



THE NATIONAL CREDIT REGULATOR

FEBRUARY 2018

**TERMS OF REFERENCE (TOR)
FOR HOSTING OF THE NCR
WEBSITE AND DOMAIN NAME**

RFQ NUMBER: NCR472.02.18

DUE DATE: 20 FEBRUARY 2018

CLOSING TIME: 11:00AM

TERMS OF REFERENCE/ SCOPE OF WORK

FOR HOSTING OF THE NATIONAL CREDIT REGULATOR WEBSITE AND DOMAIN NAMES

1. Introduction

The objective of this assignment is: “Host the NCR Website and domain names”, in accordance with specific processes and procedures as prescribed by the NCR.

2. Background

The National Credit Regulator is the regulatory authority established on 01 June 2006 in terms of the National Credit Act, 2005 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.

3. Objective

Is hosting of the NCR website and domain names with proper and efficient security and backups

4. Scope of the project

The purpose of contracting the supplier is to host the NCR’s website, ensure that the website is secured and backed up. The Internal NCR Website Administrator will be responsible for content management and support of the website. The supplier will also be required to host the NCR domain names.

The successful bidder will:

- Provide continuous Hosting, security and backups of the NCR website

- NCR website specifications
 - Support latest PHP version
 - Linux Web Hoosting
 - Unlimited Bandwidth
 - Storage space: 30GB
 - MYSQL Database: 100

- Host the NCR domain names.
 - Ncr.org.za
 - Ncrdebthelp.co.za

5. Target Audience

Target Audience includes, but is not limited to:

- Consumers and prospective consumers
- Parliamentarians and national and provincial government departments
- NCR Registrants:
 - Credit Bureau
 - Credit Providers
 - Debt Counsellors
 - Alternate Dispute Resolution Agents
 - Payment Distribution Agents
- Consumer groups
- Ombud Schemes
- Provincial Consumer Affairs Offices
- Youth
- Industry Associations
- Media;
- Trade Unions and Chambers of Commerce
- NEDLAC
- Non-Governmental Organisations (NGO's)

- Tertiary institutions
- Research houses
- Other regulators

6. Timeframe

The contract will endure for a period of **60** months.

7. Functionality will be evaluated in terms of section

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 website.</p> <ul style="list-style-type: none">• The experience of the company in undertaking similar work or projects; and• Capacity to undertake this project and in previous similar projects.	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 a website and domain names;• Proven capacity, skill, technology and experience in website security;• Proven capacity, skill, technology and experience in backing-up websites;• 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

Bidders are required to score a minimum of 70% points on functionality to qualify to be evaluated in the next level (BBBEE and price). Bidders who do not score the minimum of 70% points on functionality will be disqualified and not be evaluated on price and BBBEE.

8. Additional information:

- Brief company profile, as relevant to the above mentioned terms of reference.
- Experience in the relevant areas.
- Clientele.
- A proposal including methodology
- Certification of all team members, highlighting experience relevant to this exercise.
Confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time and meet the necessary deadlines.
- The proposal should contain a work plan, showing tasks, timelines etc.
- Contact details of at least three references from amongst recent clients with whom similar work has been conducted in the past 12 Months.
- Certificate of incorporation / legal status.
 - Company registration documents
 - Certified copy of directors identity documents
 - Certified BBBEE certificate
- Financial proposal.
 - Detailed pricing on the company letter head.

9. Bid Submission

Bids must be hand delivered: **127-15th Road, Randjespark, Midrand**

Closing date: **20 February 2018**

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