

THE NATIONAL CREDIT REGULATOR

JANUARY 2025

TERMS OF REFERENCE FOR APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY AND DELIVERY OF HPE/ARUBA ACCESS SWITCHES, CISCO CORE SWITCHES AND MAINTENANCE FOR THE PERIOD OF FIVE (5) YEARS (SUPPORT & MAINTENANCE OF ROUTERS AND SWITCHES)

RFP NUMBER: NCR943.01.202

COMPULSORY BRIEFING

**DATE: 05 FEBRUARY 2025 AT 10:00AM
VENUE: ONLINE MS TEAMS
INTERESTED BIDDERS TO USE THE BELOW LINK**

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 386 378 350 365

Passcode: w8mW6ZR2

DUE DATE: 21 FEBRUARY 2025 AT 11H00 SHARP CAT

ADDRESS: 127-15TH ROAD RANDJES PARK MIDRAND (NCR OFFICES)

EMAIL YOUR RFP QUERIES TO: procurement@ncr.org.za

SUBMISSION MUST INCLUDE 1 ORIGINAL, 1 COPY AND (A SOFT COPY MEMORY STICK OF THE ENTIRE PROPOSAL)

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 a service provider to provide HP and CISCO Qualified and Accredited Service Provider / Supplier / Partner for:

- a) Supply, delivery, installation (including configuration), support and maintenance of five (5) HP/Aruba network switches;
- b) 5-Year Return to Warranty of 7 currently operational HP/Aruba network switches;
- c) 5-Year Return to Warranty of 2 currently operational Cisco core network switches;
- d) 5-Year Return to Warranty of 2 currently operational HPE FlexFabric switches; and

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 21 February 2025, and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside.

a) RFQ No: NCR943.01.2025

b) TERMS OF REFERENCE FOR APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY AND DELIVERY OF HPE/ARUBA ACCESS SWITCHES, CISCO CORE SWITCHES AND MAINTENANCE FOR THE PERIOD OF FIVE (5) YEARS (SUPPORT & MAINTENANCE OF ROUTERS AND SWITCHES)

c) CLOSING DATE: 21 FEBRUARY 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 21 February 2025. 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
24/01/2025	Issue RFP document
21/02/2025	Closing date

05/02/2025	Compulsory Briefing (Online /Virtual via Microsoft teams)
24/02/2025	Preliminary evaluation
26/02/2025	Evaluations by the Evaluation Committee
11/03/2025	Adjudication Committee meeting
25/03/2025	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

Document that must be Submitted	Guideline		Consequence of Non-submission
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 https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA.Submit proof of registration.	Disqualification from process
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

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
	81%- 100% black ownership	7

Persons historically disadvantaged on the basis of race	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 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)

TERMS OF REFERENCES / SCOPE OF WORK:

SCOPE OF WORK:

1. PURPOSE:

The purpose of this Request for Proposal is to appoint a HP and CISCO Qualified and Accredited Service Provider / Supplier / Partner for:

- e) Supply, delivery, installation (including configuration), support and maintenance of five (5) HP/Aruba network switches;
- f) 5-Year Return to Warranty of 7 currently operational HP/Aruba network switches;
- g) 5-Year Return to Warranty of 2 currently operational Cisco core network switches;
- h) 5-Year Return to Warranty of 2 currently operational HPE FlexFabric switches; and

2. BACKGROUND:

The NCR's ICT Department has standardised its main network related infrastructure to Hewlett Packard (HP) and CISCO products / brands – and prefers to retain this standardization. The organization have two (2) main offices and the addresses are as follows:

[Old Building]

NCR Main Office

127 - 15th Road,

Randjespark, Midrand

AND

[New Building]

NCR Secondary Office

232 - 15th Road,

Randjespark, Midrand

The organisation currently has seven (07) operational network switches and the descriptions are as follows:

- a) 2 Cisco Core Switches,;
- b) two (2) HPE FlexFabric Switches.

The warranty on the above listed network devices/equipment have expired.

It is essential to replace the warranty (with OEM support and maintenance) of these network devices/equipment as well as a swap and replace of any equipment should such need arise i.e. if any of the equipment is damaged or malfunctioning.

3. TECHNICAL SPECIFICATION / SCOPE OF WORK:

The bidder is required to provide the devices and services in terms of the following specifications:

3.1 Network Devices:

- 5 x HP / Aruba 48-Port POE network switches;
5-Years Warranty (with OEM Support and Maintenance).

3.2 Return to Warranty:

The 5-Year Return to Warranty with OEM Support and Maintenance for the following current operational network devices:

No.	Description	Serial Numbers	Location
1.	Aruba 2930M /JL322A (switch)	SG93JQN66M	Old Building
2.	Aruba 2930M /JL322A (switch)	SG93JQN66H	Old Building
3.	Aruba 2930M /JL322A (switch)	SG11JQN1D6	Old Building
4.	Aruba 2930M /JL322A (switch)	SG93JQNKLY	Old Building
5.	Aruba 2930M-48G /JL322A (switch)	SG93JQN66T	New Building
6.	Aruba 2930M-48G /JL322A (switch)	SG95JQNKMM	New Building
7.	Aruba 2930M-48G /JL322A (switch)	SG28JQN1VM	New Building
8.	Cisco 9300-48P (core switch)	FOC2425X0YK	Old Building
9.	Cisco 9300-48P (core switch)	FCW2425D0V1	Old Building
10.	HPE FlexFabric 5945 (switch)	CN0BK830KS	New Building
11.	HPE FlexFabric 5945 (switch)	CN0BK830Q3	New Building

Important Note:

- The OEM Support & Maintenance MUST include the installation or replacement of the network devices in the case of the repairs or replacement (swop-in-and-out);

4. PRICING SCHEDULE:

NCR is requesting the prospective bidders to provide pricing as follows:

The following are mandatory items and must be quoted on.

No.	Item	Quantity	Price (incl. VAT)
1	Aruba / HP 48 Port POE Network Switches (The latest model in series that is available)	5	
2	5 Year OEM Warrantee on Aruba / HP switches	5	
3	Installation, Testing and Configuration of Aruba / HP switches in NCR environment	In line with the OEM support and maintenance	
4	Return to Warranty (including OEM support and maintenance) on HP/Aruba Switches	7	
5	Return to Warranty (including OEM support and maintenance) on Cisco core switches	2	
6	Return to Warranty (including OEM support and maintenance) on HPE FlexFabric switches	2	

Important Note:

- The OEM Support & Maintenance MUST include the installation or replacement of the network devices in the case of the repairs or replacement (swop-in-and-out);
- The supplier must indicate the ETD on their pricing proposal.

5. TIMELINES:

5.1 The expected timelines for the delivery of the equipment and services are as follows:

- a) In terms of the ETD indicated by the service provider / supplier at the time of submission of the proposal;

- b) The warranty is expected to be aligned for both the new switches and the current one (i.e. those whose warranty is required to be returned);

6. RESPONSIBILITIES:

- 6.1 The bidder is responsible for all aspects of the project, including materials, labour, and disposal. NCR will provide necessary access permissions and support for a smooth execution and the monitoring person during the execution of the project;
- 6.2 The bidder will be responsible for the transportation and accommodation during the project execution;

7. MANDATORY REQUIREMENTS:

The interested service providers / suppliers must provide:

- 7.1 Attendance of the Compulsory Briefing Session;
- 7.2 Proof of **HPE Accreditation** for the provision / supplier, support and maintenance of network switches;
- 7.3 Proof of **Cisco Accreditation** for the provision / supplier, support and maintenance of network switches;

8. FUNCTIONAL EVALUATION:

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.	GENERAL FUNCTIONALITY											
	COMPANY EXPERIENCE 1.1 HP Network Devices Experience (25): The bidder must demonstrate at least 3-Years of experience in the supply / provision, installation, support and maintenance of the HP network devices: <table><tr><td>More than 3 years in the supply / provision, installation, support and maintenance of HP Aruba network devices</td><td>= 5 Exceeds the Requirements</td></tr><tr><td>3 years in the supply / provision, installation, support, and maintenance of HP Aruba network devices</td><td>= 4 Meets the Requirements</td></tr><tr><td>2 years in the supply / provision, installation, support, and maintenance of HP Aruba network devices</td><td>= 3 Partially meets the requirements</td></tr><tr><td>1 years in the supply / provision, installation, support, and maintenance of HP Aruba network devices</td><td>= 2 Does not meet the requirements</td></tr><tr><td>Less than 1 years in the supply / provision, installation, support, and maintenance of HP Aruba network devices</td><td>= 1 Poor</td></tr></table>	More than 3 years in the supply / provision, installation, support and maintenance of HP Aruba network devices	= 5 Exceeds the Requirements	3 years in the supply / provision, installation, support, and maintenance of HP Aruba network devices	= 4 Meets the Requirements	2 years in the supply / provision, installation, support, and maintenance of HP Aruba network devices	= 3 Partially meets the requirements	1 years in the supply / provision, installation, support, and maintenance of HP Aruba network devices	= 2 Does not meet the requirements	Less than 1 years in the supply / provision, installation, support, and maintenance of HP Aruba network devices	= 1 Poor	50
More than 3 years in the supply / provision, installation, support and maintenance of HP Aruba network devices	= 5 Exceeds the Requirements											
3 years in the supply / provision, installation, support, and maintenance of HP Aruba network devices	= 4 Meets the Requirements											
2 years in the supply / provision, installation, support, and maintenance of HP Aruba network devices	= 3 Partially meets the requirements											
1 years in the supply / provision, installation, support, and maintenance of HP Aruba network devices	= 2 Does not meet the requirements											
Less than 1 years in the supply / provision, installation, support, and maintenance of HP Aruba network devices	= 1 Poor											

Item No.	Criteria Description	Weighting										
	1.2 CISCO Network Devices Experience (25): The bidder must demonstrate at least 3-Years of experience in the supply / provision, installation, support and maintenance of the HP network devices: <table><tr><td>More than 3 years in the supply / provision, installation, support, and maintenance of CISCO network devices</td><td>= 5 Exceeds the Requirements</td></tr><tr><td>3 years in the supply / provision, installation, support, and maintenance of CISCO network devices</td><td>= 4 Meets the Requirements</td></tr><tr><td>2 years in the supply / provision, installation, support, and maintenance of CISCO network devices</td><td>= 3 Partially meets the requirements</td></tr><tr><td>1 years in the supply / provision, installation, support, and maintenance of CISCO network devices</td><td>= 2 Does not meet the requirements</td></tr><tr><td>Less than 1 years in the supply / provision, installation, support, and maintenance of CISCO network devices</td><td>= 1 Poor</td></tr></table>	More than 3 years in the supply / provision, installation, support, and maintenance of CISCO network devices	= 5 Exceeds the Requirements	3 years in the supply / provision, installation, support, and maintenance of CISCO network devices	= 4 Meets the Requirements	2 years in the supply / provision, installation, support, and maintenance of CISCO network devices	= 3 Partially meets the requirements	1 years in the supply / provision, installation, support, and maintenance of CISCO network devices	= 2 Does not meet the requirements	Less than 1 years in the supply / provision, installation, support, and maintenance of CISCO network devices	= 1 Poor	
More than 3 years in the supply / provision, installation, support, and maintenance of CISCO network devices	= 5 Exceeds the Requirements											
3 years in the supply / provision, installation, support, and maintenance of CISCO network devices	= 4 Meets the Requirements											
2 years in the supply / provision, installation, support, and maintenance of CISCO network devices	= 3 Partially meets the requirements											
1 years in the supply / provision, installation, support, and maintenance of CISCO network devices	= 2 Does not meet the requirements											
Less than 1 years in the supply / provision, installation, support, and maintenance of CISCO network devices	= 1 Poor											

Item No.	Criteria Description	Weighting												
	Evidence to be provided: - Company profile outlining the number of years that the company have in providing maintenance and support on each of the above specified network devices; OR - This number of years must be included in the Accreditation Certificate which will be verified directly with all OEMs, OR - <i>The reference letters provided below may be used to verify the number of years the company has experience in maintenance and support on all network devices listed above.</i>													
2.	<u>REFERENCES:</u> 1.1 HP Network Devices (25): The bidder must provide at least 4 contactable reference letters for supply / provision, installation, support, and maintenance of the HP network devices within the <u>past five (5) years</u>: <table><tr><td>5 or More reference Letters</td><td>= 5 Exceeds the Requirements</td></tr><tr><td>4 references letters</td><td>= 4 Meets the Requirements</td></tr><tr><td>3 reference letters</td><td>= 3 Partially meets the requirements</td></tr><tr><td>2 reference letters</td><td>= 2 Does not meet the requirements</td></tr><tr><td>1 Reference Letters</td><td>= 1 Poor</td></tr><tr><td>0 Reference Letters / Irrelevant Letters</td><td>= 0</td></tr></table> 1.2 CISCO Network Devices Experience (25):	5 or More reference Letters	= 5 Exceeds the Requirements	4 references letters	= 4 Meets the Requirements	3 reference letters	= 3 Partially meets the requirements	2 reference letters	= 2 Does not meet the requirements	1 Reference Letters	= 1 Poor	0 Reference Letters / Irrelevant Letters	= 0	50
5 or More reference Letters	= 5 Exceeds the Requirements													
4 references letters	= 4 Meets the Requirements													
3 reference letters	= 3 Partially meets the requirements													
2 reference letters	= 2 Does not meet the requirements													
1 Reference Letters	= 1 Poor													
0 Reference Letters / Irrelevant Letters	= 0													

Item No.	Criteria Description	Weighting												
	The bidder must provide at least 4 contactable reference letters for supply / provision, installation, support, and maintenance of the above CISCO network devices within the <u>past five (5) years</u>: <table><tr><td>5 or More reference Letters</td><td>= 5 Exceeds the Requirements</td></tr><tr><td>4 reference Letters</td><td>= 4 Meets the Requirements</td></tr><tr><td>3 reference Letters</td><td>= 3 Partially meets the requirements</td></tr><tr><td>2 reference Letters</td><td>= 2 Does not meet the requirements</td></tr><tr><td>1 Reference</td><td>= 1 Poor</td></tr><tr><td>0 Reference Letters / Irrelevant Letters</td><td>=00</td></tr></table> Due-Diligence may be done to verify directly with the bidders' contactable references on the previous work done. The reference letters must indicate the brand of the products previously provided / supplied and / supported / maintained. In the case that not both products / brands were provided / supplied / maintained the combination of experience will be calculated per product / brand.	5 or More reference Letters	= 5 Exceeds the Requirements	4 reference Letters	= 4 Meets the Requirements	3 reference Letters	= 3 Partially meets the requirements	2 reference Letters	= 2 Does not meet the requirements	1 Reference	= 1 Poor	0 Reference Letters / Irrelevant Letters	=00	
5 or More reference Letters	= 5 Exceeds the Requirements													
4 reference Letters	= 4 Meets the Requirements													
3 reference Letters	= 3 Partially meets the requirements													
2 reference Letters	= 2 Does not meet the requirements													
1 Reference	= 1 Poor													
0 Reference Letters / Irrelevant Letters	=00													
	TOTAL	100												

Bidders must score a minimum of 70% to be eligible for the Pricing and Specific Goals.

9. PRICING:

- 9.1 The pricing must be inclusive and itemised based on the scope of work – use the provided Pricing Schedule as the base;
- 9.2 Pricing must be in South African Rands and inclusive of VAT;
- 9.3** Terms and Conditions of the pricing / payment must be in line with the PFMA and SCM Regulations (i.e. no payment will be made prior to the delivery of the equipment in line with the agreed pricing schedule).