



**THE NATIONAL CREDIT REGULATOR**

**OCTOBER 2013**

**TERMS OF REFERENCE FOR THE  
APPOINTMENT OF A SERVICE PROVIDER TO  
ASSIST NCR WITH DATA COLLECTION,  
ANALYSING AND CLEANSING FOR A PERIOD  
OF 3 MONTHS**

**RFQ NUMBER: NCR 206/10/2013**

**DUE DATE: 11 NOVEMBER 2013 @ 11H00**

## **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 of a Service provider to assist the NCR in the terms of reference in section two 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, 2001 (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 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 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 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 sixty (60) days from the due date of the submission of all bids.

- **Number of proposals**

Each bid participant must provide **Four (4)** hard copies and One **(1) CD** 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 initialled on each page.

### **1.3 Submission of proposals**

1.3.1 Proposals must reach the offices of the NCR before 11h00 on 11 November 2013, and must be enclosed in a sealed envelope which must have clearly inscribed on the outside:

**(a) RFQ No: NCR 206/10/13**

**(b) TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST NCR WITH DATA COLLECTION, ANALYSING AND CLEANSING FOR A PERIOD OF 3 MONTHS**

**(c) CLOSING DATE: 11H00, 11 NOVEMBER 2013**

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 RFQ closes punctually at 11h00 on 11 November 2013. 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 RFQ other than the one referred to in this RFQ.
- 1.3.8 The responses to the RFQ 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 Evaluation Committee. A minimum of two (2) days' notice will be given to relevant participants in advance of the presentation date.

#### 1.4 Timetable

| Date & time       | Activity                                  |
|-------------------|---|
| <b>24.10.2013</b> | Issue Tender document                     |
| <b>11.11.2013</b> | Closing date                              |
| <b>11.11.2013</b> | Tender evaluations – Minimum criteria     |
| <b>12.11.2013</b> | Evaluations by the Evaluation Committee   |
| <b>13.11.2013</b> | Consolidation and verification of scores  |
| <b>15.11.2013</b> | Presentations from shortlisted candidates |
| <b>19.11.2013</b> | Consolidation and verification of scores  |
| <b>22.11.2013</b> | Appointment of a supplier                 |

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 – Ten) 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 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.

## **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. 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 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 Quality Based System (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.

### **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.

## **Part Ten - Certificate of Independent Bid Determination**

See 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.

***## Please note that a BBEE certificate must also be attached to the bid documents. Non-submission will result in zero scoring in this competitive bidding process***

### **1.6 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>B-BBEE status level of contributor</b> | <b>Number of points</b> | <b>Price</b> |
|---|-------------------------|--------------|
| 1   | 20                      | 80           |
| 2   | 18                      |              |
| 3   | 16                      |              |
| 4   | 10                      |              |
| 5   | 8                       |              |
| 6   | 6                       |              |
| 7   | 4                       |              |
| 8   | 2                       |              |
| Non-compliant contributor                 | 0                       |              |
| Total maximum points                      | <b>20</b>               | <b>80</b>    |

Price points will be allocated as detailed in SBD 3.1. – Annexure A.

## **Functionality will be evaluated in terms of section 6**

### **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**

The 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)

## **TERMS OF REFERENCE FOR THE PROVISION OF DATA COLLECTION, ANALYSIS AND CLEANSING SERVICES**

### **2.1 Background**

The Regulator would like to appoint a service provider for the provision of a data cleansing exercise. The selected service provider will assist the Regulator to clean the current sub-database which makes it difficult to deliver services including **education**, research, policy development, **registration** of industry participants, investigation of **complaints**, and ensuring the enforcement of the Act.

#### **2.1.1. Objective**

During the process of data cleansing the data available in NCR System will be thoroughly analyzed or checked for accuracy and consistency and the process involves the following:

- Checking for inaccurate/incomplete data
- Checking for incomplete/irrelevant data
- Checking for spelling errors
- Checking for duplicate data
- Ensuring quality data sources method for future

### **2.2 Scope of Work**

The scope is dividing in the following major parts:

- Analyzing the existing relevant NCR data by identifying the various gap areas with regard to data accuracy, inconsistencies, completeness, duplication and removal of obsolete data
- Provide data file after data cleansing.
- The Regulator aims to reach a minimum level of 99% data accuracy except for those records where there is inherent shortcoming and data correction is not possible beyond a certain limit.
- The Bidder will liaise with registrants to collect information using relevant communication methods.
- Update registrants' information on the current system.
- Work within the guidelines of NCR policies and procedures.

- Responsible for any follow ups on registrants who have not submitted their information.
- And any other duties relevant to the project

### 2.3. Data Cleansing

- NCR will provide access to the data to the selected bidder for cleansing.

### 2.4. Data Cleansing Tool

- The Regulator expects the bidder to use standard Data cleansing tool/software for this purpose. Bidders are required to provide detailed information relating to the data cleansing tool as indicated below:

**1. *Name of the Product used***

**2. *Version***

**3. *Software details***

### 2.5. Deliverables / Output

| <b>No</b> | <b>Deliverable Name</b>  |
|-----------|--|
| <b>1</b>  | Data Quality Report  |
| <b>2</b>  | Provide weekly report to NCR during the project                                      |
| <b>3</b>  | Data Cleansing Rules and Criteria Definitions  |
| <b>4</b>  | Cleansed customer Data   |
| <b>5</b>  | Provide other reports which are required by the regulator to verify the data quality |
| <b>6</b>  | Methodology for Data cleansing used/proposed   |
| <b>7</b>  | Confirmation of the data quality   |
| <b>8</b>  | Analyse the NCR data for data quality shortcomings                                   |
| <b>9</b>  | Data Cleansing Final Report  |

## Milestone

| No | Major Activity   | Time Duration                     |
|----|--|-----------------------------------|
| 1  | Top 200 registrants  | 15 business Days from appointment |
| 2  | The remaining balance of about 7800 Registrant and with about 44000 branches | 3 months                          |

**2.6. Bidders are required to give a detailed costing for each milestone; the table below can be a guideline**

| No | Major Activities   | Amount | VAT        | Total |
|----|--|--------|------------|-------|
| 1  | Analyzing the existing NCR data and identify the various gap areas with regard to quality and submitting report of gaps in present |        |            |       |
| 2  | The Bidder will liaise with registrants to collect information using relevant communication methods.                               |        |            |       |
| 3  | Completion of successful cleansing of NCR data   |        |            |       |
| 4  | Update registrants information on the current database   |        |            |       |
|    |  |        | Total Cost |       |

## 2.7. Evaluation criteria / Functionality

The evaluation of technical proposals, among other things, will be based on the following:

- Methodology/Approach proposed for accomplishing the proposed project.
- Experience of the key staff proposed/ identified for this assignment and (CV must be attached).
- Prior experience of the bidder in undertaking projects of similar nature.
- Experience in handling of high volumes of records.
- The bidder must provide some confirmation of vetting their key staff for the project

| No | Functionality Evaluation  | Weight |
|----|---|--------|
| 1  | Bidders understanding of the NCR 's requirements, data collection , analysis and cleansing services   | 10     |
| 2  | Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR <ul style="list-style-type: none"><li>• Methodology for Data cleansing proposed</li></ul>  | 25     |
| 3  | Prior experience of the bidder in undertaking projects of similar nature.<br>Bidders must indicate and give detailed of similar work performed  | 10     |
| 4  | Experience in handling of high volumes of records   | 15     |
| 5  | Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR <ul style="list-style-type: none"><li>• Skills and expertise of the proposed</li><li>• Confirmation of that the key staff for the project have undergone vetting processes</li></ul> | 20     |
|    | References of clients in South Africa Public/Private Sector where data Cleansing was done satisfactorily.   | 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.

**2.8 Additional information to be submitted by the service provider:**

- Brief company profile, as relevant to the above mentioned terms of reference.
- Experience in the relevant areas.
- Clientele.
- Certification of all team members, highlighting experience relevant to this exercise. Confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time and meet the necessary deadlines.
- Contact details of at least three references from amongst recent clients with whom similar work has been conducted in the past 12 Months.
- Certificate of incorporation / legal status.
- Financial proposal.
- BBBEE certificate