

REQUEST FOR PROPOSAL (RFP)
TOMBSTONE SUPPLIERS

RFP Number:	RFP TOMB001/2026
Description:	Icebolethu Tombstones is seeking to appoint suitably qualified and experienced suppliers for the manufacture and installation of tombstones across the various provinces of South Africa. The objective is to provide cost-effective and zero-defect tombstones to Icebolethu clients in line with the promise to deliver excellent service.
Issue Date:	23 October 2026
Closing Date:	06 November 2026
Contact for Commercial Queries:	tenders@icebolethu.co.za
Contact for Technical Queries:	nokuthula.nzimande@icebolethu.co.za
Procurement Contact Number:	060 919 6197
Clarification on enquiry documents:	Bidders are required to submit any requests for clarification no later than 72 hours prior to the closing date of this RFP. Technical enquiries must be directed to: nokuthula.nzimande@icebolethu.co.za Procurement process-related queries must be directed to: tenders@icebolethu.co.za
Bid Validity Period:	120 Days Post closing date.
<u>Submission Guidelines:</u> Bidders are required to submit their proposals on time and to the correct designated email address. Submissions that are late or sent to an incorrect address will be automatically disqualified and will not be considered for evaluation. Email submissions must be sent to: tenders@icebolethu.co.za Deadline: at 17h00 (CAT) Email subject line format: “RFP TOMB001/2026 – Tombstone Suppliers – [Company Name]” Important: No late submissions will be accepted. No physical or hand-delivered proposals will be considered under any circumstances.	

PART A: DEFINITION OF KEY TERMS:

TERM	DEFINITION
RFP (Request for Proposal):	A procurement approach where a formal document is issued by an organization to invite bidders to submit detailed proposals for the provision of specific goods or services, usually as part of a competitive bidding process.
Scope of Work (SOW):	A detailed outline specifying required services, deliverables, and standards that bidders must meet under this tender.
Technical Requirements:	The essential qualifications, resources and experience necessary for eligibility in the scope of services.
Evaluation Criteria:	The benchmarks and scoring system used to assess and compare submitted bids, considering both technical and commercial factors.
B-BBEE (Broad-Based Black Economic Empowerment):	A South African government initiative aimed at promoting the participation of previously disadvantaged groups in the economy.
Compliance Documentation:	Official legal or regulatory records confirming a bidder's eligibility (e.g., tax clearance, insurance, health and safety compliance).
Performance Evaluation:	Continuous or periodic reviews assessing a bidder's service quality, dependability, and adherence to agreed-upon standards.

PART B: SCOPE OF WORK

Icebolethu Tombstones is seeking to appoint suitably qualified and experienced suppliers for the manufacture and installation of tombstones across the various provinces of South Africa. The objective is to provide cost-effective and zero-defect tombstones to Icebolethu clients in line with the promise to deliver excellent service.

1. **RFP Process**

The RFP process will follow the steps outlined below:

- *Phase 1:* Review and shortlist bidders based on mandatory compliance documentation submitted.
- *Phase 2:* Review of technical submission from prospective bidders. Only suppliers achieving a minimum score of 70% during the technical evaluation will qualify to proceed to the pricing evaluation stage.
- *Phase 3:* Evaluation of pricing
- *Phase 4:* Recommendation and Approval
- *Phase 5:* Appointment

2. **Period**

Selected service providers will be contracted to deliver tombstone services for a period of one year, with an initial six-month probationary period. Continued engagement is contingent on satisfactory performance, evaluated through regular reviews that assess service quality, responsiveness and compliance with technical standards.

Icebolethu Tombstones retains the discretion to either extend or terminate the appointment based on performance results and operational needs.

3. **Mandatory Compliance Requirements**

The following are **compulsory** compliance requirements that must be met by all prospective bidders to be considered for the pricing evaluation:

3.1. **Compliance Requirements:**

- CIPC registration certificates.
- Tax PIN
- Directors certified IDs (Not Older than 3 months)
- B-BBEE certificate or sworn affidavit
- Proof of Address (Not older than 3 months)
- Bank Account Confirmation Letter (Not older than 3 months)
- Public liability insurance details.
- Letter of Good Standing (COIDA)
- Health and Safety Certificate
- Financial Statements



4. **Technical Scope and Requirements**

The following are technical requirements that must be met by all prospective bidders to be considered for the technical evaluation:

4.1. Relevant Experience: -

- The supplier must have demonstrable experience in the manufacture, delivery and installation of tombstones or similar memorial products.

4.2. Bidders must provide evidence of their relevant experience and successful delivery of similar services through client references.

4.3. Portfolio & Quality of Workmanship: -

- The supplier must demonstrate the quality and range of its completed tombstone work through a portfolio containing photographs and descriptions of completed projects, including examples of tombstone manufacture and installation.

The portfolio should demonstrate:

- Different tombstone designs, materials, finishes and workmanship.
- Quality of engraving and inscriptions.
- Completed tombstone installations.
- The supplier's ability to deliver work to an acceptable professional standard.
- Photographic evidence and descriptions of completed projects.

4.4. Manufacturing / Production Capability

- The supplier must have adequate manufacturing and/or production capability to meet Icebolethu Group's requirements.

This includes:

- Suitable manufacturing facilities and/or workshops.
- Appropriate machinery, tools and equipment.
- Skilled and experienced personnel.
- Adequate production capacity to accommodate required order volumes.
- Ability to manufacture tombstones according to approved designs, specifications, dimensions, materials and finishes.
- Ability to accurately engrave client information, including names, dates and other approved details.

4.5. Installation Capability & Methodology

- The supplier will be responsible for the professional installation of tombstones at designated gravesites.

The supplier must:

- Provide suitably skilled and experienced installation personnel.
- Provide all labour, tools, equipment, vehicles and materials required for installation.
- Prepare the site as required for installation.
- Include a minimum of one (1) line/course of horizontal face bricks or concrete blocks as a supporting structure beneath every tombstone installation.
- Ensure the supporting structure and tombstone are properly positioned, aligned, levelled and securely installed.
- Ensure the completed installation is stable, neat, durable and fit for purpose.
- Comply with applicable cemetery rules and site requirements.
- Leave the installation site clean and presentable upon completion.
- The supplier must submit an installation methodology demonstrating how it will execute the installation process, including the construction of the required supporting brick/block structure.

4.6. Regional Coverage & Logistics

- The supplier must demonstrate its ability to manufacture, transport, deliver and install tombstones within their indicated geographic regions.

The supplier must:

- Provide details of its operating/manufacturing locations.
- Identify the regions it can service.
- Have suitable transportation and logistics arrangements.
- Ensure safe handling and transportation of tombstones.
- Have sufficient logistical capacity to meet required delivery and installation volumes.

4.7. Lead Times & Service Responsiveness

- The supplier must provide clear and achievable turnaround times covering the process from:
- Receipt of approved order/specification → manufacture → delivery → installation.

The supplier must:

- Meet agreed turnaround times per installation.
- Communicate anticipated delays promptly.
- Provide appropriate resources to manage order volumes.
- Respond to service requests and installation requirements within agreed timeframes.

4.8. Quality Assurance, Warranty & Defects Management

- The supplier must maintain appropriate quality-control measures throughout the manufacture, transportation and installation process.

The supplier must:

- Inspect tombstones before delivery and installation.
- Verify inscriptions, dimensions, finishes and specifications.
- Prevent damage during transportation and handling.
- Provide details of its warranty arrangements.
- Provide a process for managing defects, complaints and remedial work.
- Repair or replace defective, damaged or incorrectly installed tombstones where attributable to the supplier.
- Complete remedial work within agreed timeframes.

4.9. Compliance

The appointed supplier must comply with:

- Icebolethu Group's approved specifications and requirements.
- Applicable cemetery rules and requirements.
- Applicable health and safety requirements.
- Agreed service levels and turnaround times.
- All applicable legal and regulatory requirements.





Technical Evaluation Criteria

Criteria	Submission Requirements	Requirements Breakdown	Weighting	
Track Record & Relevant Experience	Submit a company profile confirming years of relevant experience, supported by recent client references.	10+ years relevant experience and 5+ valid references	15	15
		7–9 years relevant experience and 4+ valid references		12
		4–6 years relevant experience and 3+ valid references		9
		2–3 years relevant experience and 2+ valid references		5
		Less than 2 years' relevant experience or insufficient valid references		0
Portfolio & Quality of Workmanship	Submit a portfolio of completed tombstone projects, including photographs and descriptions of the work.	Comprehensive portfolio demonstrating high-quality workmanship, variety of relevant work and completed installations	15	15
		Good portfolio demonstrating relevant work, with some information/evidence missing		10
		Limited portfolio with minimal evidence of relevant work		5
		No portfolio submitted		0
Production/ Manufacturing Capability	Submit details of manufacturing facilities, equipment, skilled personnel and production capacity, demonstrating the ability to meet required specifications and volumes.	Comprehensive manufacturing capability demonstrated, including suitable facilities, equipment, skilled personnel and sufficient capacity	15	15
		Adequate manufacturing capability demonstrated, with some limitations/gaps		10
		Limited manufacturing capability demonstrated		5
		No evidence of manufacturing capability		0

Installation Capability & Methodology	Submit an installation methodology covering site preparation, the required one-line face brick/block structure, positioning, levelling, securing and finishing, including personnel, equipment and transport.	Comprehensive methodology demonstrating strong installation capability, suitably skilled personnel, appropriate equipment and full understanding of installation requirements	15	15
		Adequate methodology and resources demonstrated, with some gaps		10
		Limited installation methodology/capability demonstrated		5
		No installation methodology or evidence of installation capability		0
Regional Coverage & Logistics	Submit operating locations, service areas and logistics capabilities, clearly identifying regions where the supplier can manufacture, deliver and install.	Ability to manufacture, deliver and install across all required regions	15	15
		Ability to service multiple required regions		10
		Ability to service one required region		5
Lead Times & Service Responsiveness	Submit written turnaround commitments covering receipt of approved order/specification through manufacture, delivery and final installation.	7 working days or less	10	10
		8–10 working days		7
		11–15 working days		5
		More than 15 working days		0
Quality Assurance/ Warranty & Defects Management	Submit quality-control procedures, warranty details and defects-management process, including inspection, handling of damaged/defective tombstones, complaints and remedial work.	Comprehensive QA process, warranty and clearly defined defects/rectification process	10	10
		Adequate QA and warranty arrangements with minor gaps		7
		Limited QA/warranty arrangements		5
		No evidence of QA, warranty or defects-management process		0
B-BBEE Compliance	Valid B-BBEE Certificate or Sworn Affidavit	Level 1- 2	5	5
		Level 3 - 4		3
		Level 5 - 8		1
		Non - Compliant/ No Certificate		0
Grand Total			100	

Only bidders achieving a minimum score of 70% during the technical evaluation will qualify to proceed to the pricing evaluation stage.

PART C: DISCLAIMERS

1. Existing suppliers must also submit a bid to be considered for continued provision of tombstone services in the specified regions.
2. Participation in this RFP does not guarantee the allocation of work. Allocations will be based on pricing comparisons and technical expertise.
3. Icebolethu reserves the right to validate any information, decline submissions, or cancel the RFP process.
4. Please note that sub-contracting will not be permitted under this Request for Proposal (RFP). All work and services must be carried out directly by the bidding entity. Bidders confirm their capacity to deliver the required services in full without reliance on sub-contractors. Any proposals that include or imply sub-contracting will be disqualified.
5. Icebolethu will disqualify any submission that fails to meet the required prequalification documentation for compliance.
6. Preference for this RFP will be given to bidders who are B-BBEE compliant.
7. Icebolethu reserves the right, at its sole discretion and without limitation, to take the following actions at any stage of the RFP process:
 - Cancel this RFP and reissue it at a later stage.
 - Appoint multiple contractors or service providers.
 - Disqualify any submission received after the specified deadline.
 - Modify the structure, scope, or timelines of the RFP process.
 - Evaluate and accept alternative proposals, where deemed beneficial.
 - Disregard any proposal that fails to meet the stated requirements.
 - Discontinue the participation of any bidder at any point in the process.
 - Suspend or withdraw from the procurement process prior to final contract execution.
 - Request further details, clarifications, or supporting documents from any bidder.
 - Conduct site visits or inspections, where relevant, to verify proposal information.
 - Any bidder found to have communicated with Icebolethu personnel not listed as official contacts for this tender will be disqualified.



PART D: LIST OF ANNEXURES

The following documents are included as part of this Request for Proposal (RFP) package:

1. **RFP Document**
Main document outlining the scope, requirements, terms, and evaluation criteria.
2. **Annexure A – Supplier Information**
Form to be completed with the supplier's company details, registration, compliance information, and contact information.
3. **Annexure B – Supplier Regional Coverage Form**
Template for bidders to indicate the regions/provinces that are local to them and are able to service.
4. **Annexure C – Pricing Schedule (To be completed in full)**
Pricing schedule to be completed with the applicable rates per tombstone
5. **Annexure D – Returnable Documents Checklist**
Checklist to be completed and returned as mandatory part of RFP submission.

