



THE NATIONAL CREDIT REGULATOR

MARCH 2017

TERMS OF REFERENCE FOR HOSTING THE NCR DEBT HELP SYSTEM

RFQ NUMBER: NCR413/03/17

COMPULSORY BRIEFING SESSION:

10 MARCH 2017 @ 10H00

DUE DATE: 15 MARCH 2017

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 34 of 2005 as amended (the Act) and came into operation on 1 June 2006.

The NCR will determine which bidding organisation (bid participant), if any, is appointed in response to this request for submission from a service provider for the hosting of the NCR Debt Help System (DHS).

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 the Broad-Based Black Economic Empowerment Act 53 of 2013 (BBBEE Act).

A bid participant that wishes to submit a proposal is required to indicate that it is willing to accept the General Conditions and Procedures of the NCR (see Section 1.5 below and Annexure B.1). A bid participant is required to read this document carefully prior to submitting a proposal.

1.1 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 bid participant, not brochures or other marketing material. To facilitate the review of proposals, the bid participant is required to organise its responses according to the format presented below. Any additional information provided should be referenced properly for easy reference.

- **Validity of proposals**

The proposals must include a statement which indicates the period for which the proposal remains valid. The proposal must be valid for at least forty (40) days from the due date for the submission of all bids. In this regard, the bid participant must refer to the quarters in the terms of reference (TOR).

- **Number of proposals**

Each bid participant must provide **two (2)** hard copies and **1 CD** of its entire proposal, including all the documentation referred to in Section 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 to the bid participant. Receipt of all proposals will be recorded by the NCR in a register at the point of receipt. One copy of the proposal must be signed and dated in black ink by the bid participant or a duly authorized representative of the bid participant and initialled on each page thereof.

1.2 Submission of proposals

1.2.1 Proposals must reach the offices of the NCR before 11h00 on 17 March 2017 and must be enclosed in a sealed envelope which must be clearly labelled and/or addressed on the outside as follows:

(a) RFQ No: NCR413/03/17

(b) TERMS OF REFERENCE FOR THE HOSTING OF THE NCR DEBT HELP SYSTEM

(c) CLOSING DATE: 17 MARCH 2017

1.2.2 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).

1.2.3 Please note that this RFQ closes punctually at 11h00 on 17 March 2017. No late submissions will be considered under any circumstances.

1.2.4 **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 disregarded.

- 1.2.5 Responses that are not delivered as stipulated in this Section 1.3 below will be considered “late”, and will be disregarded.
- 1.2.6 The NCR shall not disclose any details pertaining to the responses received to any other participant, as this is regarded as confidential information.
- 1.2.7 Envelopes must not contain documents relating to any RFQ other than this RFQ.
- 1.2.8 The responses to the RFQ will be opened as soon as is practical after the submission date.
- 1.2.9 Only the bid participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 1.2.10 After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, compile a shortlist of bid participants and require them to make a detailed presentation to the Adjudication Committee. A minimum of two (2) days’ notice will be given to relevant bid participants in advance of the presentation date.

1.3 Timetable

Date	Activity
06.03.2017	Issue tender document
10.03.2017	Compulsory briefing session
17.03.2017	Closing date
22.03.2017	Evaluations – functionality criteria
23.03.2017	Consolidation of scores
24.03.2017	Verification of scores
27.03.2017	Appointment of a service provider

The NCR reserves the right to determine the structure of the process, the right to determine the number of short-listed bid participants, the right to withdraw from the proposal process and the right to change this timetable at any time without notice.

1.4 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 the 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 fulfil the requirements as set out in the TOR.

Bid participants should include the following information when drafting their proposals:

- Proposals should make clear the relevant skills, experience and capacity of the bid participant in respect of this particular TOR. This is an important evaluation criterion. Bid participants should ensure that their proposals focus on how they will address the requirements of this TOR, rather than on achievements.
- Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR.
- Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR.

Part Two – Pricing Proposal

Please see Annexure A – SBD 3.1 (Pricing Schedule – Firm Prices). **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. Additional information may be added on a separate page if necessary.

The total price that the bid participant will charge to deliver services in accordance with the TOR must be clearly indicated. 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 **separate sealed envelope** together with your submission. The financial proposal will be opened once all technical proposals have been evaluated. This appointment will be made in line with qualifications-based selection (QBS).

All prices provided must be inclusive of Value-Added Tax (VAT).

Please note that the prices contained in the pricing proposal are the only charges that may be levied if the bid participant's proposal is successful, unless explicitly agreed to in writing by the National Credit Regulator, and in terms of the General Terms and Conditions hereunder.

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 Terms and Conditions.

Part Four – Contract Form: Rendering of Services

See Annexure C - This will only be completed by the successful bid participant once a selection has been made by NCR. Bid 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 that they have no objections to signing it as is, if selected as the successful bid 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 the South African Revenue Service (SARS) will result in a proposal being rejected.

Please note that the Tax Clearance Certificate submitted must be valid for at least one month after the closing date of the tender.

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 BBEE certificate must also be attached to the bid documents. Non-submission will result in a zero scoring in this competitive bidding process.

1.5 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 B-BBEE codes system, allocated as indicated in the table below.

B-BBEE status level of contributor	Number of points	Price
1	20	80
2	18	
3	16	
4	12	
5	8	
6	6	
7	4	
8	2	
Non-compliant contributor	0	
Total maximum points	20	

Functionality will be evaluated in terms of section 10

Description

- Proposals should make clear the relevant **skills, experience and capacity** of the participant in respect of this particular TOR
- Proposals must contain the details of the **proposed approach** to be adopted in order to deliver the service in accordance with the TOR
- Proposals should clearly indicate whether or not bid participants have the **internal capacity** to meet the requirements of the TOR

1.6 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 by the bid participant. Non-disclosure of a conflict of interest may be grounds for termination of any contract entered into with the NCR.

1.7 Confidentiality agreement

The successful service provider may have access to confidential data or information hosted by the NCR. 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.

1.8 Contact details

This 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

**TERMS OF REFERENCE
FOR HOSTING THE
DEBT HELP SYSTEM (DHS)**

2. Introduction

The objective of this assignment is: “To appoint a service provider to host the NCR Debt Help System (DHS)”, in accordance with specific processes and procedures as prescribed by the National Credit Regulator (NCR).

3. Background

The NCR is the regulatory authority established on 01 June 2006 in terms of the National Credit Act 34 of 2005 (the Act) with the mandate to promote and advance the social and economic welfare of South Africans, promote a fair, transparent, competitive, sustainable, responsible, efficient, effective and accessible credit market and industry and to protect consumers.

4. NCR Debt Help System

The DHS serves as a system that communicates the achievement of the various stages of debt counselling applications to the credit bureaux. The DHS consists of a web application available to the debt counsellor which then connects to a Structured Query Language (SQL) database server. Daily use and updates of the DHS is entered by approximately two thousand (2000) users. A two window services runs every night at 22h00 which generates a comma-separated values (CSV) file and uploads this file to an File Transfer Protocol (FTP) address and then to a Secure File Transfer Protocol (SFTP) site on the web server. All credit bureaux then connect to these FTP sites and download the data required for that day.

5. Objective

- 4.1 The hosting of the DHS with proper and efficient security and backups; and
- 4.2 To provide the NCR with an affordable and up to date hosting solution that is scalable and has redundancy.

6. Scope of the project

The purpose of contracting the service provider is to host the DHS and to ensure that the hosted DHS is secured and backed up. The Internal NCR ICT department will be responsible for support, maintenance and management of the DHS.

The successful bidder will:

- Provide continuous hosting of the DHS; and
- Provide adequate security for the hosted system.

7. System requirements and specifications

7.1 Database Server Requirements:-

Software:

- Windows server 2014 Enterprise
- SQL server 2014

Hardware:

- CPU: 3.0 GHz dual Core or higher
- Memory: 6GB or higher
- Hard drive (storage): 500GB

7.2 Web Server requirements:-

Software:

- Windows server 2014 Enterprise Edition
- IIS7

Hardware:

- CPU: 3.0 GHz dual Core or higher
- Memory: 6GB or higher
- Hard drive (storage): 500GB

Bandwidth Requirements: Minimum 16 GB per month

Security: A secure firewall and anti-virus to protect the hosted environment

8. Target Audience

- NCR and NCR registrants
- Consumers

9. Subcontractors

The Supplier must specify all sub-contractors and sub-suppliers which will be used during the contract period. The Supplier shall provide sub-contractors and sub-suppliers with materials and work as required.

The Supplier is responsible for the performance of their sub-suppliers and sub-contractors who will be expected to perform and are managed to the same standards as detailed in the terms of reference.

A bid participant must clearly indicate any sub-contractors and/or sub-suppliers that will be used during the contract period, as well as the tasks which will be outsourced to such sub-contractor and/or sub-supplier. A bid participant who elects to enlist the services of a sub-contractor and/or sub-supplier remains responsible for ensuring that the execution and delivery of the outsourced tasks comply with the TOR.

10. Timeframe

The contract will endure for a period of **36** (thirty six) - **60** (Sixty) months depending on pricing.

11. Functionality criteria

Description	Weights
<p>Understanding of the NCR requirements</p> <p>Does the proposal show bidder's understanding of the NCR requirements in relation to the TOR in regard to hosting, security and backing up of the NCR Debt</p>	

Help System (DHS)	20
<p>Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR.</p> <ul style="list-style-type: none"> ✓ Proposed approach in relation to the scope of work and the outputs above; ✓ Proven capacity and experience in hosting services ✓ Proven capacity, skill, technology and experience in hosting security; ✓ Value additions for the NCR; ✓ Creativity and innovation- bidder to provide evidence. 	40
<p>Proposals should clearly indicate whether or not bid participants have the internal and technological capacity to meet the requirements of the TOR. This will include but not limited:</p> <ul style="list-style-type: none"> ✓ The relevant skills level of the entire project team (Brief CV's of the team members); ✓ Resources and personnel to be dedicated to the project. i.e. Project team leader and technology to be used for the project ✓ The percentage of the work if any that will be outsourced to third parties; ✓ Detailed on how the website will be hosted; secured and backed-up and ✓ Bidder to provide a capability statement relating all resources. 	30
<p>References</p> <p>Contact details of at least three references from amongst recent clients with whom similar work has been conducted in the past 12 Months.</p> <ul style="list-style-type: none"> ✓ Past and Current Clients: Service, Feedback, Ratings and References ✓ Portfolio of past work 	10

Bid participants are required to score a minimum of 70% on functionality to qualify to be evaluated in the next level (i.e. BBBEE and price). Bid participants that do not score the minimum of 70% on functionality will be disqualified and not be evaluated in the next level (i.e. BBBEE and BBBEE).

12. Additional information:

- a) Brief company profile, as relevant to the above mentioned terms of reference.
- b) Experience in the relevant areas.

- c) Clientele.
- d) A proposal including methodology
- e) Confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time and meet the necessary deadlines.
- f) The percentage of the work if any that will be outsourced to third parties;
- g) The proposal should contain a work plan, showing tasks, timelines etc.
- h) Contact details of at least three references from amongst recent clients with whom similar work has been conducted in the past 12 Months.
- i) Certificate of incorporation / legal status:-
 - a. Company registration documents
 - b. Certified copy of directors identity documents
 - c. Certified BBBEE certificate
- j) Bidders must also submit a proof of registration on the central database system.
(National Treasury system)