



NATIONAL CONSUMER COMMISSION

a member of **the dtic** group

## **TERMS OF REFERENCE**

**BIDDERS ARE HEREBY INVITED TO SUBMIT QUOTATION AND PROPOSALS FOR  
BUSINESS CONTINUITY MANAGEMENT TRAINING**

## **1. Purpose**

The National Consumer Commission (NCC) seeks to appoint a suitably qualified and experienced service provider to facilitate a four-day Business Continuity Management (BCM) training programme aligned to ISO 22301: Business Continuity Management Systems and international best practices.

The purpose of the training is to strengthen organisational resilience and build internal capacity to develop, implement, maintain and continuously improve the NCC's Business Continuity Management System (BCMS). The training must provide participants with practical knowledge and tools to conduct Business Impact Analyses (BIA), Threat and Risk Assessments, develop Business Continuity Strategies, prepare Business Continuity Plans (BCPs), conduct testing, ensure continuous improvements as well as audit readiness.

The training is targeted at Heads of Divisions, Senior Managers, Managers and Administrators who are responsible for implementation of BCMS within the NCC.

The potential service provider will train ten participants. The training should be physical, at the NCC's premises, covering the scope and expected outcomes indicated below as a minimum, with the final day dedicated to assessment of the participants.

On the final day of training, a desktop formal scenario assessment and debrief must be conducted and certificates of attendance or completion issued. It is the responsibility of the training provider to ensure that training materials are made available to the participants.

The dates of the training will be confirmed with the successful bidder.

## **2. Scope of the training and Expected Outcomes**

The appointed service provider shall deliver a practical and interactive training programme that will enable participants to:

- Explain the principles, objectives, requirements and key concepts of Business Continuity Management (BCM);
- Understand the ISO 22301 framework and its application within public sector institutions;
- Develop BCM policy, formulate a BCM programme and develop a BCM awareness programme;
- BCM Committees and governance;

- Develop terms of Reference for BCM Committees;
- Conduct Business Impact Analysis and identify critical business processes;
- Conduct Business continuity risk analysis (threat risk assessment) and design mitigating strategies;
- Determine Recovery Time Objectives and Maximum Tolerable Periods of Disruption;
- Develop business continuity and recovery strategies;
- Develop Business Continuity Plans (BCPs) and incident response procedures;
- Understand crisis management, emergency response and disaster recovery concepts;
- Design and facilitate BCM testing programmes;
- Monitor, review and continuously improve the BCMS;
- Prepare the team to empower other NCC officials to lead BCM initiatives within their respective business units; and
- Prepare for a BCM audit.

### 3. Evaluation Criteria

#### Stage 1: SCM Document Administration Requirements

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.	NO
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 following documents;  Certified BBBEE Certificate or Sworn Affidavits  Certified CIPC documents  CSD	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 <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to register on the CSD. An award will not be made to any bidder who is not registered on the CSD.	NO
Pricing Schedule – SBD 3	Submit full details of the pricing proposal in a separate folder or PDF document ONLY and not as part of the technical proposal.  Non-compliance will lead to disqualification.	YES

## Stage 2: Mandatory requirements

- The bidder must be accredited or have membership of a recognized professional body such as **Professional Evaluation and Certification Board (PECB)** or **Business Continuity Institute (BCI)**. Failure to provide valid and active membership or accreditation will lead to disqualification.
- The Facilitator must have a minimum of a degree (NQF7) qualification in Risk Management/ Business Administration/ICT/Finance/ Auditing/ Governance or any other related qualification.
- A professional certificate in ISO 22301. Failure to provide evidence will result in disqualification.

**NB: Qualifications and certifications must be certified within 6 months**

**Stage 3: Technical Requirements**

Bidders must score a minimum of 70 points to be evaluated further:

<b>Functionality</b>	<b>Weight</b>
<p><b>The experience of the bidder</b></p> <p>Bidders must submit reference letters from organizations where they have delivered Business Continuity Management training in the past five years. Each reference letter must include the following details:</p> <ul style="list-style-type: none"> <li>• Name of the company/institution;</li> <li>• Contact person;</li> <li>• Contact details;</li> <li>• Date the training was provided;</li> <li>• Brief description of the training provided.</li> </ul> <p><b>Points allocation:</b></p> <ul style="list-style-type: none"> <li>• Submission of five valid reference letters = <b>30 points</b></li> <li>• Four valid reference letters = <b>20 points</b></li> <li>• Three valid reference letters = <b>15 points</b></li> <li>• Two valid reference letters = <b>10 points</b></li> <li>• One valid reference letter = <b>5 points</b></li> <li>• No reference letter = <b>0 points</b></li> </ul>	<p><b>30</b></p>
<p><b>Experience of the Facilitator</b></p> <p>The Lead Facilitator/s must have a minimum of five (5) years' experience in facilitating and coordinating training.</p> <p>As evidence of experience the bidder should provide up to date CV of allocated Lead Facilitator.</p> <p><b>Points allocation:</b></p> <ul style="list-style-type: none"> <li>• Over 8 years of experience = <b>30 points</b></li> <li>• over 7 years but less than 8 years of relevant experience = <b>20 points</b></li> </ul>	<p><b>30</b></p>

Functionality	Weight
<ul style="list-style-type: none"> <li>• Over 6 years but less than 7 years of relevant experience = <b>10 points</b></li> <li>• 5 years relevant experience = <b>5 points</b></li> <li>• No CV submitted, or irrelevant experience provided = <b>0 points</b></li> </ul>	
<p><b>Training Plan</b></p> <p>Bidders should provide a training plan that includes an overview of their training course content (aligned to the ISO standard 22301). The course content that will be provided by the service provider should cover the items listed on the scope of the training and expected outcomes:</p> <p><b>Points allocation:</b></p> <ul style="list-style-type: none"> <li>• 100% coverage of scope of work = <b>40 points</b></li> <li>• 80% coverage or more = <b>30 points</b></li> <li>• 60% coverage or more = <b>20 points</b></li> <li>• 40% coverage or more = <b>10 points</b></li> <li>• 20% coverage or more = <b>5 points</b></li> <li>• Less than 20% coverage = <b>0 points</b></li> </ul>	<b>40</b>

#### Stage 4 - Price Evaluation (80 Points)

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

Criteria	Points
<p><b>Price Evaluation</b></p> $P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	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 4 – 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 submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1)
- Certified BBBEE certificate or sworn affidavit
- Certified CIPC documents
- CSD Report

#### 4. GENERAL CONDITIONS OF CONTRACT

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).

#### 5. 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.

## **6. 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 affected within thirty (30) days from date of receipt of undisputed invoice.

## **7. CONFIDENTIALITY**

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.

## **8. SUBMISSION OF QUOTATIONS**

Quotations must be sent via the following email: [quotations@thenc.org.za](mailto:quotations@thenc.org.za) on or before **03 July 2026 at 15h00**.

## **9. CONTACT INFORMATION**

For any inquiries regarding the RFQ, please contact:

### **For SCM Inquiries:**

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### **For Technical enquiries**

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