw.			
Install new central heating pipework that runs through the building to the existing radiators (radiators to remain and serviced/refurbished), new cold water, hot water, and secondary hot water pipework throughout the building.			
Supply and install new pressure pumps.			
Install new unvented cylinder/water supply system for commercial boilers			
Surface restoration, repairs, and cleaning			
Testing and flushing system			
Refurbishment of the grills and covers			

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Waste management: Removal, cycling and disposal of all waste legally in accordance to British Standard waste management.			
Supply of a Ten (10) -year maintenance plan proposal.			
Maintenance contract for a period of five (5) years.			
<b>Sub-total</b>			
Labour including installation of all equipment			
<b>Sub-total</b>			
Contingency fees 10%			
<b>Sub-total</b>			
ADD applicable tax @ ...%			
<b>TOTAL</b>			
Supply of maintenance plan			
<b>TOTAL</b>			

**\*\*\*ANNEXURE A MUST BE COMPLETED**