



**THE NATIONAL CREDIT  
REGULATOR**

**MARCH 2015**

**TERMS OF REFERENCE-  
REQUEST FOR PROPOSAL FOR THE  
PROVISION AND MAINTENANCE OF  
PHOTOCOPIER, FAX AND SCANNERS  
FOR THE NCR**

**RFP NUMBER: NCR283/03/2015**

**CLOSING DATE: 06 APRIL 2015**

# GENERAL TERMS OF CONDITIONS

## 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 of an RFP for the service as outlined in section 2 of this document.

### 1.1 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 (PPPPFA), the Preferential Procurement Regulations, 2001 (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 (see Section 1.5 below and Annexure B.1). Please read this document carefully prior to submitting your proposal.

### 1.2 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 annexures.

- **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. Refer to the quarters in the terms of reference (TOR).

- **Number of proposals**

Each bid participant must provide **three (3) hard copies and 1 CD** of their entire proposal, including all the documentation referred to in 1.5 below, in the format specified in that section. All submitted proposals will become the property of the NCR, and will not be returned. Receipt of all proposals will be recorded in a register at the point of receipt. One copy of the proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialed on each page.

### **1.3 Submission of proposals**

1.3.1 Proposals must reach the offices of the NCR before 11:00 on **06 April 2015** and must be enclosed in a sealed envelope which must have clearly inscribed on the outside:

**(a) RFP No: NCR 283/03/2015**

**(b) TERMS OF REFERENCE - RFP FOR PHOTOCOPIER, FAX AND SCANNERS FOR THE NCR**

**(c) CLOSING DATE: 11H00, 06 April 2015**

1.3.2 Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15<sup>th</sup> 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).

1.3.3 Please note that this RFP closes punctually at 11h00 on **06 April 2015**. No late submissions will be considered under any circumstances.

- 1.3.4 All the documentation referred to in Section 1.5 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.
- 1.3.5 If responses are not delivered as stipulated in this Section 1.3, such responses will be considered “**late**”, and will not be considered for evaluation.
- 1.3.6 The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 1.3.7 Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP no. **NCR283/03/2015**.
- 1.3.8 The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 1.3.9 Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.

#### **1.4 Timetable**

<b>Date</b>	<b>Activity</b>
<b>13/03/2015</b>	Issue RFP document
<b>18/03/2015</b>	Briefing session @ 11h00
<b>06/04/2015</b>	Closing date @ 11h00
<b>08/04/2014</b>	Evaluations by the Evaluation Committee
<b>13/04/2015</b>	Presentation by the shortlisted bidders
<b>22/04/2015</b>	Adjudication committee meeting
<b>01/05/2015</b>	Appointment of the preferred bidder
<b>31/05/2015</b>	Contract finalisation

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 process, and the right to change this timetable at any time without notice.

## **1.5 Documentation to be submitted**

### **Please Note**

All of the documentation described below must be submitted, with no omissions whatsoever. Where a particular form or format of documentation is stipulated, this is the **only** form or format in which these documents must be submitted. Failure to adhere to these requirements may result in the rejection of the entire submission.

All of the documentation referred to below (in Parts One . Ten) must be submitted. For ease of reference and to facilitate the evaluation process, you are requested to clearly mark each part of the submitted documentation as it is referred to below.

### **Part One – Proposal drafted in response to Terms of Reference**

Section 2 of this document below, contains the terms of reference (TOR) for the above mentioned tender. Bid participants are required to draft a proposal that will clearly indicate to the Evaluation Committee how they will fulfill the requirements as set out in the TOR.

### **Part Two – Pricing Proposal**

The pricing proposal should contain sufficient information to allow the Evaluation Committee to estimate the cost of the service, to a high degree of accuracy.

Please note that a financial proposal must be submitted in a sealed envelope together with your submission. Bidders pricing proposal must be linked to the attached pricing schedule provided by the NCR. **All prices provided must be inclusive of Value-Added Tax (VAT).**

### **Part Three – General Conditions and Procedures of the NCR**

See Annexure B. Bid participants must indicate clearly that they have read this document, and have no objections to being bound by its contents. Where any provisions of the General Conditions and Procedures conflict with this General Information for Bidders and/or Terms of Reference, the latter will take precedence over the General Conditions of Contract.

### **Part Four – Contract Form: Rendering of Services**

See Annexure C - This will only be completed by the successful bidder once a selection has been made by NCR. Participants do not, therefore, need to complete this form at the bidding stage but their proposals must clearly indicate that they have read this form, and have no objections to signing it as is, if selected as the successful participant.

### **Part Five – Tax Clearance Certificate**

See Annexure D - Please complete form SBD 2. **DO NOT RETYPE THESE FORMS.** They must be completed on the original and signed, all in black ink. Failure to submit a valid, original tax clearance certificate issued by SARS will result in a proposal being rejected.

### **Part Six – Preference Points Claim Form**

See Annexure E . form SBD 6.1. Bid participants must complete Sections 8 and 9 in full. **DO NOT RETYPE THESE FORMS.** They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

### **Part Seven – Declaration of Interest**

See Annexure F . form SBD 4. **DO NOT RETYPE THESE FORMS.** They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

### **Part Eight – Declaration of past Supply Chain Management Practices**

See Annexure G . form **SBD 8. DO NOT RETYPE THESE FORMS.** They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

### **Part Nine – Non-Disclosure Agreement**

See Annexure H . Non-Disclosure Agreement. Participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is.

### **Part Ten—Certificate of Independent Bid Determination**

See Annexure I . Certificate of Independent Bid Determination Participants. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

***## Please note that a certified BBBEE certificate must also be attached to the bid documents. None submission will result in zero scoring in this competitive bidding process.***

## 1.6 Evaluation Criteria

Proposals will be evaluated on the 90/10 preference points scoring system: that is, 90 of the points awarded will be based on price, as indicated in the table below; and 10 of the points awarded will be based on B-BBEE codes system, allocated as indicated in the table below.

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (90/10 system)</b>	<b>PRICE</b>
1	10	90
2	9	
3	8	
4	5	
5	4	
6	3	
7	2	
8	1	
Non-compliant contributor	0	
<b>TOTAL</b>	<b>10</b>	<b>90</b>

Price points will be allocated as detailed in the NCR pricing schedule.

## 1.7 Conflict of interest

Service providers are required to provide services that are professional, objective and impartial. Service providers must ensure that there is no conflict of interest between existing assignments, obligations and responsibilities to other clients and the services set out in the TOR. In the event of any uncertainty in this regard, full disclosure in the submitted proposal should be considered. Non-disclosure of a conflict of interest may be grounds for termination of any contract.



## **1.8 Confidentiality agreement**

The successful service provider may have access to confidential data or information. The appointment of a successful bidder is subject to that bidder agreeing to the contents of, and signing, the NCR's standard Non-Disclosure Agreement.

## **1.9 Contact details**

The no-contact policy does not apply to any information deemed to be in the public domain, or which is readily available from organs of State, which are repositories of such information.

All communications and enquiries/requests for clarification relating to this proposal should be directed to [procurement@ncr.org.za](mailto:procurement@ncr.org.za)

**Part 2: TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER**

**TO PROVIDE FULL PRINTING SOLUTION WITH SUPPORT & MAINTENANCE FOR ALL PRINTING & PHOTOCOPIER REQUIREMENTS OF THE NCR**

**2.1 Background**

The NCR is looking for a service provider to supply complete printing solution (bidders must give options for **24 and 36 months contract quotations**). The NCR currently has printers that consist of big copiers and desktop printers. The bidder must provide NCR with a printing solution that meet NCR business requirements with a solution that is beneficial to NCR as the organization that has high and intensive document handling environment. The bidder must supply NCR with **new** big printers, desktop printers and scanners. Below are the machines and the estimated printing per minute.

<b>Description</b>	<b>Quantity</b>	<b>Speed /performance</b>
Big color printers	2	That can print 25 pages <b>or more</b> per minute.
Big Black and white printers	7	That can print 80 pages <b>or more</b> per minute
Desktop color printers	5	That can print 30 pages <b>or more</b> per minute
Desktop Black and white printers	26	That can print 60 pages <b>or more</b> per minute
Fax machines	3	
Scanners		That can handle 30 000 images <b>or more</b> daily at a speed of 130 -260 pages per min of Black and white or Colour

The big printer should be 4 in 1 printer. That includes but not limited to, printing, copying, scanning, stapling and etc.

The successful bidder will be required to:

- Maintain all leased equipment.
- Providing all toners, drums, parts and fixing of faulty machines
- Attending to all fault log regarding the printers based on SLA.
- Provide support & maintenance for all 10 existing scanners
- All new equipment provided must be leased to the NCR over a period as indicated above (bidders must give options of 24 or 36 months contract quotations).

## 2.2. Scope

The maintenance & service level agreement proposed by the bidder must include the following NCR requirements:

- To provide onsite maintenance and support for all printers provided
- To provide onsite maintenance and support for all **10 NCR owned** existing scanners.
- To provide onsite support for all services and repairs to all printers, photocopiers, scanners & faxes.
- To provide a 4 hour response time and a 24 hour resolution time for all calls logged.
- To provide loan equipment in the event of a delay in the ordering of parts required for repairs.
- To make provision for monthly site visits to the NCR and retrieve meter readings of all leased equipment.
- To ensure that all technicians allocated to the NCR site are trained certified technicians.
- To provide monthly reports based on the usage of all leased equipment.
- All toners, drums, parts, labour, call out fees and travel to be included in the maintenance & service level agreement costs.
- To provide the NCR with a minimum of 98% uptime on all leased equipment.
- To attain approval in writing for any additional requirements requested by the NCR that falls outside the terms and conditions of this contract.
- Provide a detailed Work Plan for the provision of the required services

**2.3 The functionality criteria will be evaluated based on the following:**

<b>COMPANY PROFILE/ EXPERTISE AND FUNCTIONALITY</b>	<b>WEIGHT</b>
<ul style="list-style-type: none"> <li>• Is the bidder in the industry relevant to the NCR requirements (Provision of photocopier machines)</li> <li>• Does the bidder have relevant experience in providing similar service?</li> <li>• Are the skills of the proposed technicians acceptable?. Summary of the CV must be attached.</li> </ul>	15
<b>METHODOLOGY</b>	
<ul style="list-style-type: none"> <li>• Does the proposal contain information on the models and numbers of equipment to be deployed?</li> <li>• Does the proposal provide performance of the machines as stipulated in background?</li> <li>• Does the proposal describe the plan for administration and supervision of all operations?</li> <li>• The bidder must give outline the matter/issue escalation process in case there are unresolved issues.</li> <li>• Bidders must outline work plan, showing tasks, timelines and other relevant factors pertaining to the provision of the services</li> <li>• Bidders must outline how training of all staff members will be executed.</li> </ul>	40
<b>EQUIPMENT</b>	
<p>Does the Proposal contain a comprehensive list of equipment to be used/provided by the Bidder and does the number and model of equipment appear to be sufficient to meet the NCR requirements? .Has the model of equipment been described?</p> <ul style="list-style-type: none"> <li>• Printers, Photocopiers, Faxes, Scanners</li> </ul> <p>The bidder must indicate how they will meet the stock level requirements and delivery time once the contract has been signed off by both parties.</p> <p>Bidders should address the meter reading issues and electronic maintenance notifications as well.</p>	25

<b>FINANCIAL CRITERIA</b>	
Did the bidder quote for the services required by the NCR?	10
Did the bidder quote for all the required equipments (bidders must give options for <b>24 and 36 months</b> contract quotations)	
<b>REFERENCES</b>	
Does the bidder provide references and previous reporting for the same services provided? Bidder must give at least 3 contact details and telephone numbers of the reference sites.	10

## 2.4. PRICING SCHEDULE

### **PRICING SCHEDULE FOR ENGAGING A SERVICE PROVIDER TO PROVIDE RENTAL OF PRINTER, COPIERS AND SCANNERS INCLUDING MAINTENANCE FOR A PERIOD OF THREE (3) YEARS.**

The bidder(s) will be required to price according to the following criteria:

#### **Rental**

8.1 Bidder(s) are required to provide the monthly rental fee in respect of each proposed machine over a period of 36 months.

8.2 Bidder(s) rental fee should include supply of all consumables, support/ maintenance services and repairs

8.3 Bidder(s) to price according to the following:

Multifunction Printers model	Rental Cost	Toners	Maintenance
<b>Monthly Fixed Rental Rate</b>			
<b>VAT</b>			
<b>Total cost Vat Inclusive</b>			

Desktop Printers model	Rental Cost	Toners	Maintenance
<b>Monthly Fixed Rental Rate</b>			
<b>VAT</b>			
<b>Total cost Vat Inclusive</b>			

Multifunction Scanner model	Rental Cost	Toners	Maintenance
<b>Monthly Fixed Rental Rate</b>			
<b>VAT</b>			
<b>Total cost Vat Inclusive</b>			

## 2.5. Price Escalation

- All prices must be VAT inclusive and quoted in South African Rand (ZAR)
- If prices are not valid for three (3) years, provide details of yearly price escalation and the basis on which such adjustments shall be applied e.g. CPI, also, provide details of your cost breakdown:

## 2.6. CPI Compliance

Yearly price increase must not exceed the CPI, with the anniversary date of the contract as a baseline.

## 2.7 Additional information to be submitted by the bidders

- Brief company profile, as relevant to the above mentioned terms of reference.
- Experience in the relevant areas.
- Clientele.
- A need analysis confirmation for printing & photocopying requirements for the NCR becomes the responsibility of the bidder.
- CV/Resumes of the technicians, highlighting experience relevant to this exercise.
- **Work plan, showing tasks, timelines and other relevant factors pertaining to the provision of the services.**
- Contact details of at least three references from among recent clients with whom similar work has been conducted in the past 12 Months.
- Certificate of incorporation / legal status.
- Financial proposal.
- **Certified BBBEE certificate**