



BID NOTIFICATION

BIDDERS ARE HEREBY INVITED TO SUBMIT BIDS IN RESPECT OF THE FOLLOWING SERVICES:

PROVISION OF INTERNAL AUDIT SERVICES FOR A PERIOD OF THREE (3) FINANCIAL YEARS, SUBJECT TO AN ANNUAL REVIEW.

Reference: NCCQ/06/2024/2025

Date issued: 07 February 2025

Closing date and time: 03 March 2025 at 11:00

Compulsory Briefing Session: 14 February 2025 at 11:00

Briefing session details: Meeting ID: 391 971 407 428

: Passcode: Eh2FL7pJ

Bid validity period: 90 calendar days after closing date

ADDRESS FOR SUBMISSION OF BIDS ONLY:

National Consumer Commission

SABS Campus, Building C,

1 Dr. Lategan Road

Groenkloof, Pretoria

Pretoria

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1. PURPOSE

- 1.1. To appoint a suitable, reputable and well-established service provider to provide outsourced Internal Audit services to the National Consumer Commission (NCC) for the period of three (3) financial years.

2. OBJECTIVE

- 2.1. To invite bidders who are in good standing to submit proposals to be considered for appointment to render Internal Audit Services to the National Consumer Commission (NCC) for a period of three (3) financial years.
- 2.2 To address the specialist Internal Audit human resource needs/requirements of the NCC;
 - To respond effectively and efficiently to specific internal audit needs of the NCC;
 - To proactively engage in value adding engagements; and
 - To provide assistance in building capacity of in-house staff of NCC – **Skills Transfer.**

3. BACKGROUND & LEGISLATIVE MANDATE

3.1. The National Consumer Commission is a juristic person established as an organ of state within the public administration in terms of section 85 of the Consumer Protection Act; No 68 of 2008 ("Act"). The NCC is listed as a schedule 3A entity in terms of the Public Finance Management Act, 1999 (PFMA). The Core Functions of the NCC are, inter alia, to:

- 3.1.1. Analyse and refer complaints to alternative dispute resolution agents or issue non-referrals on complaints received.
- 3.1.2. Conduct inspections and investigations so as to enforce the provisions of the Consumer Protection Act thereby ensuring compliance.
- 3.1.3. Make applications to the National Consumer Tribunal for declaration of various conduct as prohibited conduct.
- 3.1.4. Facilitate, conduct and monitor product recalls.

- 3.1.5. Conduct targeted consumer- and business-focused education initiatives aimed at facilitating a better understanding of the rights, roles and obligations of consumers and suppliers (within the entire value chain) of good and services.
- 3.1.6. Conduct research and propose policy changes to the Minister in relation to any matter affecting the supply of goods and services that would improve the realization and full enjoyment of consumer rights.
- 3.1.7. Advise Minister on matters relating to consumer protection and on the determination of national norms and standards regarding consumer protection in terms of the CPA that should apply generally throughout the Republic.
- 3.1.8. Identify legislation that affects the welfare of consumers, which is inconsistent with the purposes of the CPA. Develop proposals and recommendations to the Minister for reform of practices that are inconsistent with the CPA.

3.2. The NCC is listed in the Public Finance Management Act as a schedule 3A Public Entity and is 100% funded through appropriations by the Department of Trade, Industry and Competition.

3.3. The successful bidder shall be appointed for a period of three (3) financial years, subject to the following conditions:

3.3.1. Confirmation on an annual basis by the Audit & Risk Committee of the NCC based on an annual performance review against SLA; and

3.3.2. The independence and objectivity of the Internal Auditors.

4. SCOPE OF WORK AND KEY DELIVERABLES

4.1. To address the specialist Internal Audit human resource needs/ requirements of the NCC; to respond effectively and efficiently to NCC's specific audit needs; to proactively engage in value adding assignment.

4.2. The NCC invites reputable consulting firms to tender for the provision of internal audit services for a three-year period.

4.3. More specifically, internal audit must:

4.3.1. Develop the Internal Audit Charter that contains the purpose, authority, and responsibility of the internal audit activity. The Internal Audit Charter must be consistent with the New Global Standards.

- 4.3.2. Develop a rolling three-year strategic and annual internal audit plan based on the results of the risk review and the execution of audits in accordance with these plans.
- 4.3.3. Perform internal audits based on the approved NCC internal audit methodology and plan or when a specific need arises based on the request made by the NCC.
- 4.3.4. Attend quarterly meetings such as Audit and Risk Committee (ARC) and/or on request by the ARC or NCC Company Secretary.
- 4.3.5. Submit reports to the Audit Steering Committee as and when audits are completed,
- 4.3.6. Submit quarterly reports to the Audit & Risk Committee for the duration of the contract.
- 4.3.7. Conduct audit review on reported performance information against predetermined objectives for the selected programmes quarterly as presented in the Annual Performance Plan.
- 4.3.8. Conduct audit review on compliance with specific legislation in terms of selected subject matters and significant deficiencies in internal control.
- 4.3.9. Perform all Internal Audit functions in line with the requirements of the PFMA, Treasury Regulations as well as New Global Standards.
- 4.3.10. Liaise with the external auditors to prevent duplication of work and share information to obtain efficiencies.
- 4.3.11. Perform a follow-up of all Internal audit and external audit findings and determine whether the actions plan as recommended have been adequately addressed.
- 4.3.12. Provide assurance on Combined Assurance Model.
- 4.3.13. Conduct skills transfer in line with the agreed Training Plan.

5. REPORTING REQUIREMENTS

5.1. The NCC's Obligations

5.1.1. The NCC will review, evaluate and approve the services provided by the Service Provider against the Service Level Agreement/Contract on an on-going basis;

5.1.2. The Audit and Risk Committee will review the work of Internal Audit for effectiveness.

5.2. Service Provider's Obligations

5.2.1. Internal Audit will report administratively to the Commissioner and functionally to the ARC through the office of Risk Manager (Project Manager); The service provider is expected but not limited: To act as an independent contractor in respect of the work;

- a) To report progress on work assigned to the Commissioner;
- b) To attend meetings with the NCC and stakeholders whenever required to do so for the purposes of obtaining information or advice with regard to the work and assignments or any matters arising therefrom or in connection therewith;
- c) To follow up on implementation of Internal Audit (IA) recommendation and maintain audit matrices.
- d) To exercise all reasonable skill, care and diligence in the execution of their work and to carry out their obligations in accordance with professional standards;

- e) In all professional matters, to act as an independent advisor to the NCC, respecting the laws and customs of the country, provinces and municipalities in which any business relating to the project is conducted;
 - f) To sign a confidentiality declaration requiring them to regard as confidential all information acquired in the course of their work and not to disseminate any such information, or publicise or release media statements in relation to their work;
 - g) To not distribute any information gathered during the conduct of their work and to treat such information and all working paper files as the property of the NCC and must be delivered to the NCC on conclusion of the project;
- 5.3. The successful bidder is expected to conduct themselves in a manner that is seen as part of the NCC;
- 5.4. Independent committee members shall not either directly or indirectly in any business activity with the NCC or in any way use information obtained during the contract cycle for their own benefit during their term of engagement or at least 36 months' post contract termination.

6. LEGISLATIVE FRAMEWORK OF THE BID

6.1. Technical Legislation and/or Standards

- 6.1.1. Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services required.

7. PRESENTATION / DEMONSTRATION

- 7.1. The NCC reserves the right to request presentations/demonstrations from the short- listed Bidders as part of the bid evaluation process.

8. EVALUATION

8.1. The NCC has set minimum standards, referred to as phases that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Table 1.

Pre-qualification Criteria (Phase 1)	Technical Evaluation Criteria (Phase 2)	Price and Specific Goals Evaluation (Phase 3)
Bidders must submit all documents as outlined in paragraph (Table 2) below. Only bidders that comply with mandatory requirements will proceed to phase 2.	Bidder(s) are required to score a minimum of 70 points out of 100 points to proceed to phase 3.	Only bidder(s) who have met or exceeded the threshold of 70 points will be evaluated on price and specific goals.

9. EVALUATION CRITERIA

The NCC will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act. No.5 of 2000 (PPPFA). A copy of the PPPFA regulations can be downloaded from www.treasury.gov.za. In accordance with the PPPFA, submissions will be adjudicated on 80/20 points system and the evaluation criteria.

9.1. PHASE 1: ADMINISTRATIVE AND MANDATORY COMPLIANCE:

9.1.1. Without limiting the generality of the Commission's other critical requirements for this Bid, bidders must submit the documents listed in Phase 1 below. All documents must be completed and signed by the duly authorized representative of the prospective bidders. During this phase, bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid

requirements. The bidders' proposals may be disqualified for non-submission of some of the documents.

Table 2

Administrative Compliance Documents	Guideline	Consequence of Non-submission of Information: Disqualification?
Invitation to Bid – SBD 1	Complete, sign and submit the provided pro forma document.	NO
Tax status – Compliant	<ul style="list-style-type: none"> i. Tax Compliance will be verified on the Central Supplier Database (CSD). ii. Supplier to be Tax-Compliant before an award is made and throughout the contract period. iii. CSD Supplier number will be used to verify Tax Compliance. 	NO_ However failure to remedy the non-compliance with tax regulations within the required period
Bidder's Disclosure SBD 4	Complete and sign the supplied pro forma document.	YES
Preference Point Claim Form – SBD 6.1	Complete and sign the supplied pro forma document. Preference points will be verified using the CSD.	NO
Registration on Central Supplier Database (CSD)	The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, the service provider must visit https://secure.csd.gov.za/ to register on the CSD. An award will not be made to any bidder who is not registered on the CSD. Furthermore, no preference points will be allocated to bidders who are not registered on CSD.	NO _ However failure to register on CSD within the prescribed number of days as directed by the NCC will lead to disqualification.

Pricing Schedule – SBD 3 and Annexure A Pricing Template	Submit full details of the pricing proposal in a separate envelope ONLY and not as part of the proposal. Non-compliance will lead to disqualification.	YES
Audit Team registration with professional body	The entire Internal audit team be registered members who are in good standing with the Institute of Internal Auditors IIA (SA) or SAICA and the entire IT audit team should be members of ISACA. (Attach proof of membership)	YES

9.2. PHASE 2: TECHNICAL EVALUATION

#	TECHNICAL EVALUATION CRITERION	WEIGHT
	DESKTOP EVALUATION	100
9.2.1	<u>Bidder's understanding of the Brief</u>	40
	<p>Bidders must demonstrate required level of experience of the prospective internal audit firm in a public sector environment, technical approach inclusive of methodology, Capability, knowledge, Quality control and Objectivity, Audit Team (Internal audit and IT audit) and Work Allocation.</p> <p>Written proposals must be submitted with the following elements of the project plan.</p> <ol style="list-style-type: none"> 1. Objectives and Project Scope: 2. Work Breakdown 3. Project Schedule (Timeline of Task, milestones and deadlines) 4. Resources Allocation: (The personnel (project team and their qualification), tools, equipment, and materials needed to complete the project.) 5. Cost management plan: (cost management measures) 6. Risk Management Plan: (Identification, assessment and mitigation of potential risks and threads) 7. Quality Management: (Ensuring that the deliverables meet the required standards and expectations). 8. Communication Plan: (How information is shared among the team and stakeholders). 9. Monitoring and Evaluation Plan: (Assessing the project's performance and gathering feedback to improve future projects). 10. Closure Plan: (Procedure including assessing the project's performance and gathering feedback to improve future projects). 	
	No proposal and project plan submitted	0

#	TECHNICAL EVALUATION CRITERION	WEIGHT
	Proposal with a project plan outlining two (2) elements	8
	Proposal with a project plan outlining four (4) elements	16
	Proposal with a project plan outlining six (6) elements	24
	Proposal with a project plan outlining eight (8) elements	32
	Proposal with a project plan outlining ten (10) elements	40
9.2.2	<u>Experience and Expertise of a firm in the provision of internal audit services</u>	20
	The bidder is required to provide contactable client references where its services (Internal or Probit Audit/ICT Audit/Internal Control Review/Investigations) are verifiable. References should be presented in a form of a signed, written letter on an official letterhead from clients where similar services have been rendered. The letter must be clear that services were rendered in the past three years. The three years will be determined with reference to the closing date of this bid. No appointment letters from clients will be accepted as reference letters.	20
	The bidder provided no contactable client reference letter.	0
	The bidder provided one (1) contactable client references.	4
	The bidder provided two (2) contactable client references.	8
	The bidder provided three (3) contactable client references.	12
	The bidder provided four (4) contactable client references.	16
	The bidder provided five (5) or more contactable client references.	20
9.2.3	<u>Availability of resources and skilled and experienced staff</u> <u>Clearly indicate the roles of various personnel in the submission.</u> <u>Failure to do so may lead to forfeiture of points.</u>	40

#	TECHNICAL EVALUATION CRITERION	WEIGHT
	<ul style="list-style-type: none"> Internal Audit Manager/Director should be Certified Internal Auditor (CIA) and must have Degree in Auditing /Accounting or be Chartered Accountant registered with SAICA coupled with practical and years of management experience in auditing. <p>Attach qualification, letter of good standing with the professional body (IIA or SAICA) and CV.) Copies of qualifications must be certified within 6 months of the closing date.</p>	10
	<ul style="list-style-type: none"> No information - (Value = 0) 	0
	<ul style="list-style-type: none"> Relevant qualification with 1 year to 2 years of experience as Internal Audit Manager/Director 	2
	<ul style="list-style-type: none"> Relevant qualification with 3 years to 4 years as Internal Audit Manager/Director 	4
	<ul style="list-style-type: none"> Relevant qualification with 5 years to 6 years as Internal Audit Manager/Director 	6
	<ul style="list-style-type: none"> Relevant qualification with 7 years to 10 years as Internal Audit Manager/Director 	8
	<ul style="list-style-type: none"> Relevant qualification with More than 10 years as Internal Audit Manager/Director 	10
9.2.4	<ul style="list-style-type: none"> Internal Auditors must have qualifications in Auditing or Accounting (Degree or Equivalent) and have professional membership with IIA or SAICA, coupled with years of practical experience in auditing (Top three auditors) <p>Attach qualifications, letter of good standing with the professional body (IIA or SAICA) and CV. Copies of qualifications must be certified within 6 months of the closing date.</p>	10
	<ul style="list-style-type: none"> No information - (Value = 0) 	0
	<ul style="list-style-type: none"> Relevant qualification with 1 year to 2 years as Internal Auditor 	2
	<ul style="list-style-type: none"> Relevant qualification with 3 years to 4 years as Internal Auditor 	4
	<ul style="list-style-type: none"> Relevant qualification with 5 years to 6 years as Internal Auditor 	6

#	TECHNICAL EVALUATION CRITERION	WEIGHT
	<ul style="list-style-type: none"> Relevant qualification with 7 years to 10 years as Internal Auditor 	8
	<ul style="list-style-type: none"> Relevant qualification with More than 10 years as Internal Auditor 	10
9.2.5	<p>IT Audit Manager/Director should possess accreditation from ISACA (e.g., CISA, CRISC,) and a qualification in the Internal Audit field, Accounting or equivalent, coupled with practical and managerial experience in IT Audits. Attach qualifications, letter of good standing with the professional body (ISACA) and CV. Copies of qualifications must be certified within 6 months of the closing date.</p>	10
	<ul style="list-style-type: none"> No information - (Value = 0) 	0
	<ul style="list-style-type: none"> Relevant qualification with 1 year to 2 years IT Audit Manager/Director 	2
	<ul style="list-style-type: none"> Relevant qualification with 3 years to 4 years IT Audit Manager/Director 	4
	<ul style="list-style-type: none"> Relevant qualification with 5 years to 6 years IT Audit Manager/Director 	6
	<ul style="list-style-type: none"> Relevant qualification with 7 years to 10 years IT Audit Manager/Director 	8
	<ul style="list-style-type: none"> Relevant qualification with More than 10 years IT Audit Manager/Director 	10
9.2.6	<p>IT Auditor should be CISA accredited and have qualifications in the Internal Audit, Accounting field or equivalent coupled with practical experience in IT Audits. Attach qualification, proof of good standing with the professional body and CV) Copies of qualification must be certified within 6 months of the closing date.</p>	10
	No information - (Value = 0)	0
	Relevant qualification with 1 year to 2 years as IT Auditor	2
	Relevant qualification with 3 years to 4 years as IT Auditor	4

#	TECHNICAL EVALUATION CRITERION	WEIGHT
	Relevant qualification with 5 years to 6 years as IT Auditor	6
	Relevant qualification with 7 years to 10 years as IT Auditor	8
	Relevant qualification with More than 10 years as IT Auditor	10

9.3. Phase 3: Price and Specific Goals Evaluation

9.3.1. Only Bidders that have met the 70 points thresholds for functionality will be evaluated in phase 3 for price and preference points.

9.3.2. 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)

Price Evaluation	
Ps =80 $\left(1 - \frac{Pt - P \text{ min}}{P \text{ min}}\right)$	80

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

Where;

- Ps = Points scored for comparative price of bid under consideration
- Pt = Comparative price of bid under consideration
- Pmin = 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

Points for Specific Goals may be allocated to bidders on the submission of the following documentation or evidence:

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

NOTES REGARDING PRICING

I. *The rates **must** be all inclusive. This means, all direct and indirect related cost must be included. Note that failure to propose the rates will render the entire bid as non-responsive.*

II. **Project Team and Price**

The expected hours for the three (3) financial years are 2700. Please use Annexure A for pricing.

The pricing proposal together with SBD3 must be submitted in a separated sealed envelope. No pricing must be included in the technical proposal.

The inclusion of price in the technical proposal will lead to disqualification

10. GENERAL CONDITIONS OF CONTRACT

10.1. Any award made to a bidder under this bid is conditional, amongst others, upon;

10.1.1. The Bidder accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which NCC is prepared to enter into a contract with the successful Bidder.

10.1.2. The Bidder submitting the General Conditions of Contract to the NCC together with its bid, duly signed by an authorised representative of the bidder.

11. COUNTER CONDITIONS

11.1. Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid conditions shall render such bids invalid.

12. SUPPLIER DUE DILIGENCE

12.1. The NCC reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.

13. THE COMMISSION REQUIRES BIDDER(S) TO DECLARE

13.1. In the Bidder's Technical response, bidder(s) are required to declare the following:

13.1.1. Confirm that the bidder(s) is to: –

- i. Act honestly, fairly, and with due skill, care and diligence, in the interests of the Commission;
- ii. Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- iii. Act with circumspection and treat the Commission fairly in a situation of conflicting interests;
- iv. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- v. Make adequate disclosures of relevant material information including

- disclosures of actual or potential own interests, in relation to dealings with the Commission;
- vi. Avoid to act fraudulently and avoid to provide misleading information in respect of advertising, canvassing and marketing;
 - vii. To conduct their business activities with transparency and consistently uphold the interests and needs of the Commission as a client before any other consideration; and
- 13.1.2. To ensure that any information acquired by the bidder(s) from the Commission will not be used or disclosed unless the written consent of the client has been obtained to do so.

14. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

- 14.1. The bidder should note that the terms of its bid will be incorporated in the proposed contract by reference and that the Commission relies upon the bidder's bid as a material representation in making an award to a successful bidder, and in concluding an agreement with the bidder.
- 14.2. It follows therefore that misrepresentations in a bid may give rise to service termination and a claim being instituted by the Commission against the bidder notwithstanding the conclusion of the Service Level Agreement between the Commission and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

15. INDEMNITY

- 15.1. If a bidder breaches the conditions of this bid and, and as a result of that breach, the Commission incurs costs or damages (*including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations*), then the bidder indemnifies and holds the Commission harmless from any and all such costs which the Commission may incur and for any damages or losses the Commission may suffer.

16. LIMITATION OF LIABILITY

- 16.1. A bidder participates in this bid process entirely at its own risk and cost. The Commission shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Bidder's participation in this Bid process.

17. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

- 17.1. No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appears on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. The Commission reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another government institution.

18. CONFIDENTIALITY

- 18.1. Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with the Commission's examination and evaluation of a Bid.
- 18.2. No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Bid. This bid and any other documents provided by the Commission remain proprietary to the Commission and must be promptly returned to the Commission upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived therefrom.
- 18.3. Throughout this bid process and thereafter, bidder(s) must secure the Commission's written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement

may result in disqualification from the bid process and civil action.

- 18.4. Until the annual report is tabled as required by section 65 of the PFMA the audit report is not a public document and should therefore be treated as confidential.

19. COMMUNICATION DETAILS

- 19.1. A nominated official of the bidder(s) can make enquiries in writing, to the specified personnel, for technical enquiries **Ms Marooi Lebajoa** via email M.Lebajoa@thenc.org.za and/or **012 065 2044**; for SCM enquiries **Ms Mapula Moropene** M.Moropene@thenc.org.za and/or **012 065 1994**. Bidder(s) must reduce all telephonic enquiries to writing and send to the abovementioned email address.
- 19.2. The delegated office of the Commission may communicate with Bidder(s) where clarity is sought on the bid proposal.
- 19.3. Any communication to an official or a person acting in an advisory capacity for the NCC in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged, unless it is for purposes of providing clarity in respect of the legitimate questions pertaining to the bid. The NCC reserves the right not to answer questions which it considers to be inappropriate.
- 19.4. All communication between the Bidder(s) and the NCC must be done in writing.
- 19.5. If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by the NCC (other than minor administrative matters), the Bidder(s) must promptly notify the NCC in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the NCC an opportunity to consider what corrective action to take if necessary.
- 19.6. Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by the NCC shall, if possible, be corrected and be provided to all Bidder(s) without attributing such discrepancy, ambiguity, error or inconsistency to the Bidder(s) who provided the written notice of such matters.

20. SUBMISSION OF PROPOSALS

20.1. All tenders must be clearly marked: "For attention: **The Manager: Supply Chain Management**, with the Tender Reference number included and delivered at the reception, in the NCC's tender box, at the following address:

**The National Consumer Commission
SABS Campus, Building C,
1 Dr. Lategan Road,
Groenkloof,
Pretoria**

20.2. Bid documents shall only be considered when received by the Commission before the closing date and time.

20.3. The bidder(s) are required to submit three (3) copies, being one (1) original and two (2) duplicate and submit by the closing date 03 March 2025 at **11:00 am**. Each submission must be marked correctly and sealed separately for ease of reference during the evaluation process.