



**THE NATIONAL CREDIT REGULATOR**

**SEPTEMBER 2020**

**TERMS OF REFERENCE FOR THE APPOINTMENT  
OF SERVICE PROVIDER TO PROVIDE THE NCR  
WITH MICROSOFT GREAT PLAINS LICENSES  
FOR THE PERIOD OF 3 YEARS**

**RFP NUMBER: NCR717.09.2020**

**DUE DATE: 23 OCTOBER 2020 @ 11H00**

**HAND DELIVER AT NCR OFFICES**

## **SECTION 1**

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### **GENERAL TERMS OF CONDITIONS**

#### **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.

The NCR will determine which bidding organisation (“bid participant”), if any, is appointed in response to this request for submission as stipulated in section 2 of this document.

##### **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, 2017 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

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 4 below and Annexure B.1). Please read this document carefully prior to submitting your proposal.

##### **1.2. The Proposal Format**

###### **1.2.1. 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 organise their responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to, and provided for, in a file of Annexures.

###### **1.2.2. 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. Refer to the quarters in the terms of reference (TOR).

### **1.2.3. Number of proposals**

Each bid participant must provide **three (3) hard copies and 1 CD/Stick** of their entire proposal, including all the documentation referred to in 4 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 initialled on each page.

## **2. Submission of proposals**

**2.1.** Proposals must reach the offices of the NCR before **11:00 on 23 October 2020, @11H00am** and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside:

**(a) RFP No: NCR 717.09.2020**

**(b) TERMS OF REFERENCE FOR THE APPOINTMENT OF SERVICE PROVIDER TO PROVIDE THE NCR WITH MICROSOFT GREAT PLAINS LICENSES FOR THE PERIOD OF 3 YEARS**

**(c) CLOSING DATE: 23 October 2020 AT 11H00 SHARP**

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

**2.3.** Please note that this RFP closes punctually at 11h00 on **18 September 2020**. No late submissions will be considered under any circumstances.

**2.4.** All the documentation referred to in Section 4 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.

**2.5.** If responses are not delivered as stipulated in this Section 2.1, such responses will be

considered “late”, and will not be considered for evaluation.

- 2.6. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 2.7. Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 2.8. The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 2.9. Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 2.10. 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.

### 3. Timetable

Date	Activity
25/09/2020	Advertisement of the RFP
23/10/2020	Closing date @ 11h00
23/10/2020	Preliminary evaluation
26/10/2020	Evaluations by the Evaluation Committee
29/10/2020	Adjudication Committee meeting
30/10/2020	Appointment

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.

### 4. 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 – Twelve) must be acknowledged and 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.

#### **4.1. Table of content**

**Introductory letter** by the bidder with authorized contact person and details for this specific tender

#### **4.2. SBD 1 – should be the completed and inserted after the introductory letter**

##### **One – Proposal drafted in response to Terms of Reference**

Section 2 of this document below, contains the terms of reference (TOR) for the above mentioned tender. Bid participants are required to draft a proposal that will clearly indicate to the Evaluation Committee how they will fulfil the requirements as set out in the TOR.

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

- 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.
- Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR.
- Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR.

#### **4.3. Two – Pricing Proposal- SEPERATE ENVELOPE**

**SBD 3.1** Pricing Schedule together with signed off detailed pricing on the company's letter head. 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. 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.

Please note that a financial proposal must be submitted in a separate sealed envelope together with your submission. The financial Proposal will be opened once all technical proposals have been evaluated. This appointment will be made in line with QBS. 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, no additional cost will be accepted after the bidding documents have been submitted and the tender closing date has expired. Any cost for additional parts and peripherals needed for the successful implementation of the project shall remain and form part of the bidding price.

#### **4.4. Three – General Conditions and Procedures of the NCR**

Annexure B and B1 - General Conditions and Procedures of the NCR. Bid participants must indicate clearly that they have read this document, and have no objections to being bound by its contents. In cases 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.

#### **4.5. Four – Contract Form: Rendering of Services**

**Annexure C** - Contract Form: Rendering of Services. 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.

#### **4.6. Five – Tax status**

Annexure D - Please attach CSD showing Tax status

*A CSD print out must also be attached.*

#### **4.7. Six – Preference Points Claim Form**

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. *## Please note that a **BBEE certificate/ sworn affidavit** must also be attached to the bid documents. None submission will result in zero scoring in this competitive bidding process*

#### **4.8. Seven – Declaration of Interest**

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.

#### **4.9. Eight – Declaration of past Supply Chain Management Practices**

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.

#### **4.10. Nine – Non-Disclosure Agreement**

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

#### **4.11. Ten – Certificate of Independent Bid Determination**

Annexure I – Certificate of Independent Bid Determination Participants. 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.

#### **4.12. Eleven – SLA draft version for supplier review**

Annexure K – SLA draft version for supplier review. The participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is. If not objections should be outlined separately in a letter. NB: all the SBD documents can be downloaded from our website - <https://www.ncr.org.za/tenders-download/current-tenders>

### **5. Evaluation Criteria**

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on B-BBEE codes system, allocated as indicated in the table below:

B-BBEE status level of contributor	Number of points	Price
Total maximum points	20	80

Functionality will be evaluated in terms of Section 2 point 10

## **6. 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.

## **7. 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.

## **8. 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 [procurement@ncr.org.za](mailto:procurement@ncr.org.za).

## **SECTION 2**

### **TERMS OF REFERENCE FOR THE APPOINTMENT OF SERVICE PROVIDER TO PROVIDE THE NCR WITH MICROSOFT GREAT PLAINS LICENSES FOR THE PERIOD OF 3 YEARS**

#### **1. Introduction**

The National Credit Regulator's finance department has been using Great Plains Dynamics and the recent system upgrade was done in 2018. There is a need for the renewal and procurement of additional Microsoft Great Plains licenses for a period of 3 years.

#### **2. Background of the project**

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 Finance department is currently using Microsoft Great Plains system for financial transactions and financial reporting as required by the state.

#### **3. Objective of the project**

The objective of the project is to appoint a suitably, qualified, experienced and certified Microsoft licensing partner for the renewal and provision of additional licenses of the Microsoft Great Plains system for the period of 36 months (3 years).

#### **4. Scope of the project**

**The successful bidder will be required to perform the following:**

- **Renewal of already existing 10 full Microsoft Great Plains licenses.** (For the finance department).
- **Provision of 4 additional Microsoft Great Plains full licenses.** (For procurement department).
- **Provision of 11 additional Microsoft Great Plains full licenses** (11 licenses for coordinators/Pas).

- **Provision of 23 additional Microsoft Great Plains limited licenses as per below:**

- 2 licenses for facilities unit
- 14 licenses for Managers
- 3 licenses for registration enquiries
- 4 licenses for Executive Management.

**5. Duration of the contract**

The successful bidder will be required to enter into a SLA contract with the NCR for 36 months (3 years) commencing on the date of the signature of the contract for the renewal and provision of licenses as outlined in paragraph 2.

**6. Functionality will be evaluated in terms of description below**

Description	Weights
<p><b>Understanding of the NCR requirements:</b></p> <p>Does the proposal show bidder’s understanding of the NCR requirements in relation to the TOR:</p> <ul style="list-style-type: none"> <li>• The Partner must be a Microsoft Great Plains Certified Support Partner. (Bidders must provide the latest valid OEM certificate which clearly indicates the status they hold as a partner with Microsoft).               <ul style="list-style-type: none"> <li>○ <b>If the bidder is a Gold Partner = 5</b></li> <li>○ <b>If bidder is a Platinum Partner = 4</b></li> <li>○ <b>If the bidder is a Silver Partner = 3</b></li> <li>○ <b>If the bidder is not a gold, platinum or silver partner but a reseller = 2</b></li> <li>○ <b>No OEM certificate produced = 1</b></li> </ul> </li> </ul>	45
<p><b>Total Costs of the Project:</b></p> <ul style="list-style-type: none"> <li>• Bidder must provide the NCR with clear costs for licenses as outlined in paragraph 2.</li> </ul>	30

<ul style="list-style-type: none"> <li>• The bidder is required to provide any underlying/hidden costs of the project (rand/dollar exchange rate, how the cost is structured (Rands vs. Dollars fluctuation and if cost is affected by changes in interest rate).</li> <li>• The cost submitted must include all licenses for the period of 3 years renewable annually.</li> <li>• The bidder must indicate how the licensing will be provided to NCR annually for appropriate renewals. = <b>5 points.</b></li> </ul> <p><b>Scoring:</b></p> <ul style="list-style-type: none"> <li>○ Clear and detailed full costs of the project with all-inclusive rand /dollar exchange rate, and annual renewals clearly defined = 5.</li> <li>○ Clear and detailed full costs of the project with all-inclusive rand /dollar exchange rate without annual renewals = 4</li> <li>○ Defined costs of the project only with nor rand/dollar exchange rate and without annual renewals = 2</li> <li>○ Insufficient costs information supplied = 1</li> </ul> <p><b>NB: Pricing submitted with the bidding documents is the final pricing. NCR will not engage in any additional cost of the project outside of what was submitted with the bidding documents.</b></p>	
<p><b>Account Manager Allocation:</b></p> <ul style="list-style-type: none"> <li>• The bidder must allocate the account manager with 3 years' experience for this project for ease of reference for licenses and annual renewals for the period of 3 years.</li> <li>• Along with the allocation, clear contact details for the account manager must be provided (email address, direct line and mobile contact) with the bidding documentation.</li> <li>• The bidder must indicate to NCR the allocation and change of account managers as and when such occurs.</li> </ul> <p><b>Scoring</b></p> <ul style="list-style-type: none"> <li>○ Account Manager allocated with more than 3 years' experience = 5 points</li> <li>○ Account Manager allocated with 3 years' experience = 4 points</li> <li>○ Account manager with less than 3 years' experience = 3</li> <li>○ Account manager with less than 2 years' experience = 2</li> <li>○ Account manager with less than 2 years' experience = 1</li> </ul>	15

<p><b>References:</b></p> <p>Contact details of at least three references letters from amongst recent clients with whom similar work has been conducted in the past 3 years.</p> <ul style="list-style-type: none"> <li>• The bidders are required to provide 3 reference letters with contact details and contactable references for past and current clients where similar licensing services are/were provided. <ul style="list-style-type: none"> <li>○ <b>More than 3 successfully implemented project references = 5</b></li> <li>○ <b>3 successfully implemented project references = 4</b></li> <li>○ <b>Less than 3 successfully implemented project references = 3</b></li> </ul> </li> </ul>	10
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**1. Additional information/documents to be submitted**

- Brief company profile, as relevant to the above mentioned terms of reference.
- Experience in the relevant areas and Clientele
- All sub-contractor information (if applicable) needs to be disclosed in the proposal by the bidder for e.g. BEE certificate, SARS Tax Clearance etc.
- **NB: The BEE level of the sub-contractor (if applicable) needs to be equivalent to that of the bidder.**
- CV/Resumes of Account Manager
- Financial proposal- full and detailed pricing must be on the company's letter head and signed off by the delegated and authorised person, the total cost must link to SBD 3.1 attached.

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