

THE NATIONAL CREDIT REGULATOR

JANUARY 2024

TERMS OF REFERENCE FOR 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 INFRASTRUCTURE SERVICES

RFP NUMBER: NCR893.01.24

COMPULSORY BRIEFING

DATE: 06 FEBRUARY 2024 AT 10:00AM

TEAMS:

Microsoft Teams meeting

Join on your computer, mobile app or room device.

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Passcode: uK7Umh

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DUE DATE: 19 FEBRUARY 2024 AT 11H00 SHARP CAT

ADDRESS: 127-15TH ROAD RANDJESPAK MIDRAND (NCR OFFICES)

EMAIL ALL RFP QUERIES TO: 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/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.**

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 19 February 2024, and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside.

a) RFQ NO: NCR893.01.24

b) TERMS OF REFERENCE FOR 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

c) CLOSING DATE: 19 FEBRUARY 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 19 February 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

Date & time	Activity
26/01/2024	Issue RFQ document
19/02/2024	Closing date
20/02/2024	Preliminary evaluation
22/02/2024	Evaluations by the Evaluation Committee
05/03/2024	Adjudication Committee meeting
10/03/2024	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 https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA. Submit proof of registration.</p>	Disqualification from process
Acceptance of the General Terms and Conditions	Yes	https://www.ncr.org.za/index.php/procedure/tender-standard-bidding-documents/general-terms-conditions	Disqualification from process

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% owned by women	7
	51% - 80% owned by women	5
	31% - 50% owned by women	3
	0 – 30% 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)

PART B: TERMS OF REFERENCES:

TERMS OF REFERENCES:

1. PURPOSE:

NCR is looking for proposals from the accredited Internet Service Providers (ISPs) for the provision of the Internet and related infrastructure services for a period of ending in August 2025.

2. BACKGROUND:

2.1 NCR has two (2) buildings situated in Midrand and the addresses are as follows:

Old Building:

127 – 15th Road

Randjespark

Midrand, 1683

Coordinates:

(-25.973177836015083, 28.12976850723344)

New Building:

232 – 15th Road

Randjespark

Midrand, 1683

Coordinates:

(-25.979709881369793, 28.13436192882293)

2.2 NCR is currently having a 20Mbps Fiber lines for its primary internet services and a 20Mbps microwave line as a redundancy or failover;

2.3 Each building has its own internet line infrastructure and the two (2) buildings are interconnected through the Multi-Protocol Label Switching (MPLS) network solution and share all the ICT services which are mainly housed in the old building;

2.4 NCR has about sixteen (16) physical servers and twenty-five (25) Virtual (HyperV) servers – all residing in the old building and accessed through the internet and Virtual Private Network services;

2.5 NCR currently have ±250 employees and more than 80% of these employees operate and connect from outside the local area network (work from home) on a daily basis through the mobile data devices or home internet connectivity using the Cisco AnyConnect VPN facility. The users connect to the internet for access to the on-premise Application Systems and other services;

2.6 NCR utilises a CISCO VoIP telephony and Call Center & Complaint systems which are the most critical services for communication with the external stakeholders. The two (2) systems are configured through the QoS on the current primary internet line and MPLS interconnection.

The current number range of the telephone lines is 011 554 2600/ 2800. The average usage on the telephones and internet services is at an approximate of R57, 000.00 for all the users which also includes the Shared Call for the Call Centre / Complaints / Call Center Department;

2.7 The organization also has an internal CISCO and Fortinet firewalls which is configured in line with the required policies for security purposes. Additional to the above-mentioned firewalls, the current ISP is providing the Managed Firewall services on the internet traffic;

2.8 The organization has two (2) separate lease agreements for its buildings which all expires on the 31st August 2025:

127 – 15th Road,Randjespark,Midrand, 1683

232 – 15th Road,Randjespark,Midrand, 1683

3. SCOPE OF WORK:

NCR is inviting accredited and qualified Internet Service Providers (ISPs) to provide proposals for the provision of the Internet and related infrastructure services for its building as follows:

NB:- the proposals and terms must include the installation period – project plan (not exceeding 3 months for implementation must be included).

3.1 Term / Period:

Period ending 31st August 2025 from the contracting / appointment date.

- 3.2 Two (2) 200Mbps Fibre Links – one (1) per Site (Main Line);
- 3.3 200Mbps Failover link / line (Microwave or Fiber Line with different provider from the Main Lines) for redundancy. This will be a total of four (4) links on diverse paths.
- 3.4 Inter-connectivity between the two (2) buildings using MPLS technology (Note: - this will be discarded at the time of contract expiry / termination of one of the two (2) lease agreements mentioned on 3.1 above;
- 3.5 SIP Trunk for the current telephony service – Note that the current solution is to be retained;
- 3.6 589x Number Porting;
- 3.7 Firewall as a Managed Service solution;
- 3.8 Quality of Services (QoS) for prioritization of voice and data traffic (High Priority to be allocated to Voice);

- 3.9 Least cost routing solution for NCR existing CISCO based telephony system;
- 3.10 Lines availability must be 99.5% guaranteed on both lines (primary and failover and for data and voice);
- 3.11 Capability for diagnostic reports and monitoring of the lines;
- 3.12 Monthly utilization report which details overall monthly internet and voice usage and per user or application system;
- 3.13 24x7x365 Technical Support Services (including logging system);
- 3.14 Dedicated Account Manager to manage the account and the delivery of the project;

Important: -

- a) The bidders are welcome to propose any stable, scalable and high-availability internet lines which can cater and accommodate the NCR business operations considering the current term of buildings as outlined in the background above.

Consideration must be made to the background provided above when developing a proposal.

- b) The bidders need to establish a networking solution that connects the two buildings, ensuring smooth communication.
- c) The mentioned solution will be necessary only during the lease period of the old building and thereafter needs to be disconnected.
- d) The bidders are required to provide the following (as well) in their proposals:
 - i) **Project Plan** (with clear and realistic timelines) which includes contracting, kick-off, infrastructure installation / configuration and transition (or take-over from the current provider) of the services. The Project Plan must not exceed the period of three (3) months for completion;
 - ii) **Pricing model** from the infrastructure installation (including integration with the current infrastructure such as VPN and other internal firewalls, VOIP system, etc.) to the monthly services utilization. Pricing must also include the disconnection of any network and hardware from the old building upon the relocation phase;
 - iii) All the infrastructure (hardware / software) required for the end-to-end services and which ones will be on rental and which ones will be owned by NCR;
 - iv) Any other required items (including Account / Service Manager) for the duration of contract.

EVALUATION CRITERIA:

- 0= no submission
- 1= Poor
- 2 = Does not meet the requirements
- 3 = Partially meets the requirements
- 4 = Meet the requirements
- 5 = Exceeds the requirements

Item No.	Criteria Description	Weighting																		
1.	GENERAL FUNCTIONALITY																			
	<p><u>YEARS OF EXPERIENCE IN THE PROVISION AND MAINTENANCE OF THE INTERNET INFRASTRUCTURE AND SERVICES (50) POINTS)</u></p> <p>Accreditation for the provision of Internet Infrastructure Solutions and related Services: (25 points)</p> <table border="1" data-bbox="512 1003 1230 1357"> <tr> <td>Internet Service Provider</td> <td>5</td> </tr> <tr> <td>Bidder is a partner to accredited Internet Service Provider (ISP)</td> <td>4</td> </tr> <tr> <td>Bidder has an agreement with an ISP to utilize their infrastructure</td> <td>3</td> </tr> <tr> <td>Bidder is not accredited</td> <td>0</td> </tr> </table> <p>Years of Experience in Fiber Line implementation, support, and maintenance: (25 points)</p> <table border="1" data-bbox="512 1514 1230 1715"> <tr> <td>5 years and more</td> <td>5</td> </tr> <tr> <td>Between 4 and 5 years</td> <td>4</td> </tr> <tr> <td>Between 3 and 4 years</td> <td>3</td> </tr> <tr> <td>Between 1 and 3 years</td> <td>2</td> </tr> <tr> <td>Less than 1 year</td> <td>0</td> </tr> </table> <p>The following documents must be submitted for evaluation purposes / verification:</p> <ul style="list-style-type: none"> - Proof of Accreditation as an ISP / ISP Accreditation Certificate; - Proof of Agreement either to utilise the other ISP’s infrastructure; or 	Internet Service Provider	5	Bidder is a partner to accredited Internet Service Provider (ISP)	4	Bidder has an agreement with an ISP to utilize their infrastructure	3	Bidder is not accredited	0	5 years and more	5	Between 4 and 5 years	4	Between 3 and 4 years	3	Between 1 and 3 years	2	Less than 1 year	0	50
Internet Service Provider	5																			
Bidder is a partner to accredited Internet Service Provider (ISP)	4																			
Bidder has an agreement with an ISP to utilize their infrastructure	3																			
Bidder is not accredited	0																			
5 years and more	5																			
Between 4 and 5 years	4																			
Between 3 and 4 years	3																			
Between 1 and 3 years	2																			
Less than 1 year	0																			

Item No.	Criteria Description	Weighting										
	<ul style="list-style-type: none"> - Proof of Agreement / Partnership with the Accredited ISP (this must be accompanied by the Accreditation Certificate for the accredited partner) - Company profile outlining the number of years of experience in providing the Fibre line infrastructure implementation and support 											
1.2	<p><u>AVAILABILITY OF THE 24/7 CALL CENTRE (20 points)</u></p> <p>The bidder:</p> <p>Availability of the 24/7 Call Centre: (10 points)</p> <table border="1" data-bbox="392 757 1233 1290"> <tr> <td data-bbox="392 757 1062 837">Owns and operates the 24/7 Call Center Support Solution</td> <td data-bbox="1062 757 1233 837">5</td> </tr> <tr> <td data-bbox="392 837 1062 913">Is a partner of the existing solution/s with 24/7 Call Centre Support Solution</td> <td data-bbox="1062 837 1233 913">4</td> </tr> <tr> <td data-bbox="392 913 1062 1111">Will subcontract from the system provider with the existing solution/s (Signed intention letter with the service provider with 24/7 call center solution plus the screenshot of the Call Center Support Solution)</td> <td data-bbox="1062 913 1233 1111">3</td> </tr> <tr> <td data-bbox="392 1111 1062 1191">Does not have a 24/7 Call Center Support Solution but has a call logging/ticketing system</td> <td data-bbox="1062 1111 1233 1191">2</td> </tr> <tr> <td data-bbox="392 1191 1062 1290">Does not have a 24/7 and call logging/ticketing system</td> <td data-bbox="1062 1191 1233 1290">1</td> </tr> </table>	Owns and operates the 24/7 Call Center Support Solution	5	Is a partner of the existing solution/s with 24/7 Call Centre Support Solution	4	Will subcontract from the system provider with the existing solution/s (Signed intention letter with the service provider with 24/7 call center solution plus the screenshot of the Call Center Support Solution)	3	Does not have a 24/7 Call Center Support Solution but has a call logging/ticketing system	2	Does not have a 24/7 and call logging/ticketing system	1	20
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Does not have a 24/7 Call Center Support Solution but has a call logging/ticketing system	2											
Does not have a 24/7 and call logging/ticketing system	1											
1.3	<p><u>EXPERIENCE OF THE KEY PROJECT TEAM / PERSONNEL:</u></p> <p>1. Account Manager – (20 points)</p> <p>Must have at least 5 and years' experience in management, implementation / installation of the Internet Infrastructure Services</p> <table border="1" data-bbox="392 1720 1233 1917"> <tr> <td data-bbox="392 1720 1062 1760">Above 5 years</td> <td data-bbox="1062 1720 1233 1760">5</td> </tr> <tr> <td data-bbox="392 1760 1062 1800">5 Years</td> <td data-bbox="1062 1760 1233 1800">4</td> </tr> <tr> <td data-bbox="392 1800 1062 1841">Below 5 and 4 years</td> <td data-bbox="1062 1800 1233 1841">3</td> </tr> <tr> <td data-bbox="392 1841 1062 1881">Below 4 and 3 years</td> <td data-bbox="1062 1841 1233 1881">2</td> </tr> <tr> <td data-bbox="392 1881 1062 1917">Anything below 3 years</td> <td data-bbox="1062 1881 1233 1917">1</td> </tr> </table> <p>As per the table of references for Team experience – Schedule 1</p>	Above 5 years	5	5 Years	4	Below 5 and 4 years	3	Below 4 and 3 years	2	Anything below 3 years	1	20
Above 5 years	5											
5 Years	4											
Below 5 and 4 years	3											
Below 4 and 3 years	2											
Anything below 3 years	1											

Item No.	Criteria Description	Weighting										
1.4	<p><u>REFERENCES: (10 points)</u> The bidder must provide at least 5 contactable references for projects undertaken for the implementation / installation, support and maintenance of the Internet Infrastructure Services in organizations other than residential areas:</p> <p>Provision and maintenance of Fiber line infrastructure – (10 Points):</p> <table border="1" data-bbox="395 577 1212 779"> <tbody> <tr> <td>Above 5 references</td> <td>5</td> </tr> <tr> <td>5 references</td> <td>4</td> </tr> <tr> <td>4 references</td> <td>3</td> </tr> <tr> <td>3 references</td> <td>2</td> </tr> <tr> <td>Less than 3 references</td> <td>1</td> </tr> </tbody> </table>	Above 5 references	5	5 references	4	4 references	3	3 references	2	Less than 3 references	1	10
Above 5 references	5											
5 references	4											
4 references	3											
3 references	2											
Less than 3 references	1											

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

SCHEDULE- 1

SCHEDULE OF EXPERIENCE OF ACCOUNT MANAGER: LIST OF EXPERIENCE

ACCOUNT MANAGER'S NAME: _____

No.	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

SCHEDULE- 2: PRICING

The below Pricing Schedule is a guide and bidders may include all other necessary and required items in line with their project delivery:

ITEM	DESCRIPTION	QUANTITY (if any,)	UNIT PRICE (Vat excl.)	TOTAL PRICE (Vat incl.)
Feasibility Study				
Primary Link:				
Secondary Link				
MPLS				
Managed Firewall				
Software License/s				
Annual renewals (s/l)				
Integration of current firewalls	Fortinet CISCO CISCO VPN			
SIP Trunks				
Number Porting (if required)		560x		
DNS				
Least cost routing	CISCO VoIP Telephony			
Telephone Usage (incl. shared calls) <i>Use the average provided as guide / baseline</i>				
Internet Usage (uncapped)				
Quality of Services (QoS)				
Service / infrastructure termination <i>(in case of termination of one building prior to expiry of this contract)</i>				

ITEM	DESCRIPTION	QUANTITY (if any,)	UNIT PRICE (Vat excl.)	TOTAL PRICE (Vat incl.)
SLA / Infrastructure / Service Availability (provide the details such as backup power to be used at the nodes)	99.99% Guaranteed			

The bidders **MUST** provide additional schedule for the monthly billing post completion of the installation and / or project delivery.

SCHEDULE- 3: ESCALATION MATRIX

Position Title	Name and Surname	Contact Details
Service Delivery & Account Management: <i>(this must include the infrastructure team awa firewall engineers, etc.)</i>		
Service Delivery Manager / Executive		Contact No.: Email Address:
Account Manager		Contact No.:
Technical Lead		Email Address:
Technical Engineer1		Contact No.:
Technical Engineer2		Email Address:
Technical Engineer3		Contact No.:
Call / Support Center		Email Address:
Accounts Management:		
Accounts Manager		Contact No.:
Senior Credit Controller		Email Address:
Credit Controller		Contact No.: