



## THE NATIONAL CREDIT REGULATOR

**MARCH 2026**

TERMS OF REFERENCE: TERMS OF REFERENCE (TOR) FOR THE UPGRADE THE CURRENT MANAGE ENGINE SERVICES DESK SYSTEM FROM THE STANDARD TO THE ENTERPRISE SERVICES MANAGEMENT (ESM) EDITION

RFQ: NCR1024.03.2026

**DUE DATE: 10 APRIL 2026 AT 11H00 SHARP CAT EMAIL YOUR**

**SUBMISSION TO: [mlebepe@ncr.org.za](mailto:mlebepe@ncr.org.za) COPY: [procurement@ncr.org.za](mailto:procurement@ncr.org.za)**

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Toll share: 0860 627 627 / 0860 NCR N

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### PART A- GENERAL TERMS OF CONDITIONS (SCM)

#### 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 to supply and deliver branded collateral and promotional items.

### **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-biddingdocuments/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 11:00AM on 10 April 2026, and must be emailed **mlebepe@ncr.org.za**, **procurement@ncr.org.za**

**a) RFQ No: NCR1024.03.2026**

**b) TERMS OF REFERENCE (TOR) FOR THE UPGRADE THE CURRENT MANAGE ENGINE SERVICES DESK PLUS SYSTEM FROM THE STANDARD TO THE ENTRPRISE SERVICES MANAGEMENT ( ESM) EDITION**

**c) CLOSING DATE: 10 APRIL 2026 AT 11H00 AM,**

5.2. Please note that this RFQ closes punctually at 11h00 on 10 APRIL 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**

<b>Date &amp; time</b>	<b>Activity</b>
31/03/2026	Issue RFQ document
10 /04/2026	Closing date
<b>11/04/2026</b>	Evaluations
<b>30/04/2026</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.

## **7. Documentation to be submitted.**

<b>Document that must be Submitted</b>	<b>Guideline</b>		<b>Consequence of nonsubmission</b>
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process

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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 <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number starting with MAAA. Submit proof of registration.	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
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Total maximum points	20	80
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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.**

<b>SPECIFIC GOAL</b>	<b>ACHIEVEMENT LEVEL</b>	<b>TOTAL NUMBER OF</b>
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**

<b>SPECIFIC GOAL</b>	<b>OWNERSHIP LEVEL</b>	<b>POINTS</b>
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
	81% - 100% owned by women	7
Persons historically disadvantaged on the basis of gender – Women	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 wronadoina to the  
KPMG Ethics Line

**0800 20 53 17 (Toll Free)**

## TERMS OF REFERENCE

### **TERMS OF REFERENCE (TOR) FOR THE CREATION OF ADOBE INDESIGN AND ILLUSTRATOR TEMPLATE TO PRODUCE CONSUMER CREDIT MARKET REPORT (CCMR) AND CREDIT BUREAU MONITOR (CBM) IN TERMS OF THE NATIONAL CREDIT ACT (NCA) REQUIREMENTS**

#### **PURPOSE**

- Upgrade the existing ManageEngine Service Desk Plus system to the Enterprise Service Management (ESM) Edition.
- Configure and deploy departmental instances for ICT, HR, and the Complaints.
- Provide configuration, integration, and user training services to ensure system adoption and sustainability.

#### **• BACKGROUND:**

- Implement multi-portal functionality to enable cross-departmental service delivery.
- Integrate HR, Change Management, and Problem Management modules.
- Migrate and configure the Complaints Portal for the Complaints department to manage the complaints mailbox efficiently.
- Automate workflows to align with NCR's digital transformation and paper reduction strategy.
- Provide training and documentation for administrators and end-users.

#### **• OBJECTIVES:**

- The key objectives are to:
  - Implement multi-portal functionality to enable cross-departmental service delivery.
  - Integrate HR, Change Management, and Problem Management modules.
  - Migrate and configure the Complaints Portal for the Call Centre to manage the complaints mailbox efficiently.
  - Automate workflows to align with NCR's digital transformation and paper reduction strategy.
  - Provide training and documentation for administrators and end-users.

#### **• CURRENT STATUS OF NCR ICT ARCHITECTURE:**

- NCR operates a virtualized environment hosted on Hyper-V infrastructure.

- The current ManageEngine Service Desk Plus is deployed on-premises and integrated with Active Directory.
- The system supports only ICT incident management and asset tracking.
- There is no integration with HR systems or Complaints email workflows
- Email complaints are manually processed via Outlook, with no case tracking or SLA monitoring.

## PRICING SCHEDULE

The following are mandatory items must be quoted on;

No.	Item	Quantity	Price (incl. VAT)
1	Upgrade ManageEngine Service Desk Plus to Enterprise Service Management Edition <ul style="list-style-type: none"> <li>• ICT Service Desk Portal 10 Technicians, 500 Nodes;</li> <li>• Complaints Portal (Standard Edition, 10 Technicians);</li> </ul> <i>Warranty and post-implementation support for a minimum of 36 months;</i>	36	
2	Training sessions for ICT, HR, and Complaints staff;	2 per unit	
<b>TOTAL</b>			

### 1. EXPECTED OUTPUTS:

- 1.1 Successful upgrade of ManageEngine Service Desk Plus to the Enterprise Service Management Edition.
- 1.2 Operational ICT Service Desk Portal for 10 technicians and 500 nodes.

1.5 Completion of two training sessions for ICT, HR, and Complaints staff.