THE NATIONAL CREDIT REGULATOR

NOVEMBER 2026

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE HOSTING SERVICES OF THE NCR WEBSITE

RFQ: NCR1064.11.2026

DUE DATE: 30 NOVEMBER 2026 AT 11H00 SHARP CAT

EMAIL YOUR SUBMISSION TO: rmaleka@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.

The NCR will determine which bidding organisation ("bid participant"), if any, is appointed in response to this request for submission for the appointment a service provider for the hosting services for the NCR website.

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 sixty (60) days from the due date for the submission of all bids.

4. **Number of proposals**

Each bid participant must email 1 their entire proposal, including all the documentation referred to in Section 7 below, in the format specified in that section. All submitted proposals will become the property of the NCR and will not be returned. The proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

5. Submission of proposals

5.1. Proposals must reach the offices of the NCR before 11:00 AM on 30 November 2026, and must be emailed to rmaleka@ncr.org.za , procurement@ncr.org.za

a) RFQ No: NCR1064.11.2026

TERMS REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE HOSTING SERVICES OF THE NCR WEBSITE

CLOSING DATE: 30 NOVEMBER 2026 AT 11H00 AM,

5.2 Please note that this RFQ closes punctually at 11h00 on 30 November 2026. No late submissions will be considered under any circumstances.

5.3 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.

5.4 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.

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

5.6 Submissions must not contain documents relating to any RFQ other than the one referred to in this RFQ.

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

5.8 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 2 days' notice will be given to relevant participants in advance of the presentation date.

6.Timetable

Date & time	Activity
23/11/2026	Issue RFQ document
30/11/2026	Closing date
30/11/2026	Evaluations
01/12/2026	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.

7. 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

Document that must be Submitted	Guideline		Consequence of non-submission
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 of Registration on the Central Supplier Database Vendor number	Disqualification from process
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	Disqualification from process

8.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:

8.1 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

8.2 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

8.3 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

8.4 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	2
	0 – 29% owned by persons who are	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- THE APPOINTMENT OF A SERVICE PROVIDER FOR THE HOSTING SERVICES OF THE NCR WEBSITE.

OBJECTIVE:

NCR is looking to appoint a reputable ICT Service Provider for the provision of cost-efficient, scalable, high redundancy and highly available Hosting Services for its two (2) critical services – Website with two (2) main domains for a period of three (3) years.

BACKGROUND:

WEBSITE:

The system is using a content management system (Joomla) which connects to a phpMyadmin database. The NCR website (ncr.org.za) serves as an online communication tool for the organization's critical stakeholder who are consumers, NCR registrants (Credit Bureau, Credit Providers, Debt Counsellors, Alternate Dispute Resolution Agents, Payment Distribution Agents, etc.) and the Debt Help System (ncrdebthelp.co.za) serves as a system that communicates the debt counselling applications to the credit bureaus (as described in detail above).

SCOPE OF WORK:

The following are the expected scope of work:

1. Provision of Hosting Services for the Website and Domain in terms of the following Requirements and Specifications:

Website domain hosting		
No.	**Item**	**Description**
1.	**Hosting type**	**Linux shared web hosting**
2	**Features (not limited to)**	Website Control Panel
		Support latest PHP version
		50 Mysql database(phpMyAdmin)
2.	**Domains**	ncr.org.za

3.	**Storage Space**	1TB Storage
		1TB with 2TB for backup of platform
3.	**Bandwidth**	4TB

1. Take over of the services from the current service providers for (3) years;
2. Complete migration (data, systems and services) of the systems from the previous hosting environment (this MUST include the testing prior to going live);
3. Backup and Disaster Recovery in terms of NCR's approval policies. This must include annual DR testing and provision of the test plans, and test results. The Recovery Point Objective (RPO) of not more than one (1) hour and Recovery Time Objective of not more than two (2) hours with an option to amend it based on the NCR's needs at any particular time at no additional cost to NCR;
4. Handover plan and handing over of the services upon the expiry of the contract – to the new appointed services (after 3 years);
5. 24/7/365 Hosting Services Availability with High Redundancy;
6. 24/7/365 support and maintenance center;
7. Managed and professional services which will include:
   7.1 the patch management for the hosted environment (wherein the testing of the patches are properly tested prior deployment); and
   7.2 monitoring and managing the environment with necessary alert and notifications (and reports) in order to prevent errors and incidents on items in (9) below;
8. Monthly SLA Reports which will cover the following (at a minimum):
   8.1 Security;
   8.2 Patches / Updates;
   8.3 Infrastructure Usage (workloads, space, bandwidth, etc.);
   8.4 Backup and Disaster Recovery;
   8.5 Risks and / Threats;
   8.6 Traffic.

Note:

The NCR support team will be responsible for content management (support, maintenance and management) of the actual sites / systems.

PRICING SCHEDULE:

The prospective bidder must complete the following pricing schedule and the actual proposal / quotation in line with the above scope must also be attached:

No.	Description	Comments (if any)
1.	**24/7/365 Managed and Secured** Hosting Services Availability with High Redundancy **In line with all facilities mentioned (and all the other items) under the scope of work provided** **Item 1, 4, 5, 8 and 9**	
2.	24/7/365 Support and Maintenance Center (Customer / Service Desk Line)	
3.	Support & Maintenance	
4.	SSL Certificates Renewals (Annually)	
5.	System and Data migration (from current providers / hosting centers) to the new one **In line with item 2 and 3 under the scope of work provided above**	

Important to Note:

- All the prices must be inclusive of VAT;
- SSL Certificate licenses' renewals will be done annually (i.e. there will not be paid at once);