

## REQUEST FOR PROPOSAL

### **IMPLEMENTATION AND UPGRADING OF NCR CALL CENTRE TELEPHONY SYSTEM AND PROVISION OF THREE YEARS MAINTENANCE SERVICES BID NUMBER – NCR488/03/2018**

The National Credit Regulator (NCR) is responsible for the regulation of the South African credit industry. It is tasked with carrying out education, research, policy development, investigation of complaints and ensuring compliance with the Act. It is also tasked with the registration of credit providers, credit bureaux and debt counsellors.

The National Credit Regulator (NCR) seeks to appoint a suitable CISCO certified service provider to implement; upgrade the NCR 's Call Centre Telephony System and provide three years' maintenance & support on all applications. NCR has currently deployed a CISCO Collaboration solution based on a Tested Reference Configuration (TRC) using the UCS C220 M3S and the upgrade will be to BE6000. NCR will provide the hardware and licenses, this tender is only for services. The service provider should possess proven experience, skills, knowledge and capacity to undertake the work of this nature.

**Compulsory briefing session: 18 April 2018 at 14h00**

**Closing Date: 04 May 2018 at 11h00 sharp**

**Venue for submissions: NCR Offices, 127, 15 Road Randjespark, Midrand 1685**

**Enquiries : [procurement@ncr.org.za](mailto:procurement@ncr.org.za)**

Tender documents should be downloaded from the NCR's website: [www.ncr.org.za](http://www.ncr.org.za) under current tenders: Bid Number **NCR488/03/2018**. **For further inquiries, contact: Procurement department on 011 554 2713/2646. Address:** 127, 15 Road Randtjespark, Midrand 1685. The National Credit Regulator reserves the right to withdraw this tender at any time, without prior notice and without liability to compensate and/or reimburse any party.