



**THE NATIONAL CREDIT REGULATOR**

**FEBRUARY 2016**

**TERMS OF REFERENCE-  
REQUEST FOR PROPOSAL FOR THE  
PROVISION OF ICT SUPPORT  
SERVICES TO THE NCR**

**RFP NUMBER: NCR342/02/2016**

**CLOSING DATE: 04 APRIL 2016 AT  
11H00 SHARP**

## **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 (PPPFA), 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 **FOUR (4) 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 **04 APRIL 2016** and must be enclosed in a sealed envelope which must have clearly inscribed on the outside:

**(a) RFP No: NCR342/02/2016**

**(b) TERMS OF REFERENCE - RFP FOR THE PROVISION OF ICT SUPPORT SERVICES TO THE NCR.**

**(c) CLOSING DATE: 11H00, 04 APRIL 2016 at 11h00**

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 **04 APRIL 2016**. 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. **NCR342/02/2016**.
- 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

Date	Activity
11/03/2016	Issue RFP document
16/03/2016	Compulsory Briefing session @ 14h00
04/04/2016	Closing date @ 11h00
06/04/2016	Evaluations by the Evaluation Committee
11/04/2016	Presentation by the shortlisted bidders
18/04/2016	Adjudication committee meeting
20/04/2016	Appointment of the supplier
30/04/2016	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 BBEE 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-BBEE Status Level of Contributor	Number of points (90/10 system)	PRICE
1	10	90
2	9	
3	8	
4	5	
5	4	
6	3	
7	2	
8	1	
Non-compliant contributor	0	
TOTAL	10	90

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)

### **1.10 Vetting services**

The preferred service provider will be required to go through the vetting process by state security agency. The appointment is subject to the outcome of the vetting process.



## **TERMS OF REFERENCE FOR OUTSOURCING OF INFORMATION COMMUNICATION TECHNOLOGY (ICT) SUPPORT.**

### **1. INTRODUCTION**

The National Credit Regulator (NCR) was established in terms of the National Credit Act, No. 34 of 2005 and came into being on 1 June 2006. The NCR is seeking to procure and outsource the functions and/responsibilities of the Information and Communications Technology (ICT) unit for a period of 12 months with an option to renew the contract.

### **2. OVERVIEW OF CURRENT IT ORGANISATION**

The NCR operates from a single office currently located in 127, 15<sup>th</sup> Road, Randjespark, Midrand.

The current IT infrastructure supports about 190 staff across the following departments:

- Executive
- Human Resources
- Finance and Supply Chain Management
- Debt Counselling
- Statistics
- Compliance
- Education and communication
- Registration
- Investigations and Enforcement
- Complaints

### 3. SERVICES REQUIRED

#### 3.1. Introduction

The NCR has a user base of 190 users located at the NCR offices in Midrand. The ICT infrastructure is Windows based with HP Desktops and Laptops, HP servers, HP switches and a SonicWALL Firewall for traffic management and security. The Infrastructure consists of 17 physical servers and a Hyper-V for virtualised environment.

#### 3.2. Scope of work.

The NCR requires the services of an ICT service provider to assist with the support of the NCR environment. The support must include one full-time resource for on-site support, a Microsoft Great Plains specialist (Finance and Procurement modules), an offsite-SAP HR support team, as well as *ad hoc* support, as and when required, as stipulated below, on a time-and-materials basis.

The ICT service provider will therefore be expected to provide the following services:

##### 3.2.1. On-site support

This requires a qualified and experienced ICT **Infrastructure Engineer** from Monday to Friday, to ensure the provision of the following services;

- Desktop support
- Daily backups and weekly restores
- Daily server checks
- Active directory user management
- Resolve logged incidents on the helpdesk
- Daily Anti-Virus updates
- Microsoft Exchange server management
- Weekly status report

- Resolve telephony and network incidents
- Resolve Internet incidents

**The Infrastructure Engineer should have a vast knowledge of:**

- Microsoft Windows Server 2008 and 2012 administration
- Microsoft Exchange Server 2010 SP1
- Symantec Backup Exec
- Firewall knowledge
- Active Directory and DNS
- LAN and WAN troubleshooting
- Cisco UCCX knowledge
- Hyper V Technology
- Microsoft Windows operating systems

### **3.2.2. Microsoft Great Plains Project**

The supplier will be required to undertake an MS Great Plains enhancement project within 3 months of appointment. The deliverables of the project are as follows;

- Develop a project plan.
- Develop process flows for Great Plains Purchase Order (PO) and Purchase Requisition (PR) modules
- Link the PO and PR modules to the Great Plains Budget module
- Link the PO and PR modules to the SCM database
- Provide a project report at the end of the project.

### 3.2.3. SAP HR Support

The service provider must also provide regular maintenance and support of the NCR's Human Resources Information System (HRIS) which is currently run on SAP. The support services shall include, but not be limited to, the five areas in the table below.

No.	Support Type	Description
1.	Maintain Personnel Basic Information (Data Integrity)	<ul style="list-style-type: none"> <li>a. Maintain the SAP system in which the NCR stores basic personnel information e.g. ID numbers, contact details, bank details, length of service, employee profiles, qualification history.</li> <li>b. Assist with running reports from SAP on personnel data e.g. birthday lists, bank details, ID numbers.</li> </ul>
2.	Payroll Processing	<ul style="list-style-type: none"> <li>a. On-going support of payroll data and third party payments.</li> <li>b. Assist with payroll queries.</li> <li>c. Generate payslips.</li> <li>d. Wage type reports e.g. PAYE, UIF, SDL, Medical Aid, Provident Fund, Garnishee orders.</li> <li>e. Electronic transfer of salaries to employees' bank accounts.</li> <li>f. Annual IRP5 for each employee.</li> <li>g. Assist with EMP501 reconciliations and submissions to SARS twice a year.</li> <li>h. Ensuring legal compliance of all payroll and information handling processes.</li> </ul>
3.	Leave Administration	<ul style="list-style-type: none"> <li>a. Leave administration and maintenance of balances for all leave types.</li> <li>b. Assist with reports on all leave types.</li> <li>c. Monthly leave provision reports.</li> <li>d. Provide reports and trend analysis in support of the NCR's absenteeism and incapacity management programme.</li> </ul>

No.	Support Type	Description
4.	Employee Self-Services (ESS) system	<ul style="list-style-type: none"> <li>a. Ensure that NCR employees are able to view payslips, leave balances and IRP5's on Employee Self Service.</li> <li>b. Ensure that NCR employees are able to apply for leave on Employee Self Service</li> <li>c. Ensure that NCR management are able to process leave applications on Employee Self Service, as well as view</li> </ul>
5.	System Maintenance & Security	<ul style="list-style-type: none"> <li>a. Implementing system patches.</li> <li>b. Ensure that the SAP system is secure.</li> <li>c. Ensure daily, weekly and monthly backups.</li> <li>d. Assist with Audits - As per the NCR audit plan, as well as conduct monthly system audits based on internal and external audit requirement.</li> <li>e. Ensure that the SAP system is at all times aligned to the SAP security policy.</li> <li>f. Provide Basis functions.</li> <li>g. Provide Authorisations functions.</li> </ul>
6	Skills Transfer	<ul style="list-style-type: none"> <li>a. Accredited ad-hoc training</li> <li>b. Structured Skills transfer program for ICT staff and SAP Super users.</li> </ul>

The NCR expects all the above services to be provided on a fixed-cost retainer basis, except for ad-hoc SAP accredited training, where quotes will have to be forwarded on a needs basis. The service provider must be able to provide both on-site and off-site support (via VPN).

The supplier may also be required to implement further development of the system should a need arise. This will be cost on a time-and-materials basis.

#### 3.2.4. Ad Hoc Support

The service provider will also be required to provide ad-hoc support on operations that are outside of the scope and expertise of the Support engineer and that of the NCR team. This will be on an “on call” basis on a time and material billing for up to **92** hours per month. The ad-hoc support will include but not be limited to;

- Support for Great Plains
- Debt Help System Development Support
- Applications Support as per *Section 5*
- Network and Infrastructure support

#### 4. IT SERVICE LEVEL

Service-level Dimension	Expected output
NCR Service hours	<b>08:00 to 17:00</b> (After hours support when needed)
Service availability	<b>96 %</b> (8 hours acceptable downtime per month)
Customer Support	48 hours service tickets response time as per the OsTicket SLA
Continuity (Disaster recovery)	Next business day time to recover

#### 5. NCR’S APPLICATIONS AND SOFTWARE

The organization uses the following systems (**summary of Technology Landscape**):

APPLICATIONS AND SOFTWARE	HARDWARE
<ul style="list-style-type: none"> <li>• Microsoft Great Plains as its ERP system;</li> <li>• IRAS as an in-house developed system for operational (RMS, DCRS and FRX);</li> <li>• Caseware application for preparation of its annual financial statement;</li> <li>• SAP payroll &amp; ESS;</li> <li>• Microfile as a Document Management System;</li> </ul>	<ul style="list-style-type: none"> <li>• 48x Printers, copying and scanners;</li> <li>• 17 x physical servers;</li> <li>• HP PoE switches;</li> <li>• Sonic Wall firewall;</li> <li>• +-80x HP laptops; and</li> <li>• +-120 x HP desktops.</li> </ul>

APPLICATIONS AND SOFTWARE	HARDWARE
<ul style="list-style-type: none"> <li>• Kaseya - Monitoring tool;</li> <li>• Libra for voice recording;</li> <li>• Mimecast – email archiving system;</li> <li>• Telephone Management System UCCX 8.5 (CISCO- VOIP and Aspivia);</li> <li>• Backup Exec;</li> <li>• MS Windows 7 Operating Systems;</li> <li>• MS Server 2003, 2008 and 2012;</li> <li>• MS Office 2010;</li> <li>• MS SQL 2008;</li> <li>• MS Exchange 2010;</li> <li>• Active Directory;</li> <li>• Biometric Fingerprint Access Control Systems;</li> <li>• Hyper V;</li> <li>• Trend Micro Office Scan – Antivirus;</li> <li>• WSUS for patch management.</li> </ul>	

**6. EXPECTED OUTCOMES AND DELIVERABLES**

The successful bidder will be expected to deliver the services, as outlined in *Section 3*, and in accordance with the service-level requirements stipulated in *Section 4*.

Furthermore, the successful bidder will be expected to adhere to the following:

- 99.9 % uptime on servers
- Daily end user support from 08:00 - 17:00 Monday to Friday

- Availability of up to 92 hours a month for on call or onsite troubleshooting, when necessary.
- Assistance to resolve problems, which cannot be solved by the NCR staff, with the infrastructure in line with the scope.
- Documenting when problems are resolved, and how the problem was fixed.
- Billing to be on a time-and-materials basis for hours used.

## 7. ICT GOVERNANCE FRAMEWORK

The NCR, as a public sector entity, is obliged to comply with Public Finance Management Act (PFMA) of 2013, and the ICT Governance Framework, as prescribed by the Department of Public Sector Administration (DPSA).

As part of this outsourcing agreement, the service provider will work with NCR management to extend and optimize the CoBIT v.5 and ITIL v.3 practices and disciplines already in place.

## 8. DURATION OF CONTRACT

The duration of the contract is anticipated to run for a period of **12 months** commencing on the date of signature the contract **with an option to renew** subject to performance evaluation.

## 9. EVALUATION CRITERIA

Criteria	Weight
Bidders should be in an Information communication and telecommunication industry and have the track record, expertise and <b>over five (5) years' experience in ICT function support.</b>	10
<b>Infrastructure Support, maintenance and Continual service improvement</b>	
<ul style="list-style-type: none"> <li>▪ Describe how you would ensure that IT remains aligned to the SLA as per section 4.</li> </ul>	15



<ul style="list-style-type: none"> <li>▪ Describe how you would endeavor to improve IT services over time to: <ul style="list-style-type: none"> <li>○ Improve efficiencies</li> <li>○ Reduce risks or improve compliance</li> <li>○ Better support the organization’s operations</li> </ul> </li> </ul>	
<p><b>User, operation, application support</b></p> <ul style="list-style-type: none"> <li>▪ Describe your operational processes and customer interface points in relation to LAN, Internet connectivity, Servers, Workstations and desktops, Core network services, Vendor management</li> <li>▪ Describe your proactive maintenance activities</li> <li>▪ Describe your service level management process</li> </ul>	15
<p>Proposals should make clear the relevant <b>skills, experience</b>, in respect of this particular TOR and Proposals Team to work on this project with brief CV's and ID copies must be submitted.</p> <ul style="list-style-type: none"> <li>▪ Skills and experience in each areas</li> <li>▪ Experience in the technical areas defined by the scope</li> <li>▪ Years of experience</li> <li>▪ Qualifications relevant to the required services</li> </ul>	30
<p><b>Project plan</b></p> <p>The bidder must submit a work plan, showing tasks, timelines and other relevant factors pertaining to the provision of the services. Provide a detailed work plan how to take over the current services without affecting operation</p>	10
<p><b>References</b></p> <p>Bidders should submit copies of Client Satisfactory Certificates from at least three (3) clients each for the last three (3) years for similar contracts.</p>	10
<p><b>Change management process</b></p> <p>Bidders are requested to outline the change management process that is required for this services</p>	5
<p><b>Risk identification/register and mitigation process.</b></p> <p>The bidder is required to outline all risks associated with these services and</p>	5

indicate how those risks will be mitigated for the duration of the contract.	
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Bidders are required to achieve a minimum score of **70 points** on functionality evaluations in to qualify to be evaluated on BBBEE & Price. All bidders who do not score the minimum points will be disqualified.

## 10. PRICE ESCALATION

- All prices must be VAT inclusive and quoted in South African Rand (ZAR).
- NCR would like to engage a service provider for a fixed cost for 12 months.

## 11. ADDITIONAL INFORMATION TO BE SUBMITTED BY THE BIDDERS

- Prospective service providers must disclose the functions/ services that will be sub-contracted up-front in their proposals.
- Pricing proposals must be broken down according each service to be provided, i.e. SAP, ICT onsite support, Great Plains, Ad-hoc support.
- 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 proposed, 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

