National Credit Regulator
Advocating For Inclusive Credit

THE NATIONAL CREDIT REGULATOR

AUGUST 2026

RFP NUMBER: NCR1039.08.2026

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF BACKGROUND SCREENING FOR A PERIOD OF THREE (3) YEARS AT THE NATIONAL CREDIT REGULATOR

DUE DATE: 02 NOVEMBER 2026 AT 11H00 SHARP CAT

EMAIL YOUR SUBMISSION TO: TMaseko@ncr.org.za
COPY: procurement@ncr.org.za

PART A- GENERAL TERMS OF CONDITIONS (SCM)

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.

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, 2001/2022 (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 (Annexure B and B.1 that can be downloaded from NCR website - https://www.ncr.org.za/index.php/procument/tender-standard-bidding-documents/general-terms-conditions). **Please read this document carefully and confirm your agreement to the terms prior to submitting your proposal.**

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 annexure.

3. **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.

4. Submission of proposals

4.1. Proposals must reach Tmaseko@ncr.org.za , procurement@ncr.org.za before 11:00AM on 02 NOVEMBER 2026.

a) RFQ No: NCR1039.08.2026

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF BACKGROUND SCREENING FOR A PERIOD OF THREE (3) YEARS AT THE NATIONAL CREDIT REGULATOR

b) CLOSING DATE: 02 NOVEMBER 2026 AT 11H00 AM,

4.2. Proposals are to be submitted to Tmaseko@ncr.org.za , procurement@ncr.org.za

4.3. Please note that this RFQ closes punctually at 11h00 on 02 November 2026. No late submissions will be considered under any circumstances.

4.4. **All** the documentation referred to in Section 7 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.

4.5. If responses are not delivered as stipulated in this Section 5.1, such responses will be considered **"late"**, and will not be considered for evaluation.

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

4.7. Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.

4.8. The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.

4.9. Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.

4.10. 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.

5. Timetable

Date & time	Activity
26/10/2026	Issue RFQ document
02/11/2026	Closing date
03/11/2026	Evaluations by the Evaluation Committee
04/12/2026	Appointment

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.

6. Documentation to be submitted.

Document that must be Submitted	Guideline		Consequence of Non-submission
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status SBD 1	Yes	Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. Proof	Disqualification from process

Document that must be Submitted	Guideline		Consequence of Non-submission
		of Registration on the Central Supplier Database Vendor number	
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on Specific goals	Zero points awarded for specific goals
Registration on Central Supplier Database (CSD)	Yes	The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA.Submit proof of registration.	Disqualification from process
Acceptance of the General Terms and Conditions	Yes	https://www.ncr.org.za/index.php/procument/tender-standard-bidding-documents/general-terms-conditions	Bidders to confirm that they read

7. 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 specific goals, allocated as indicated in the table below:

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

The points system is outlined for the 80/20 to address the preferential procurement as followed:

7.1. SMME's which are owned by Black people.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	TOTAL NUMBER OF
Persons historically disadvantaged on the basis of race	81%- 100% black ownership	7
	51% - 80% black ownership	5
	31% - 50% black ownership	3
	0 – 30% black ownership	1

7.2. SMME's which are owned by People with disability

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged on the basis of disability	50 %- 100% owned by persons living with disabilities	3
	30% - 49% owned by persons living with disabilities	2
	0 – 29% owned by persons living with disabilities	1

7.3. SMME's which are owned by Women.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	POINTS
Persons historically disadvantaged on the basis of gender – Women	81% - 100% owned by women	7
	51% - 80% owned by women	5
	31% - 50% owned by women	3
	0 – 30% owned by women	1

7.4. SMME's which are Youth owned business.

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged based on age	50%- 100% owned by persons who are	3
	30% - 49% owned by persons who are youth	2
	0 – 29% owned by persons who are youth	1

9. Evidence for specific goals

PROOF OF EVIDENCE TO SCORE SPECIFIC GOALS POINTS			
EVIDENCE	**YES**	**NO**	**ATTACH EVIDENCE (indicate a page)**
Share certificate			
ID Copies stamped by the commissioner of oath			
Sworn affidavits			
BBBEE certificates			
Proof of disability			
CIPC Documents			

NB: Bidders will only score points based on the evidence submitted.

10. Reporting of fraud and corruption

The National Credit Regulator management is commitment to transparency, integrity, and accountability, as described in our Code of Conduct and business principles. Which led to the establishment of the Ethics Line. The Ethics Line seeks to provide an independent and comprehensive service through enhanced anonymity assurance and a wide range of communication channels. Bidders and members of the public are encouraged to use the following toll-free line to report any misconduct relating procurement activities amongst others.

Fraud / Anti-Corruption Hotline

Report any incidents of wrongdoing to the KPMG Ethics Line

0800 20 53 17 (Toll Free

TERMS OF REFERENCE: APPOINTMENT OF SERVICE PROVIDER TO RENDER BACKGROUND SCREENING SERVICES TO THE NATIONAL CREDIT REGULATOR ("NCR")

1. Background

The National Credit Regulator (NCR) is the regulatory authority established on 01 June 2006 in terms of the National Credit Act No. 34 of 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.

Human Resources is looking into appointing the services of a supplier to conduct screening and background checks for prospective candidates and registrants for a three (3) year period.

2. Purpose

2.1 The selected supplier shall provide a fully online electronic service with ability to request and track background screening orders at any time and attach critical documentation.

2.2 Ability to capture requests in an entirely offline manner without the need for always – up connectivity.

2.3 The supplier shall provide training on how to use the online portal.

2.4 The supplier shall provide a biometric device to capture fingerprints.

Service to be provided and expected service level

	Services	Service Level expectations
1.	Credit Bureau Verifications: ***NB the provider must submit a detailed credit bureau report covering consumer accounts, judgments, and default judgments***	1 business day
2.	Directorship Register	1 business day
3.	Qualification verification, including foreign qualifications	2-5 business days
4.	Confirmation of ID Number	1 business day
5.	Employer reference checks both standard and executive (depending on the level of position, two per candidate)	1-3 business days
6.	Criminal Checks (conducted at NCR Offices and an option for the criminal checks to be conducted at the service providers offices if a candidate does not reside in Gauteng)	SAPS standard
7.	Confirmation of employment	1-3 business days
8.	Confirmation of driver's licence (depending on	1 business day

	position)	
9.	Fraud listing	1-3 business days
10.	Confirmation of qualification membership	1-2 business days

The supplier submitting the quotation should invariably give the following information:

- Signed documentation indicating their POPIA compliance for data protection and prohibition of unauthorised access
- Terms & Conditions.
- Hardware and or software requirements.
- Process to be followed for each

Functionality evaluation criteria

Values: None submission = Zero 1= poor, 2= did not met requirements, 3= partially met the requirements, 4= meet the requirements, 5= exceed the requirements

Description	Weights
Signed Reference letters on Company letter head Contact details of at least three written references from amongst clients with whom similar work has been conducted in the past 3 years. 5= more than 3 written reference letters with contact details 4= 3 written references letter with contact details 3= 2 reference letters with contact details 2 = 1 reference letters with contact details 1 = no reference letter	20%

Proposals must contain the details of the proposed approach to be adopted to achieve the services in accordance with TOR. **a) Detailed approach in relation to the scope of work and ability to conduct verifications nationally (accessibility).** **b) Ability to meet tight deadlines and work schedules** 5= Detailed approach, ability to conduct verifications nationally (accessibility) and exceed indicated timelines/work schedule (as indicated above) 4= Detailed approach, ability to conduct verifications nationally and meets indicated timelines/work schedule (as indicated above) 3= Approach not in detail, ability to conduct verifications nationally and did not indicate timelines/work schedule. 2= Approach not in detail, no indication of ability to conduct verifications nationally and no timelines/workload. 1 = No approach	40%
Proposal should clearly indicate whether or bid participants have the internal capacity to meet the requirements of the TOR. This will include but not limited to: a) Resources and personnel to be dedicated to the project (Provide profile summary admin support and key account manager) b) The percentage of the work if any that will be outsources to third parties c) Capability statement of the organisation reflecting minimum of 5years of experience in similar work 5= Relevant resources, personnel and capability with more than 5 years' experience 4= Relevant resource, personnel and capability with 5 years' experience 3= Relevant resources, personnel and capability with 4 years' experience but less than 5 years' experience 2= Relevant resources, personnel and capability with 3 years' experience with less 4 years' experience 1= 0-2 years' experience	30%
Company owned by people with disabilities, disabled people or persons with disabilities	

5 = Company has directors or owned by people with disabilities, disabled people or persons with disabilities 1 = Company has no directors or ownership by people with disabilities, disabled people or persons with disabilities NB: Proof must be submitted in form of doctors confirmation within the last 12 months	10%
Total	100%

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

ANNEXURE A
Pricing Schedule

Description	Pricing Year 2026 -2027 inclusive of VAT	Pricing Year 2027 -2028 inclusive of VAT	Pricing Year 2028- 2029 inclusive of VAT
Cost Per verification. 1. Credit Bureau Verifications ***NB the provider must submit a detailed credit bureau report covering consumer accounts, judgments, and default judgments***			
2. Directorship Register			
3. Qualification verification, including foreign qualification.			
4. Confirm of ID Number			
5. Employer references checks both standard and executive (depending on the level of position, two per candidate)			
6. Criminal record checks			
7. Confirmation of employment			
8. Confirmation of driver's licence (depending on position)			

9. Fraud listing			
10. Confirmation of qualification membership			
Cost of purchase of biometric device (once off)			
Training costs for 10 staff members (once off)			
Annual license fee			
Other costs			

Additional information

- Brief company profile, as relevant to the above-mentioned terms of reference
- Experience in the relevant areas
- Clientele
- The proposal should contain a work plan, showing tasks, timelines etc.
- Certified BBBEE certificate
- Financial proposal (Detailed pricing on the company letter head, the total cost must link to SBD 3.1 attached