



**REQUEST FOR PROPOSALS**  
**ON THE PROVISION OF SERVICES IN RESPECT OF A COMPLAINTS UNIVERSE FOR**  
**THE NATIONAL CONSUMER TRIBUNAL AND THE MAINTENANCE THEREOF**

**Closing date for the submission of proposals:**

**01 June 2023 at 12:00**

***Related policy:*** Supply Chain Management Policy and Operating Procedure (SCM)

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## 1. INTRODUCTION

The National Consumer Tribunal (“NCT”) was established in terms of the National Credit Act, No. 34 of 2005 (the Act). In September 2006, sixteen members of the Tribunal and a Chairperson were appointed by the President, thus formally establishing the National Consumer Tribunal.

### 1.1 *Mandate and functional purpose*

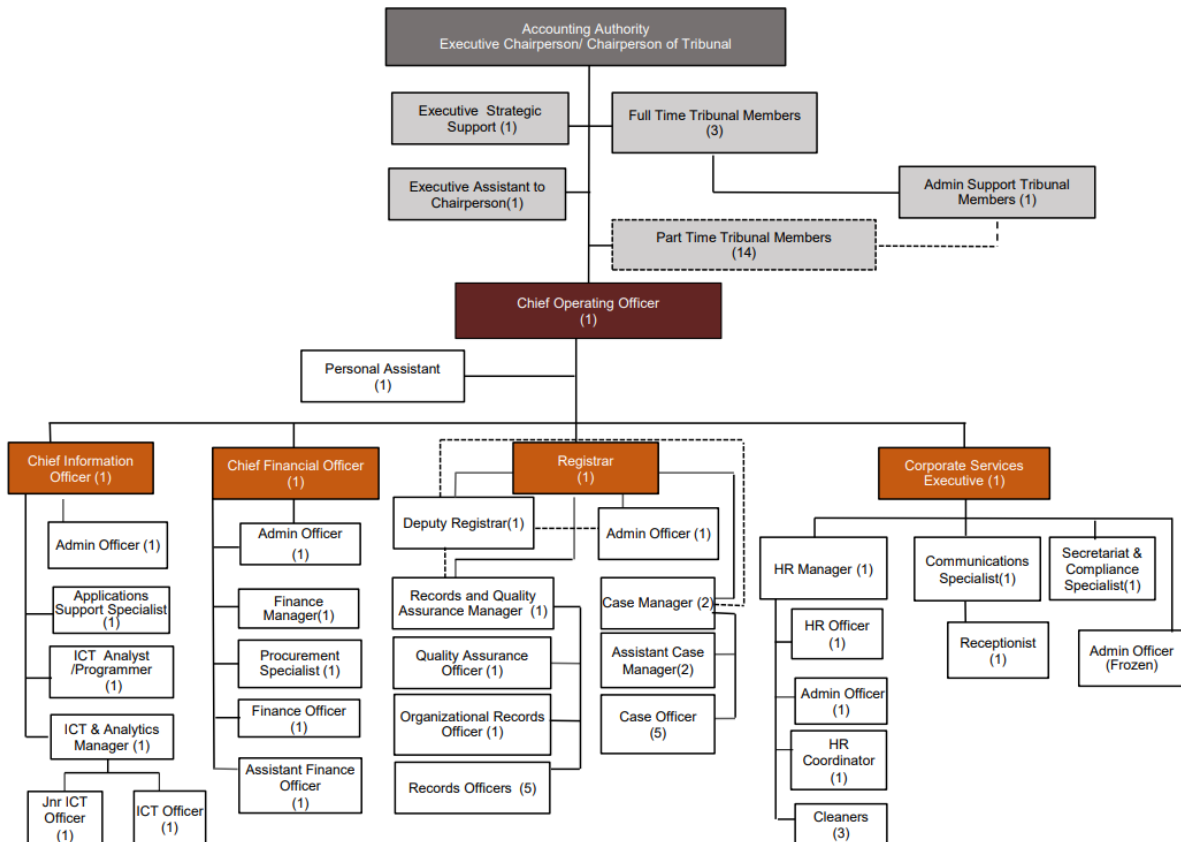
As an independent adjudicative entity, the Tribunal’s mandate is to hear and decide on cases involving consumers, service providers, credit providers, debt counsellors and credit bureaux. It is also responsible for reviewing decisions made by the National Credit Regulator and the National Consumer Commission.

In pursuing this mandate, the functions of the Tribunal is to –

- Adjudicate on any application or referral that may be made to it in terms of the National Credit Act and Consumer Protection Act;
- Make any order provided for in these Acts regarding such an application or referral of prohibited conduct and if finding that a contravention exists, by imposing a remedy provided for in these Acts;
- Grant an order for costs in terms of these Acts;
- Exercise any other power conferred on it by these Acts.

## 2. SERVICES REQUIRED

The levels and numbers of the full-time staff are reflected in the organogram below:



**The official address of the Tribunal is as follows:**

Lakefield Office Park – Ground floor Building B

272 West Avenue

Corner of West Avenue and Lenchen Avenue North

Centurion

Pretoria

## **2.1 Services required**

The Tribunal wishes to appoint a service provider to provide a compliance / regulatory universe and the monitoring thereof for a two year period.

2.1 1 Key performance areas will include, inter alia:

- a. Performing a compliance/ regulatory universe audit on all statutes that have an impact on the day-to-day business activities of the Tribunal. This should not only include the identification of the Regulatory Universe but also the risk rating of the compliance / regulatory universe. A review of the compliance / regulatory universe should be conducted annually.
- b. Providing the necessary software to monitor and report on this compliance / regulatory universe on an ongoing basis;
- c. Assisting the Tribunal with the configuration and setup of the identified compliance regulatory universe checklist database from which monitoring and reporting will be conducted. This includes providing training to the relevant staff members as and when required.
- d. Regular updates regarding proposed changes to statutes which would have an impact on the day-to-day operations of the Tribunal.

## **3. PROPOSAL REQUIREMENTS**

The Tribunal requires the Proposal to be in the following format:

### **3.1 Executive summary**

3.1.1 Prospective Service Providers must provide an executive summary of their proposals. The executive summary must not exceed 10 pages in length, and no appendices or specific references to additional information to the Tribunal will be considered. The Service Provider should summarize its service offering, its approach and the value to be provided. Except for the price quoted, the Service Provider must not include any financial information in the executive summary.

### **3.2 Detailed proposal**

#### **3.2.1 Detailed approach**

Information containing the specific steps, resources and timing associated with the approach for the delivery of the services should be detailed in this section.

Detail regarding the migration process should be explained.

#### **3.2.2 Deliverables and turnaround times**

This section should include a list of deliverables and the associated turnaround times that are aligned to the services required as set out in paragraph 2.1 above.

### **3.3 Track record**

#### **3.3.1 Quality**

The proposal should provide details of the approach on how to ensure and measure a quality service delivery. It should provide details of any industry- recognized quality standard (if applicable) to which it is, or will become, compliant (including a timeframe for compliance, if not already achieved), as well as awards received over the last two years.

#### **3.3.2 References (It should be noted that proposals will be disqualified if contactable references are not provided)**

The proposal should include at least three (3) contactable references from clients who received similar services over the immediate past 12 months. This should preferably include clients having similar scope of services, industry, and scale as the Tribunal.

The Proposal should include a brief description of the services provided for each client. The Service Provider must ensure that the Tribunal has the appropriate access to the clients listed.

The referees must be contactable, and the contact details provided must include:

- Contact Person
  
- Organisation / Company name

- Phone Number
- E-mail address
- Cell number (if possible)

### 3.3.3 Project participants' experience

The Service Provider should submit details describing the relevant experience of its proposed project participants. The information should include a description of the education, knowledge, and relevant experience as well as certifications or other professional credentials that clearly show that the Service Provider is and/or its representatives are qualified to perform the required work. The résumés of the proposed project participants should be submitted. The documentation should thoroughly describe how the proposed program manager has provided expertise for similar contracts and projects. The Service Provider may include any supporting documentation that would support its descriptive narrative.

## 3.4 Price

- 3.4.1 The Service Provider should provide a pricing schedule which clearly sets out the cost of providing the required services, together with any other charges as per the services required set out in paragraph 2.1 above. All other charges should be explained.
- 3.4.2 The terms provided and the fees quoted for the proposed services should include a proposed escalation in fees over the period of the contract.
- 3.4.3 All assumptions made in drafting the proposal, must be detailed.
- 3.4.4 The prices quoted should indicate whether they include or exclude value added tax (VAT).
- 3.4.5 Prices quoted must be valid for at least 60 (sixty) days from the closing date of this bid.

## 4. TERMS OF CONTRACT AND SERVICE LEVEL AGREEMENT

Before the bid is awarded, the successful bidder shall be required to enter into a Service Level Agreement (SLA) with the Tribunal. The SLA shall form the contractual basis for the delivery of the service as well as how performance shall be measured.

Contract extensions are at the sole discretion of the Tribunal.

## 5. EVALUATION

The bids shall first be evaluated for functionality. The functionality component consists of two areas on which the proposals shall be evaluated, namely a technical component and a track record and experience component. A minimum score of 80% must be obtained on functionality before a proposal is considered for further evaluation.

Details of the functionality scoring and how the points shall be allocated are as follows:

The Bidder's information will be scored according to the following points system:

Functionality	Points
<b>Technical – Services offered and technical approach</b>	<b>40</b>
No technical approach	0
The service offerings and turnaround times will be sufficient but does not address the entire scope of work/deliverables in detail although the bidder aligned the approach with the requirements of section 2.1 of this Terms of reference. (20)	20
The service offerings and turnaround times are discussed in detail and properly address the entire scope of work/deliverables required. The bidder has fully aligned the approach with the requirements of section 2.1 of this Terms of reference. (30)	30
Clearly defined and detailed methodology for implementing the system and assisting NCT ICT to maintain it.	10
<b>Project team experience</b>	<b>20</b>
No experience in completing similar work	0
2 or more years' experience with similar project completed.	5
5 or more years' experience with similar project completed.	10
10 or more years' experience with similar project completed.	20
<b>Track Record and experience – The prospective should submit documentary proof of similar projects undertaken with contactable references</b>	<b>20</b>
No similar projects submitted	0
Three (3) or more similar projects conducted with contactable references.	10
Five (5) or more similar projects conducted with contactable references.	20
<b>Demonstration of system</b>	<b>20</b>
Demonstration highlighting the design of the system and the functions	10
Demonstration highlighting the design of the system and functions and indicate compliance with the latest Microsoft Windows SQL Architecture.	20
<b>Total for Functionality</b>	<b>100</b>



The Tribunal shall apply the **80:20 Preference Point System** in the evaluation of the proposals that obtained a score of at least 80% for functionality. The points shall be allocated as follows:

CRITERIA	WEIGHT
Price	80
Specific Goals	20
Total Score	100

The points allocated for the Specific goals are outlined in the Table below:

Specific Goals	Number of points	Evidence/proof of claim
Race – 100% Black owned	10	Certified ID copies of owners; CIPC Certificate.  B-BBEE Certificate/certified affidavit.
Gender – 100% Women owned	5	Certified ID copies of owners; CIPC Certificate.  B-BBEE Certificate/certified affidavit.
100% Owned by Persons with Disabilities	3	Certificate/certified letter from health professional/practitioner

Specific Goals	Number of points	Evidence/proof of claim
		on disability. (Proof of disability)
SMME's	2	B-BBEE Certificate/certified affidavit
Total 20 points		

## 6. CONDITIONS

### 6.1 Special conditions

There are no special conditions.

### 6.2 General conditions

**All bidders responding to this Request for Proposals must meet the following conditions to be considered:**

- The proposal must include a **cover letter** clearly stating the name of the firm as well as the name, address, and telephone number of the bidder's representative;
- A **CSD Registration Report** downloaded from the Central Supplier Database (CSD) of National Treasury as proof of registration on the CSD. No bids will be considered if the bidder is not registered on the CSD;
- A certified copy of a **valid B-BBEE Contributor status level verification certificate** indicating the bidder's B-BBEE rating;
- The bidder must address each of the requirements as stated in sections 3 and 4 above; **please note that non-submission of contactable references will result in the bidder being disqualified.**
- An incomplete proposal shall result in the bidder being disqualified;
- The bidder shall furnish such additional information that the Tribunal may require;

- g) The Tribunal shall not be liable for any cost incurred in the preparation of the proposal;
- h) The Tribunal may invite bidders for an oral interview prior to the approval of a bid.
- i) The Tribunal shall not be liable for the costs incurred by the bidder in connection with such interview;
- j) Any false declaration of information shall result in the exclusion of the proposal from consideration;
- k) The bidder must complete the attached **SBD4, SBD6.1 forms, please not that non-submission of these will result in the bidder being disqualified.**

## **7. PROCEDURES FOR SUBMITTING BID PROPOSALS**

The **closing date** for this request is 01 June 2023 at 12:00pm. Proposals must reach the Tribunal before or on the closing date and time. Late submissions will not be considered. Proposals must be hand-delivered (in person or by courier) to the Tribunal or e-mailed to [procurement@thenct.org.za](mailto:procurement@thenct.org.za).

All bids that are delivered must be clearly marked: "For attention: Mrs. M. Groenewald included and delivered to:

The Finance Department

The National Consumer Tribunal Ground Floor, Building B Lakefield Office Park  
272 West Avenue

Corner of West Avenue and Lenchen Avenue North

Centurion

0046

## **8. FINAL APPROVAL**

The Tribunal reserves the right not to accept the lowest bid. The Tribunal also reserves the right to reject any or all of the proposals, and/or not to appoint any service provider at all.

## **9. ENQUIRIES**

Enquiries may be directed to Mrs. M Groenewald by email [mgroenewald@thenct.org.za](mailto:mgroenewald@thenct.org.za) ;  
Ms. T Mozanane [tmozanane@thenct.org.za](mailto:tmozanane@thenct.org.za) and [procurement@thenct.org.za](mailto:procurement@thenct.org.za)

## 10. Annexure A – PRICING SCHEDULE

The price needs to be provided for each category below:

Description	(R) Once-off	(R) Recurring
Cost of : (Please provide separate costing for the below)		
Other (specify)		