



NATIONAL CONSUMER COMMISSION

TERMS OF REFERENCE

PROCUREMENT OF CLOUD-BASED ICT SERVICE DESK SOLUTION AND ASSOCIATED LICENSES, CONFIGURATION AND CUSTOMISATION, NCC SYSTEMS ADMINISTRATOR TRAINING, SUPPORT, AND MAINTENANCE FOR THIRTY-SIX (36) MONTHS.

NCCQ34

The National Consumer Commission invites interested service providers to provide the NCC with a cloud-based ICT Service Desk System (Solution) and associated Licenses, Configuration and customisation, NCC systems administrator training, support, and maintenance for thirty-six (36) months.

1. PURPOSE

To appoint a suitable service provider to provide:

- The ICT Service Desk System (Solution) and associated Licenses.
- Implementation (configuration & customisation)
- ICT staff (Agents) training.
- 36 months of support and maintenance.

2. BACKGROUND

The National Consumer Commission (NCC), herein referred to as the Commission, is a juristic person established as an organ of the 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 an accessible, consistent, harmonized, effective, and efficient system of redress for consumers.

3. REASON FOR THE NEED:

In 2023, the NCC implemented an ITIL-based Service Desk system (Motadata Cloud-Based ICT Service Desk solution) to manage tickets and digitalise processes such as Incident Management, Problem Management, and Change Management. The licenses for the current service desk solution are due for renewal.

The NCC is looking for the service provider who can renew the current Motadata Cloud-Based service desk Solution or who can provide any secure, modern, and cost-effective cloud-based service desk solution hosted off-site that complies with International Privacy Laws such as PCI, HIPPA, and others (which are in line with POPIA requirements), considering the Service Desk system will contain a lot of personal information.

The solution must be easy to use for both ICT staff and end users and must offer multiple channels to log incidents and service requests:

- Via email
- Self-service Portal
- The Helpdesk Administrator and/or ICT staff (Agents) must be able to create tickets
- Mobile Application (for use by ICT staff)

NB: For the new solution, a service provider will be requested to migrate the data from the current solution to the new solution.

4. SCOPE OF WORK

4.1. The service provider is expected to provide the following solution that meets the requirements covered below:

4.1.1. Professional Services

- Provide licenses for the Cloud-hosted ICT Services Desk Solution.
- Configure and Customize the solution to meet the NCC's needs.
- Provide post-implementation support and maintenance for the duration of the contract
- Train ICT staff
- Provide additional licenses as and when required by the NCC during the contract period (Not exceeding the total value of the first batch of 6 licenses).

4.1.2. The system must be modular-based and allow for scalability. The functionality represented below is the minimum feature set required by the NCC that the service provider's proposed solution should have:

4.1.2.1. Incident Management

- Incidents are to be logged via the self-service portal, email, or captured manually on the system by an ICT staff.
- A reference number must be issued immediately for tickets logged via the portal or by sending an email to ICT Service Desk.
- ICT staff with permissions should have the ability to re-classify/ prioritise/ categorise incidents
- Agents can reassign tickets amongst each other (Audit trail indicating who reassigned the tickets and when must be available per ticket).
- A client satisfaction survey must be sent to the end-user when the incident ticket is resolved.
- Support at least the following fields/information:
 - Subject
 - Description
 - Name and surname of the person who logged the incident
 - Date logged
 - Multi-level categories (e.g. Hardware > Server, Software > Outlook, etc.)
 - Priority based on impact and urgency
 - User Department
 - User contact details (email and telephone number)
 - Once the incident is assigned:
 - The details of a person assigned must be available.
 - Status of the incident (Open, Pending/In progress, Resolved, Closed)
- Defined SLA metrics which can be amended without coding
- The agents must be able to send an email response from within the system. When the user responds, the ticket must be updated automatically
- Ability to merge tickets

4.1.2.2. Ticket Management

- Mean-time-to-acknowledge/respond to a ticket must start calculating from when a ticket reference number is generated to when the ticket is acknowledged by the relevant ICT staff (agent).
- The system must calculate the Mean-time-to-resolve a ticket
- The system must calculate the Mean-time-to-close a ticket
- Resolved tickets can be reopened by the supervisor and/or Help Desk Administrator
- Ability to send notifications to agents and supervisors before ticket SLAs are violated.
- Send escalation notifications to the supervisor for tickets that have violated SLAs.
- Ability to filter and search for tickets that violate SLAs

4.1.2.3. Problem Management

- The systems should allow the creation of a problem
- The system should allow for multiple incident tickets to be associated with a problem
- The system should allow an automatic closer of associated incident tickets when a problem ticket is closed

4.1.2.4. Change Management

- The system should have the capability to record the change management process from inception to approval.

- Support the following fields/information:
 - Change request ID
 - Description of the change
 - Date of change implementation
 - Risk assessment
 - Backout plan
 - Change approver comments
 - Change implementer comments
 - Change evaluator comments
 - Change tester comments
 - Change results
- Workflow from change requestor, evaluator, approver, and tester (implementer, tester, and evaluator if they are people without access to the system must at least be able to respond via email with the test outcome and auto update the change ticket).

4.1.2.5. Asset Management

- Allows for associating a ticket (incident/problem) with an ICT asset
- Reports to be generated/ filtered based on asset type
- The System should be able to classify assets according to categories that will be defined by the NCC (e.g. Laptops, servers, switches, routers, etc.)

4.1.2.6. Self-Service Portal

- The self-service portal must be provided as part of the standard implementation to enable end-users to log tickets and track the status of their logged tickets.
- The self-service portal must be accessible from anywhere (on-premise and remotely) to enable end users to log tickets wherever they are.
- No per-user license is required for end-users to utilize the self-service portal.

4.1.2.7. Knowledge Base

- Ability to create knowledge base articles and categories them.
- Ability to attach files to knowledge base articles.

4.1.2.8. Reporting

- The system must have multiple standard reports
- The system should cater for designing custom reports without coding
- Dashboard and graph representation
- The reports should cover at least:
 - Agent productivity:
 - Agent productivity
 - Ticket statistics
 - Performance against SLA
 - Ability to filter by:
 - Date Range
 - Support group
 - Agent
 - Department
 - User

- Resolution Status
- Category and Classification
- Source (Portal, email, etc)

4.1.2.9. Mobile Application

- The system should have a mobile application supported on Android and Apple devices.
- The mobile application improves efficiency by enabling ICT staff (agents) to receive tickets (get notifications to acknowledge tickets and manage tickets when they are not at their desks.
- Updates comments provided through the mobile application must be available in real-time on the system/portal.

4.1.2.10. System & Security requirements

- Data is encrypted in transit and at rest
- AD/LDAP integration for single sign-on using Active Directory
- The system must be accessible through mainstream web browsers without a need to install an application on end-user devices (excludes the Mobile Application)
- Supports role-based access for segregation of duties
- The system should allow for defining and changing business hours without coding. Business hours must be used to calculate performance against the SLA metrics.
- **The solution must be hosted in a secure environment to meet the POPIA requirement. Hosted within the borders of South Africa. Designed for high availability and disaster recovery capabilities.**
- Full audit trail through the system to log all user activities
- The system should be available with minimal downtime resulting from system bugs and defects. The solution should provide the ability to recover from failures, thus protecting against multiple component failures.
- Integrated document management system to store all the documents/files attached to the tickets.
- Integrated workflow process which does not require coding to create workflows or amend existing ones.
- Personalise user experience by using the NCC logo on the landing page
- Support concurrent connection from all licensed agents
- Supports self-service portal for use by a hundred or more end users

4.1.2.11. Onboarding and Offboarding process

- Nice to have processes if they come standard with the base implementation of the system.

4.1.3. Maintenance & Support

- During the thirty-six (36) months period, the service provider is expected to:
 - Provide technical support as and when required by the NCC (Response times to be agreed upon by both parties in the SLA)
 - The successful service provider will be expected to provide the service for thirty-six (36) months from signing the SLA (licenses paid annually).

- Provide skills transfer to the NCC ICT staff in a form of training.
- Assist with enhancements or configuration changes.
- Notify the NCC of major system changes and/or planned downtimes.
- Meet with the NCC Head of ICT to discuss system performance as part of the SLA management.
- Provide best practice advice as and when required.
- Export and return all the data in a readable format to the NCC when the contract ends and the NCC moves to a different product.

5. MANDATORY REQUIREMENTS.

- Proof of Original System Manufacturer (OSM) or certified Distributor certification/ letter confirming accreditation to provide, configure, and support the quoted product.
- Product Brochure with details of each of the core feature sets listed above.

6. FUNCTIONAL EVALUATION

- Functional Evaluation – Bidders will be evaluated out of **100** points and are required to achieve a minimum threshold of **70** points.
- The NCC reserve a right to request system demonstrations before appointing any service provider.

ITEMS	POINTS
Service Provider Support Process	20
Provide a support process. <ul style="list-style-type: none"> ● Letter/ document contact details (email & telephone), escalation process/contact, and business hours for the support team. ● Failure to submit support process that include Letter/ document contact details (email & telephone), escalation process/contact, and business hours for the support team, will lead to 0 points. 	20 0
Contactable References	40
The service provider must submit contactable reference letters. Details to include contact person, project description of similar work done, and the year the project was implemented. Reference letters should not be older than 3 years. <ul style="list-style-type: none"> ● 5 and above references ● 3 to 4 references ● 1 to 2 references ● Zero (0) references 	40 20 10 0
Team experience	20
Experience of the project manager/ Lead supervisor in deploying the proposed solution. The CV must be included. <ul style="list-style-type: none"> ● 5 years and above 	20

<ul style="list-style-type: none"> • 3 to not more than 5 years • Less than 3 years but not less than 1 years • Zero years/ CV not included 	<p>15</p> <p>10</p> <p>0</p>
Project Management Methodology	20
Indicative project plan provided, based on experience/ previous ICT Service Desk implementation. For consistency assume 1 July 2026 as the start of the project.	
The plan includes clear timelines, responsibilities, and deliverables.	20
The plan includes only two of the three elements i.e. clear timelines, responsibilities, and deliverables.	15
The plan includes only one of the three elements i.e. clear timelines, responsibilities, and deliverables.	10
The plan not provided.	0
Total	100

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)

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

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

Where

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Pmin = 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
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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 the submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1)
- Certified B-BBEE Certificate or Sworn affidavit
- Certified CIPC documents
- CSD Report

8. GENERAL CONDITIONS OF THE CONTRACT

8.1. 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).

9. PAYMENT STRUCTURE

9.1. 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.

10. CONFIDENTIALITY

10.1. The NCC will treat all relevant and available data and/or information provided by the Service Provider with confidentiality. The Service Provider is not to 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.

11. SUBMISSION OF QUOTATIONS

11.1. Quotations must be sent to the following email: quotations@thenc.org.za, **closing date & time: 02 June 2026 at 15h00.**

12. ENQUIRIES

For SCM inquiries:

Name: Daniel Modiba
 Contact: 012 065 1995

Email: D.Modiba@thecc.org.za

For Technical enquiries

Name: Jacob Mulaudzi

Contact: 012 428 7744

Email: J.Mulaudzi@thecc.org.za

13. PRICING TEMPLATE

13.1. Bidders are required to complete the pricing template below for the NCC to have the annual cash flow projections for the duration of the contract.

13.2. Bidders are also required to complete the total amount of hours and costs for the installation and configuration.

Item Description	Quantities	Year 1 Cost (Including VAT)	Year 2 Cost (Including VAT)	Year 3 Cost (Including VAT)
Annual subscription (licenses)	6			
Implementation - Configuration & customization for new (year 1 cost)	1			
Support and maintenance cost to assist the NCC with post-implementation configurations/enhancements and technical support (if not included in the annual subscription)	60			
Other implementation costs (Specify)				
TOTAL (INCL. VAT)				