

**THE NATIONAL CREDIT REGULATOR**

**JUNE 2024**

**TERMS OF REFERENCE FOR THE APPOINTMENT OF THE SERVICE PROVIDER FOR THE PROVISION, IMPLEMENTATION OF THE NEW ALERT AND NOTIFICATION SYSTEM IN THE SERVER ROOMS, SUPPORT AND MAINTENANCE THEREFORE FOR THE SYSTEM FOR A PERIOD OF THREE (3) YEARS.**

**RFP NUMBER: NCR917.06.2024**

**COMPULSORY BRIEFING**

**DATE: 11 JUNE 2024 AT 12:00PM**

**Microsoft Teams** [Need help?](#)

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Meeting ID: 391 308 109 975

Passcode: xT9kYN

**DUE DATE: 26 JUNE 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 to appoint an ERP Solution Accredited Partner to provide, customised and implement the Finance and Procurement solution provide support and maintenance for a period of three (3) years.

#### **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 27 June 2024, and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside.

a) **RFQ No: NCR917.06.2024**

b) **TERMS OF REFERENCE FOR THE APPOINTMENT OF THE SERVICE PROVIDER FOR THE PROVISION, IMPLEMENTATION OF THE NEW ALERT AND NOTIFICATION SYSTEM IN THE SERVER ROOMS, SUPPORT AND MAINTENANCE THEREFORE FOR THE SYSTEM FOR A PERIOD OF THREE (3) YEARS**

c) **CLOSING DATE: 26 JUNE 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 26 June 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
04/06/2024	Issue RFP document
26/06/2024	Closing date
27/06/2024	Preliminary evaluation
03/07/2024	Evaluations by the Evaluation Committee
19/07/2024	Adjudication Committee meeting
26/07/2024	Appointment

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.**

<b>Document that must be Submitted</b>	<b>Guideline</b>		<b>Consequence of Non-submission</b>
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>	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% 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	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 REFERENCE

### 1. Background

NCR currently have two (2) server rooms whose responsibilities and purposes is to house the critical information technology and related resources of the organization. The server rooms are the primary ICT backbone of the NCR's connection with both the inside and outside world as well as the provision of ICT services for the NCR users.

Due to the critical requirement to protect the information technology and related resources of the organization, the servers require to be safeguarded against possible risks of natural and other disasters and incidents such as lightning, leakage, flooding, fire, and other faults such as airflow fault, electrical sparks and power outages that could cause serious damage to the server room hardware and software infrastructure. Other protection requires human interaction such as detection of unauthorized entry into the server room and other natural or equipment failure such as room temperature, humidity levels as well as functionality of the air-conditioners. Without proper management and monitoring of these events, the server rooms' infrastructure is at risk of being damaged and causing permanent loss of information.

NCR requires to install **Environment Control Solutions** to secure its server rooms and related infrastructure (e.g. servers, switches, routers, UPS) and generators from lightning, fire, temperature, humidity and all the elements that may harm the IT infrastructure, hardware as well as software of the organization in case of any disaster or incidents.

### 2. Procurement Information:

Qualified and Accredited service providers are invited to provide proposals for the supply, delivery, installation, configuration, implementation of hardware and software of the **Server Rooms' Environment Control**, testing, training, support and maintenance for the NCR Server Rooms for a period of three (3) years.

### 3. Current state of affairs within NCR Environment:

The NCR's new building's address is in Midrand and the physical address is as follows:

#### **New Building / Office:**

232-15<sup>th</sup> Road  
Randjespark  
Midrand, 1685

#### **Old / Main Building / Office:**

127 -15<sup>th</sup> Road  
Randjespark  
Midrand, 1685

- a) The server / computer rooms sizes are approximately 266 X 530 (14,19 m<sup>2</sup>) and 470 X 350 (16,45m<sup>2</sup>) respectively;
- b) Both server rooms have their own local area network (LAN) connected through the POE network switches and the building is currently interconnected through the MPLS;
- c) There are about thirty-seven physical servers, twenty-five (25) in the new building and twelve (12) in the Old Building as well as thirty-three (33) virtual machines in the Old Building with approximate capacity of 40TB (expected to grow within the period of 3 years) within the server rooms operating on Microsoft Windows Server 2003, 2008 R2, 2012R2, 2016 and 2019 respectively operating on Hyper-V2019 platforms;
- d) The NCR ICT is currently running on Microsoft O365;
- e) The computer room in the New Building is connected to UPS of capacity of 120KVA which in turn is connected to the Generator of capacity of 250KVA, while the Old Building has a 60KVA UPS with 80x batteries which is also connected to the 60KVA generator;
- f) The two (2) buildings all have installed and NCR owned alarm systems with a an (outsourced) preventative maintenance by an external service provider;
- g) The computer rooms in both buildings have the fire and smoke detectors already installed;
- h) Over and above the alarm system, both buildings has a 24/7/365 onsite physical security personnel;
- i) There are surveillance cameras currently installed in the Old Building Server Room and inside all the buildings;
- j) There are air-conditioners already installed within the server rooms;
- k) The Computer / Server Rooms are accessed through the biometric (finger) systems for access control monitoring and management.

#### **4. Scope of Work:**

There are different functionalities or services that the solution should be able to perform including the integration with already existing interfaces for monitoring within the server rooms. Detection of threats should be provided through different kinds of sensors which are installed, configured, maintained and repaired by the service provider on a continuous basis.

##### **4.1. Lightning & Surge Protection**

##### **4.2. Fire and smoke sensor**

Smoke alarms can trigger power shutdowns. The best practice is to connect and integrate the smoke alarms directly into the climate monitoring and alerting system, essentially extending the functionality of the climate sensors to the smoke alarm.

##### **4.3. Unauthorized entry sensor**

Dry-contact sensors that detect the opening and closing of a door should be installed at the room entry points and on the doors of server rooms and UPS cabinets. The alerts can be configured alerts to detect any by-passing of the biometric system.

##### **4.4. Water Leakage and flooding sensor**

Moisture and humidity sensors should monitor for leaks inside cooling equipment, potential leaks that come from nearby pipes, or water caused by a flood or disaster. Water sensors should be placed at the lowest point (wherever water would tend to puddle) on the floor, and underneath any pipe junctions. Air-conditioning condensation trays should also be equipped with sensors to detect overflow.

##### **4.5. Server-room temperature sensor**

The good monitoring strategy includes multiple temperature sensors. These sensors should be able to measure the heat being generated by equipment, and at the air conditioning system's intake and discharge vents, to measure efficiency.

##### **4.6. Power-outage/voltage sensor**

Electrical failures can cause air-conditioning equipment to shut down. While an uninterruptible power supply (UPS) ensures that servers stay up and running there is surety for overheating a server room in short order. The best approach is to monitor current coming into the server room and arrange for an orderly shutdown of IT equipment in case of a power outage. Voltage sensors detect presence or the absence of line voltage. Identify the frequency of brownouts for measuring uninterruptable power supplies and service provider performance.

#### **4.7. Air-conditioner malfunction and power off/outage sensor**

The sensor should detect when the air-conditioners have switched off and trigger email and SMS notifications.

#### **4.8. Humidity sensor**

- High humidity in the server room may lead to corrosion on electronic components.
- Low humidity levels may cause issues with static electricity.
- The system should be able to provide alerts on excessive humidity presence in the server room.

#### **4.8 Generator diesel levels/failure or malfunction**

The solution should be able to report on generators' diesel levels as well as the failure to integrate with the UPS during load-shedding, power outages or power failures.

#### **4.9 Airflow in the server room**

### **5 Solution Requirements:**

- Should be Ethernet based plug in system.
- The solution should be able to function on the Windows server environment as well as Windows for desktop/laptop and on Mobile phone OS such as Android and IOS.
- The reporting or alert notification should be through SMS and email which should be send immediately when triggered by condition of failure or malfunction.

### **6 Automation on the system**

- Alerts and notifications MUST be automated through SMSs and email alerts.
- The alerts and notifications MUST trigger the ICT administrators to login into the servers and shut the infrastructure down should the disaster scenario be critical or of catastrophic nature and requires the shut-down.

### **7 Existing services to integrate with the system**

**7.1 The alarm system** – The alert and notification system should integrate with an existing alarm system provided by NCR;

**7.2 Camera-surveillance system** – intrusion should be detected by the alarm, recorded by the camera system. If the alarm is activated ICT personnel and Facilities personnel should be notified of the intrusion through motion detection.

**7.3 UPS** – there are existing UPS devices already installed at the NCR;

**7.4 Generators** – There are generators already installed in the two NCR buildings with the capacity of 60KVA and 250KVA in the buildings respectively.

## 8 Email and SMS services / Notification Services

- The solution must be able to integrate with the exchange server for the NCR
- The system should be able to send email alerts to the nominated personnel for the NCR.
- The system should further be able to send SMS notifications to ICT and facilities personnel.
- There is currently 6 personnel that are to receive notifications through SMS and email, (numbers, names and email addresses will be provided to the winning bidder during implementation, installation and configuration). Additional names, numbers and emails will be added as and when the solution has been implemented and in use.

## 9 Installation of the system:

### The appointed service provider is expected to:

- Supply / deliver and install all the required equipment for the functionality of the system based on the above specified requirements.
- Supply / provide the NCR with all software and software licenses for correct functionality of the system.
- The software licenses used for the solution will be renewable annually for a period of the contract. **(NB: Licenses are not paid upfront).**
- It remains the responsibility of the service provider to ensure that the system is installed properly, implemented correctly and tested with the NCR personnel to ensure that the system is functioning at maximum capacity as required.
- Provide adequate training or skills transfer to the NCR staff for the day-to-day management of the equipment and / or solution;
- Ensure adequate support and maintenance of the solutions as well proper and timeous renewal of the software licenses are provided on the installed equipments (infrastructure). This support and maintenance includes – timeous patches or latest software releases, replacement of the equipments during the contract period should damage occur due to any factors not caused by NCR negligence, bi-annual preventative maintenance, etc.

## 10 Monthly testing and maintenance and support

- The appointed service provider will be required to test the functionality of the system on a monthly basis without fail through the provision of the engineer to conduct the maintenance and support thereof.
- The engineer or equivalent is required to produce a report for the maintenance conducted.
- The appointed service provider will be required to repair the defects determined during the maintenance and support.
- The appointed service provider will be required to confirm that the malfunctioning thereof on hardware and software is confirmed as being eliminated.
- All repairs shall be covered under a 3-year (OEM) warranty / guarantee on all equipment provided.

## 11 Server Room Pre-Inspection

- The bidders wishing to bid for the services are required to conduct the pre-inspection of the two server rooms of the NCR. **(This is a compulsory requirement before submitting the bidding documents).**
- This must be conducted for proper understanding of the existing devices and configurations that will integrate with the required system.

## 12 Hardware for the system

- The winning bidder is required to provide all the equipment for the system.
- All hardware provided must be under OEM warranty or guarantee for a period of 3 years or 36 months;
- NCR will own all hardware and software related to this acquisition.

### 13 Software for the system

- The winning bidder is required to provide all the software and licenses for the system.
- All licenses are to be valid for a period of 3 years (36 months) and are renewable annually.
  - The prospective bidders must be aware that there might be possibility of reconfiguration in case of the change of buildings. Bidders must cater for this possibility in their pricing.

**PLEASE NOTE THAT SOFTWARE LICENSES ARE NOT PAYABLE IN ADVANCE.**

14 The bidders are welcome to provide additional requirements that might add value to the project as well as any changes in technology during the contractual term. These additional requirements must clearly and individually be stipulated in the pricing schedule.

### 15 Pricing for the services

- Bidders are required to provide all prices for the hardware and software;
- Bidders are required to provide prices for all warranties and guarantees for the period of 3 years as applicable;
- Bidders are required to provide pricing for all licenses for the period of 3 years.
- Licenses will be renewable annually;
- Pricing provided must be in South African Rand even if there is Rand/Dollar rate applicable to hardware and software.
- Bidders are required to provide annual escalations if applicable.
- Pricing provided will not be changed after the contract has been signed.
- Bidders are required to provide any contingency cost applicable that could be of useful nature for the functionality of the system.
- All Pricing must be inclusive of VAT;
- Bidders are required to provide all chargeable costs applicable to the functionality of the system and the engineers allocated for the solution.

**Bidders must take note that under no circumstances will NCR make an advance payment. Payments will be made in accordance with the agreed milestones and deliverables which will be signed off at the time of the Project Kick-Off.**

## 16 Pricing schedule

Description	Quantity	Unit Price	VAT (15%)	Total
Hardware for the system (list / itemized)				
Peripherals required and applicable				
Software (once off software cost)				
Year 1 software licenses				
Year 2 software licenses				
Year 3 software licenses				
3 years warranty / guarantee (OEM) on all equipment and hardware				
Installation, configuration and / or implementation costs				
Training costs (if not included in the installation costing)				
Integration / interfaces with the existing services				
Maintenance and support (must include regular required updates)				
SMS notification services				
Re-Installation, Re-configuration and / or Re-implementation costs (in case NCR moves to new building during SLA period)				

## 17 Functionality evaluation criteria

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

0 = Non-Submission / No information provided

1= Poor;

2= Does not meet the requirements;

3= partially meets the requirements;

4= Meets the requirements;

5= Exceeds the requirements

Service name	Description	Score
1. Bidders experience for the solution	<ol style="list-style-type: none"> <li>1. The bidder has 5 years or more experience in provisioning of the similar services = 5</li> <li>2. The bidders has 4 years' experience in provisioning of the similar services = 4</li> <li>3. The bidder has 3 years' experience in provisioning of the similar service = 3</li> <li>4. The bidder has 2 years' experience in the provisioning of the similar service = 2</li> <li>5. The bidder has 1 year or less experience in provisioning of the similar services = 1</li> </ol>	10
2. Peripherals provided for the solution	<ol style="list-style-type: none"> <li>1. Peripherals for (smoke, fire, humidity, air-conditioner failure, alarm trigger, power outage, generator failure, water sensor, leakage sensor, temperature sensor, Air flow (refer to section 3.1 -3.9 of the TOR)) provided = 5</li> <li>2. Peripherals for (smoke, fire, humidity, air-conditioner failure, alarm trigger, power outage, generator failure, water sensor, leakage sensor, temperature sensor, Air flow(refer to section 3.1 -3.9 of the TOR)) not provided = 0</li> </ol>	30
3. Warranty or guarantee (OEM) for the equipment and hardware (3 years)	<ol style="list-style-type: none"> <li>1. More than 3 year warranty provided for all equipment and hardware quoted = 5</li> <li>2. 3 year warranty provided for all equipment and hardware quoted = 4</li> <li>3. 2 year warranty provided for</li> </ol>	15

Service name	Description	Score
	<p>all equipment and hardware quoted = 3</p> <p>4. 1 year warranty provided for all equipment and hardware quoted = 2</p> <p>5. &gt;1 year/ No warranty or guarantee provided for equipment and hardware quoted = 1</p>	
4. Maintenance and support for the solution provided (for the duration of the contract)	<p>1. Maintenance and support for the solution provided for 3 years and engineer allocation for monthly maintenance and support = 5</p> <p>2. Maintenance and support for 3 years not provided and the engineer not allocated = 0</p>	15
5. Server Room pre-inspection report	<p>1. Server rooms pre-inspection conducted and report provided = 5</p> <p>2. Server room pre-inspection not conducted and report not provided = 0</p>	10
6. SMS Notifications provided	<p>1. SMS notification number and functionality provided with the bidding document = 5</p> <p>2. SMS notifications and functionality not provided the bidding document = 0</p>	10
7. Email Alerts provided	<p>1. Email alerts provided = 5</p> <p>2. Email alerts not provided = 0</p>	5
8. References (for similar projects)	<p>1. Bidder provided 5 or more references for which the similar service have been implemented and is functional = 5</p> <p>2. Bidder provided 4 references for which the similar services have been implemented and is functional = 4</p> <p>3. The bidder provided 3 references for the which the similar services have been implemented and is functional = 3</p> <p>4. The bidder provided 2 references for which the similar services have been implemented and is functional = 2</p> <p>5. The bidder provide 1 reference for which similar</p>	5

Service name	Description	Score
	services have been implemented and is functional = 1 6. The bidder did not provide reference for which similar services have been implemented and is functional / the submitted reference letters are irrelevant (not of similar nature) = 0	
<b>TOTAL</b>		<b>100</b>

Bidders are required to score a minimum of **70% points** on functionality to qualify to be evaluated to the next level (Price & Specific Goals). Bidders who do not score the minimum of 70% points on functionality will be disqualified.