



NATIONAL CREDIT REGULATOR

FEBRUARY 2019

**TERMS OF REFERENCE FOR THE
ICT QUALITY ASSURANCE FOR NCR
ICT PROJECTS.**

RFQ NUMBER: NCR555.12.18

DUE DATE: 25 February 2019 @11:00AM

1. Introduction

The purpose of the RFQ is to appoint of an ICT quality assurance service provider for NCR ICT projects

2. Background

The National Credit Regulator is the regulatory authority established on 01 June 2006 in terms of the National Credit Act, 2005 with the mandate to promote and advance the social and economic welfare of South Africans, promote a fair, transparent, competitive, sustainable, responsible, efficient, effective and accessible credit market and industry, and to protect consumers.

The NCR has strategic ICT projects that are internally and externally developed. These systems should comply with audit requirements such as security, password encryption, and audit logs and transaction logs on the systems. The NCR requires the quality assurance service provider to assist the ICT unit with the quality of deliverables in external and internally developed systems.

3. Scope

The quality assurance service provider will assist in the following:

- Assist NCR ICT regarding the development, testing and deployment of systems
- Assist the NCR ICT team in the assessment of the infrastructure housing of the registrations sub-system and other related systems
- Offer technical advice to the NCR's ICT Steering Committee during engagements with the appointed service provider
- Attend the ICT Steering committee and attend meetings on invitation
- Measure the deliverables of the project against the quality of the output from the systems

Prepare reports to the ICT Steering Committee regarding quality assurance activities of the applicable systems

- Advise the NCR ICT Projects Steering Committee of underlying project risks as per each deliverable
- Assist the NCR in auditing the compliance of internally and externally developed system to security and other audit requirements
- Assist the NCR to ensure there is compliance with COBIT 5 and all other applicable ICT frameworks and standards

4. The systems which are affected are mainly:

- The Case Management System – Internally developed
- The Call Centre Management System – Internally implemented
- The Registrations Portal – Internally developed
- Registrations sub-system – Externally developed
- Complaints Management system – Internally developed
- IRAS (legacy system) – internally supported

5. The functionality criteria will be evaluated based on the following

COMPANY PROFILE/ EXPERTISE AND FUNCTIONALITY	
<ul style="list-style-type: none"> • Is the bidder in the industry relevant to the NCR's requirements (IT systems review and quality assurance, documentation and alignment to legislation and frameworks?) • Does the bidder have relevant experience in providing similar service? 	10
METHODOLOGY	
<ul style="list-style-type: none"> • Does the proposal provide time frames and methodologies that will be used for the completion of the quality assurance on systems? • Did the bidder give or outlined the frameworks and standards related to implementation of quality assurance on system? • Did the proposal outlined the process to be used for the ICT systems quality assurance? 	30

SCOPE OF REQUIREMENTS	
<ul style="list-style-type: none"> • Does the proposal contain all information sufficient to meet the NCR requirements? • Security quality assurance • Audit logs on systems • Transaction logs on the systems • Password encryption within the system • Did the bidder quote for all services required by the NCR? • Is there cost-benefit/value-adds criteria provided with the proposal? 	50
REFERENCES	
<ul style="list-style-type: none"> • Did the bidder provide 3 references and their contact details for similar previous services provided for a period of 3 years? • Are the references contactable and confirmation of the services provided received from the references? 	10

Bidders are required to score a minimum of 70% points on functionality to qualify to be evaluated in the next level (BBBEE and price). Bidders who do not score the minimum of 70% points on functionality will be disqualified and not be evaluated on price and BBBEE.

6. Compulsory briefing session

All bidders are required to attend the compulsory briefing session which will be held at the NCR offices in Midrand.

Venue: NCR Office in Midrand

Date: 19 February 2019

Time: 12:00pm

7. Method of submission:

To be hand delivered at the NCR offices:

127-15 Road, Randjespark

Midrand

NB: please submits 2 copies of your original submission

8. Additional information to be submitted by the bidders

- Brief company profile, as relevant to the above mentioned terms of reference.
- Experience in the relevant areas as required by the NCR.
- Clientele
- CV/Resumes of the project team, highlighting experience relevant to this exercise.
- Individual CVs should not exceed 3 pages along with confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time.
- Technicians should be under the employ of the bidder
- Work plan, showing tasks, timelines and other relevant factors pertaining to the provision of the services.
- Contact details of at least three references from among recent clients with whom similar work has been conducted in the past 36 Months.
- Certificate of incorporation / legal status.
- Financial proposal.
- **Certified BBBEE** certificate
- **Tax Clearance**
- **CSD Report**
- **Fully completed SBD Forms**