



NATIONAL CONSUMER COMMISSION

a member of the dtic group

TERMS OF REFERENCE FOR TWELVE (12) TRAININGS

The National Consumer Commission invites interested training providers to submit quotations for training requirements

1. PURPOSE

The purpose of this proposal is to request quotations for the various training programmes.

2. BACKGROUND

The National Consumer Commission (NCC), herein referred to as the Commission, is a juristic person established as an organ of state within the public administration but as an institution outside the public service in terms of section 85 of the Consumer Protection Act; No 68 of 2008 ("Act"). The NCC has been operational since 1 April 2011. The main objective of the NCC is to, amongst other things, promote and advance the social and economic welfare of consumers in South Africa.

3. GENERAL COMPLIANCE BY TRAINING PROVIDER/S

- 3.1. Service providers may quote for one or more training(s). However, quotations and supporting documents should be separate for each training. Service providers must ensure that they quote the relevant reference numbers for each training.
- 3.2. Proof of up-to-date accreditation must be attached under specified training.
- 3.3. The training provider should provide a training environment unless the course is facilitator-led online course. (N.B it must be stated on the quote).
- 3.4. The training provider must conduct training around Gauteng province /or anywhere in South Africa if its virtual and won't require face to face interaction.
- 3.5. The training provider must supply attendance registers after conducting the training and Attendance Certificate(s).



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- 3.6.** On receipt of the Purchase Order the Service provider must confirm a training date within a period of 30 days or have an approved yearly training calendar where employee/s will choose the date to attend.
- 3.7.** Attendees must undergo assessment and moderation for the accredited training programmes.

4. SERVICE PROVIDER MINIMUM REQUIREMENTS FOR VARIOUS TRAINING PROGRAMMES:

4.1. Implement a crisis communications management plan: US ID- 335961

The following minimum specifications apply for the above training:

- Training to be provided to two (2) staff members.
- Proof of accreditation for the training provider to be submitted. The training provider must be accredited by a recognised and relevant SETA as a training provider for this course.
- The certificate of competence must be offered after the SETA moderation of the assessment.

4.2. Minutes Taking: US ID- 13934

The following minimum specifications apply for the above training:

- Training to be provided to one (1) staff member.
- Proof of accreditation for the training provider to be submitted. The training provider must be accredited by a recognised and relevant SETA as a training provider for this course.
- The certificate of competence must be offered after the SETA moderation of the assessment.

4.3 Policy Development: US ID- 230448

The following minimum specifications apply for the above training:

- Training to be provided to two (2) staff members.
- Proof of accreditation for the training provider to be submitted. The training provider must be accredited by a recognised and relevant SETA as a training provider for this course.
- The certificate of competence must be offered after the SETA moderation of the assessment.



NATIONAL CONSUMER COMMISSION

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4.4 Conflict Management: US ID- 9533

The following minimum specifications apply for the above training:

- Training to be provided to thirteen (13) staff members.
- Proof of accreditation for the training provider to be submitted. The training provider must be accredited by a recognised and relevant SETA as a training provider for this course.
- The certificate of competence must be offered after the SETA moderation of the assessment.

4.5 Project Management: US ID- 242914

The following minimum specifications apply for the above training:

- Training to be provided to three (3) staff members.
- Proof of accreditation for the training provider to be submitted. The training provider must be accredited by a recognised and relevant SETA as a training provider for this course.
- The certificate of competence must be offered after the SETA moderation of the assessment.

4.6 Manage the finance of a unit US ID: 252040

The following minimum specifications apply for the above training:

- Training to be provided to two (2) staff members.
- Proof of accreditation for the training provider to be submitted. The training provider must be accredited by a recognised and relevant SETA as an accredited training provider to provide this course.
- The certificate of competence must be offered after the SETA moderation of the assessment.

4.7 Desktop publishing training

The following minimum specifications apply for the above training:

- Course content must be attached and must include the following outcomes:
 - Demonstrate an understanding of desktop publishing.
 - Apply the desktop publishing process.
 - Evaluate the completed work.
 - Prepare the completed layout for review or print.
- Training to be provided to one (1) staff member.



NATIONAL CONSUMER COMMISSION

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- Proof of accreditation for the training provider to be submitted. The training provider must be accredited by MICT SETA, for any system/technical training programme.
- The certificate of attendance must be offered after the assessment.

4.8 Cisco Switch Configuration & Management Training

The following minimum specifications apply for the above training:

- Training to be provided to one (1) staff member.
- The certificate of competence must be offered after the exam.

4.9 Digital Marketing and Communication Training

The following minimum specifications apply for the above training:

- Course content must be attached and must include the following outcomes:
 - how to do various customisations on your website and a step-by-step guide to hosting your website and getting it live.
 - Advanced knowledge on SEO techniques and how to analyse your web analytics.
 - Best practice on how to design search and display paid advertising on Google's advertising platform.
 - How to design relevant social media campaigns to capture your target market on a variety of social media channels.
 - How to design and segment an e-mail campaign which will capture leads.
 - How to use your target market user behaviour to create mobile marketing advertising and marketing campaigns.
 - how to build a holistic campaign bringing in all elements of digital marketing to work with your business objectives and strategy.
 - How to design advertising and marketing copy to suit your target markets and capture attention.
 - How to design different pieces of content marketing copy that suit your specific target audience.
 - How to use each digital channel strategically within a business context.
 - How to manage and run large teams of projects to generate good results.
 - Marketing management communication concepts that are fundamental to any marketing campaign.
 - Learn the principles of successfully managing a brand.
 - Fundamentals of Digital Public Relationship Principles.
- Training to be provided to Three (3) staff members.



NATIONAL CONSUMER COMMISSION

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- Proof of accreditation for the training provider to be submitted. The training provider must be accredited by MICT SETA (for any system/technical training programme) or as an institute of higher learning.
- Attendance certificate must be offered after the training.

4.10 Cobit Foundation 19 with ISACA accreditation EXAM

The following minimum specifications apply for the above training:

- Training to be provided to two (2) staff members.
- The certificate of competence must be offered after the exam.

4.11 Microsoft 365 & Azure Training

The following minimum specifications apply for the above training:

- Training to be provided to One (1) staff member.
- Training provider must attach proof of accreditation as a Microsoft learning partner – not older than 5 years (it must be an existing partnership).
- The certificate of competence must be offered after the exam.

4.12 Advanced Investigations Training Unit Standard: 386073

- The following minimum specifications apply for the above training:
- Training to be provided to one (1) staff member.
- Proof of accreditation for the training provider to be submitted. The training provider must be accredited by a recognized and relevant SETA as an accredited training provider to provide this course.
- The certificate of competence must be offered after the SETA moderation of the assessment.

5. EVALUATION CRITERIA

In terms of regulation 6 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders on the basis of:

- The bid price (maximum 80 points)
- Specific Goals (maximum 20 points)

Stage 1 - Price Evaluation (80 Points)

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NATIONAL CONSUMER COMMISSION

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Price Evaluation	
$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	80

The following formula will be used to calculate the points for price:

Where

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

P_{\min} = Comparative price of lowest acceptable bid

Stage 2 – Specific Goals Evaluation (20 Points)

Specific Goals Points allocation

A maximum of 20 points may be allocated to a bidder for attaining the specific goals in accordance with the table below:

Specific Goals	Number of Points
100% Black owned	6
51-99% Black owned	4
100% women owned	6
51% to 99% women owned	4
5% Youth Ownership	2
2% Owned by persons with disabilities	1
Exempt Micro Enterprise (EME)	5
Qualifying Small Enterprise (QSE)	3
Large Enterprise	0

Specific Goal points may be allocated to bidders on submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1)
- B-BBEE Certificate
- CSD Report

6. CONDITIONS OF CONTRACT



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The NCC reserves the right to refuse the lowest quote and elements outlined in the evaluation criteria above, will play a major role when evaluating the requested proposals. Similarly, the NCC is not bound to select any of the entities or individuals submitting proposals.

7. PAYMENT STRUCTURE

Payment will be made upon submission of invoice(s), accompanied with an itemised statement of account, covering all services rendered. Such payment will be effected within thirty (30) days from date of receipt of undisputed invoice.

8. ENQUIRIES

8.1 Training-related Enquiries:

Mr. Otentia Makhuvha

012 428 7731

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8.2 SCM-related Enquiries:

Ms Margery Mouton

012 428 7730

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