NATIONAL CONSUMER COMMISSION

a member of the dtic group

PROCUREMENT OF 1500 HOURS FOR THE ENHANCEMENTS, SUPPORT AND MAINTENANCE OF THE NCC eSERVICE PORTAL AND THE OORS DEVELOPED IN .NET, C# AND MS SQL. PROFESSIONAL SERVICES: NCC/05/2025/2026

Questions	Answers
1. When does clarification questions close?	1. 19 December 2025.
2. You mention an electronic submission; this mean a drop off of a digital device (USB) and in print or email?	2. A USB or any electronically accessible format.
3. Is the 1500 hours across all resources or is it 1500 per resource?	3. Is the 1500 hours across all resources or is it 1500 per resource?
4. Is the objective to award this tender to a single service provider?	4. Yes, the objective is to award this tender to a single service provider.
5. Do you have technical documentation available of the systems?	5. YES, there are Technical Design Specifications
6. What specific cloud provider (e.g., Azure, AWS) and infrastructure model (e.g., IaaS, PaaS) is planned for the migration mentioned in section 2.2.5?	6. We have appointed iOCO as our Cloud Infrastructure as Service and their platform is VMWARE.
7. Will you provide the environment or will the service provider?	7. Environment is already in place in the Cloud; we will provide the service provider with the relevant access.
8. Are the NCC using a specific project management methodology (Agile, Safe, Waterfall etc)?	8. Yes, we have adopted a Hybrid model, we use both Agile and Waterfall.
9. Do you currently have a service provider contracted in NCC. If yes, are you planning a Handover period? if not how do you plan to	9. We had two service providers since the beginning of implementation and contracts have already expired. Yes, there will be high level handover in

onboard a service provider resource and by when?

10. Which enhancements are considered the highest priority within the 1500 hours?

11. Is the migration to cloud infrastructure part of this scope or a separate project altogether?

12. What is the exact timeline for the OORS go-live readiness?

13. Should the upgrade be to .NET 8 or the latest LTS version?

14. How will scope changes or additional hours be handled?

15. What is the expected frequency and format for project/SLA meetings?

16. Is Gold partner status mandatory or will Silver suffice?

17. Should the provider use its own ticketing system or integrate with NCC's existing system?

18. Should the provider use its own monitoring system or integrate with NCC's existing system? Implement it or already in place?

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terms of granting access and an onboarding process.

10. Enhancements for the OORS emanating from the Performance Testing, Automated Regression Testing, Vulnerability and Penetration Testing.

11. The cloud migration is not part of the scope of this Tender. Both eService and OORS have been migrated to the Cloud.

12. Planned Go-Live Date is the 01st of March 2026

13. Latest version

14. This will be done in line with the Procurement processes.

15. Monthly SLA Meetings.

16. For as long as a company is a Microsoft Certified Partner.

17. There is an existing NCC Ticketing System. However, service provider can introduce new systems such as JIRA for testing purposes.

18. Service Provider will be allowed to extend the existing NCC monitoring systems where applicable or it is deemed fit.