

THE NATIONAL CREDIT REGULATOR

AUGUST 2025

**THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROCUREMENT OF
ManageEngine PRODUCT- PATCH MANAGE PLUS, SERVICE DESK PLUS,
OpMANAGER FOR A PERIOD OF THREE (3) YEARS AT THE NATIONAL CREDIT
REGULATOR (NCR).**

RFP NUMBER: NCR975.08.2025

DUE DATE: 19 AUGUST 2025 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.

The NCR will determine which bidding organisation (“bid participant”), if any, is appointed in response to this request for submission to appoint an ERP Solution Accredited Partner to provide, customised and implement the Finance and Procurement solution provide support and maintenance 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/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 19 August 2025.

a) RFQ No: NCR975.08.2025

TERMS OF REFERENCE FOR). THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROCUREMENT OF ManageEngine PRODUCT- PATCH MANAGE PLUS, SERVICE DESK PLUS, OpMANAGER FOR A PERIOD OF THREE (3) YEARS AT THE NATIONAL CREDIT REGULATOR (NCR).

b) CLOSING DATE: 19 AUGUST 2025 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 19 August 2025. 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
11/08/2025	Issue RFQ document
19/08/2025	Closing date
20/08/2025	Evaluations by the Evaluation Committee
05/09/2025	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 of Registration on the Central Supplier Database Vendor number	Disqualification from process

Document that must be Submitted	Guideline		Consequence of Non-submission
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/procedure/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 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 REFERENCE (TOR) FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROCUREMENT OF ManageEngine PRODUCT- PATCH MANAGE PLUS, SERVICE DESK PLUS, OpMANAGER FOR A PERIOD OF THREE (3) YEARS AT THE NATIONAL CREDIT REGULATOR (NCR).

1. PURPOSE

To procure and implement ManageEngine software tools — Patch Manager Plus, OpManager Professional, and ServiceDesk Plus — to improve NCR's patch management, IT service management, and infrastructure monitoring functions.

2. BACKGROUND

The ICT Department requires centralised, automated tools to enhance cybersecurity, ensure infrastructure visibility, and improve service delivery. Current limitations in patching, monitoring, and help desk operations expose NCR to operational risks and inefficiencies. ManageEngine's integrated suite offers cost-effective, scalable solutions tailored for these needs.

3. TECHNICAL SPECIFICATIONS

3.1 The required software tools and services must meet the following minimum specifications:

3.1.1 Patch Manager Plus:

- Endpoint patch management for Windows;
- Central dashboard, automated patch scheduling, compliance reporting;
- Supports deployment of third-party application patches;
- Integration with Active Directory;
- Must be able to support patching for remote users;

3.1.2 ServiceDesk Plus (Professional Edition):

- Ticketing system with technician portal and email-to-ticket conversion;
- Asset management module with software/hardware inventory;
- SLA management, change management, reporting dashboard;
- Active Directory integration;

3.1.3 OpManager Professional:

- Real-time monitoring of switches, routers, servers, VMs, and firewalls;
- Threshold-based alerts, network topology maps, bandwidth monitoring;
- Integrated fault and performance management;
- SNMP and WMI compatibility;

3.1.4 General Requirements:

- On-premises deployment;
- 5 named technician licensing model;
- User and admin training (minimum 2 days);
- OEM-certified or authorised reseller;

4. PRICING SCHEDULE

The following are mandatory items must be quoted on;

No.	Item	Quantity	Price (incl. VAT)
1	ManageEngine Patch Manager Plus (250 endpoint license)	3	
2	ManageEngine ServiceDesk Plus Professional Edition 5 technician license and include 500 nodes)	3	
3	ManageEngine OpManager Professional (up to 100 devices)	3	
4	Professional services: Installation, configuration, customisation, training	1	
TOTAL 1			

5. TIMELINES

The implementation must be completed within four (4) weeks from the issuance of the purchase order. This includes delivery, setup, configuration, and user training.

6. DELIVERABLES

- 6.1 Fully licensed and functional installation of all three software tools;
- 6.2 Configured dashboards, workflows, alerting, and reporting mechanisms;

- 6.3 Imported asset inventory and integrated with Active Directory;
- 6.4 Completed user and admin training sessions;
- 6.5 Operational and administrative documentation;
- 6.6 12 months of vendor support and updates;

7. MANDATORY REQUIREMENTS

- 7.1 Bidders must be ManageEngine certified resellers or OEM partners (Proof required);
- 7.2 Valid ManageEngine/OEM accreditation letter;
- 7.3 Evidence of similar successful implementations in public sector or enterprise environments (Reference letters included);