

THE NATIONAL CREDIT REGULATOR

JULY 2025

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A
PROFESSIONAL, QUALIFIED AND ACCREDITED SERVICE
PROVIDER FOR THE PROVISION OF A HARDWARE-AS-A -SERVICE
(Haas) FOR A PERIOD OF THREE (3) YEARS**

RFP NUMBER: NCR972.07.2025

COMPULSORY BRIEFING-DATE: 05 AUGUST 2025 AT 10:00AM

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Meeting ID: 357 597 589 683 8

Passcode: vR2gk3Xe

DUE DATE: 22 AUGUST 2025 AT 11H00 SHARP CAT

ADDRESS: 127-15TH ROAD RANDJES PARK MIDRAND

EMAIL YOUR RFP QUERIES TO: Mlebepe@ncr.org.za

SUBMISSION **MUST INCLUDE 1 ORIGINAL, 1 COPY AND (A SOFT
COPY MEMORY STICK OF THE ENTIRE PROPOSAL**

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 an a professional, qualified and accredited service provider for the provision of a Hardware-As-A-Service (HaaS) for a period of three (3) years.

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/tenderstandard-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. 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 22 August 2025 and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside.

a) RFP No: NCR972.07.2025

**b) TERMS OF REFERENCE FOR THE APPOINTMENT OF A
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(HAAS) FOR A PERIOD OF THREE (3) YEARS**

c) CLOSING DATE: 22 AUGUST 2025 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).

- 5.3. Please note that this RFP closes punctually at 11h00 on 22 August 2025. 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 the presentation date.

6. Timetable

Date & time	Activity
31/07/2025	Issue RFP document
05/08/2025	Compulsory Briefing
22/08/2025	Closing date
25/08/2025	Preliminary evaluation
29/08/2025	Evaluations by the Evaluation Committee
05/09/2024	Adjudication Committee meeting

9/09/2024	Appointment
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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
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
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/procedure/tender-standard-biddingdocuments/general-terms-conditions	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
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 youth	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 REFERENCES / SCOPE OF WORK:

1. PURPOSE:

NCR is looking to appoint a professional, qualified and accredited service provider for the provision of a **Hardware-As-A-Service** (Haas) for a period of three (3) years.

2. OBJECTIVES:

NCR is impacted with number of technological issues which includes the outdated IT infrastructure as far as computer equipment is concerned. These concerns have serious implications on the performance and troubleshooting issues.

In order to manage these concerns and issues, NCR is looking to appoint a service provider to provide the Hardware-As-A-Service to manage the possible loss of productivity due to damage and / loss of equipment, reduce costs and improve effectiveness and efficiency.

NCR have standardised its computer hardware to Hewlett-Packard (HP) and would like to retain this standardization.

3. SCOPE OF WORK:

No.	Item	Description / Specification	Quantity
1.	Laptops	Processor: <u>HP</u> EliteBook (or equivalent) Processor: Intel Core i7, minimum 11 th Generation RAM: minimum 32 GB Storage: minimum 512 GB SSD Operating System: Windows 11 Pro 64-bit	20
No.	Item	Description / Specification	Quantity

		Display: 14 to 15.6 – inch FHD Integrated Mobile broadband (WWAN), minimum 4G Technology	
2.	Laptop Bags	Targus Professional Backpack	20
3.	Services	<ul style="list-style-type: none"> - Next Day Onsite swop in and out. - Configuration and / or installation (based on the provided standard / base image); - Delivery services – to the NCR Offices 	

4. TERMS & CONDITIONS FOR THE LEASED EQUIPMENTS / LAPTOPS:

The following are the terms and conditions expected to be adhered to by the awarded bidder:

4.1 Device Damage / Loss:

The awarded / appointed bidder will be required to issue a loan equipment equivalent to the specifications above, on the next working day after the notification of the damage / loss.

4.2 Insurance:

The awarded / appointed bidder will be responsible for providing the insurance for all the provided equipment's / laptops. Any such insurance will be on the account of the account of the bidder / supplier.

4.3 Operating Software Licenses:

The awarded / appointed bidder will be responsible for the Operating Software Licenses of the leased laptops. NCR will be responsible for the Office Packages and its related licenses.

4.4 Hardware Platform:

All the leased equipment's / laptops must be upgraded to the latest hardware platform when required. Should the product be discontinued and give issues during the contract, the provider must be able to replace it with the equivalent product in line with the specifications set out above.

4.5 Manufacture Warranty Cover:

All the leased equipment's / laptops must be covered and in line with the term of this contract.

4.6 Tracking Devices:

The awarded and / or appointed bidder must ensure that there is a tracking device and / or related software installed on the leased equipments / laptops which enable the remote erasing of the NCR information on the laptops in case of a loss;

4.7 Equipment Disposals:

At the expiry of the contract and prior to return of the equipments, the awarded / appointed bidder will (in partnership with NCR and in line with all the relevant legislations and regulations) be expected to clean the equipments / laptops and / or erase all the NCR information.

5. EVALUATION CRITERIA:

5.1 Compulsory Requirements:

5.1.1 Compulsory Briefing Session:

Interested / prospective bidders MUST attend the Compulsory Briefing Session (set – out).

5.1.2 OEM Accreditation:

The prospective bidders must submit the proof of Accreditation from the OEM for providing the hardware being proposed.

The Accreditation must be valid (i.e. not expired at the time of submission).

Important Note:

It is the responsibility of the prospective bidder to ensure that the accreditation is valid at the time of completion of the evaluation and adjudication process (i.e. before an award or appointment is made) – communication will only be entered into with the recommended bidder/s.

5.1.3 Functionality Evaluation:

The bidder's proposal will be scored according to the below points system and scoring criteria:

- 0 = Zero Experience / 0 and / or Irrelevant Information / None submission
- 1 = Poor;
- 2 = Does not meet the requirements.
- 3 = Partially meets the requirements.
- 4 = Meets the Requirements;
- 5 = Exceeds the Requirements

Item No.	Criteria Description	Weighting						
1.	GENERAL FUNCTIONALITY							
	<div><div>COMPANY EXPERIENCE</div><div>Minimum of 5 Years of experience in the provision of Hardware As-A-Service or Rental in relation to computer equipment (50) points)</div><table><tr><td>More than 5 years in the provision of Hardware As-A Service in relation to computer equipment's</td><td>= 5 Exceeds the Requirements</td></tr><tr><td>5 years in the provision of Hardware As-A-Service in relation to computer equipment's</td><td>= 4 Meets the Requirements</td></tr><tr><td>4 years in the provision of Hardware As-A-Service in relation to computer equipment's</td><td>= 3 Partially meets the requirements</td></tr></table></div>	More than 5 years in the provision of Hardware As-A Service in relation to computer equipment's	= 5 Exceeds the Requirements	5 years in the provision of Hardware As-A-Service in relation to computer equipment's	= 4 Meets the Requirements	4 years in the provision of Hardware As-A-Service in relation to computer equipment's	= 3 Partially meets the requirements	50
More than 5 years in the provision of Hardware As-A Service in relation to computer equipment's	= 5 Exceeds the Requirements							
5 years in the provision of Hardware As-A-Service in relation to computer equipment's	= 4 Meets the Requirements							
4 years in the provision of Hardware As-A-Service in relation to computer equipment's	= 3 Partially meets the requirements							

Item No.	Criteria Description	Weighting
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	3 years in the provision of Hardware As-A-Service in relation to computer equipment's	= 2 Does not meet the requirements	
	Less than 3 years in the provision of Hardware As-a Service in relation to computer equipment's	= 1 Poor	
	<p>Evidence to be provided:</p> <ul style="list-style-type: none">- Company profile outlining the number of years that the company has been providing the Hardware-As-A-Service (in computer equipment OR- This number of years must be included in the OEM Accreditation Certificate which will be verified directly with the OEM; OR- <i>The reference letters provided below may be used to verify the number of company experience</i>);		
Item No.	Criteria Description		Weighting

2.	<p><u>REFERENCES:</u></p> <p>The bidder must provide at least 4 contactable reference letters for provision of Hardware As-A-Service or Rental in relation to computer equipment</p> <table><tr><td>5 or More references</td><td>= 5 Exceeds the Requirements</td></tr><tr><td>4 references</td><td>= 4 Meets the Requirements</td></tr><tr><td>3 references</td><td>= 3 Partially meets the requirements</td></tr><tr><td>2 references</td><td>= 2 Does not meet the requirements</td></tr><tr><td>1 Reference</td><td>= 1 Poor</td></tr><tr><td>Non-submission / Irrelevant reference</td><td>= 0</td></tr></table> <p>The reference letters must be in a company's (Client) letterhead and signed by the authorized company official and must describe the following:</p> <ul style="list-style-type: none">• Start and end date of the contract.• Description of the service (Haas / Rental) of the IT equipment (this must be described clearly);• Contact details of the client (telephone numbers and / or email addresses) <p>*Reference Letters not meeting the above will score 0.</p> <p>* NCR reserves the right to conduct a due-Diligence to verify this reference directly with the bidders' contactable references on the previous work done</p>	5 or More references	= 5 Exceeds the Requirements	4 references	= 4 Meets the Requirements	3 references	= 3 Partially meets the requirements	2 references	= 2 Does not meet the requirements	1 Reference	= 1 Poor	Non-submission / Irrelevant reference	= 0	50
5 or More references	= 5 Exceeds the Requirements													
4 references	= 4 Meets the Requirements													
3 references	= 3 Partially meets the requirements													
2 references	= 2 Does not meet the requirements													
1 Reference	= 1 Poor													
Non-submission / Irrelevant reference	= 0													
	TOTAL	100												

Bidders are required to score a minimum of **70% points** on functionality to qualify to be evaluated to the next level (Price & Specific Goals). Bidders who do not score the minimum of 70% points on functionality will be disqualified.

6. PRICING:

- 6.1** The pricing must be inclusive and itemized based on the scope of work;
- 6.2** Pricing must be for the period of three (3) years.
- 6.3** Pricing must be in South African Rands and inclusive of VAT;
- 6.4** Terms and Conditions of the pricing / payment must be in line with the PFMA and SCM Regulations (i.e. no payment will be made prior to the delivery of the service in line with the agreed pricing schedule).

Important Note:

No variation on the pricing will be entertained / accepted after the appointment.