

**THE NATIONAL CREDIT REGULATOR**

**JULY 2021**

**TERMS OF REFERENCE (TOR)**  
**PRINTING & SUPPLY OF**  
**REGISTRATIONS AND INVESTIGATIONS**  
**CERTIFICATES**  
**“AS & WHEN REQUIRED”**  
**FOR A PERIOD OF 24 MONTHS**

**RFP NUMBER: NCR771.07.2021**

**DUE DATE: 06 AUGUST 2021 AT 11H00**  
**CAT**  
**HAND DELIVERY TO NCR OFFICES**

**NB: PREFERENCE WILL BE GIVEN TO WOMEN OWNED COMPANIES**

## **SECTION 1**

### **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 06 AUGUST 2021, @11H00am** and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside:

**(a) RFP No: NCR 771.07.2021**

**(b) TERMS OF REFERENCE (TOR) TO APPOINT A SERVICE PROVIDER TO SUPPLY OF DIGITAL SIGNATURE SOLUTION**

**(c) CLOSING DATE: 06 AUGUST 2021 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 **06 AUGUST 2021**. 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
14/07/2021	Advertisement of the RFP
06/08/2021	Closing date @ 11h00
09/08/2021	Preliminary evaluation
11/08/2021	Evaluations by the Evaluation Committee
20/08/2021	Adjudication Committee meeting
30/08/2021	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 (TOR) PRINTING & SUPPLY OF REGISTRATIONS AND INVESTIGATIONS CERTIFICATES “AS & WHEN REQUIRED” FOR A PERIOD OF 24 MONTHS**

#### **1. BACKGROUND**

##### **1.1 Registration with the National Credit Regulator (NCR)**

All NCR registrants are issued with registration certificates that display expiry dates. The certificates are issued to all new registrants and to those who are up to date with their annual registration renewal fees.

##### **1.2 Investigations**

In terms of section 25 of the National Credit Act no. 34 of 2005 (NCA) – investigation can only be conducted when the Inspectors / Investigators are mandated to do so with a Section 25 Certificate.

#### **2. DESCRIPTION**

Printing and supply of the following certificates for the NCR:

##### **3.1 Registration Certificates for:**

- a) Credit Providers
- b) Debt Counsellors
- c) Credit Bureau
- d) Alternative Dispute Resolution Agents
- e) Payment Distribution Agents

##### **3.2 Investigation Certificate**

- a) Section 25



### **3. SCOPE OF WORK**

#### **3.1 Duration**

The successful service provider will render these services to NCR for a period of 24 months.

#### **3.2 Delivery**

Strictly two weeks from the date of order.

### **4. PROPOSAL**

All bidders when submitting their proposals need to supply, at their own cost, samples of the certificates according to the specification supplied.

### **5. COPYRIGHT**

**5.1** The Intellectual Property Rights that reside in the design of the certificates vests in the NCR.

**5.2** These certificates should not be reproduced for any other purpose other than for the purposes as directed above and only under the express written authority of the NCR.

### **6. CORPORATE IDENTITY (CI)**

The NCR will supply the all bidders with its Corporate Identity (CI) manual for the express purpose of this bid and should not be used for any other purpose other than for the purposes as directed above. The CI should be strictly adhered to in terms of all related specifications.

Link to CI manual: <http://www.ncr.org.za/Trademark/index2.html>

## 7. SPECIFICATIONS FOR THE CERTIFICATES

<b>Required Certificates</b>	<p>Investigation (Section 25) – <b>C</b></p> <p>Credit Provider – <b>CP</b></p> <p>Debt Counsellor – <b>DC</b></p> <p>Credit Bureau – <b>CB</b></p> <p>Alternative Dispute Resolution Agents – <b>ADRA</b></p> <p>Payment Distribution Agents – <b>PDA</b></p>
<b>Size</b>	<p>Cut to 297 x 210 mm (A4)</p>
<b>Colour</b>	<p>Printed in 3 to 4 spots colours – it has to be either 2 or 3</p>
<b>Material- Text</b>	<p>Rives Tradition, Pale cream or Boheme Bianco , 120gsm</p>
<b>Additional Spec</b>	<ol style="list-style-type: none"> <li>1. Logo embossing (top of certificate) <b>50 x 20mm</b></li> <li>2. Watermark (centered on the certificate)</li> <li>3. Secure bronze foiling 1 position side -<b>37 x 24mm</b></li> <li>4. Embossing of the logo (bottom left of certificate) – <b>30 x15mm</b></li> <li>5. Sequential Numbering at the back – individual numbering (Red)</li> <li>6. (Initial the name of the certificate before the six digit numbering)</li> <li>7. Foil blocks (1/4 Inch)</li> <li>8. Foil GL7 Bronze</li> </ol>
<b>Estimated Quantities for 24 months</b>	<ol style="list-style-type: none"> <li>1. Credit providers = <b>70 000</b></li> <li>2. Debt counsellors = <b>3 000</b></li> <li>3. Credit bureau = <b>150</b></li> <li>4. Alternative dispute resolution agents = <b>50</b></li> <li>5. Payment distribution agents = <b>10</b></li> </ol>

	6. Investigation (Section 25) = <b>1 200</b>
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**Certificates Pantone details**

CERTIFICATE TYPE	PANTONES
Credit Providers	Pantone Cool Grey 9C and Pantone 152C
Debt Counsellors	Pantone Cool Grey 9C, Pantone 152C and Pantone 349C
Credit Bureau	Pantone Cool Grey 9C, Pantone 152C and Pantone 287C
Alternative Dispute Resolution Agent	Pantone Cool Grey 9C, Pantone 152C and Pantone 1795C
Payment Distribution Agents	Pantone Cool Grey 9C and Pantone 152C
Investigation (section 25)	Pantone Cool Grey 9C and Pantone 152C

**Pantone colours**

**Credit Provider**



**Credit Bureau**



**Debt Counsellor**



**Alternative Dispute Resolution Agent**



**Payment Distribution Agent**



**Investigation (section 25)**



**8. Functionality Evaluation**

**Values: 1 = Poor; 2 = Did not meet the requirements; 3= Partially meet the requirements; 4 = Meet the requirements; 5 = Exceed the requirements**

No	Evaluation Criteria	Weight
1.	<p><b>Company’s practical experience in printing and production of printed materials.</b> Kindly provide details and years of experience in this discipline.</p> <p><b>1 point</b> = 1 – 2 years of experience</p> <p><b>2 points</b> = 2 – 3 years of experience</p> <p><b>3 points</b> = 3 – 4 years of experience</p> <p><b>4 points</b> = 4 – 5 years of experience</p> <p><b>5 points</b> = 5 or more years of experience</p>	<b>10%</b>
2.	<p><b>Technical capacity</b></p> <p><b>The following information needs to be expressly stated in the bid:</b></p> <ul style="list-style-type: none"> <li>• Bidders are required to indicate their capacity in terms of printing machines and facilities</li> <li>• Bidders must have the capability to print 20 000 certificates within a week.</li> <li>• Should the bidder make use of subcontractors on any part of the bid, full details of the subcontractor and the extent of the work undertaken by the subcontractor must be provided (BBBEE, CSD registration number, address, technical capacity and years of experience).</li> <li>• Bidders’ ability to deliver within two weeks from date of order.</li> </ul>	<b>20%</b>

	<p><b>2 points</b> = Proposal does not provide details on both the capacity and turnaround time. If subcontracted (Not all documents of the subcontractor are submitted)</p> <p><b>3 points</b> = Proposal only provides details on the capacity but nothing on turnaround time or vice versa. If subcontracted (All the documents of the subcontractor are submitted).</p> <p><b>4 points</b> = Proposal provides details as per requirement on both the capacity and turnaround time. If subcontracted (All the documents of the subcontractor are submitted).</p> <p><b>5 points</b> = Proposal provides details as per requirements on both the capacity and turnaround time and can deliver in less than two weeks. If subcontracted (All the documents of the subcontractor are submitted)</p>	
3.	<p><b>Samples</b></p> <p>Bidders are required to provide samples in terms of the section 8 of the terms of reference. The samples will be evaluated according to the specifications.</p> <p><b>2 points</b> = Samples provided do not meet the specifications.</p> <p><b>3 points</b> = Samples provided meet some of the specifications.</p> <p><b>4 points</b> = Samples provided meet all the specifications.</p> <p><b>5 points</b> = Samples provided meet all the specifications and the bidder can deliver in less than two weeks from the date of order.</p>	<b>60%</b>
4.	<p><b>References</b></p> <p>Contact details of at least three (3) references from amongst recent clients with whom similar work has been conducted in the last 24 months. The bidder must provide the reference letters indicating the period of service and contact details.</p> <p><b>2 points</b> = Irrelevant or non-submission of reference letters.</p> <p><b>3 points</b> = Less than 3 reference letters.</p> <p><b>4 points</b> = 3 reference letters for the specified period of service.</p> <p><b>5 points</b> = More than 3 reference letters for the specified period of service</p>	<b>10%</b>
	<b>TOTAL SCORE</b>	<b>100%</b>

Only bidders who have scored a minimum score of 70 points will be evaluated on BBEE and pricing.

**9. Additional documents and information to be submitted**

- Brief company profile, as relevant to the above mentioned terms of reference.
- Experience in the relevant areas.
- Clientele.
- Work plan, showing tasks, timelines etc.
- Should the bidder make use of subcontractors on any part of the bid, full details of the subcontractor and the extent of the work undertaken by the subcontractor must be provided (BBBEE, CSD registration number, address, technical capacity and years of experience).
- Contact details of at least three references from among recent clients with whom similar work has been conducted in the past 24 months.
  - Certificate of incorporation / legal status.
  - Financial proposal.

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