

## THE NATIONAL CREDIT REGULATOR

MAY 2024

**TERMS OF REFERENCE FOR THE APPOINTMENT OF THE SERVICE PROVIDER FOR THE PROCUREMENT OF AN ACCREDITED MIMECAST PARTNER TO RENEW NCR'S MIMECAST LICENSES FOR A PERIOD OF THREE (3) YEARS.**

**RFP NUMBER: NCR914.05.2024**

**DUE DATE: 23 MAY 2024 AT 11H00 SHARP CAT**  
**ADDRESS: 127-15TH ROAD RANDJES PARK MIDRAND (NCR OFFICES)**  
**EMAIL YOUR RFP QUERIES TO: [procurement@ncr.org.za](mailto:procurement@ncr.org.za)**

## PART A- GENERAL TERMS OF CONDITIONS (SCM)

### 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 the appointment of a service provider for the acquisition / procurement of qualified / accredited service provider / supplier internet service provider (ISP) for the provision of the internet and related.

#### 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, 2001/2022 (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 ( Annexure B and B.1 that can be downloaded from NCR website [-https://www.ncr.org.za/index.php/procurement/tender-standard-bidding-documents/general-terms-conditions](https://www.ncr.org.za/index.php/procurement/tender-standard-bidding-documents/general-terms-conditions) ). **Please read this document carefully and confirm your agreement to the terms prior to submitting your proposal.**

### 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 annexure.

### 3. 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.

### 4. Number of proposals

Each bid participant must provide two (2) hard copies and one(1)memory stick of their entire proposal, including all the documentation referred to in Section 7 below, in the format specified in that section. All submitted proposals will become the property of the NCR and will not be returned. The proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

### 5. Submission of proposals

5.1. Proposals must reach the offices of the NCR before 11:00AM on 23 May 2024, and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside.

**a) RFQ No: NCR914.05.2024**

**b) TERMS OF REFERENCE FOR THE APPOINTMENT OF THE SERVICE PROVIDER FOR THE PROCUREMENT OF AN ACCREDITED MIMECAST PARTNER TO RENEW NCR'S MIMECAST LICENSES FOR A PERIOD OF THREE (3) YEARS..**

**c) CLOSING DATE: 23 MAY 2024 AT 11H00 AM,**

5.2. 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).

5.3. Please note that this RFP closes punctually at 11h00 on 23 May 2024. No late submissions will be considered under any circumstances.

5.4. **All** the documentation referred to in Section 7 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.

5.5. If responses are not delivered as stipulated in this Section 5.1, such responses will be considered "**late**", and will not be considered for evaluation.

- 5.6. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 5.7. Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 5.8. The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 5.9. Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 5.10. 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.

## 6. Timetable

<b>Date &amp; time</b>	<b>Activity</b>
<b>02/05/2024</b>	Issue RFP document
<b>23/05/2024</b>	Closing date
<b>23/05/2024</b>	Preliminary evaluation
<b>24/05/2024</b>	Evaluations by the Evaluation Committee
<b>05/06/2024</b>	Adjudication Committee meeting
<b>07/06/2024</b>	Appointment

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.

## 7. Documentation to be submitted.

Document that must be Submitted	Guideline		Consequence of Non-submission
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status SBD 1	Yes	Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. Proof of Registration on the Central Supplier Database Vendor number	Disqualification from process
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on Specific goals	Zero points awarded for specific goals
Registration on Central Supplier Database (CSD)	Yes	<p>The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal.</p> <p>Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number starting with MAAA. Submit proof of registration.</p>	Disqualification from process
Acceptance of the General Terms and Conditions	Yes	<a href="https://www.ncr.org.za/index.php/procedure/tender-standard-bidding-documents/general-terms-conditions">https://www.ncr.org.za/index.php/procedure/tender-standard-bidding-documents/general-terms-conditions</a>	Bidders to confirm that they read

## 8. 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 specific goals, allocated as indicated in the table below:

B-BBEE status level of contributor	Specific goals	Price
Total maximum points	20	80

The points system is outlined for the 80/20 to address the preferential procurement as followed:

### 8.1. SMME's which are owned by Black people.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	TOTAL NUMBER OF
Persons historically disadvantaged on the basis of race	81%- 100% black ownership	7
	51% - 80% black ownership	5
	31% - 50% black ownership	3
	0 – 30% black ownership	1

### 8.2. SMME's which are owned by People with disability

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged on the basis of disability	50 %- 100% owned by persons living with disabilities	3
	30% - 49% owned by persons living with disabilities	2
	0 – 29% owned by persons living with disabilities	1

### 8.3. SMME's which are owned by Women.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	POINTS
Persons historically disadvantaged on the basis of gender – Women	81% - 100% black owned by women	7
	51% - 80% black owned by women	5
	31% - 50% black owned by women	3
	0 – 30% black owned by women	1

#### 8.4. SMME's which are Youth owned business.

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged based on age	50%- 100% owned by persons who are youth	3
	30% - 49% owned by persons who are youth	2
	0 – 29% owned by persons who are youth	1

#### 9. Evidence for specific goals

PROOF OF EVIDENCE TO SCORE SPECIFIC GOALS POINTS			
EVIDENCE	YES	NO	ATTACH EVIDENCE ( indicate a page)
Share certificate			
ID Copies stamped by the commissioner of oath			
Sworn affidavits			
BBBEE certificates			
Proof of disability			
CIPC Documents			

**NB: Bidders will only score points based on the evidence submitted.**

#### 10. Reporting of fraud and corruption

The National Credit Regulator management is commitment to transparency, integrity, and accountability, as described in our Code of Conduct and business principles. Which led to the establishment of the Ethics Line. The Ethics Line seeks to provide an independent and comprehensive service through enhanced anonymity assurance and a wide range of communication channels. Bidders and members of the public are encouraged to use the following toll-free line to report any misconduct relating procurement activities amongst others.

#### Fraud / Anti-Corruption Hotline

Report any incidents of wrongdoing  
to the KPMG Ethics Line

**0800 20 53 17 (Toll Free)**

**TERMS OF REFERENCES:**

**1. OBJECTIVE:**

NCR is inviting a qualified, professional and accredited Mimecast Service Provider / Reseller for the renewal of its Mimecast software licenses including support and maintenance (for a period of three (3) years) which are due to expire in June 2024.

**2. SCOPE OF WORK:**

The following are the requirements and scope of renewals:

No.	Description	Quantity
1.	Mimecast M2A Service	250 Users
2.	<b>Cyber Resilience Foundation Plus Plan with the following capabilities:</b>	250 Users
	a) SEG	
	b) URL Protect	
	c) Attachment Protect	
	d) Impersonation Protect	
	e) Awareness Training	Monthly
	f) Internal Email Protect	
	g) Mimecast Sync & Recover	
	h) 99 Year Archive	
3.	LCS <b>Gold</b> for Support & Maintenance	3 year
4.	DMARC	

**Please Note:**

The 250 users **include** five (5) simultaneous administrators and super **administrators**;

The license renewals will only be done on an annual basis;



**3. MANDATORY REQUIREMENTS:**

- Bidders must submit the Proof of Accreditation with Mimecast.

**Note: - bidders must take note that NCR reserves the right to confirm this accreditation directly with Mimecast prior to the next evaluation stage. Bidders who submit expired, or inaccurate accreditation certification will be disqualified for the next evaluation stage.**

**4. FUNCTIONALITY EVALUATION CRITERIA:**

The bidder’s proposal will be scored according to the below points system and scoring criteria:

**0 = Zero Experience / 0 and / or Irrelevant Information / None submission**

1 = Poor;

2 = Does not meet the requirements;

3 = Partially meets the requirements;

4= Meets the Requirements;

5 = Exceeds the Requirements

Item No.	Criteria Description	Weighting				
1.	<b>GENERAL FUNCTIONALITY</b>					
	<p><b>COMPANY EXPERIENCE</b></p> <p>Years of experience in the <b>provision, implementation, support and maintenance of the Mimecast Archiving Solution</b> (50) points)</p> <table border="1" data-bbox="236 1514 1217 1921"> <tr> <td data-bbox="236 1514 708 1715">More than 5 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions</td> <td data-bbox="708 1514 1217 1715">= 5 Exceeds the Requirements</td> </tr> <tr> <td data-bbox="236 1715 708 1921"><b>5 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions</b></td> <td data-bbox="708 1715 1217 1921"><b>= 4 Meets the Requirements</b></td> </tr> </table>	More than 5 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions	= 5 Exceeds the Requirements	<b>5 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions</b>	<b>= 4 Meets the Requirements</b>	60
More than 5 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions	= 5 Exceeds the Requirements					
<b>5 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions</b>	<b>= 4 Meets the Requirements</b>					

Item No.	Criteria Description	Weighting										
	<table border="1" data-bbox="240 253 1217 864"> <tr> <td data-bbox="240 253 708 461">4 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions</td> <td data-bbox="708 253 1217 461">= 3 Partially meets the requirements</td> </tr> <tr> <td data-bbox="240 461 708 669">3 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions</td> <td data-bbox="708 461 1217 669">= 2 Does not meet the requirements</td> </tr> <tr> <td data-bbox="240 669 708 864">Less than 3 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions</td> <td data-bbox="708 669 1217 864">= 1 Poor</td> </tr> </table> <p data-bbox="240 920 587 949"><b>Evidence to be provided:</b></p> <ul data-bbox="284 969 1257 1256" style="list-style-type: none"> <li>- Company profile outlining the number of years that the company have been providing the Mimecast Solution; OR</li> <li>- This number of years must be included in the Mimecast Accreditation Certificate which will be verified directly with Mimecast; OR</li> <li>- <b><i>The reference letters provided below may be used to verify the number of company experience.</i></b></li> </ul>	4 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions	= 3 Partially meets the requirements	3 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions	= 2 Does not meet the requirements	Less than 3 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions	= 1 Poor					
4 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions	= 3 Partially meets the requirements											
3 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions	= 2 Does not meet the requirements											
Less than 3 years in the provision, implementation, support and maintenance of the Mimecast Archiving solutions	= 1 Poor											
2.	<p data-bbox="236 1274 448 1303"><b><u>REFERENCES:</u></b></p> <p data-bbox="236 1373 1257 1507">The bidder must provide at least <b>4 contactable</b> reference letters for provision, implementation, support and maintenance of the Mimecast Archiving Solution/s within the <u>previous five (5) years</u>:</p> <table border="1" data-bbox="240 1574 1251 2029"> <tr> <td data-bbox="240 1574 762 1675">5 or More references</td> <td data-bbox="762 1574 1251 1675">= 5 Exceeds the Requirements</td> </tr> <tr> <td data-bbox="240 1675 762 1776">4 references</td> <td data-bbox="762 1675 1251 1776">= 4 Meets the Requirements</td> </tr> <tr> <td data-bbox="240 1776 762 1877">3 references</td> <td data-bbox="762 1776 1251 1877">= 3 Partially meets the requirements</td> </tr> <tr> <td data-bbox="240 1877 762 1977">2 references</td> <td data-bbox="762 1877 1251 1977">= 2 Does not meet the requirements</td> </tr> <tr> <td data-bbox="240 1977 762 2029">1 Reference</td> <td data-bbox="762 1977 1251 2029">= 1 Poor</td> </tr> </table>	5 or More references	= 5 Exceeds the Requirements	4 references	= 4 Meets the Requirements	3 references	= 3 Partially meets the requirements	2 references	= 2 Does not meet the requirements	1 Reference	= 1 Poor	40
5 or More references	= 5 Exceeds the Requirements											
4 references	= 4 Meets the Requirements											
3 references	= 3 Partially meets the requirements											
2 references	= 2 Does not meet the requirements											
1 Reference	= 1 Poor											

Item No.	Criteria Description	Weighting
	Due-Diligence may be done to verify directly with the bidders' contactable references on the previous work done.	
	<b>TOTAL</b>	<b>100</b>

**NB: A bidder must achieve a minimum score of 70 points on functionality evaluation to be considered to proceed to Price and Specific goals.**

**\*\*THE END\*\***