

THE NATIONAL CREDIT REGULATOR

MAY 2026

TERMS OF REFERENCE: TO APPOINT SUITABLE QUALIFIED SERVICES PROVIDER FOR THE PROVISION OF AN OFFSITE STORAGE SOLUTION FOR THE PERIOD OF FIVE YEARS (5) AT NATIONAL CREDIT REGULATOR

RFP NUMBER: NCR1029.03.2026

COMPULSORY BRIEFING

DATE: 18 MAY 2026 AT 10 :00 PM

VENUE: ONLINE MS TEAMS

INTERESTED BIDDERS TO USE THE BELOW LINK

Microsoft Teams meeting

Join:

<https://teams.microsoft.com/meet/36388085951258?p=rcWLp6bvKrUFjzWuxF>

Meeting ID: 363 880 859 512 58

Passcode: nH3Uz3n7

DUE DATE: 01 JUNE 2026 AT 11H00 SHARP CAT

**ADDRESS: 127-15TH ROAD RANDJES PARK
MIDRAND**

(NCR OFFICES)

CONTACT PERSON: Mampereke Lebepe

Email to: MLebepe@ncr.org.za

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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 to appoint a suitable qualified services provider for the provision of an offsite storage solution for the period of five (5) years at national credit regulator

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/procurement/tenderstandard-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.

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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. Number of proposals

Each bid participant must provide two (2) hard copies (original copy & 1 Copy) and one (1) memory stick of 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 01 June 2026 and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside.

a) RFQ No: NCR1029.03.2026

b) TERMS OF REFERENCE TO APPOINT SUTABLE QUALIFIED SERVICES PROVIDER FOR THE PROVISION OF AN OFFSITE STORAGE SOLUTION FOR THE PERIOD OF FIVE (5) AT NATIONAL CREDIT REGULATOR

c) CLOSING DATE: 01 JUNE 2026 AT 11H00 AM

5.2. Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15th 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).

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5.3. Please note that this RFP CLOSES 01 June 2026. No late submissions will be considered under any circumstances.

5.4. **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.

5.5. 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.

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

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

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

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

5.10. 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 presentation date.

6. Timetable

Date & time	Activity
11/05/2026	Issue RFP document
18/15/2026	Compulsory Briefing
01/06/2026	Closing date
01/06//2026	Preliminary evaluation
08/06/2026	Evaluations by the Evaluation Committee

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15/06/2026	Adjudication Committee meeting
30/06/2026	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.

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	Returnable compulsory documents
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	Returnable compulsory documents
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Returnable compulsory documents
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

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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
Document that must be Submitted	Guideline		Consequence of Non-submission
Acceptance of the General Terms and Conditions	Yes	https://www.ncr.org.za/index.php/document/tender-standardbiddingdocuments/general-termsconditions	Bidders to confirm that they read

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
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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
	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 youth	3
	30% - 49% owned by persons who are youth	2

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	0 – 29% owned by persons who are youth	1
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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

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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)

APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF OFFSITE STORAGE AND DOCUMENT SCANNING SERVICES FOR FIVE (5) YEARS

SECTION 1: INTRODUCTION, BACKGROUND, OVERVIEW AND RFP SCOPE OF REQUIREMENTS

1. INTRODUCTION

The National Credit Act, 2005 (Act No. 34 of 2005), establishes a National Credit Regulator (NCR). NCR promotes a fair and non-discriminatory market place for access of consumer credit provides for the general regulation of consumer credit and improved standards of consumer information, promotes black economic empowerment and ownership within the consumer credit industry, prohibits certain unfair credit and credit-marketing practices, promotes responsible credit granting and use, and for that purpose to prohibit reckless credit granting, provides for debt re-organization in cases of over-indebtedness, regulates credit information, provides for registration of credit bureau, credit providers and debt counselling services, establishes national norms and standards relating to consumer credit, promotes a consistent enforcement framework relating to consumer credit

2. BACKGROUND

The NCR Security and Facilities Unit plays a pivotal role in ensuring the organization's compliance with the National Archives and Records Service of South Africa Act (Act No. 43 of 1996) and any other relevant and applicable legislation. This Security and Facilities Unit is dedicated to the establishment and maintenance of robust records management and archival practices, in alignment with current legislation.

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3. OBJECTIVE

The objective is to procure the expertise of a reputable service provider for a five-year period to manage secure offsite storage, scanning/ digital conversion and shredding and destruction of documents. The successful bidder must comply with all applicable legislative frameworks governing document management and storage, including, but not limited to, the following:

- Constitution of the Republic of South Africa, 1996.
- National Archives and Records Service of South Africa Act (NARSA), Act No. 43 of 1996.
- Promotion of Access to Information Act (PAIA), 2000 (Act No. 2 of 2000).
- Promotion of Administrative Justice Act (PAJA), Act No. 3 of 2000.
- Public Finance Management Act (PFMA), Act No. 1 of 1999.
- Electronic Communications and Transactions Act (ECTA), Act No. 25 of 2002.
- Protection of Personal Information Act (POPIA.)

The successful service provider must uphold compliance with relevant regulations governing records management and ensure adherence to standards and best practices in document management and storage.

The appointed service provider will be subjected to vetting investigations by the State Security Agency (SSA). The appointment of the preferred bidder will depend on a positive clearance from SSA.

4. SCOPE OF WORK

The bidder will be required to provide the following services:

4.1 Offsite Document Storage Services to include:

- Climate-controlled storage units.
- Document organization and indexing.
- Inventory management and document purging.
- Scanning and copying of files onto storage medium e.g. USB etc. and return to the NCR immediately after the data is copied.
- Replacement of damaged boxes, as and when required. Prior approval must be given by the NCR.

4.2 Scanning Services

- Scanning in various formats including PDF to JPEG and TIFF.

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- Secure Storage.
- Accessible, speedy retrieval.

4.3 Advanced Paper Shredding and certified document destruction.

- Shredding ability to handle large volumes of documents.
- Secure transportation to shredding premises.
- Providing the NCR with a waybill certificate of document destruction post-shredding. A document destruction certificate must be submitted.

4.4 Collection and secure transportation of records/ documents.

- The above services must be provided in compliance with the various laws, including POPIA. Additional Information:
- Collect a maximum of **4079 boxes** of documents from the current service provider.
- The bidder must provide a detailed breakdown of the costs associated with the take-on process and the costs related to the permanent withdrawal from the current offsite storage facility.
- Handle the boxes by registering all box barcodes in the system.
- Provide secure and climate-controlled offsite storage facilities for the NCR's documents, ensuring fire and pest control on-site.
- Maintain a systematic filing and indexing system for efficient records management.
- Implement comprehensive security measures to safeguard the stored materials.
- Comply with all relevant legislation, including the Protection of Personal Information Act.
- Comply with standards set by the National Archives and Records Service of South Africa, including "the National Archives and Records Service of South Africa and ISO 11799: 2015.
- Store records in various formats, including A5 and A3 paper, paper file covers, lever arch file covers, standard archive boxes.
- Provide secure transport facilities for collecting documents and delivering them to the offsite storage facility.
- Handle transportation per trip, including packaging and securing the documents during transit.
- Offer document scanning services, including digitizing documents into a format compatible with the NCR's document management system including PDF and TNG formats using the provider's system.

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- Ensure accuracy and promptness in retrieval services for requested documents.
- Specify the cost associated with the retrieval of boxes.
- Provide progress reports to the NCR on a quarterly basis, detailing the status of document storage, retrieval, and digitization activities.
- Provide all necessary packaging materials (e.g., boxes, labels, barcodes, etc.).
- Provide all necessary equipment, hardware, software, and personnel required for the take- on of records.
- Verify the packed material against the list provided by the NCR.
- Collect records/documents from the NCR, as specified in the SLA between the NCR and the successful service provider, comprising approximately **4079 boxes** of documents.
- Provide certified shredding and destruction of documents.

5. QUALIFICATIONS AND EXPERIENCE

Please include a one-page CV for each person that will be working on this project and serve as client interface with the NCR:

Job function and years of experience required:	Person assigned to NCR	Qualification

6. DELIVERABLES

The following services are required:

6.1 The Offsite Document Storage Services to Include:

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- Climate-controlled storage units.
- Physical access to documents to view and retrieve from any warehouse.
- Document organization and indexing.
- Inventory management and document purging.

6.2 Scanning Services to include:

- Scanning in various formats including PDF to JPEG and TIFF.
- Secure Storage.
- Accessible, speedy retrieval.

6.3 Advanced Paper Shredding and certified document destruction to include:

- Shredding ability to handle large volumes of documents.
- Secure transportation to shredding premises.

6.4 Collection and secure transportation of records/ documents:

- Successful collection of records/documents from the NCR, as specified in the SLA between the NCR and the service provider.
- This includes an estimated **4079 boxes** of documents from the current service provider
Refer to the annexure
- The above services must be provided in compliance with the various laws, including POPIA.

ADDITIONAL INFORMATIONS

- Successful collection of a maximum of **4079 boxes** of documents from the current service provider.
- Provision of secure and climate-controlled offsite storage facilities for the NCR's documents
- Ensuring fire and pest control on site.
- Implementation of comprehensive security measures to ensure the safeguarding of stored materials.
- Maintenance of a systematic filing and indexing system for efficient records management.
- Successful collection of records/documents from the NCR, as specified in the SLA between the NCR and the service provider.

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- Provide document scanning services to digitize documents into PDF and TNG formats using the provider's system.
- Providing the NCR with a certificate of destruction post-shredding certificate.

7. BILLING AND COST STRUCTURE

The service provider must outline their billing structure, including but not limited to:

- 7.1 **Billing Method:** the service provider must specify whether billing will be based on per square cubic meter, per item, or another metric to ensure transparency and comparability.
- 7.2 **Turnaround Times and Retrieval Costs:** The service provider must specify the turnaround times for retrieving the boxes and costs associated with accelerated retrievals. They should define the system, method, or file plan for securely storing and accessing documents.
- 7.3 **Cost Sheet:** Provide a detailed breakdown of all fees/costs, including potential annual increases. Key fees to include are Retrieval Costs, Handling Charges, Radio Frequency Identification (RFID) Labels), Rush Delivery, Trip Charges, Re-Boxing Fees, Storage Minimum Fees, Minimum Service Order Fees, Fuel Surcharge, Administrative Fees, Archival Destruction or Certified Shredding, items not in Inventory or "File Not Found" Fee, Transportation Wait Time Fee, Labour Fee, Digital Delivery Fee, Outside Courier or Client Handling, and Permanent Withdrawal Fee.
- 7.4 **Permanent Withdrawal Clarification:** Clearly define the Permanent Withdrawal policy, including the fee structure and implications for removing items from storage permanently. Ensure that the NCR understands the responsibility to pay these fees, especially upon the conclusion of a contract. Guide how to monitor invoices to avoid incorrect charges related to permanent withdrawals.

8. MANDATORY REQUIREMENTS

The bidder must comply with the following mandatory requirements. Non-compliance will lead to disqualification of the bid:

(THIS SECTION TO BE COMPLETED BY ALL BIDDERS)

Please indicate with an 'X' whether you Fully Comply or Do Not Comply. Please choose only one option.

COMPLIANCE WITH LEGISLATION AND OTHER REQUIREMENTS	FULLY COMPLY	DO NOT COMPLY
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1. National Archives and Record Service Act (Act No 43 of 1996)		
2. The Promotion of Access to Information Act, (Act No 2 of 2000)		
3. Compliance with ISO standards The NCR requires the following International Standard Organization – ISO compliance certificates: <ul style="list-style-type: none"> • ISO 9001 for Quality Management. • ISO 14001 for Environmental Management. • ISO 11799 for Document Storage Requirements. • ISO 45001 for Occupational Health and Safety Management at the offsite storage facility 		
4. Contingency Plan in a Case of fire, theft, flooding and strikes.		

Please confirm submission of the mandatory Returnable Documents detailed below by so indicating [Yes or No] in the table below

MANDATORY RETURNABLE DOCUMENTS	SUBMITTED [Yes/No]
Valid Private Security Industry Regulatory Authority Certificate. (If outsourced, the Security Company's valid certificate must be submitted.)	
Valid National Agency on Information Destruction Certificate. (NAID)	
NARSSA (National Archives And Records Services Of S.A. Certificate). A letter proving compliance inspection from NARSSA.	
Compliance certificate by the local Fire Department	

9. DURATION OF THE PROJECT

- The expected duration of the project is five years (5) from the date of signing of the service level agreement (SLA).

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SECTION 2: NOTICE TO BIDDERS

2. Terms and conditions of Request for Proposal (RFP)

2.1 This document may contain confidential information that is the property of the NCR.

2.2 No part of the contents may be used, copied, disclosed, or conveyed in whole or in part to any party in any manner whatsoever other than for preparing a proposal in response to this RFP without prior written permission from the NCR.

2.3 Late and incomplete submissions will not be accepted.

2.4 No services must be rendered, or goods delivered before an official NCR Purchase Order form has been received.

2.5 Occupational Injuries and Diseases Act 13 of 1993

2.5.1 The Bidder warrants that all its employees (including the employees of any subcontractor that may be appointed) are covered in terms of the Compensation for Occupational Injuries and Diseases Act 13 of 1993 and that the cover shall remain in force for the duration of the adjudication of this RFP and/ or subsequent agreement. The NCR reserves the right to request the Bidder to submit documentary proof of the Bidder's registration and "good standing" with the Compensation Fund, or similar proof acceptable to the NCR.

2.6 Supplier performance

2.6.1 The NCR conducts regular performance reviews in accordance with the requirements for the classification of the contract and or stakeholder by making use of supplier evaluation forms.

2.6.2 Ad-hoc performance reviews shall be conducted where non-performance is identified outside the review period.

2.6.3 non-performance will be addressed with at least a formal letter advising specific non-performing areas and stating remedial action/s required within specific time frames

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SECTION 3

3.1 Functionality evaluation

The following weighting system will apply and only bidders scoring a minimum of 70 points or more will be eligible to migrate to the next phase of this bid. The functionality criteria will be evaluated based on the following:

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

CATEGORY	CRITERIA DESCRIPTION	SCORING MATRIX	WEIGHTINGS (%)
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<p>1. Company profile and experience</p>	<p>The bidder must submit a comprehensive and detailed company profile that includes the following requirement (references to a website is not accepted):</p> <ul style="list-style-type: none"> • Organizational structure • Ownership details of vehicles/ fleet that will be used for the service required. • Premises where the documents will be stored (owned or leased); and include the signed lease agreement or proof thereof. • The Business Continuity Plan. • All necessities required for the service. equipment, tools, software, and resources required to provide the services. • Provide details and years of experience in records management. <p>If the bidder has enlisted third parties to perform any necessary functions, they must furnish evidence of a joint venture along with a Service Level Agreement (SLA) outlining the specifics of this collaboration. This should encompass the scope of the third party's responsibilities, as well as their expertise and experience in the matter.</p>	<p>Company profile submitted covering all items from the list in a comprehensive and detailed manner, provides additional services included in the service offering and has more than 5 years' experience. = 5 points</p> <ul style="list-style-type: none"> • Company profile submitted listing all items from the list stated and has more than 4 to 5 years' experience. = 4 points • Company profile submitted covering three (3) to four (4) of the items from the list stated and has more than 3 to 4 years' experience. = 3 points • Company profile submitted covering one (1) to two (2) of the items from the list stated and has more than 2 to 3 years' experience = 2 points • Company profile submitted covering only one (1) item from the list stated and has more than 1 to 2 years' experience = 1 point • Company profile not submitted or does not cover any of the items on the list and has less than one-year experience. = 0 points 	<p>50%</p>
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CATEGORY	CRITERIA DESCRIPTION	SCORING MATRIX	WEIGHTINGS (%)
2. Project Manager's Experience	<p>□ The Project Manager should demonstrate at least 5 years' experience in project or records management. Attached a brief CV.</p>	<p>□ The Project Manager has more than 5 years' experience = 5 points</p> <p>□ The Project Manager has 5 years' experience. = 4 points</p> <p>□ The Project Manager has 3 years' experience. = 3 points</p> <p>□ The Project Manager has 2 years' experience. = 2 points</p> <p>□ The Project Manager has 1-year experience. = 1 point</p> <p>□ The Project Manager has less than 1-year experience. = 0 point</p>	10%

CATEGORY	CRITERIA DESCRIPTION	SCORING MATRIX	WEIGHTINGS (%)
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3. Project Manager Qualification	<p>The Project Manager must be in possession of a minimum of bachelor's degree either in the following field; Project Management or Records Management.</p>	<ul style="list-style-type: none"> □ The Project Manager has an Honours Degree (NQ level 8) and above = 5 points □ The Project Manager has a bachelor's degree (NQ level 7) = 4 points □ The Project Manager has a National Diploma (NQ level 6) = 3 points □ The Project Manager has a National Certificate (NQ level 5) = 2 points □ The Project Manager has a Matric (NQ level 4) = 1 point □ The Project Manager has a qualification below Matric = 0 point 	10%
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CATEGORY	CRITERIA DESCRIPTION	SCORING MATRIX	WEIGHTINGS (%)
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4. Project Plan	<p>The guide must provide a detailed project plan describing how the scope of work will be delivered.</p> <p>The methodology and approach must contain the following requirements:</p> <p>1. Storage Facility Continuity Plan</p> <ul style="list-style-type: none"> □ Risk Management and Controls. □ Equipment Malfunction control. □ Security access control. □ Power outages and load shedding. <p>2. Standard Operating Procedures</p> <ul style="list-style-type: none"> □ Operating hours (must operate minimum Mon- Fri) <p>3. Environmental Control</p> <p>Monitoring of environmental conditions (temperature, humidity, etc.). Compliance with the prescripts of the Occupational Health and Safety Act, 85 of 1993.</p> <p>The bidder must provide a fire detection and prevention plan.</p> <p>4. Archive, Storage & Retrieval of Records</p>	<ul style="list-style-type: none"> • Submitted a detailed methodology and approach that clearly demonstrates and comprehensively covers all 4 requirements and additional value adding information. = 5 points • Submitted a detailed methodology and approach that clearly demonstrates and comprehensively covers all 4 requirements = 4 points • Submitted a methodology and approach that covers 3 of the requirements = 3 points • Submitted a methodology and approach that covers 2 of the requirements = 2 points • Submitted a methodology and approach that covers 1 of the requirements. = 1 point • The bidder did not submit a project plan. = 0 points 	20%
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	<p style="text-align: center;">Work Plan</p> <p>Work Plan should, include the following but not limited to these only:</p> <ul style="list-style-type: none"> a) The process to be followed in collection of boxes from NCR to the offsite storage facility including the process of receiving and preparing the boxes at the offsite storage facility (end to end process) b) Retrieval of records from the offsite storage facility to the NCR premises c) Provide access of NCR database that in collection of boxes from NCR to the offsite storage facility including the process of receiving and preparing the boxes at the offsite storage facility (end to end process) b) Retrieval of records from the offsite storage facility to the NCR premises c) Provide access of NCR database that is held by the service provider to the NCR d) Index report of files collected from the premises e) The process to be followed in scanning of NCR documents. <p>5. Disposal methodology</p>		
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	<p>Methodology plan should include the following but not limited to these only:</p> <ul style="list-style-type: none"> a) Notify the client of the files due for disposal. b) Client gives permission for disposal. c) System and equipment used to dispose records. 		
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CATEGORY	CRITERIA DESCRIPTION	SCORING MATRIX	WEIGHTINGS (%)
5. Reference Letters	<p>The bidder must provide a track record in providing off-site storage solutions including for public entity related documentation. The bidder must demonstrate a proven track record in off-site storage solutions. This will be verified through contactable client references, not appointment letters.</p> <p>References must be provided in the form of written letters dated within the past two (2) years.</p> <p>These letters should be dated, signed by authorised personnel on the client's official letterhead and detail the similar off-site storage services provided by the bidder.</p>	<ul style="list-style-type: none"> • 5 or more compliant reference letters from different clients = 5 points • 4 compliant reference letters from different clients = 4 points • 3 compliant reference letters from different clients = 3 points • 2 compliant reference letters from different clients = 2 points • 1 compliant reference letter = 1 point • No reference letters submitted = 0 points 	10%
Total			100%

Bid participants are required to score a minimum of 70% on functionality to qualify to be evaluated in the next phase (Phase 2: Site visits). Bid participants that do not score the minimum of 70% on functionality will be disqualified and not be evaluated in the next phase (Phase 2: Site visits).

3.3 Phase 2: Site Visit

The purpose of the site visit is to verify the submitted information and evaluate in line with criteria outlined below.

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SITE VISIT EVALUATION CRITERIA

With reference to the site visit requirements, the following criteria shall be applicable and the maximum points of each criterion in the table below:

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

SITE EVAULATION CRITERIA		R ating					Weight	Total
		1	2	3	4	5		
No	CRITERIA DESCRIPTION							
1	Existence of a storage facility and physical building (NARS) compliant building in terms of being fireproofed and waterproofed.						10	
2	Access Control Register, Biometric, or a form of Controlled access.						6	
3	Facility to be in access- controlled area.						6	
4	24/7 Video surveillance system on site.						6	
5	24/7 hour guarded security on site.						6	
6	Alarm system on site.						8	
7	Electric Fencing.						6	
8	Certificate of compliance from the Fire						8	
	Department.							
9	Backup power system (including Generator/Solar).						6	

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10	Shelves should be made of coated metal.						8	
11	The lowest shelf should start at least 150 mm off the floor to prevent flood damage and the top of the shelving should not be less than 320 mm from the ceiling to allow airflow.						8	
12	Records should not be stored on the top of shelving units as they will be too close to ceiling lights and there is also the possibility of damage from water sprinklers.						8	
13	Aisles between shelving should allow easy access to and removal of records.						6	
14	Archival boxes must not be packed on top of each other. Therefore, shelf rows must be provided for each box to be filed independently.						8	
Total								100%

Bid participants are required to score a minimum of 70% on both technical and site visit evaluation to qualify to be evaluated in the next phase (Phase 3: Price and specific goals). Bid participants that do not score the minimum of 70% will be disqualified and not be evaluated in the next phase (Price and specific goals).

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ANNEXURE A: PRICING SCHEDULE (EXAMPLE)
BIDDERS TO ENSURE THAT ALL COSTINGS AS PER THE TOR ARE INCLUDED.

(A) Initial Take-on from NLC Head office (Hatfield)						
Boxes -Initial Take-on	QTY	Unit price	Term	Initial Take-on	Vat	Total Incl VAT
Initial Take-On - Once off fee						
Collection of Boxes	4079	R	Once off	R	R	R
Box Registration	4079	R	Once off	R	R	R
Barcode Labels	4079	R	Once off	R	R	R
Back-up Tape	38	R	Once off			
Total		R	Once off	R	R	R
(B) On-Going Rates excluding VAT						
	QTY	Y1	Y2	Y3	Y4	Y5
Retrieval Search Fee	Per box	R	R	R	R	R
Data Capture per Box	Per box	R	R	R	R	R
Destruction Fee	Per box	R	R	R	R	R
Cconsumables						
Jumbo Storage Box	1	R	R	R	R	R
Barcode Labels	1	R	R	R	R	R
Backing Board Clip	1	R	R	R	R	R
Box Wallet	1	R	R	R	R	R
Tamper proof seals - boxes/containers	1	R	R	R	R	R
Standard A4 Document Box	1	R	R	R	R	R
Collection/Delivery (more than 10 boxes) – standard 24-hour delivery period		R				
(C) Box Storage						
Storage	QTY	Monthly rate	Term	Total	VAT	Total Incl VAT
Year 1	4079	R	12	R	R	R
Year 2	4079	R	12	R	R	R
Year 3	4079	R	12	R	R	R
Year 4	4079	R	12	R	R	R
Year 5	4079	R	12	R	R	R
(D) Back-up tapes						
Storage	QTY	Monthly rate	Term	Total	VAT	Total Incl VAT
Year 1	38	R	12	R	R	R
Year 2	38	R	12	R	R	R
Year 3	38	R	12	R	R	R

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Year 4	38	R	12	R	R	R
Year 5	38	R	12	R	R	R
Digitize (scanning) of documents	Per box	R	12	R	R	R
Suitable liability insurance for records	For five years	R	12	R	R	R
Total				R	R	R
Total Bid Price for 5 years Including VAT (A+B+C+D)						R

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