



NATIONAL CONSUMER COMMISSION

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TERMS OF REFERENCE

**BIDDERS ARE HEREBY INVITED TO SUBMIT QUOTATION AND PROPOSALS FOR
BUSINESS CONTINUITY MANAGEMENT TRAINING**

REF NO: NCCQ101

1. Purpose

The National Consumer Commission (NCC) seeks to appoint a suitably qualified and experienced service provider to facilitate a five-day Lead Implementer Business Continuity Management (BCM) training programme aligned to ISO 22301: Business Continuity Management Systems and international best practices.

The purpose of the training is to strengthen organisational resilience and build internal capacity to develop, implement, maintain and continuously improve the NCC's Business Continuity Management System (BCMS). The training must provide participants with practical knowledge and tools to conduct Business Impact Analyses (BIA), Threat and Risk Assessments, develop Business Continuity Strategies, prepare Business Continuity Plans (BCPs), conduct testing, ensure continuous improvements as well as audit readiness.

The training is targeted at Heads of Divisions, Senior Managers, Managers and Administrators who are responsible for implementation of BCMS within the NCC.

The potential service provider will train eleven (11) participants. The training should be physical, at the NCC's premises, covering the scope and expected outcomes indicated below as a minimum, with the final day dedicated to assessment of the participants.

On the final day of training, a formal assessment/examination which will enable the participants to qualify as Lead Implementers must be conducted. Certificates of attendance must also be issued. It is the responsibility of the training provider to ensure that training materials are made available to the participants.

The dates of the training will be confirmed with the successful bidder.

2. Scope of the training and Expected Outcomes

The appointed service provider shall deliver a practical and interactive training programme that will enable participants to:

- Explain the principles, objectives, requirements and key concepts of Business Continuity Management (BCM);
- Understand the ISO 22301 framework and its application within public sector institutions;

- Develop BCM policy, formulate a BCM programme and develop a BCM awareness programme;
- BCM Committees and governance;
- Develop terms of Reference for BCM Committees;
- Conduct Business Impact Analysis and identify critical business processes;
- Conduct Business continuity risk analysis (threat risk assessment) and design mitigating strategies;
- Determine Recovery Time Objectives and Maximum Tolerable Periods of Disruption;
- Develop business continuity and recovery strategies;
- Develop Business Continuity Plans (BCPs) and incident response procedures;
- Understand crisis management, emergency response and disaster recovery concepts;
- Design and facilitate BCM testing programmes;
- Monitor, review and continuously improve the BCMS;
- Prepare the team to empower other NCC officials to lead BCM initiatives within their respective business units; and
- Prepare for a BCM audit.

3. Evaluation Criteria

Stage 1: SCM Document Administration Requirements

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	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.	NO
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 following documents; Certified BBBEE Certificate or Sworn Affidavits Certified CIPC documents 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.	NO
Pricing Schedule – SBD 3	Submit full details of the pricing proposal.	YES

Stage 2: Mandatory requirements

- The individual that will provide training must be accredited or have membership of a recognized professional body such as **Professional Evaluation and Certification Board (PECB) or Business Continuity Institute (BCI)**. **Failure to provide valid and active membership or accreditation will lead to disqualification.**
- The Facilitator must have a minimum of a degree (NQF7) qualification in Risk Management/ Business Administration/ICT/Finance/ Auditing/ Governance or any other related qualification.
- A professional certificate by the Facilitator in ISO 22301, specifically Lead Implementor. **Failure to provide evidence will result in disqualification.**

NB: Qualifications and certifications must be certified within 6 months of the closing date.

Stage 3: Technical Requirements

Bidders must score a minimum of 70 points to be evaluated further:

Functionality	Weight
The experience of the bidder Bidders must submit reference letters from organizations where they have delivered Business Continuity Management training or consultancy in the past five years. Each reference letter must include the following details: • Name of the company/institution; • Contact person; • Contact details; • Date the training was provided; • Brief description of the training provided. Points allocation: • Submission of eight and more valid reference letters = 40 points • Seven valid reference letters = 35 points • Six valid reference letters = 30 points • Five valid reference letters = 25 points • Four valid reference letters = 20 points • Three valid reference letters = 15 points • Two valid reference letters = 10 points • One valid reference letter = 5 points • No reference letter = 0 points	40
Experience of the Facilitator The Lead Facilitator must have a minimum of five (5) years' experience in facilitating and coordinating training.	40

Functionality	Weight
As evidence of experience the bidder should provide up to date CV of allocated Lead Facilitator. Points allocation: • Over 8 years of relevant experience = 40 points • Over 7 years but less than 8 years of relevant experience = 30 points • Over 6 years but less than 7 years of relevant experience = 20 points • 5 years relevant experience = 10 points • No CV submitted, and/or irrelevant experience provided = 0 points	
Company profile indicating the number of years the bidder has been providing similar training. Provide a detailed company profile and CIPC documents Points allocation: • 5 or more years' experience providing similar training = 20 points • 4 to less than 5 years' experience providing similar training = 15 points • 3 to less than 4 years' experience providing similar training = 10 points • 2 to less than 3 years' experience providing similar training = 5 points • Less than 2 years' experience providing similar training = 0 points	20
TOTAL	100

Stage 4 - Price Evaluation (80 Points)

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

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

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 4 – 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 submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1)
- Certified BBBEE certificate or sworn affidavit
- Certified CIPC documents

- CSD Report

4. GENERAL CONDITIONS OF CONTRACT

The acceptance of any award made to a bidder(s) under this bid means that the bidder accepts to be bound by the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which National Consumer Commission is prepared to enter into a contract with the successful Bidder(s).

5. CONDITIONS OF CONTRACT

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.

6. 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 affected within thirty (30) days from date of receipt of undisputed invoice.

7. CONFIDENTIALITY

The NCC will treat all relevant and available data and/or information provided by the Service Provider with confidentiality. The Service Provider is not allowed to discuss or make any information available to any member of the public, press or other service provider/consultant or any other unauthorized person(s) except as authorized by the Commissioner or his delegate.

8. SUBMISSION OF QUOTATIONS

Quotations must be sent via the following email: quotations@thencc.org.za on or before **08 September 2026 at 13h00.**

9. CONTACT INFORMATION

For any inquiries regarding the RFQ, please contact:

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