



BID NOTIFICATION

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

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

REFERENCE: NCC/05/2025/2026

Date issued: 08 December 2025

Non-Compulsory Briefing Session: 12 December 2025 at 11:00

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Meeting ID: 347 738 258 041 16

Passcode: oX9fd7eV

Closing Date and Time for Questions/enquiries: 19 December 2025 at 15:00.

Closing date and time: 12 January 2025 at 11:00

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 service provider to:

- 1.1.1. Assist the National Consumer Commission (NCC) with professional services on a time and material basis for Software Development and related skills for the enhancements, support and maintenance of the NCC eService portal and Opt-Out Registry System (OORS) developed in .NET, C# and MS SQL.
- 1.1.2. The total number of required hours for enhancements, support and maintenance is 1500 hours.
- 1.1.3. The resources will be requested as and when required by NCC until the 1500 hours are fully utilised or depleted.

2. BACKGROUND & LEGISLATIVE MANDATE

2.1. The National Consumer Commission (NCC), herein referred to as the Commission, is a juristic person established in terms of section 85 of the Consumer Protection Act; No 68 of 2008 ("Act"), as an organ of the state within the public administration but as an institution outside the public service. 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: -

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

2.2. eService and Opt-Out Registry Portal Specification

2.2.1. In the year 2021, the NCC engaged a service provider to spearhead the development of the eService and Opt-Out Registry System (OORS) portal. This technologically advanced portal was developed, leveraging a sophisticated and comprehensive technology stack, encompassing:

- a) MS SQL for robust and scalable database management.
- b) Implementation of the Model-View-Controller (MVC) architecture with N-tier structure, seamlessly integrating Web, WEB API, and database components for enhanced scalability, maintainability, and modular development.
- c) Harnessing the power of the C# programming language, ensuring a robust and efficient codebase.
- d) Utilization of Visual Studio as the Integrated Development Environment (IDE), providing a collaborative and streamlined development environment.
- e) Adoption of the cutting-edge .NET Core framework to incorporate the latest advancements in application development, enhancing performance, and ensuring compatibility with modern standards.
- f) Integration of Javascript, HTML, CSS, and Bootstrap to create an intuitive and responsive user interface, guaranteeing an optimal and user-friendly experience.
- g) Implementation of Azure DevOps as the central source control platform, facilitating efficient versioning, collaborative development, and streamlined deployment processes.

2.2.2. Additionally, the development process adhered to industry best practices, incorporating rigorous testing methodologies, security measures, and compliance with relevant standards to ensure the portal's reliability, security, and seamless functionality. The chosen technology stack reflects a forward-looking approach, poised to adapt to future technological advancements and evolving organizational needs. The result is a robust, feature-rich portal that aligns with the NCC's vision and commitment to excellence in service delivery.

2.2.3. The eService portion of the system which entails the NCC complaints handling process is live and being used by the South African public.

2.2.4. The Opt-Out Registry side of the system is expected to be live within quarter-4 of 2025 after the approval of the regulations by the **dtic** Minister.

2.2.5. The system is hosted on-premises at the NCC but will be migrated to the Cloud Hosted Infrastructure.

2.2.6. NCC ICT has adopted the Hybrid Project Management methodology which includes both Agile Project Management and Waterfall or Systems Development Life Cycle.

The service provider is expected to conduct sufficient iterations to achieve the deliverables or milestones within the agreed number of hours

2. Business Drivers

2.3.1 The contract with the current service provider has ended and the NCC needs to partner with a service provider who has expertise and resources in Software Development using Microsoft Technology stack, Business Analysis, Software Testers with Regression, Performance and Stress Testing expertise, and a Database Administrator to assist the in-house ICT Team whenever additional capacity or assistance is needed.

3. SCOPE OF WORK AND KEY DELIVERABLES

3.1. Pro-active assignments:

The proactive assignments will comprise of professional service requests to the service provider for a defined scope of work as and when required. Upon receipt of the service request from NCC, the service provider costs the work in terms of the effort or number of hours required. Payments will be approved upon the completed or agreed milestones. Work completed will be invoiced for and an Invoice will be paid provided that there is a completed deliverable or milestones.

The timelines for implementation will be agreed between the two parties in advance. The services will include:

- 4.1.1. Align with the NCC Coding Standards and Best practices
- 4.1.2. Review the current application, conduct application refactoring and modernisation of the application.
- 4.1.3. Review the current AS-IS or Baseline Architecture Solution Architecture (Front End and Back End Functionality) and advice or develop the TO-BE or Target Solution Architecture in terms of ways to improve security, performance, reliability, high availability and scalability if applicable.
- 4.1.4. Upgrade the applications .NET Framework to the latest .NET Framework version
- 4.1.5. Software development to address system enhancements and bugs.
- 4.1.6. Business Analysis - Collating user requirements (Producing Business Requirements Specifications), mapping business processes, documentation of process and ad hoc end-user training.
- 4.1.7. System testing – functionality testing, automated regression testing, performance testing, load testing and stress testing.

- 4.1.8. Code reviews and best practice advisory either for performance optimization, resilience and security.
- 4.1.9. OORS Go-Live Technical Readiness Assessment and Checklist
- 4.1.10. Service provider must be able to provide support and maintenance of the application using application, network and database monitoring tools such as Grafana, Telegraf and InfluxDB.
- 4.1.11. Regular engagement through Projects Meetings and Service Level Agreements meetings between the service provider Lead developer/ project manager and the NCC Lead Developer and other ICT resources.
- 4.1.12. Service provider need to familiarize itself with the NCC systems. The frequency of the engagements to be agreed between the two parties.

4.2. Reactive Assignments:

The reactive assignments will comprise professional service requests for the service provider to provide urgent assistance to the NCC whenever additional capacity is required at short notice. The costing of the work may be after the work is completed or during the process:

- 4.2.1. Ad hoc support to assist the NCC ICT resources on urgent resolution of issues.
- 4.2.2. System testing – functionality testing, and automated performance testing, load testing or stress testing.

4.3. Reporting:

- 4.3.1. The service provider must have a service desk system where all NCC requests will be logged. The Project Manager or Service Manager must report monthly to the NCC on tickets logged, their status, and financial implications.

4.4. Duration

- 4.4.1. Until the allocated 1500 Hours have been fully utilized or depleted. The services will be requested as and when required.

4.5. Project Costing

- 4.5.1. The quotation must reflect an average hourly rate for resources listed in **Annexure A** (pricing template). Payments will be made only if deliverables or milestones are achieved within the agreed hours.

4.5.2. The project costing must be in a separate envelope and not be included in the technical proposal; inclusion will lead to disqualification.

4. LEGISLATIVE FRAMEWORK OF THE BID

4.1. Technical Legislation and/or Standards

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

5. PRESENTATION / DEMONSTRATION

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

6. EVALUATION

- 6.1. 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 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.

7. 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.

8. PHASE 1: ADMINISTRATIVE AND MANDATORY COMPLIANCE:

8.1. 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	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) will lead to the withdrawal of the award.
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, BBBEE Certificate and CIPC documents	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
• Project Manager	Project Manager should have NQF Level 6 Qualification. Failure to comply with this requirement will lead to disqualification. (Attach certified proof)	YES
• Lead Software Developer • System/Software Tester • Business Analyst • Database Administrator	Each Team member should have NQF Level 6 Qualification in ICT. Failure to comply with this requirement will lead to disqualification. (Attach certified proof)	YES

Microsoft Solutions Provider Accreditation	Proof that the bidder is an accredited Microsoft Certified Partner (Letter or Certificate from Microsoft is required). NCC SCM will also verify the service provider partner or accreditation status. Failure to comply with this requirement will lead to disqualification. (Attach certified proof)	YES
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9.2. PHASE 2: TECHNICAL EVALUATION

#	TECHNICAL EVALUATION CRITERION	WEIGHT
DESKTOP EVALUATION		100
9.2.1	Qualifications and experience of Project Manager	20
	Project Manager should have Project Management Certification (PMP/Prince2/Agile) coupled with experience in ICT projects. (Attach certified qualification and CV)	
	No certification but has experience	0
	Project Management Certification (PMP/Prince2/Agile or equivalent) with a minimum of 5 years of experience.	5
	Project Management Certification (PMP /Prince2/Agile or equivalent) with 6 - 7 years of experience.	10
	Project Management Certification (PMP /Prince2/Agile or equivalent) with 8- 9 years of experience.	15
	Project Management Certification (PMP/Prince2/Agile or equivalent) with 10 or more years of experience.	20
9.2.2	Qualifications and experience of System Tester	12
	System Tester should have Systems Testing Certification coupled with experience in ICT projects. (Attach certified qualification and CV)	
	No certification but has experience	0

#	TECHNICAL EVALUATION CRITERION	WEIGHT
	System Testing Certification with a minimum of 5 years of experience.	3
	System Testing Certification with 6 - 7 years of experience.	6
	System Testing Certification with 8-9 years of experience.	9
	System Testing Certification with 10 or more years of experience.	12
9.2.3	Qualifications and experience of Lead Software Developer	12
	Qualification and experience of a Lead Software Developer as an intermediate to Senior Developer. (Attach certified qualification and CV)	
	No certification but has experience.	0
	Microsoft Certified Developer Certification with 3 years of experience in Software Development (.Net/, C#, MS SQL).	3
	Microsoft Certified Developer Certification with 4-5 years of experience in Software Development (.Net/, C#, MS SQL).	6
	Microsoft Certified Developer Certification with 6-7 years of experience in Software Development (.Net/, C#, MS SQL).	9
	Microsoft Certified Developer Certification with 8 or more years of experience in Software Development (.Net/, C#, MS SQL).	12
9.2.4	Qualifications and experience of Business Analyst	12
	Qualification and experience of being a Business Analyst as an intermediate to Senior Business Analyst. • (Attach certified qualification and CV)	
	No certification but has experience	0
	Certificate in Business Analysis with 3 years of experience.	3
	Certificate in Business Analysis with 4-5 years of experience.	6
	Certificate in Business Analysis with 6-7 years of experience.	9
	Certificate in Business Analysis with 8 or more years of experience.	12

#	TECHNICAL EVALUATION CRITERION	WEIGHT
9.2.5	Qualifications and experience of Database Administration	12
	Qualification and experience of Database Administration as an intermediate to Senior Microsoft MSSQL Database Administrator. (Attach certified qualification and CV)	
	No certification but has experience	0
	Certificate in MSSQL Database Administration with 3 years of experience.	3
	Certificate in MSSQL Database Administration with 4-5 years of experience.	6
	Certificate in MSSQL Database Administration with 6-7 years of experience	9
	Certificate in MSSQL Database Administration with 8 or more years of experience.	12
9.2.6	Public Facing Web Applications Close-Out Reports	16
	No Public Facing Web Application Close-out Reports	0
	1 Public Facing Web Application Close-out Reports	4
	2 Public Facing Web Application Close-out Reports	8
	3 Public Facing Web Application Close-out Reports	12
	4 and more Public Facing Web Application Close-out Reports	16
9.2.7	Reference letters from organisations where the services provider was appointed for similar services (software development and post-implementation support of a public-facing portal developed in Microsoft technologies) within the past 5 years. The reference letters must contain the name of the company where the project was implemented, a description of the project, the year the project was implemented and the contact person with the contact details.	16
	No letters submitted or letters submitted do not contain the above-mentioned information.	0

#	TECHNICAL EVALUATION CRITERION	WEIGHT
	1 letter containing the required information	4
	2 letters containing the required information	6
	3 letters containing the required information	9
	4 letters containing the required information	12
	More than 5 letters containing the required information	16
	Total Points	100
	Minimum Points required	70

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)

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

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 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:
- BBSEE Certificate or sworn affidavit, CIPC documents, CSD Report.
- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1).

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.*

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. BY PARTICIPATING IN THIS BID, BIDDERS DECLARE THE FOLLOWING:

- 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 acting fraudulently providing 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.

19. COMMUNICATION DETAILS

- 19.1. A nominated official of the bidder(s) can make enquiries in writing, to the specified personnel, for technical enquiries Dr T Tshitangano via email t.tshitangano@thencc.org.za and/or 012 065 1953; for SCM enquiries Ms. M Moropene M.Moropene@thencc.org.za and/or 012 065 1994. The delegated office of the Commission may communicate with bidder(s) where clarity is sought on the bid proposal.
- 19.2. 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.
- 19.3. All communication between the bidder(s) and the NCC must be done in writing.
- 19.4. 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.
- 19.5. 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 12 January 2025 at 11:00 am**. Each submission must be marked correctly and sealed separately for ease of reference during the evaluation process.