

THE NATIONAL CREDIT REGULATOR

JANUARY 2025

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT VEEAM CERTIFIED TRAINING (VMCE) FOR THE ICT TECHNICAL SUPERVISOR AND TWO DESKTOP TECHNICIANS FOR THE NATIONAL CREDIT REGULATOR (NCR).

RFP NUMBER: NCR942.01.2025

DUE DATE: 23 JANUARY 2025 AT 11H00 SHARP CAT

EMAIL YOUR SUBMISSION TO: TMaseko@ncr.org.za

COPY: 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. Submission of proposals

- 4.1. Proposals must reach Tmaseko@ncr.org.za , procurement@ncr.org.za before 11:00AM on 23 January 2025.
- a) **RFQ No: NCR942.01.2025**
- b) **THE APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT VEEAM CERTIFIED TRAINING (VMCE) FOR THE ICT TECHNICAL SUPERVISOR AND THE TWO DESKTOP TECHNICIANS FOR THE NATIONAL CREDIT REGULATOR (NCR).**
- c) **CLOSING DATE: 23 JANUARY 2025 AT 11H00 AM,**
- 4.2. Proposals are to be submitted to Tmaseko@ncr.org.za , procurement@ncr.org.za
- 4.3. Please note that this RFQ closes punctually at 11h00 on 23 January 2025. No late submissions will be considered under any circumstances.
- 4.4. **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. Timetable

Date & time	Activity
15/01/2025	Issue RFQ document
23/01/2025	Closing date
31/01/2025	Evaluations by the Evaluation Committee
03/02/2025	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.

6. 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

Document that must be Submitted	Guideline		Consequence of Non-submission
Acceptance of the General Terms and Conditions	Yes	https://www.ncr.org.za/index.php/procedure/tender-standard-bidding-documents/general-terms-conditions	Bidders to confirm that they read

7. 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:

7.1. 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

7.2. 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

7.3. 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

7.4. 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

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17

(Toll

Free

TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO CONDUCT VEEAM CERTIFIED TRAINING (VMCE) TRAINING.

1. Background

The National Credit Regulator (NCR) is seeking to appoint a qualified service provider to deliver VEEAM Certified Engineer (VMCE) training for the ICT Technical Supervisor and the two (2) Desktop Technicians. This training is aligned with the NCR's skills development goals and must be completed before the end of the 2024/2025 financial year.

2. Terms of Reference

The NCR requires a service provider to conduct VMCE training for the ICT Technical Supervisor and the two (2) Desktop Technicians in accordance with the following specifications, though not limited to:

- Describe Veeam security concepts.
- Given a scenario, configure a backup job and a backup copy job.
- Explain network-attached storage (NAS) backups and configuration.
- Describe Veeam's replication capabilities.
- Determine appropriate use case for backups, replicas and/or continuous data protection.
- Configure backup infrastructure components, including proxy and repository servers.
- Given a scenario, evaluate when and how to apply immutability settings.
- Given a scenario, recover data from backups.

Pricing Schedule:

- The Course / Training Pricing must be in South African Rands and inclusive of:
 - EXAM; and
 - VAT

No.	Item / Description	Qty	Price (excl. VAT)	VAT	Total Cost (incl. VAT)
1.	Training (specify number of days and mode of training)	3			

2.	Training Materials / Manuals	3			
3.	EXAM	3			