



# **NATIONAL CREDIT REGULATOR**

**AUGUST 2018**

**TERMS OF REFERENCE FOR THE  
PROVISION OF CORPORATE FAX TO  
EMAIL / EMAIL TO FAX SOLUTION  
FOR THE NATIONAL CREDIT  
REGULATOR.**

**RFQ NUMBER: NCR517.06.18**

**DUE DATE: 10 AUGUST 2018 @11:00AM**

## **1. INTRODUCTION**

The National Credit regulator is seeking to appoint a reputable service provider for the implementation of a corporate fax to email/ email to fax solution for the organization 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. CURRENT FAX TO EMAIL SERVICES AT NCR**

The NCR is currently using fax to email solution to send and receive fax communication through the integration with the corporate Microsoft Exchange server through a service provider. The organization has 80 fax to email numbers (087).

## **4. PROJECT DELIVERY REQUIREMENTS**

The NCR is therefore seeking a service provider to provide the following:

- The fax to email service must integrate with CISCO PABX series solution
- Fax2Email / Email2Fax Corporate solution for 80 users.
- Inbound and Outbound fax communication through email.
- Retain our current fax numbers (internal fax2email user numbers e.g. 087 xxx), and take the current archived faxes with data size to their environment at their own cost.
- Provide a solution that provides secure fax to email communication.
- Solution must have fax archiving facilities with minimum period of 5 to 10 years within a secure environment.
- Administrator facility to add users, delete and edit
- Ability to recover selective faxes on demand.
- Ability to pull reports of sent and received fax to email communication.

- Solution availability must be 99.5% uptime guaranteed.
- Project must be completed within 30 days of awarding

**5. DECLARATION OF COSTS FOR THE PROJECT**

The service provider must disclose all associated costs VAT inclusive to run this service within the bidding documentation. This includes:

- Initial setup costs
- Monthly charges per user
- Escalation costs
- Any other additional charges.

The successful service provider will be expected to sign a Service Level Agreement with the NCR for a period of 5 years for the delivery of these services. No additional costs will be accepted by NCR after the awarding and signing of the contract by the bidder. NCR will not enter into any negotiations for the alteration of price submitted on the bidding proposal documentation.

**6. FUNCTIONALITY SCORING MODEL**

Function	Weighting %
<b>Fax2Email Corporate solution</b> – The bidder must explain in details how this fax to email solution will operate.	30
<b>Inbound and Outbound</b> – The bidder must be able to offer this solution inbound and outbound. Users should be able to receive faxes on their email. Users should be able to send out faxes from their emails.	20
<b>Selective recovery capability</b> - The faxing utility must be able to exhibit restoration of specific faxes on a specific event. Bidder must provide training.	20
	10

<p><b>Archiving facilities with minimum period of 5 to 10 years</b> – The Bidder must offer solution that will keep NCR’s faxes archived for a period of 10 years and easy accessibility to this archive.</p>	
<p><b>Admin facility to add users, delete and edit</b> – The bidder must offer support on any cases as well this solution must have management console to administer NCR users.</p>	10
<p><b>Demonstrate that their solution is secure</b> Because NCR is handling very confidential transactions. The bidder must at all levels provide detailed demonstration on the security side of their fax2email solution.</p>	10

## 7. TECHNICAL SUPPORT AND MAINTENANCE OF THE SERVICE

- Configuration and management of fax to email facility for the NCR as required
- The provide management and renewal of fax to email/email to fax annual licenses
- To add and manage additional users numbers for the use in the service
- To address all issues(system failures) pertaining to the service
- Support and maintain the fax to email service
- Assist with provision of customized reports if required by NCR
- Management of system backups (email retention and backups, retrieval and restore)
- Provide the resolution of calls logged on to the service desk for system related issues within 24 hours

## 8. Validity of proposals

The proposals must include a statement as to the period for which the proposals remains valid. The proposals must be valid for at least **ninety (90) days** from the due date for the submission of all bids.

## 9. Number of proposals

Each bid participant must provide **three (3) hard copies** of their entire proposal, including all standard bidding documents.

## 10. Submission of proposals

Bids must be hand delivered: **127-15<sup>th</sup> Road, Randjespark, Midrand**

Closing date: **03 August 2018**

Closing time: **11:00am**

## 11. 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) 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.
- f) The proposal should contain a work plan, showing tasks, timelines etc.
- g) Contact details of at least three references from amongst recent clients with whom similar work has been conducted in the past 12 Months.
- h) Two **(3) hard copies** of their entire proposal,
- i) Proof of CSD registration
- j) Certificate of incorporation / legal status.
  - o Company registration documents
  - o Tax Clearance
  - o Certified copy of directors identity documents
  - o Certified BBBEE certificate

k) Financial proposal

- Detailed pricing on the company letter head.