

## THE NATIONAL CREDIT REGULATOR

**FEBRUARY 2024**

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A  
SERVICE PROVIDER TO PROVIDE COMBINED ASSURANCE  
TRAINING FOR FORUM MEMBERS.**

**RFQ NUMBER: NCR897.02.2024**

**DUE DATE: 01 MARCH 2024 AT 11H00 SHARP CAT**  
**EMAIL YOUR SUBMISSION TO: [TMaseko@ncr.org.za](mailto:TMaseko@ncr.org.za)**  
**COPY: [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 for appointment of accredited Microsoft service provider to conduct gap analysis and resolve microsoft dynamics great plains 2018 critical issues.

### **2. 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 (PPFPA), 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/procument/tender-standard-bidding-documents/general-terms-conditions> ). **Please read this document carefully and confirm your agreement to the terms prior to submitting your proposal.**

### **3. 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.

#### 4. **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 sixty (60) days from the due date for the submission of all bids.

#### 5. **Number of proposals**

Each bid participant must email 1 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. The proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

#### 6. **Submission of proposals**

- 6.1. Proposals must reach the offices of the NCR before 11:00 on 01 March 2024, and must be enclosed in a sealed envelope which must have clearly inscribed on the outside:

- a) **RFQ No: NCR897.02.2024**

- b) **TERMS OF REFERENCE FOR APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE COMBINED ASSURANCE TRAINING FOR FORUM MEMBERS.**

- c) **CLOSING DATE: 11H00,**

- 6.2. Please note that this RFQ closes punctually at 11h00 on 01 March 2024. No late submissions will be considered under any circumstances.
- 6.3. **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.
- 6.4. 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.
- 6.5. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.

- 6.6. Submissions must not contain documents relating to any RFQ other than the one referred to in this RFQ.
- 6.7. The responses to the RFQ will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 6.8. 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 Evaluation Committee. A minimum of 2 days' notice will be given to relevant participants in advance of the presentation date.

## 7. Timetable

Date & time	Activity
<b>22 FEBRUARY 2024</b>	Issue RFQ document
<b>01 MARCH 2024</b>	Closing date
<b>05 MARCH 2024</b>	Evaluations
<b>28 MARCH 2024</b>	Appointment of a supplier

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.

## 8. 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	Disqualification from process

Document that must be Submitted	Guideline		Consequence of Non-submission
		bidder's tax compliance status.Proof of Registration on the Central Supplier Database Vendor number	
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/procument/tender-standard-bidding-documents/general-terms-conditions">https://www.ncr.org.za/index.php/procument/tender-standard-bidding-documents/general-terms-conditions</a>	Disqualification from process

## 9. 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:

### 9.1. 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

### 9.2. 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

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

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

#### 9.4. 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

#### 10. 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			
CIPS Documents			

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

#### 11. 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 wrong doing  
to the KPMG Ethics Line**

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

## **PART B- TERMS OF REFERENCE**

### **1. BACKGROUND:**

The NCR has adopted a combined assurance model that seeks to integrate assurance offerings within the organisation and aggregate these outcomes to mitigate the risk of assurance fatigue, minimise duplication of effort and to ensure sufficient risk coverage.

In terms of King IV Report on Corporate Governance, “A combined assurance model incorporates and optimizes all assurance services and functions so that, taken as a whole, these enable an effective control environment, support the integrity of information used for internal decision-making by Management, the governing body, and its Committees; and support the integrity of the organization’s external reports.”

In order to implement and maintain an effective combined assurance model, a forum was established and appointed comprising of The Company Secretary and Chief Financial Officer with representatives from Risk & Audit Services, Internal Audit, Legal & Compliance, Property & Asset Management and Finance.

### **2. SCOPE OF WORK**

The NCR intends to acquire the services of a suitably qualified and experienced service provider to provide combined assurance training to ExCo, and ManCo & Supervisors of the represented departments. The training should be conducted on a virtual platform. The scope should cover the following key focus areas but not limited to:



- Combined Assurance as defined by King IV and the difference to King III;
- Key objectives of combined assurance;
- The roles and responsibilities of all role players and committees
- The combined assurance approach/model;
- Challenges to implementing Combined Assurance and steps to follow in implementing the model;
- The Combined Assurance Framework –The purpose and what should it contain?
- The Combined Assurance Terms of Reference – what should it contain?
- The Combined Assurance Plan – The purpose and what should it contain?
- The Combined Assurance Report – what should it contain?
- Monitoring and review etc.

### **3. EVALUATION CRITERIA:**

**The following criteria- will be used: After the closing date for the bid invitation, an appointed evaluation committee of NCR officials and / or external parties / consultants (where necessary) will evaluate the proposals.**

The committee will evaluate each of the bid proposals received against the approved criteria as stated below:

- a) Phase 1: Compliance check of administrative documents/ information.
- b) Phase 2: Functionality (Technical) evaluation.
- c) Phase 3: Price and specific goals.

#### **3.1 Phase 1: Pre-compliance of administrative documents**

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	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.  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.	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>	Disqualification from process

### 3.2 Phase 2: Functionality/ (Technical) evaluation)

Minimum threshold of **70 points** should be obtained to qualify for the second phase. The functionality criteria will be evaluated based on the following:

Values: 1= poor

2= did not met requirements

3= partially met the requirements

4= meet the requirements

5= exceed the requirements

The following constitutes the minimum requirements/specifications:

Technical Criteria	Evaluation	Scoring	Weight
<b>A. Relevant qualification of allocated resources</b>			
Project Team Leaders' relevant qualification in the field of Internal Auditing; Governance; Risk Management; and Compliance		5 – Master's degree or higher or equivalent (NQF 9+)	10%
		4 – Hounours Degree or equivalent (NQF 8)	
		3 – Degree/B.Tech (NQF 7)	
		2 – National Diploma/ Advanced Certificate (NQF 6)	
		1 – Higher Certificate	

<b>B. Relevant Professional Experience</b>		
<b>B1. Number of working years' experience in a similar or related project</b>		
Project Team Leader Years of experience in related/similar project(s)	5 = 15 + years of experience 4 = 11 -14 years of experience 3 = 7 – 10 years of experience 2 = 3 – 6 years of experience 1 = 0 – 2 years of experience	20%
<b>B2. Service provider number of year experience working/providing consulting services in combined assurance to the public sector</b>		
Number of years in experience working/providing consulting services in combined assurance to the public sector	5 = 5+ years of relevant experience 4 = 4 years of relevant experience 3 = 3 years of relevant experience 2 = 2 years of relevant experience 1 = Less than 2 years of relevant experience	20%
<b>C. Reference letters related in combined assurance training</b>		
Provide signed reference letters from previous clients indicating, scope, project and contactable references within the last three years. The letters should have the company's letterhead and	5 = 6 or more reference letters 4 = 5 reference letters 3 = 4 reference letters 2 = 2 - 3 reference letters 1 = 0 – 1 reference letter	10%

signed by a Senior Official the Tel.no and email address		
<b>D. Proposed training plan</b>		
Provide training plan indicating: 1. An understanding of scope; 2. Approach to be adopted for the training; 3. Material/tools used; 4. Completion timelines	5 = training plan addressing all 4 requirements stated in <b>D</b> .  4 = training plan addressing 3 requirements stated in <b>D</b> .  3 = training plan addressing 2 requirements stated in <b>D</b> .  2 = training plan addressing 1 requirement stated in <b>D</b> .  0 = no submission of training plan stated in <b>D</b> .	40%
Total		100