



NATIONAL CONSUMER COMMISSION

**TERMS OF REFERENCE**

CLOUD-BASED ICT SERVICE DESK SOLUTION

NCCQ1

The National Consumer Commission invites interested service providers to provide the NCC with a Support and Maintenance of the Motadata cloud-based ICT Service Desk System (Solution) and associated Licenses, for 36 months.

**1. PURPOSE**

To appoint a suitable service provider to provide:

- The Support and Maintenance of the Motadata ICT Service Desk System (Solution) and associated Licenses.
- 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:**

Consumer Commission (NCC) is housed at SABS premises in Groenkloof. It occupies two floors in Block C buildings. The Commission has systems and infrastructure hosted in the house at the SABS data center.

The NCC implemented an ITIL-based Service Desk system to manage tickets and digitalise processes such as Incident Management, Problem Management, and Change Management.

The NCC implemented the Motadata Cloud-Based ICT service desk system. The NCC is looking for the service provider who can host and provide support and maintenance.

### **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 Motadata ICT Services Desk Solution.
- Customize the solution to meet the NCC's needs.
- Host and Provide 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. 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.

<b>ITEMS</b>	<b>POINTS</b>
<b>Service Provider Support Process</b>	<b>20</b>
Provide a support process. <ul style="list-style-type: none"> <li>• Letter/ document contact details (email &amp; telephone), escalation process/contact, and business hours for the support team.</li> <li>• Failure to submit support process that include Letter/ document contact details (email &amp; telephone), escalation process/contact, and business hours for the support team, will lead to 0 points.</li> </ul>	<p><b>20</b></p> <p><b>0</b></p>
<b>Contactable References</b>	<b>40</b>
A list of contactable references or reference letters. Details to include contact person, project description, and the year the project was implemented. Reference letters should not be older than 3 years. <ul style="list-style-type: none"> <li>• 5 and above references</li> <li>• Less than 5 but not less than 3 references</li> <li>• 1 to 2 references</li> <li>• Zero (0) references</li> </ul>	<p>40</p> <p>20</p> <p>10</p> <p>0</p>
<b>Team experience</b>	<b>40</b>
Experience of the project manager/ Lead supervisor in deploying the proposed solution. The CV must be included. <ul style="list-style-type: none"> <li>• 5 years and above</li> <li>• 3 to not more than 5 years</li> <li>• Less than 3 years but not less than 1 years</li> <li>• Zero years/ CV not included</li> </ul>	<p>40</p> <p>20</p> <p>10</p> <p>0</p>
<b>Total</b>	<b>100</b>

**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><b>Price Evaluation</b></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
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)
- B-BBEE Certificate
- CSD Report

## 8. GENERAL CONDITIONS OF THE CONTRACT

8.1. Any award made to a bidder(s) under this bid is conditional upon

8.1.1. The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which the National Consumer Commission is prepared to enter into a contract with the successful Bidder(s).

## 9. SUBMISSION OF QUOTATIONS

9.1. Quotations must be sent via the following email: [quotations@thenc.org.za](mailto:quotations@thenc.org.za) on or before 20 May 2026 at 10h00.

## 10. ENQUIRIES

### For SCM inquiries:

Name: Daniel Modiba

Contact: 012 428 7730

Email: [M.Modiba@thenc.org.za](mailto:M.Modiba@thenc.org.za)

### For Technical enquiries

Name: Jacob Mulaudzi

Contact: 012 428 7744

Email: [J.Mulaudzi@thenc.org.za](mailto:J.Mulaudzi@thenc.org.za)

**11. PRICING TEMPLATE**

**11.1. 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.**

**11.2. 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 (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)				
<b>TOTAL (INCL. VAT)</b>				