

**OCTOBER 2023**

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO REVIEW, UPDATE AND ALIGN THE NCR RISK MANAGEMENT POLICIES AND PLANS.**

**RFP NUMBER: NCR 871.09.2023**

**COMPULSORY BRIEFING SESSION: 03  
NOVEMBER 2023 AT 10H00 AM ON TEAMS  
MEETING (CONFIRM ATTENDANCE BY 02  
NOVEMBER 2023)**

**DUE DATE: 08 NOVEMBER 2023 AT 11H00  
AM**

**Email to [Tmaseko@ncr.org.za](mailto:Tmaseko@ncr.org.za)**

## **TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO REVIEW, UPDATE AND ALIGN THE NCR RISK MANAGEMENT POLICIES AND PLANS.**

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### **1. Introduction**

The National Credit Regulator (NCR) is the regulatory authority established on 01 June 2006 in terms of the National Credit Act No. 34 of 2005, with the mandate to promote and advance the social and economic welfare of South Africans, promote a fair, transparent, competitive, sustainable, responsible, efficient, effective and accessible credit market and industry and to protect consumers.

### **2. Background**

The last review of the Risk Management Policies and Plans was conducted in 2020, to align to latest standards, legislation and best business practices. In line with (section 7.1.5: *The review of an existing NCR policy may be initiated once in every three years*) the overarching policy of policies of the NCR, policies require review and updating once every three years. The risk management policies were signed off on 26 October 2020 and will expire on 25 October 2023.

It is for the above reasons that the NCR is seeking the services of a suitable service provider to review, update and align the risk management policies and plans.

### **3. Scope of work**

The service provider is required to review the policies listed below and align with the latest standards, legislation and best business practice.

#### **3.1. Risk Management Policies**

- Risk Management Policy (± 16 pages)
- Risk Management Plan (± 10 pages);
- Risk Management Strategy Framework (± 54 pages); and
- Fraud Prevention Plan, Policy, and Strategy (± 32 pages).

### 3.2. Training

To provide risk management training/workshop to NCR officials.

In addition to the above, the service provider will be required to present the updated policies to NCR management (Executive team and Management Committee).

### 4. Duration

The review is expected to be conducted and completed within two months after appointment.

### 5. Functionality/(Technical) evaluation

#### 5.1. Values: 1 = poor

**2 = did not meet requirements**

**3 = partially met the requirements**

**4 = meet the requirements**

**5 = exceed the requirements**

No	Evaluation criteria	Weight
1	<p><b>Experience</b></p> <p>Bidders must show and indicate that they have reviewed risk management government/public entities policies – List of government/public entities.</p> <ul style="list-style-type: none"> <li>• Risk management policy review done for 5 government/public entities = 5</li> <li>• Risk management policy review done for 4 government/public entities = 4</li> <li>• Risk management policy review done for 3 government/public entities = 3</li> <li>• Risk management policy review done for 2 government/public entities = 2</li> <li>• Risk management policy review done for 0 - 1 government/public</li> </ul>	<b>35</b>

	entities = 1	
2	<p><b>References:</b></p> <p>The bidder must provide a minimum of 5 reference letters for risk management policy review done in government/public entities in the last three years (from the closing date of the RFP):</p> <p>The reference letters should be on a letterhead, signed, and contain contact details.</p> <ul style="list-style-type: none"> <li>• Submitted 5 relevant reference letters = 5</li> <li>• Submitted 4 relevant reference letters = 4</li> <li>• Submitted 3 relevant reference letters = 3</li> <li>• Submitted 2 relevant reference letters = 2</li> <li>• Submitted 0 -1 relevant reference letters = 1</li> </ul>	<b>15</b>
3	<p><b>Proposed Project Management Plan</b></p> <ul style="list-style-type: none"> <li>• The bidder must submit a workplan, including milestones and tools to execute the plan.</li> <li>• The bidder must outline the frameworks, standards and documentation to be used for the review process.</li> </ul> <p>a) The provided work plan indicating a detailed implementation process, the completion of the project in less than 6 weeks of appointment and the receipt of the purchase order = 5</p> <p>b) The provided work plan indicating a detailed implementation process, the completion of the project in 6 weeks of appointment and the receipt of the purchase order = 4</p> <p>c) The provided work plan indicating a detailed implementation process, the completion of the project in more than 6 to 8 weeks of appointment and the receipt of the purchase order = 3</p> <p>d) The provided work plan indicating a detailed implementation process, the completion of the project in more than 8 weeks of appointment and the receipt of the purchase order = 2</p> <p>e) The bidder did submit the implementation plan with no clear milestones = 1</p>	<b>35</b>

4	<p><b>Capacity of the proposed team</b></p> <p>The proposal should clearly indicate whether bid participants have the internal capacity to meet the requirements of the TOR.</p> <p>The bidder must give an indication of the proposed team:</p> <ol style="list-style-type: none"> <li>a. Submit a brief CV of each member.</li> <li>b. Team Leader must have 8 years’ experience in reviewing risk management policies in the government and/or public sector.</li> <li>c. Team members must have a minimum of 5 years’ in reviewing policies in the government and/or public sector and understanding of the work required.</li> </ol> <ul style="list-style-type: none"> <li>• Team Leader has more than 8 years’ experience, team members have more than 5 years in reviewing risk management policies in the government and/or public sector = 5</li> <li>• Team Leader has 8 years’ experience; team members have 5 years’ in reviewing risk management policies in the government and/or public sector = 4.</li> <li>• Team Leader has 7 years’ experience; team members have 4 years’ in reviewing risk management policies in the government and/or public sector = 3.</li> <li>• Team Leader has 6 years’ experience; team members have 3 years’ in reviewing risk management policies in the government and/or public sector = 2.</li> <li>• Team Leader has 5 years’ experience; team members have 2 years’ experience in reviewing risk management policies in the government and/or public sector = 1.</li> </ul>	15

Bidders are required to score a minimum of 70% points on functionality to qualify to be evaluated in the next level (BBBEE and price). Bidders who do not score the minimum of 70% points on functionality will be disqualified and not be evaluated on price and BBBEE.

**5. ADDITIONAL INFORMATION**

- Brief company profile, as relevant to the above-mentioned terms of reference
- Experience in policy review areas and clientele
- A proposal including methodology.
- Certification of all team members, highlighting experience relevant to this exercise.  
Confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time and meet the necessary deadlines.
- The proposal should contain a work plan, showing tasks, timelines etc.
- Contact details of at least three references from amongst recent clients with whom policy review work has been conducted in the past 3-years from the closing date of the RFP.
- CSD registration number – latest report
- Detailed pricing on the company's letterhead detailing all relevant costs.