

## THE NATIONAL CREDIT REGULATOR

APRIL 2024

**TERMS OF REFERENCE FOR THE APPOINTMENT OF THE SERVICE PROVIDER FOR THE HOSTING SERVICES FOR THE DEBT HELP SYSTEM (DHS) AND PDA TOOL FOR A PERIOD OF TWO (2) YEARS.**

**RFP NUMBER: NCR911.04.2024**

**COMPULSORY BRIEFING**

**DATE: 06 MAY 2024 AT 10:00AM**

Microsoft Teams [Need help?](#)

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Meeting ID: 332 626 565 861

Passcode: Ufkwcw

**DUE DATE: 17 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/procument/tender-standard-bidding-documents/general-terms-conditions](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 17 May 2024, and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside.

**a) RFQ No: NCR911.04.2024**

**b) TERMS OF REFERENCE FOR THE APPOINTMENT OF THE SERVICE PROVIDER FOR THE HOSTING SERVICES FOR THE DEBT HELP SYSTEM (DHS) AND PDA TOOL FOR A PERIOD OF TWO (2) YEARS.**

**c) CLOSING DATE: 17 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 17 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>23/04/2024</b>	Issue RFP document
<b>17/05/2024</b>	Closing date
<b>20/05/2024</b>	Preliminary evaluation
<b>21/05/2024</b>	Evaluations by the Evaluation Committee
<b>31/05/2024</b>	Adjudication Committee meeting
<b>01/06/2024</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)**

**PART B: TERMS OF REFERENCES: APPOINTMENT OF THE SERVICE PROVIDER FOR THE HOSTING SERVICES FOR THE DEBT HELP SYSTEM (DHS) AND PDA TOOL FOR A PERIOD OF TWO (2) YEARS.**

**1. OBJECTIVE:**

NCR is looking to appoint a reputable ICT Service Provider for the provision of cost-efficient, scalable, highly secured, high redundancy and highly available Managed Hosting Services for its core applications systems - **Debt Help System (DHS) and PDA Tool** for a period of two (2) years.

**2. BACKGROUND:**

**2.1 NCR DEBT HELP SYSTEM:**

The NCR Debt Help System (DHS) is a management information system responsible for management of the debt counselling and credit bureaus functions. The system is used by both internal and external users and the user coverage is currently estimated at approximately 2000 users.

The system consists of a **.net web application, .net windows services** and they connect to the **SQL Database Server**. There are currently three (3) jobs that run on the system daily:

- A daily file in the form of a .csv file and the job loads this file to an ftp and then SFTP site in the evening. The credit bureaus connects to the SFTP site and download their required data daily;
- Two (2) .sql jobs that run daily in the morning which provides consumers with related information to the debt counsellors on the DHS application.

The following is the current infrastructure specification with the hosted Hyper-V Environment:

<b>Microsoft Hyper-V Virtual Server 1 – Web Server</b>	
Software	Windows Server 2019
	IIS Version 10
vCPU core allocation	6 @ 3.2GHz
RAM allocation	24GB
Storage allocation C-Drive	220GB (68GB Free)
Storage allocation D-Drive	1 560GB (167GB Free)

<b>Microsoft Hyper-V Virtual Server 2 – Database (SQL) Server</b>	
Software	Windows Server 2019
	SQL Server 2019 Standard
vCPU core allocation	6 @ 3.2GHz
RAM allocation	40GB
Storage allocation C-Drive	150GB (26GB Free)
Storage allocation D-Drive	850GB (441GB Free)

There has been an increase in the data growth of approximately 100% in both the database and the website in the previous calendar year. As a result it is expected that the data on both the website and database environment will grow with at least 200% within the next two (2) years;

Additionally, the Microsoft Software upgrade might also be upgraded during the two (2) year period;

**2.2 PDA Tool:**

NCR’s PDA Tool is a bespoke application tool developed solely for the management, reporting and analysis of the payment distribution processes in line with the National Credit Act (NCA). The tool is currently and only used the NCR internal users and its integral to the Debt Counselling functions. The data within the tool is extracted and imported in the NCR core application system (MIS) (i.e. no integration at the moment).

\*\*\*\*\*CURRENT INFRASTRUCTURE USED TO RUN THE PDA TOOL \*\*\*\*\*

### 3. SCOPE OF WORK:

The following are the expected scope of work:

Provision of Managed Hosting Services for the DHS (website and database) and PDA Tool in terms of the following Requirements and Infrastructure Specifications:

#### 3.1 DHS System:

DHS domain hosting					
Hosting type			Windows Shared Web Hosting		
Domain			ncrdebthelp.co.za		
No.	Item	Database Server		Web Server	
1.	Software	Windows Server 2019 Standard		Windows Server 2019 Standard	
		SQL Server 2019 Standard		IIS Version 10	
2.	Hardware	RAM (Memory)	80GB	RAM (Memory)	60GB
		CPU	4 x 4.0GHz Quad Core CPUs/ Higher Or 12 vCPU equivalent	CPU	4 x 4.0GHz Quad Core CPUs / Higher Or 12 vCPU equivalent
		Hard Drive (HDD)	8TB Solid State storage (SSD)	Hard Drive (HDD)	4TB Solid State storage (SSD)
3.	Bandwidth:	Minimum of 16GB per month and a minimum of 100Mbps internet access			

### 3.2 PDA Tool:

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No.	Requirement/s	Specifications
1.	<b>Server Infrastructure - Hardware Requirements:</b>	<ol style="list-style-type: none"> <li>1. Processor: The minimum processor requirement with at least 20 cores (<i>HP DL380 Gen 10 Xeon</i>)</li> <li>2. Memory (RAM): The minimum amount of RAM (<i>32 GB or higher DDR4-SDRAM</i>).</li> <li>3. Storage: The minimum free disk space (<b>3TB minimum</b>) for installation and data storage.</li> <li>4. 2 Hosts running 3 VM's each.</li> </ol>
2.	<b>Operating System:</b>	<ol style="list-style-type: none"> <li>1. MS Windows Server 2019 and above</li> <li>2. MS SQL 2019 and above</li> <li>3. Windows and Linux/CentOS.</li> <li>4. Specific version requirements exist for end user machines (Windows 10 or later).</li> </ol>
3.	<b>Software Dependencies:</b>	<p>The application has dependencies on specific software libraries, frameworks, or runtime environments on (.NET Framework and Java Runtime Environment). Please ensure that these required dependencies are installed.</p> <ol style="list-style-type: none"> <li>1. VMware vSphere Hypervisor ESXi 7.0 (Subscription)</li> <li>2. Linux (Red Hat)</li> </ol>
4.	<b>Network Connectivity:</b>	10gb uplinks are required
5.	<b>Security Considerations:</b>	<ol style="list-style-type: none"> <li>1. NGFW-IPS Fortinet</li> <li>2. Ensure that the desktop application adheres to proper security practices, such as encryption of sensitive data, secure communication protocols, and user authentication mechanisms.</li> </ol>
6.	<b>Licensing and Activation:</b>	Application will not require additional licensing or activation but ensure the necessary MS Licences and updates are in place to allow the application to function.
7.	<b>Backup and Recovery:</b>	<ol style="list-style-type: none"> <li>1. Implement backup and recovery mechanisms to protect user data in case of system failures or data corruption – network storage devices recommended.</li> </ol>

- 3.3 Take over of the services from the current service provider;
- 3.4 Complete migration (data, systems and services) of the systems from the previous hosting environment (this MUST include the testing prior to going live);
- 3.5 Backup and Disaster Recovery in terms of NCR's approval policies. This must include **Quarterly** DR testing and provision of the test plans, and test results. The Recovery Point Objective (RPO) of not more than one (1) hour and Recovery Time Objective of not more than two (2) hours with an option to amend it based on the NCR's needs at any particular time at no additional cost to NCR;
- 3.6 Handover plan and handing over of the services upon the expiry of the contract – to the new appointed services (after 2 years);
- 3.7 24/7/365 Hosting Services Availability with High Redundancy – 99.99% preferred;
- 3.8 24/7/365 Support and Maintenance center;
- 3.9 Managed and Professional Services which will include:
  - 3.9.1 the patch management for the hosted environment (wherein the testing of the patches are properly tested prior deployment and evidences provided as and when deployed); and
  - 3.9.2 monitoring and managing the environment with necessary alert and notifications (and reports) in order to prevent errors and incidents on items in (9) below;
- 3.10 Monthly SLA Reports which will cover the following (at a minimum):
  - 3.10.1 System Availability and Number of website visits (monthly);
  - 3.10.2 User Management (system administrator activities, user account management (ito NCR UAM Policy);
  - 3.10.3 Security and Unified Threat Management including web application firewall and intrusion prevention;
  - 3.10.4 Patches Management (including Updates);
  - 3.10.5 Infrastructure Usage (workloads, space, bandwidth, etc.) as well as small to medium term projections (3months – 12 Months);
  - 3.10.6 Backup and Disaster Recovery;
  - 3.10.7 Risks and / Threats and recommended remediation action plans;
  - 3.10.8 Traffic.

**Note:**

The NCR support team will be responsible for system maintenance and content management (support, maintenance and management) of the actual systems / sites and database.

## 4. COMPULSORY REQUIREMENT/S:

### 4.1 DISTANCE:

The distance between the NCR Offices and the proposed Data Center must be over 15kms.

#### **Required Evidence:**

- Provide the proposed data center's proof of address reflecting all the required information such as Data-Center name – Contact Details and Physical Address.

### 4.2 POPIA COMPLIANCE:

The prospective bidder **MUST** provide **Assurance** to comply with the Protection of Personal Information Act in relation to storing of both NCR's stakeholders' personal information in their data centers or information systems and that the information will be stored for the purpose agreed / for the agreed intention only and that it will not be used for any other purposes except the agreed purposes.

#### **Required Evidence:**

- Provide a POPIA Assurance Letter in the Company Letterhead signed by the duly authorized person within the company.

### 4.3 DATA / HOSTING CENTRE ACCREDITATION:

The prospective bidder **MUST** demonstrate that the Data / Hosting Centre is an Accredited and Verified Partner (e.g. VMware Cloud Verified Partner).

#### **Required Evidence:**

- **Proof of Accreditation / Verified Certification (stating the Data Center Details / prospective bidder)**

**5. 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>AVAILABILITY OF THE DATA CENTER / HOSTING INFRASTRUCTURE FACILITY: (30 points)</b></p> <p>The bidder must demonstrate the availability of the Data / Hosting Center.</p> <table border="1" data-bbox="236 1144 1257 1451"> <tr> <td data-bbox="236 1144 746 1245">Is the Owner of the Data / Hosting Center</td> <td data-bbox="746 1144 1257 1245">Exceeds the Requirements (5)</td> </tr> <tr> <td data-bbox="236 1245 746 1346">Is a partner of the existing Data / Hosting Center Facilities</td> <td data-bbox="746 1245 1257 1346">Meets the Requirements (4)</td> </tr> <tr> <td data-bbox="236 1346 746 1451">Will / Intends to Outsource the Data / Hosting Center Facilities</td> <td data-bbox="746 1346 1257 1451">Partially meets the requirements (3)</td> </tr> </table> <p><b>Required Evidence/s (one of the following):</b></p> <ul style="list-style-type: none"> <li>• Proof of ownership;</li> <li>• Proof of Partnership Agreement signed by two parties;</li> <li>• Intention to outsource (including signed by the data-center to be outsourced to).</li> </ul> <p><b>DATA / HOSTING CENTER TIER: (20 points)</b></p> <p>The bidder must provide the Tier of the data center which will indicate the Guaranteed Performance and Availability – expected at 99.98%:</p>	Is the Owner of the Data / Hosting Center	Exceeds the Requirements (5)	Is a partner of the existing Data / Hosting Center Facilities	Meets the Requirements (4)	Will / Intends to Outsource the Data / Hosting Center Facilities	Partially meets the requirements (3)	50
Is the Owner of the Data / Hosting Center	Exceeds the Requirements (5)							
Is a partner of the existing Data / Hosting Center Facilities	Meets the Requirements (4)							
Will / Intends to Outsource the Data / Hosting Center Facilities	Partially meets the requirements (3)							

Item No.	Criteria Description	Weighting										
	<p>The Data / Hosting Center is:</p> <table border="1" data-bbox="240 409 1257 667"> <tr> <td>Tier 4</td> <td>Exceeds the Requirements (5)</td> </tr> <tr> <td>Tier 3</td> <td>Meets the Requirements (4)</td> </tr> <tr> <td>Tier 2</td> <td>Partially meets the requirements (3)</td> </tr> <tr> <td>Tier 1</td> <td>Does not meet the requirements (2)</td> </tr> <tr> <td>Not known</td> <td>0</td> </tr> </table> <p><b>Data / Hosting Center accreditation which reflect the its Tier must be submitted.</b></p>	Tier 4	Exceeds the Requirements (5)	Tier 3	Meets the Requirements (4)	Tier 2	Partially meets the requirements (3)	Tier 1	Does not meet the requirements (2)	Not known	0	
Tier 4	Exceeds the Requirements (5)											
Tier 3	Meets the Requirements (4)											
Tier 2	Partially meets the requirements (3)											
Tier 1	Does not meet the requirements (2)											
Not known	0											
2.	<p><b><u>BIDDER'S / COMPANY'S EXPERIENCE: (20 points)</u></b></p> <p>The prospective bidder MUST have a minimum of 3 years' experience in the provision, management and maintenance of the Data Center / Hosting Infrastructure Services.</p> <p>In case of Joint-Venture, the companies must have a combined experience of at least 3 years in the provision, management and maintenance of the Data Center / Hosting infrastructure</p> <p><b>Important Note:</b></p> <ul style="list-style-type: none"> <li>• The Joint Venture Agreement MUST be submitted with the required SCM documentations;</li> <li>• The experience will be validated against the references furnished below.</li> </ul> <table border="1" data-bbox="240 1682 1187 1986"> <tr> <td>4 Years Experience or more Ye</td> <td>Exceeds the requirements (5)</td> </tr> <tr> <td>3 Years Experience</td> <td>Meets the requirements (4)</td> </tr> <tr> <td>2 Years Experience</td> <td>Partially meets the requirements (3)</td> </tr> </table>	4 Years Experience or more Ye	Exceeds the requirements (5)	3 Years Experience	Meets the requirements (4)	2 Years Experience	Partially meets the requirements (3)	20				
4 Years Experience or more Ye	Exceeds the requirements (5)											
3 Years Experience	Meets the requirements (4)											
2 Years Experience	Partially meets the requirements (3)											

Item No.	Criteria Description		Weighting												
	1 Year Experience	Does not meet requirements (2)													
	Less than 1 Year Experience	Poor (1)													
	No experience	0													
	<p><b>Complete the Company Experience Schedule (ANNEX.A).</b></p>														
3.	<p><b><u>REFERENCES: (20 points)</u></b></p> <p>The prospective bidder MUST provide at least 3 contactable references for the provision, support and maintenance of the data center / hosting facilities in the past three (3) years:</p> <table border="1" data-bbox="236 1384 1169 2000"> <tbody> <tr> <td data-bbox="236 1384 903 1487">4 / more Reference Letters (in line with the requirements)</td> <td data-bbox="903 1384 1169 1487">Exceeds the Requirements (5)</td> </tr> <tr> <td data-bbox="236 1487 903 1590">3 Reference Letters (in line with the requirements)</td> <td data-bbox="903 1487 1169 1590">Meets the Requirements (4)</td> </tr> <tr> <td data-bbox="236 1590 903 1742">2 Reference Letters (in line with the requirements)</td> <td data-bbox="903 1590 1169 1742">Partially meets the requirements (3)</td> </tr> <tr> <td data-bbox="236 1742 903 1845">1 Reference Letter (in line with the requirements)</td> <td data-bbox="903 1742 1169 1845">Does not meet the requirements (2)</td> </tr> <tr> <td data-bbox="236 1845 903 1948">Reference Letters submitted BUT not relevant to the project / less than required period</td> <td data-bbox="903 1845 1169 1948">Poor (1)</td> </tr> <tr> <td data-bbox="236 1948 903 2000">No References submitted</td> <td data-bbox="903 1948 1169 2000">0</td> </tr> </tbody> </table>		4 / more Reference Letters (in line with the requirements)	Exceeds the Requirements (5)	3 Reference Letters (in line with the requirements)	Meets the Requirements (4)	2 Reference Letters (in line with the requirements)	Partially meets the requirements (3)	1 Reference Letter (in line with the requirements)	Does not meet the requirements (2)	Reference Letters submitted BUT not relevant to the project / less than required period	Poor (1)	No References submitted	0	20
4 / more Reference Letters (in line with the requirements)	Exceeds the Requirements (5)														
3 Reference Letters (in line with the requirements)	Meets the Requirements (4)														
2 Reference Letters (in line with the requirements)	Partially meets the requirements (3)														
1 Reference Letter (in line with the requirements)	Does not meet the requirements (2)														
Reference Letters submitted BUT not relevant to the project / less than required period	Poor (1)														
No References submitted	0														

Item No.	Criteria Description	Weighting								
	<p>Reference Letters must be signed, in a previous Clients' / Company Letter head, and state the duration of the project and in line with the completed schedule mentioned below.</p> <p>Complete the References Schedule (ANNEX.A).</p>									
	<p><b><u>AVAILABILITY OF 24/7/365 CALL / SUPPORT FACILITY: (10 Points)</u></b></p> <p>The bidder must demonstrate the availability of the 24/7/365 Contact / Support Services: (20)</p> <p>The bidder:</p> <table border="1" data-bbox="236 808 1256 1473"> <tbody> <tr> <td data-bbox="236 808 746 1066">Does have the 24/7/365 Call / Support Facilities PLUS additional Apps and facilities for recording and monitoring the logged calls (Bot, WhatsApp, etc.)</td> <td data-bbox="746 808 1256 1066">Exceeds the Requirements (5)</td> </tr> <tr> <td data-bbox="236 1066 746 1167">Does have the 24/7/365 Call / Support Facilities</td> <td data-bbox="746 1066 1256 1167">Meets the Requirements (4)</td> </tr> <tr> <td data-bbox="236 1167 746 1368">Does not have a call / support center solution but uses the emails and telephone line for reporting faults / requesting support</td> <td data-bbox="746 1167 1256 1368">Partially meets the Requirements (3)</td> </tr> <tr> <td data-bbox="236 1368 746 1473">No solution / any other reporting process</td> <td data-bbox="746 1368 1256 1473">0</td> </tr> </tbody> </table> <p>Provide the screenshot of the solution and contact numbers of the 24/7/365 call / support center.</p> <p>NCR reserves the right to call the provided numbers for verification during the evaluation process.</p>	Does have the 24/7/365 Call / Support Facilities PLUS additional Apps and facilities for recording and monitoring the logged calls (Bot, WhatsApp, etc.)	Exceeds the Requirements (5)	Does have the 24/7/365 Call / Support Facilities	Meets the Requirements (4)	Does not have a call / support center solution but uses the emails and telephone line for reporting faults / requesting support	Partially meets the Requirements (3)	No solution / any other reporting process	0	10
Does have the 24/7/365 Call / Support Facilities PLUS additional Apps and facilities for recording and monitoring the logged calls (Bot, WhatsApp, etc.)	Exceeds the Requirements (5)									
Does have the 24/7/365 Call / Support Facilities	Meets the Requirements (4)									
Does not have a call / support center solution but uses the emails and telephone line for reporting faults / requesting support	Partially meets the Requirements (3)									
No solution / any other reporting process	0									
	<b>TOTAL</b>	<b>100</b>								

**Important Note to the Bidders:**

- The schedules mentioned in the above table as attached towards the end of this functional specification must be fully completed as they are. Non-compliance with this requirement on any of

the items in the schedule will lead to the disqualification of the bid

**Bidders must score a minimum of 70% to be eligible for the Price and BBBEE evaluation.**

**PRICING SCHEDULE:**

The prospective bidder must complete the following pricing schedule and the actual proposal / quotation in line with the above scope must also be attached:

No.	Description	Year 1	Year 2	Comments (if any)
1.	<b>24/7/365 Managed and Secured</b> Hosting Services Availability with High Redundancy <b>In line with all facilities mentioned (and all the other items) under the scope of work provided</b> <b>Item 3.1, 3.2, 3.4, 3.6, 3.7, 3.8, and 3.9</b>			
2.	24/7/365 Support and Maintenance Center (Customer / Service Desk Line)			
3.	Support & Maintenance			
4.	System and Data migration (from current provider / hosting center) to the new one <b>In line with item 3.3, 3.4 and 3.6 under the scope of work provided above</b>			

***Important to Note:***

- All the prices must be inclusive of VAT;

**ANNEXURE- A**

**COMPANY EXPERIENCE / LIST OF REFERENCES**

**BIDDER'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							

**This must be in line with the provided / submitted Reference Letters**

**NB.: NCR reserves the right to contact the listed contact for verification purposes**