



# **THE NATIONAL CREDIT REGULATOR**

**REQUEST FOR PROPOSAL  
(Invitation to Bid)**

**For a Provision of Courier Services**

**February 2010**

**BID NUMBER: NCR 048/02/10**

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## **1. General Information for Bidders**

The National Credit Regulator (NCR) was established in terms of section 12(1) of the National Credit Act, Act 34 of 2005 and came into being on 1 June 2006.

### **1.1 General Terms**

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2001 (PPR), and Supply Chain Management Regulations issued by the National Treasury.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (see Section 1.5 below and Annexure B.1). Please read this document carefully prior to submitting your proposal.

### **1.2 The Proposal Format**

- **Economy of proposal preparation**

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant's ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organize their responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to and provided in a file of annexures.

- **Validity of proposals**

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids.

- **Number of proposals**

Each bid participant must provide three (4) hard copies of their entire proposal, including all the documentation referred to in 1.5 below, in the format specified in that section. All submitted proposals will become the property of the NCR, and will not be returned. Receipt of all proposals will be recorded in a register at the point of receipt. One copy of the proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialed on each page.

### **1.3 Submission of proposals**

1.3.1 Proposals must reach the offices of the NCR before 11:00 on Friday, 26 February 2010, and must be enclosed in a sealed envelope which must have clearly inscribed on the outside:

(a) **RFP No: NCR 048/02/10**

(b) **Courier Services**

(c) **Closing date: 11h00, Friday 26 February 2010**

1.3.2 Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15<sup>th</sup> Road, Randjespark, Halfway House, Midrand. The tender box will **only** be available for the depositing of proposals between 08h00 and 16h30 on weekdays (excluding public holidays).

1.3.3 Please note that this RFP closes punctually at 11h00 on Friday 26 February 2010. No late submissions will be considered under any circumstances.

1.3.4 **All** the documentation referred to in Section 1.5 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.

1.3.5 If responses are not delivered as stipulated in this Section 1.3, such responses will be considered **“late”**, and will not be considered for evaluation.

1.3.6 The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.

- 1.3.7 Envelopes must not contain documents relating to any RFP other than the courier services RFP.
- 1.3.8 The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 1.3.9 Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 1.3.10 After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Adjudication Committee. A minimum of 2 days' notice will be given to relevant participants in advance of the presentation date.

#### 1.4 Timetable

<b>Dates and Times</b>	<b>Events</b>
<b>Friday, 5 February 2010</b>	Issue of tender
<b>26 February 2010</b>	Deadline for submission of all proposals, to be delivered in accordance with this document
<b>Monday 01 March 2010</b>	Bid Opening and Evaluation
<b>Tuesday 10 March 2009</b>	Bid Adjudication and presentation by short listed participants if any

The National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

#### 1.5 Documentation to be submitted

##### Please Note

All of the documentation described below must be submitted, with no omissions whatsoever. Where a particular form or format of documentation is stipulated, this is the **only** form or format in which these documents must be submitted. Failure to adhere to these requirements may result in the rejection of the entire submission.

All of the documentation referred to below (in Parts One – Seven) must be submitted. For ease of reference and to facilitate the evaluation process, you are requested to clearly mark each part of the submitted documentation as it is referred to below.

**Part One – Proposal drafted in response to Terms of Reference**  
Section 2 of this document below, contains the terms of reference (TOR) for the business process review. Bid participants are required to draft a proposal that will clearly indicate to the Evaluation Committee how they will fulfill the requirements as set out in the TOR.

Bid participants should include the following information when drafting their proposals:

- (i) Proposals should make clear the relevant skills, experience and capacity of the participant, in respect of this particular TOR. This is an important evaluation criterion. Bid participants should ensure that their proposals focus on how they will address the requirements of this TOR, rather than on achievements.
- (ii) Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR.
- (iii) Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR.

**Part Two – Pricing Proposal**

Please see Annexure A – SBD 3.1 (Pricing Schedule – Firm Prices). **DO NOT RETYPE THESE FORMS.** They must be completed on the original and signed, all in black ink. **Bidders are required to indicate the price for both phase 1 and phase 2.** Forms with photocopies and/or other reproductions of signatures may be

rejected. Additional information may be added on a separate page if necessary.

The total price that the participant will charge to deliver services in accordance with the TOR must be clearly indicated. The pricing proposal should contain sufficient information to allow the Evaluation Committee to estimate the cost of the service, to a high degree of accuracy.

**All prices provided must be inclusive of Value-Added Tax (VAT).**

Please note that the prices contained in the pricing proposal are the only charges that may be levied if the participant's proposal is successful, unless explicitly agreed to in writing by the National Credit Regulator, and in terms of the General Conditions of Contract.

### **Part Three – General Conditions and Procedures of the NCR**

See Annexure B. Bid participants must indicate clearly that they have read this document, and have no objections to being bound by its contents. Where any provisions of the General Conditions and Procedures conflict with this General Information for Bidders and/or Terms of Reference, the latter will take precedence over the General Conditions of Contract.

### **Part Four – Contract Form: Rendering of Services**

See Annexure C. This will only be completed by the successful bidder once a selection has been made by NCR. Participants do not, therefore, need to complete this form at the bidding stage but their proposals must clearly indicate that they have read this form, and have no objections to signing it as is, if selected as the successful participant.

### **Part Five – Tax Clearance Certificate**

See Annexure D. Please complete form SBD 2. **DO NOT RETYPE THESE FORMS.** They must be completed on the original and signed, all in black ink. Failure to submit a valid, original tax clearance certificate issued by SARS will result in a proposal being rejected. Please note that the Tax Clearance Certificate submitted must be valid for at least one month after the closing date of the tender.

### **Part Six – Preference Points Claim Form**

See Annexure E – form SBD 6.1. Bid participants must complete Sections 8 and 9 in full. **DO NOT RETYPE THESE FORMS.** They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

**Part Seven – Declaration of Interest**

See Annexure F – form SBD 4. **DO NOT RETYPE THESE FORMS.** They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

**Part Eight – Declaration of past Supply Chain Management Practices**

See Annexure G – form SBD 8. **DO NOT RETYPE THESE FORMS.** They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

**Part Nine – Non-Disclosure Agreement**

See Annexure H – Non-Disclosure Agreement. Participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is.

**1.6 Evaluation Criteria**

Proposals will be evaluated on the 90/10 preference points scoring system: that is, 90% of the points awarded will be based on functionality and price, as indicated in the table below; and 10% of the points awarded will be preference points, allocated as indicated in the table below.

<b>Preference Points</b>		<b>Price, Functionality</b>	
HDI	7 points	Functionality	70% of 90 points
Women	2 points	Price	30% of 90 points
Disabled	1 point		
<b>Total maximum</b>	<b>10 points</b>	<b>Total maximum</b>	<b>90 points</b>

Each bid proposal will thus be awarded a score out of 100 by the Evaluation Committee, based on the table above.

“Functionality” will be assessed on the quality of the submitted proposal, including-

- Approach to be followed for the assignment 30;
- Expertise and experience 20
- Understanding of the brief 5
- Compliance with the ToR 5

These points will, therefore, be allocated on the assessed ability of the participant to deliver the services described in the TOR. Price points will be allocated as detailed in SBD 3.1. – Annexure A. Anyone who scores less than 31.5 points for functionality will be disqualified.

### **1.7 Conflict of interest**

Service providers are required to provide services that are professional, objective and impartial. Service providers must ensure that there is no conflict of interest between existing assignments, obligations and responsibilities to other clients and the services set out in the TOR. In the event of any uncertainty in this regard, full disclosure in the submitted proposal should be considered. Non-disclosure of a conflict of interest may be grounds for termination of any contract.

### **1.8 Confidentiality agreement**

The successful service provider may have access to confidential data or information. The appointment of a successful bidder is subject to that bidder agreeing to the contents of, and signing, the NCR's standard Non-Disclosure Agreement.

### **1.9 Contact details**

This no-contact policy does not apply to any information deemed to be in the public domain, or which is readily available from organs of State, which are repositories of such information.

All communications and enquiries/requests for clarification relating to this proposal should be directed to the contact person:

Mr Elliot Chonco

National Credit Regulator

Tel: 011-554 -2646

### **1.10 Disclaimer**

The issue of this Courier service tender (NCR 048/02/10) is subject to the disclaimer set out below:

- The National Credit Regulator and its Board of Directors reserve the right to withdraw this tender at any time, without prior notice and without liability to compensate and/or reimburse any party.

## TERMS OF REFERENCE

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#### Background:

The National Credit Regulator (NCR) was established in June 2006, under the National Credit Act, and its functions are the following:

- To register credit providers, credit bureaux, debt counsellors, and to monitor their compliance with legislation;
- To receive and address consumer complaints & facilitate improved complaints resolution;
- To improve consumer awareness and education, through direct initiatives and through the support provided to consumer organisations;
- To support a network of debt counsellors;
- To investigate registrants that are in breach of legislation and to present such cases to the Tribunal;
- To conduct research in order to monitor socio-economic patterns of the consumer credit activity and trends in the consumer credit market and industry;

#### Scope of Assignment

##### Services that will be included on a Monthly Retainer:

- Collect all mail at Midrand post Box daily;
- Collect all registered mail at Midrand & Randjeisfontein Post offices daily;
- Collect Newsclip on a weekly basis in Roodeport;
- Daily pickups @ 9am;
- Daily drop offs @ 3pm;
- Do all hand deliveries in Zone A & B daily (Zone A =0--50km and Zone B = 51Km-200km);

#### Chargeable service

- Hand deliveries not in the above Zone will be charged for separately;
- Express courier (Domestic & International).

#### Contents of Proposal

Proposals to undertake this project must include:

- Clients for whom similar work was undertaken, with a contact number and name;
- Proposed approach to the work;
- Fee proposal and indicating the **Monthly retainer** and also the basis of calculation of fees.

## Scoring of submissions

Based on the application of preliminary evaluation criteria, the accepted submissions will then be evaluated using the 90/10 method, incorporating the following scoring criteria:

Criteria	Maximum points
Functionality 70%	
Price <u>30%</u>	<u>90</u>
Pref: Points:	
HDI 7	
Woman 2	
Disable 1	<u>10</u>
Total	<u>100</u>

## Timing

- **Proposal:** proposals to undertake this work should be received by 26 February 2010;

## Information & submission of proposals

Further information can be requested from Mr Elliot Chonco at [echonco@ncr.org.za](mailto:echonco@ncr.org.za). Proposals must be addressed to "Elliot Chonco", and may be submitted to the same e-mail address, or delivered to 127, 15<sup>th</sup> Road, Randjespark, Midrand. All proposals must be received by 26<sup>th</sup> February 2010.