



NATIONAL CONSUMER COMMISSION

TERMS OF REFERENCE

TO

APPOINT A RECRUITMENT AGENCY WITH THE MINIMUM OF THREE TO FIVE (3-5) CVs OF QUALIFIED CANDIDATES THAT MEET THE MINIMUM REQUIREMENTS FOR THE POSITION OF LEAD SOFTWARE APPLICATION DEVELOPER AS PER THE ATTACHED ADVERT AND ARE AVAILABLE TO UNDERGO AN INTERVIEW PROCESS FOR (24) MONTHS FIXED-TERM HYBRID POSITION. THIS POSITION IS ONLY AVAILABLE FOR ONE CANDIDATE.

1. PURPOSE

To request proposals (which includes CVs of qualified candidates) and price quotations of the recruitment agencies to assist the NCC with (3-5) CVs of qualified candidates who meet the minimum requirements of the advert for the Lead Software Application Developer. The candidates should be available to undergo interview process and only one successful/best performer to the interview will be appointed.

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, with its mandate being to promote and advance the social and economic welfare of consumers in South Africa.

The Commission requires minimum of (3-5) CVs and copies of qualifications a per the advert below who meet the minimum requirements and are available to compete for this permanent position in a face-to-face interview. The candidates must have interest to join the NCC at Pretoria Groenkloof on a permanent contract.

ADVERTISEMENT OF THE LEAD SOFTWARE APPLICATION DEVELOPER (C# .NET MS SQL) HYBRID POSITION

Job Reference	: NCC01/4/23
Post	: LEAD SOFTWARE APPLICATION DEVELOPER (C# .NET MS SQL) – HYBRID <u>WORKING ENVIRONMENT</u>
Salary	: R763 563.00 Total cost per annum-. Excluding the placement fee.
Centre	: Pretoria, Groenkloof

Purpose of the job

To lead the software application development function within the NCC. To provide expert input into defining the NCC digital architecture and best practice standards.

Key Responsibilities

1. Coding and development

- 1.1 Utilise established development tools, guidelines, and methods for handling development task
- 1.2 Maintain detailed documentation and project files concerning progress, problems, and required changes, and provide regular reports on such to the ICT Team and Management.
- 1.3 Develop at all stages of the interface component design from conception through to execution
- 1.4 Develop reusable, efficient, and scalable code
- 1.5 Writing new code or modifying code to enhance system functionality
- 1.6 Develop new software applications.
- 1.7 Develop real-time transaction processing systems that can support millions of transactions daily
- 1.8 Complete coding & development in line with agreed timelines.
- 1.9 Develop/ Build efficient and secure API/integration with other systems (internal & external systems)
- 1.10 Lead NCC development and automation projects.

2 Code Quality Management

- 2.1 Adhere to the defined procedures for code management, code reviews, coding standards, naming conventions and security standards
- 2.2 Perform testing to ensure any changes made to the system are of a high standard and the system hasn't regressed
- 2.3 Perform code reviews to ensure current code meet-meets quality and best practice standards
- 2.4 Ensure code version control is in line with best practices standards/
- 2.5 Adhere to change control processes
- 2.6 Help maintain code quality, performance, and application responsiveness
- 2.7 Create unit and integrated system tests to show that the developed functionality works as intended
- 2.8 Create and execute functional test scenarios (dev testing)

3. Analysis & Design

- 3.1 Assist in the creation of user story definitions.
- 3.2 Analyse system change requests to provide work estimates
- 3.3 Convert user stories into a system design that addresses a business problem (fit-for-purpose solutions)
- 3.4 Design application user interfaces that are fresh (modern) and exciting
- 3.5 Design APIs and external system interfaces for integration with third-party applications
- 3.6 Participate in research and innovation, analyze internal systems against current technology trends and provide recommendations.
- 3.7 Maintain knowledge of current and emerging technologies/products/trends related to digital innovative solutions development

4. Database Design and Management 4.1 Design database structures/ architecture to provide for efficient performance and security controls. 4.2 Monitor system databases to identify and resolve issues. 4.3 Ensure data integrity and database security. 4.4 Optimise databases for high performance 4.5 Write queries to extract data and create reports
5. Support and maintenance 5.1 Monitor everyday activities on the system and provide support to end-users. 5.2 Evaluate and improve application performance and high-availability features 5.3 Perform root cause analysis on bugs to find and fix the cause of a problem in an integrated system 5.4 Adhere to system change control process 5.5 Communicates status and escalates risks and issues appropriately and timeously 5.6 Ensure application management audit report issues are addressed 5.7 Compile monthly reports for the area of responsibility and submit them to senior management 5.8 Resolve problems across multiple platforms (Dev, QA, Production, etc) 5.9 Attend to support tickets with the agreed SLA targets. 5.10 Collaborate with the infrastructure team(s) to solve technical issues affecting software applications.
6. Training & People Management 6.1 Train and mentor junior developers and interns 6.2 Perform post-development system training for NCC staff 6.3 Develop system documentation (e.g Manuals & SOPs) 6.4 Facilitate end-user training 6.5 Performance management junior developer(s) 6.6 Participate in the development and implementation of the NCC software application-related policies and procedures.
7. Financial & Supplier Management 7.1 Contribute to the ICT budget formulation by determining needs for the area of responsibility. 7.2 Supplier management for the area of responsibility to ensure the NCC gets value for money for contracted services.
8. ICT Continuity & Security 8.1 Participate in the software applications' risk identification on regular basis. 8.2 Identify and communicate to management software application project risks. 8.3 work with the infrastructure team to deploy, test and manage software patches that may affect the NCC software application. 8.4 Work with Database Administrator(s) to ensure databases are backed up and can be restored. 8.5 work with the ICT infrastructure teams to design the best fit disaster recovery for the NCC software applications and partake in disaster recovery simulations.

Minimum Qualifications: NQF 6 National Diploma/ B. Degree: Computer Science/Information Technology/Information Systems or equivalent qualification with major subjects in software development, Valid driver's license (code 8)

Minimum Experience : 5 - 7 years experience as a Software Developer with 2 - 3 years experience as a Lead/Senior developer. 2 years' NetCore API. 3 years experience in HTML, JavaScript and jQuery. A Minimum of 3 years of Microsoft SQL server experience. Bootstrap experience. Understanding WSDL integration, DHA integration, CIPC integration and Banks integration is an added advantage.

Minimum Training: C#, .Net, Microsoft SQL / Microsoft development certification (added advantage), Project Management (added advantage)

Please apply by submitting an application letter, and attach a Curriculum Vitae, copies of qualifications (and matric), certificates and ID (or other supporting documents)

Failure to follow the above instructions will lead to the application being disqualified.

The successful candidate will be subjected to personnel suitability checks, criminal record, qualification and employment reference checks

It is the responsibility of the applicants with foreign qualifications to ensure that their qualifications are verified by SAQA

The NCC is committed to Employment Equity practices, preference will be given to members of the underrepresented groups to achieve the objectives of Employment Equity

4. Deliverables

- 4.1. The minimum qualifying CVs of (3-5) candidates with their attachments must be submitted to the NCC by no later than the due date for closing the RFQ 2023.

5. Delay's in the supplier's performance

In the event that the provider did not submit CVs of qualifying people as per advert (or with Misrepresentation in the CVs) the NCC will have the right to terminate the order.

6. PENALTY

In the case where the appointed candidate does fails to comply with the PFMA in terms to managing the NCC's funds. The agency should be liable for the costs incurred.

Should the agency provide with a candidate who don't meet the requirements specified and consequently put the NCC into disrepute, the agency should be liable for costs that will be incurred.

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)
- Specific Goals (maximum 20 points)

Stage 1 - Price Evaluation (80 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 – 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

Specific Goal 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)
- B-BBEE Certificate
- CSD Report

8. 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.

9. 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 effected within thirty (30) days from date of receipt of undisputed invoice.

10. ENQUIRIES

10.1 Position related Enquiries:

Mr. Itani Ndou

012 428 7732

i.ndou@thencc.org.za

10.2 SCM-related Enquiries:

Ms Margery Mouton

012 428 7730

m.mouton@thencc.org.za