



NATIONAL CONSUMER COMMISSION

TERMS OF REFERENCE
CONTACT CENTRE MAINTENANCE

The National Consumer Commission invites interested service providers to provide the NCC with the support and maintenance of contact centre service.

1. PURPOSE

To appoint a suitable service provider to provide maintenance and user support services for the National Consumer Commission (NCC) contact center systems for a period of twelve (12) months.

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 by: -

- Establishing a legal framework for the achievement of a consumer market that is fair, accessible, efficient, sustainable, and responsible.
- Reducing and ameliorating any disadvantages experienced by vulnerable consumers in accessing goods or services.
- Promoting fair business practices & protecting consumers from improper conduct.
- Improving consumer awareness and encouraging choice.
- Promoting consumer confidence and empowerment.
- Providing a consistent, accessible, and efficient system of consensual resolution of disputes; and

- Providing for an accessible, consistent, harmonized, effective and efficient system of redress for consumers.

3. SCOPE OF WORK & REASON FOR THE NEED:

The Commission is located at SABS premises in Groenkloof. It occupies two floors at block C buildings. The Commission has a telephone line that is routed through SABS. The Commission requires a Service Provider to provide maintenance and support of the contact center system.

To provide an uninterrupted service with little to no incidents, it is imperative to contract a maintenance service that provides user support services for the callouts, the maintenance of the equipment and software, secondary data backups, comprehensive back-to-back user support, and preferential scheduling for the resolving of incidents.

The NCC purchased the contact center system in 2011 and paid fixed monthly rates fee for maintenance of the equipment, and user support services.

The system consists of the following infrastructure:

- Siemens HI Path IP PABX using SIP connectivity
- Unified Communication licenses.
- Majuda Voice Recorder
- My Agent Software and licenses
- Openscape client licenses 6 Voice mail

4. SCOPE OF WORK

- The NCC hereby invites proposals from Information and telecommunication service providers who are experts in the voice services field. The service provider should have a demonstrated track record of providing maintenance and user support for the Contact Centre system(s).

4.1. The service provider is expected to:

- Provide to the NCC the following maintenance and support services in respect of its Contact Centre:

✓ Required support hours: Monday through Friday 08:30 — 17:00

- ✓ Service level agreement (SLA) will require same business day support either:
 - Via helpdesk type arrangement where first-line support can be given
 - Via remote support for second-line support
 - Onsite support for problems that cannot be resolved remotely

- ✓ The response times for SLA will be agreed to by both parties inter alia:
 - Priority one (P1 or Sev 1) responded to within 30 minutes and resolved within 2 hours.
 - Priority two (P2 or Sev2) responded to within 4 hours and resolved within 8 hours.
 - Priority three (P3 or Sev3) responded to the same business day and resolved the next business day.
 - Planned outages and projects related to the Contact Center environment are to follow the formal change control processes as dictated by the NCC policy.

- ✓ Work performed outside of normal working hours will be handled in line with the acceptable overtime practice and will be done on a quotation and purchase order basis.

- ✓ The technical support will cover the following items:
 - Contact Centre software application:
 - The client software (Openscape) and
 - The voice recording software (Majuda)
 - Software upgrade path i.e. version upgrade to the latest version
 - The software updates (patch management)
 - Compatibility with the current version of desktop OS (Windows 10 and later versions)
 - Hardware support for the equipment specific to the Contact Centre service agent (headsets)

4.2. Reporting Requirements

- The service provider must provide a consolidated report on the work performed to the NCC monthly for the duration of the contract

4.3. Duration

- The successful service provider will be expected to provide the service for the period of twelve (12) months from the signing of the SLA

5. MANDATORY REQUIREMENTS.

- Proof of Original Equipment Manufacturer (OEM) or certified Distributor certification/ letter confirming accreditation to support and maintain the key components of the NCC call center solution (e.g., Siemens HI Path IP PABX and/or Openscape)

6. FUNCTIONAL EVALUATION

- Functional Evaluation – Bidders will be evaluated out of **100** points and are required to achieve a minimum threshold of **70** points.

ITEMS	POINTS
Service Provider Support Process	30
<p>Provide a support process that includes full contact details and business hours for the support team.</p> <ul style="list-style-type: none"> • Letter/ document containing the support process contains relevant information = 30 • Support process not provided = 0 	
Contactable References	60
<p>A list of five (5) contactable references or reference letters. Details to include contact person, project description, and the year the project was implemented.</p> <ul style="list-style-type: none"> • 5 and above references = 60 • 4 reference letters = 48 • 3 reference letters = 36 • 2 reference letters = 24 • 1 reference letter = 12 • Zero (0) references = 0 	
Team experience	10
<p>Experience of the project manager/ Lead supervisor in conducting maintenance and support for similar systems. Attach CV</p> <ul style="list-style-type: none"> • 3 to 5 years = 10 • Less than 3 years = 5 • Zero years = 0 	

7. 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)
- B-BBEE status level of contributor (maximum 20 points)

Stage 1 - Price Evaluation (80 Points)

Criteria	Points
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 – BBBEE Evaluation (20 Points)

BBBEE Points allocation

A maximum of 20 points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2

Non-compliant contributor	0
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B-BBEE 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); and B-BBEE Certificate

a. Joint Ventures, Consortiums and Trusts

- i. A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- ii. A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.
- iii. Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. **National Consumer Commission** will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.
- iv. The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

8. GENERAL CONDITIONS OF CONTRACT

Any award made to a bidder(s) under this bid is conditional, amongst others, upon –

- a. The bidder(s) accepting 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).

9. ENQUIRIES

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