NATIONAL CONSUMER COMMISSION

a member of the dtic group

REQUEST FOR INFORMATION

INVITATION TO FIRMS FOR INFORMATION:
REQUEST FOR INFORMATION FROM INTERESTED ENTITIES, ORGANISATIONS AND ICT SOLUTIONS PROVIDERS ON HOW TO AUGMENT, ENHANCE AND COMPLEMENT THE EXISTING NCC OPT-OUT REGISTRY SYSTEM (OORS)

Disclaimer:

The NCC is not obligated to partner or enter into a contract with any entity, organization and ICT solution providers following the submission of the information or a response to this RFI.

Date issued: 23 January 2026
Closing date and time: 13 February 2026 at 15:00

ADDRESS FOR SUBMISSION OF BIDS:
National Consumer Commission
SABS Campus, Building C,
1 Dr. Lategan Road
Groenkloof, Pretoria
Pretoria

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1. PURPOSE

1.1. The purpose of the Request for Information (RFI) is to solicit information from entities, organisations, Information & Communications and Technology (ICT) solution providers on how to augment, enhance and complement the existing NCC national Opt-Out Registry System (OORS).

2. BACKGROUND

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 (CPA), 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 and 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. The NCC seeks to implement the OORS in terms of section 11 (3) of the Consumer Protection Act No 68 of 2008 (CPA), which will allow both consumers and direct marketers to register profiles, consumers to opt-out and direct marketers to cleanse the list of their consumers first before sending or engaging with consumers in any form of communication as stipulated by the CPA.

2.3. An open OORS functionality that involves the consumers opt-out in a seamless manner without additional cost burden on consumers is crucial.

2.2. The consumer opt-out activities are expected to have high traffic volumes since the entire population that owns a mobile device or a SIM Card or MSISDN is targeted.

2.3. The Direct Marketers cleansing process is also expected to have high volumes due to the number of consumers that are targeted by some of the direct marketers. For example, direct marketers from the Retail sector have high number of customers already registered in their systems or loyalty programmes.

2.4. The OORS is a national solution and one that may require collaboration with both public and private parties to ensure a successful implementation and improved operational efficiencies.

2.5. The NCC is inviting Entities, Organizations and ICT solutions providers to provide information around possible cost-effective and efficient solutions for consumers to interface with the OORS.

2.6. The proposals should provide NCC with various methods or possible channels that can be used by consumers and direct marketers to access the OORS.

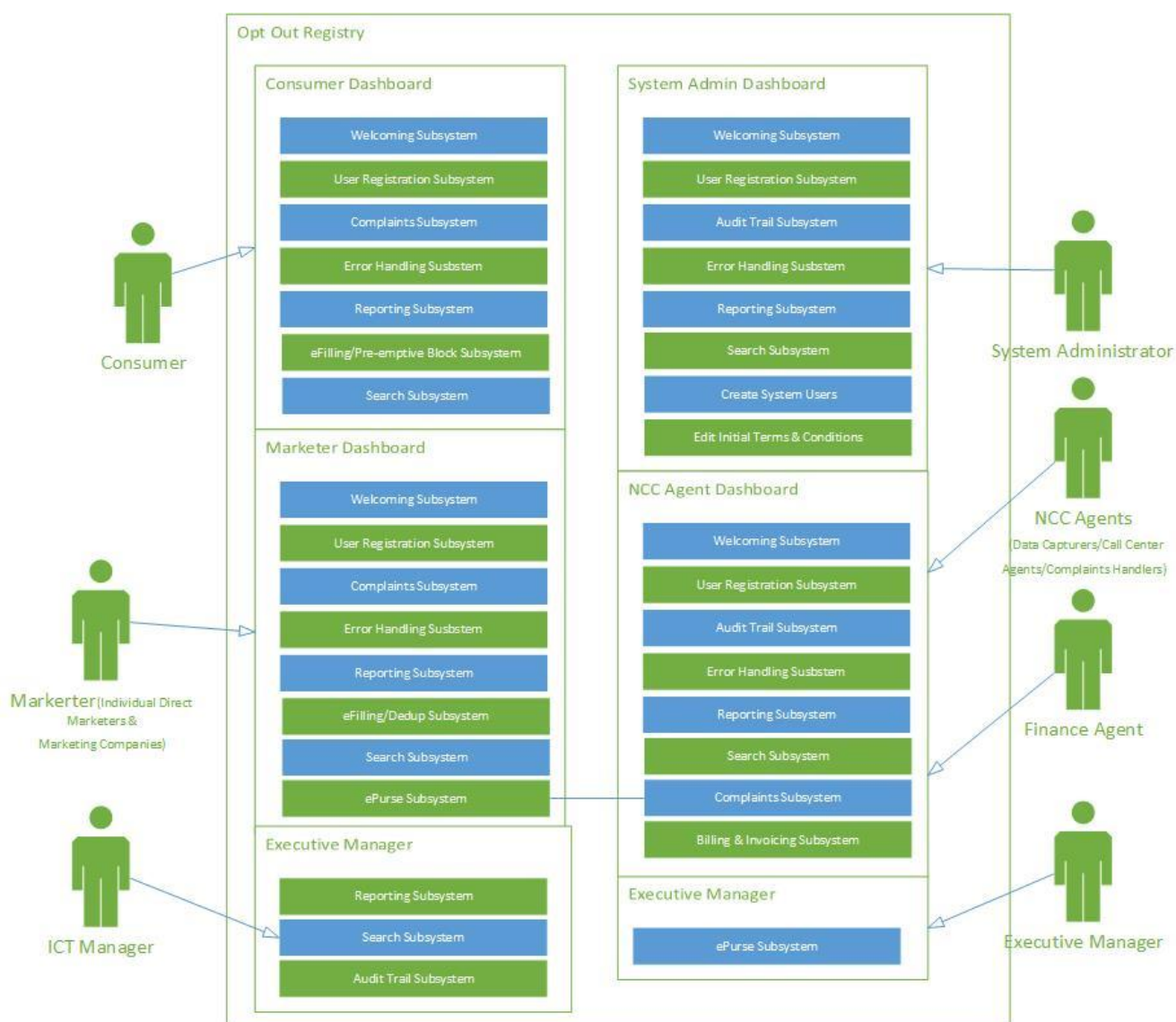## 3. THE NCC EXISTING OPT-OUT REGISTRY SYSTEM (OORS)

Figure 1-1: Current High-Level Conceptual Architecture of the Existing OORS

3.1. eService and Opt-Out Registry System Portal Current Design or Specification

3.1.1 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 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 Application Programming Interfaces (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.

3.1.2 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.

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

3.1.4 The Opt-Out Registry side of the system is expected to be live in the course of 2026.

3.1.5 The system is hosted in the Cloud Hosted Infrastructure.

3.1.6 NCC ICT has adopted the Hybrid Project Management methodology which includes both Agile Project Management and Waterfall or Systems Development Life Cycle.
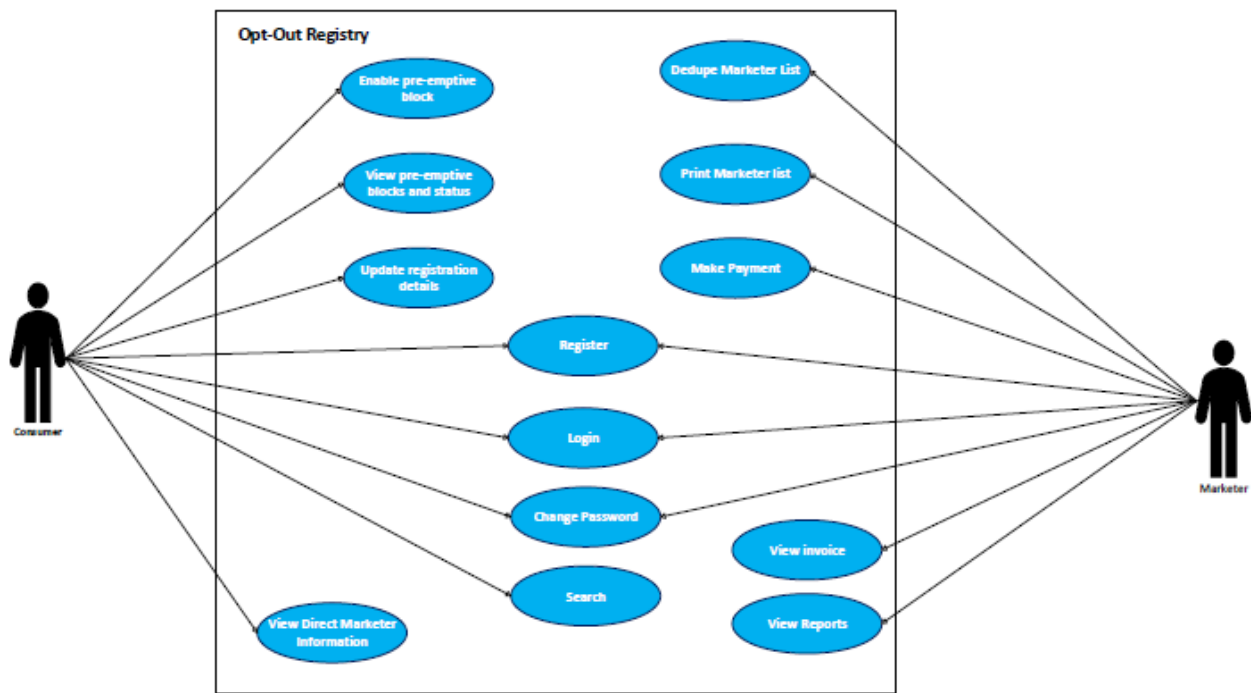
Figure 1-2: Current Consumers and Direct Marketers High-Level Use Case Diagram

4. BUSINESS DRIVERS

4.1. The NCC intends to Go-Live with the OORS in 2026. There may be scope or possible opportunities for collaboration in the implementation and the roll-out of the OORS.

4.2. NCC also intends to scale the OORS with minimal or no additional operational costs in relation to the enhancements of the existing OORS. Therefore, the information to be provided should indicate the possible business model/s or revenue model/s that can be adopted.

4.3. Entities, organisations and ICT solutions providers should provide information on revenue generation and sharing models associated with OORS.

4.4. Entities, organisations and ICT solutions providers should also provide information on how much it is going to cost them to augment, enhance, and complement the OORS.

5. REQUEST FOR INFORMATION (RFI) SCOPE

5.1. Entities, Organizations and ICT solutions providers are required to provide information to the NCC:

5.1.1. highlighting best practices to bring all key stakeholders involved in direct marketing, the potential revenue generating and sharing models, and best practices to manage consumer interface with the OORS.

5.1.2. in terms of how best the OORS can be implemented to establish new revenue generation and revenue sharing models with NCC, establish operating models to manage the consumers and direct marketers central reference databases.

5.1.3. around possible operating models to interface with the OORS.

5.1.4. regarding the suitable operating models that will extend the current OORS especially around the Consumer opt-out and the Direct Marketers cleansing functionality or use cases.

5.1.5. on how to source, generate or collate necessary evidence in terms of the consumer opt-out violations. Entities, organisations and ICT solutions providers are required to provide information on how to deal or investigate spam voice and video calls, spam emails and spam SMSes.

5.1.6. on how to enhance the existing OORS with evidence gathering capabilities or functionality such as emails, sms's, video and voice calls recordings to be used for investigations when consumers opt-out is violated.

5.1.7. on how to facilitate consumers opt-out processes expected to have high traffic volumes.

5.1.8. on how to facilitate the Direct Marketers cleansing following consumers opt-out request so that Direct Marketers can only communicate with the consumers that have not opted-out.

5.1.9. in terms of the high-level Conceptual Architecture highlighting key actors and key functions.

5.1.10. in terms of the high-level possible Solution Architecture.

5.1.11. on how to build digital channels and Application Programming Interfaces (APIs') to register a consumer profile and for consumers to opt-out.

5.1.12. in terms of the necessary operational reports and dashboards around all OORS activities.

6. CONFIDENTIALITY

6.1. 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 RFI will be disclosed by any Entities, Organizations and ICT solutions providers or other person not officially involved with the NCC's examination and evaluation of the RFI.

6.2. Throughout this RFI process and thereafter, participating firms 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 RFI relates; or (ii) the process which follows this RFI.

7.   COMMUNICATION DETAILS

7.1.   A nominated official of the firm can make enquiries in writing, to the specified personnel, for technical enquiries Mr T Tshitangano via email t.tshitangano@thencc.org.za and/or 012 428 7745; for SCM enquiries Mapula Moropene m.moropene@thencc.org.za and/or 012 065 1994.

7.2.   Firms must reduce all telephonic enquiries to writing and send to the abovementioned email address.

7.3.   The delegated office of the NCC may communicate with interested firms where clarity is sought on this RFI.

7.4.   All communication between the firm(s) and the NCC must be done in writing.

7.5.   If   a firm responding to this RFI 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 firm (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.

7.6.   Any actual discrepancy, ambiguity, error or inconsistency in the RFI or any other information provided by the NCC may, if possible, be corrected and be provided to all firms without attributing such discrepancy, ambiguity, error or inconsistency to the firm or firms who provided the written notice of such matters.

8.   REQUIRED INFORMATION

8.1.   Entities, Organisations and ICT solutions providers should submit the information below:

8.1.1.   Company or Organisation Profile

8.1.2.   Information highlighting Revenue Model/s and Operating Model/s

8.1.3.   High-level Conceptual Architecture of the augmented, enhanced OORS.

8.1.4.   Detailed technical information which includes comprehensive solution architecture that covers business architecture (possible business requirements, business processes, business rules), data and information architecture, application architecture, integration architecture, security architecture and the Technology Architecture.

8.1.5.   Information about revenue sharing models.

9. SUBMISSION OF REQUEST FOR INFORMATION PROPOSALS

9.1. All submissions 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**

9.2. Closing date and time: 13 February 2026 at 15:00. Submissions shall only be considered when received by the NCC before the closing date and time.

9.3. The submitting firms are required to submit one (1) original physical copy and USB or any electronically accessible device. Submission must be marked correctly and sealed separately for ease of reference.