



THE NATIONAL CREDIT REGULATOR

OCTOBER 2013

**TERMS OF REFERENCE FOR
INFORMATION COMMUNICATION AND
TECHNOLOGY REQUIREMENTS FOR THE
NATIONAL CREDIT REGULATOR NEW
SATELLITE OFFICE.**

RFQ NUMBER: NCR 205/10/2013

DUE DATE: 21/11/2013 @ 11H00

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 organization (“bid participant”), if any, is appointed in response to this request for the provision **for an ICT requirements for the National Credit Regulator.**

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.

1.1 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 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 for, in a file of Annexure.

- **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 **a 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.

1.2 Submission of proposals

1.2.1 Proposals must reach the offices of the NCR before 11:00 on **21 NOVEMBER 2013**, and must be enclosed in a sealed envelope which must have clearly inscribed on the outside:

(a) RFQ No: NCR 205/10/2013

(b) TERMS OF REFERENCE: INFORMATION COMMUNICATION AND TECHNOLOGY REQUIREMENTS FOR THE NATIONAL CREDIT REGULATOR NEW SATELLITE OFFICE.

(c) CLOSING DATE: 11H00, 21 NOVEMBER 2013

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 RFP closes punctually at 11h00 on **21 NOVEMBER 2013**. 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 discarded, and not considered for evaluation.

- 1.2.5 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.
- 1.2.6 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 RFP other than the one referred to in this RFP.
- 1.2.8 The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 1.2.9 Only the 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, draw up a shortlist of participants and require them to make a detailed presentation to the Adjudication Committee. A minimum of 2 days’ notice will be given to relevant participants in advance of the presentation date.

1.3 Timetable

| Date | Activity |
|---------------------------|---|
| 01/11/2013 | Issue RFP document |
| 05/11/2013 @ 14h00 | Briefing session and site inspection |
| 21/11/2013 @ 11h00 | Closing date |
| 21/11/2013 | RFP evaluations – Minimum criteria |
| 22/11/2013 | Evaluations by the Evaluation Committee |
| 25/11/2013 | Presentations by shortlisted bidders |
| 27/11/2013 | Adjudications by the Adjudication Committee |
| 29/11/2013 | Appointment of a service provider |

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 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 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 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 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 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 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 participant's proposal is successful, unless explicitly agreed to in writing by the National Credit Regulator, and in terms of the General Conditions of Contract.

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.

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.
None submission will result in zero scoring in this competitive bidding process***

1.5 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 | Price |
|---|-------------------------|--------------|
| 1 | 10 | 90 |
| 2 | 9 | |
| 3 | 8 | |
| 4 | 5 | |
| 5 | 4 | |
| 6 | 3 | |
| 7 | 2 | |
| 8 | 1 | |
| Non-compliant contributor | 0 | |
| Total maximum points | 10 | 90 |

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. Non-disclosure of a conflict of interest may be grounds for termination of any contract.

1.7 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.

1.8 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

1.9 Material Disclosure

1.9.1 The Supplier hereby acknowledges that in terms of the Procurement Rules:

1.9.1.1 the NCR is prohibited from conducting any business or transaction with, or securing any services from, Prohibited Suppliers; and

1.9.1.2 The State Security Agency is required to conduct the Security Screening on and in respect of the Supplier, its employees, contractors, officers and/or directors.

1.9.2 The Supplier hereby warrants and represents that:

1.9.2.1 it is not classified as a Restricted Supplier;

1.9.2.2 it has not, at any time in the past, been prohibited from procuring services to any government or public institution by a body with authority to do so; and

- 1.9.2.3 it has not, at any time in the past, been declared a Disqualified Supplier by the NCR or any other government and/or public institution after undergoing a Security Screening.
- 1.9.3 The Supplier hereby undertakes to provide all information and/or documentation required by the NCR in conducting the Security Screening, and to provide such information and/or documentation within a reasonable time and in such manner as requested by the NCR.
- 1.9.4 The above warranties shall be deemed to be material and to be a material representation inducing the NCR to enter into this Agreement. The NCR has entered into this Agreement on the strength of the warranties and on the basis that the warranties will be correct on the Signature Date, as at the Effective Date and as at the date of provision of the Services, and on each of the dates between those dates or the date upon which it is expressed to be given.

2. Terms of reference for Information Communication and Technology for the National Credit Regulator New Satellite Office.

2.1 Scope of work

Since the National Credit Regulator's inception in 2006 the organization's duties in terms of the National Credit Act and the stakeholders it interacts which have grown at a rapid rate. As a consequence of this there has been more demand in space as the current office space could no longer cater for the number of employees and its stakeholders. The National Credit Regulator decides to acquire and interim office space divide some of its departments to the new premises.

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

- Setup up and configure a WAN connection from the current NCR offices to the new remote site.
- Setup and configure a LAN at the new premises, Installation of server room cabling and end-user 70 network points or more.
- Lease and installation of industry standard computer rack
- Lease and installation of brush panel and patch panelling
- The LAN should be on PoE HP switches.
- Installation of HP-48-PoE+ 10/100 Switches, for patching and LAN connection (connect end-users, printers and other peripherals)
- Equipment used for the LAN and WAN connectivity to be leased for 17 months as this is a temporary site.
- The WAN and LAN connection: configuration should enable the remote site to have connectivity to our current SAP system, authentication to Head Office's Active Directory, Microsoft Exchange, File Servers, and all National Credit Regulator's current systems should operate successfully .
- The WAN and LAN configuration should enable the remote site to connect to the INTERNET through Head Office line
- The setup and configuration of the WAN and LAN MUST enable our current CISCO IPT (Telephony) system to work at this new premises. Phones should be able to be plugged in and operate from the remote LAN. Calls should be able to be transferred between two sites.

- Configuration of a switchboard on the new premises is required in the reception area.
- The bidder must be Cisco certified to handle this type of assignment.
- The Telephony system should have no issues of call delays or QOS.
- Internet line availability must be 99.5% guaranteed
- The bidder must ensure and verify that the server room is functional and that the current UPS is working.
- The bidder must provide a task plan from start date of 25 November 2013 to completion date of 15 December 2013. Bidder should be aware that all the deliverables must be accomplished before 15 December 2013.
- The bidder must detail the proposed solution for the LAN and WAN with detailed equipment need and the billing thereof.
- Lease contracts should be for a period of 17 months with an option to renew
- Indicate the costs related to the Support and maintenance of the all of the above

The bidders must disclose all associated costs vat inclusive to run this service this includes.

- Initial setup costs
- Monthly lease/rental charges.
- Escalation costs
- Any other additional charges e.g. line utilization charges, maintenance and support etc.

Bidders must be aware that the NCR will be moving premises again; the identified location is within 3 kms from the current location.

The successful bidder will be expected to sign a Service Level Agreement with the NCR for a period of 17 months for the delivery of these services.

2.2. Functionality scoring model:

| Function | Weighting % |
|---|-------------|
| <ul style="list-style-type: none"> - Proposals should make clear the <u>relevant</u> skills, experience of the participant, in respect of this particular TOR. - Proposals must contain the details of | 20 |

| | |
|---|----|
| <p>the proposed approach to be adopted in order to deliver the service in accordance with the TOR.</p> <ul style="list-style-type: none"> - Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR | |
| <ul style="list-style-type: none"> - The bidder must be able present a task plan with dates as stipulated in the TOR. - Connection to Head Office: The bidder must explain on how connection to the NCR head office will be achieved, as well link it to the Head Office active directory, mail exchange and NCR' s applications - The Bidder must explain on how our Cisco IPT will be configured on the new premises and as well the switchboard. - Deliverables. The bidder must show in their proposal how they will setup connectivity between the new premises and the Head Office, Cisco IPT system, Internet access, switchboard, cabling and the task plan that will meet the deadline. | 20 |
| <ul style="list-style-type: none"> - Lease of equipment. The bidder must be in a position to lease the National Credit Regulator stated equipment according to the terms of reference (industry standard computer rack, brush panel and patch panel, and equipment used for the LAN and WAN | 15 |

| | |
|--|----|
| connectivity) | |
| - Task Plan. The bidder must show in their proposal the task plan on how they will achieve milestones from start to finish. | 20 |
| - Integration of two site. The bidder must explain in their proposal the configuration and how they will integrate our voice telephony system and save on call costs. | 20 |
| - Contact details of at least three references from amongst recent clients with whom similar work has been conducted in the past 12 Months. | 5 |

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.

Price and BBBEE will be calculated out of 90/10 Preferential points

| | |
|-------|-----------|
| Price | 90 points |
| BBBEE | 10 points |

The successful bidder will be subjected to vetting process by Security State agency

2.3. Additional information to be submitted by the service provider:

- 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.
- Financial proposal.
- BBBEE certificate
- Company registration documents, ID documents of directors and team members who will be involved in the project

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