



## **TERMS OF REFERENCE FOR PODCAST PRODUCTION SERVICES FOR THE NATIONAL CONSUMER COMMISSION**

### **NCCQ46**

#### **1. PURPOSE**

- 1.1. This document outlines the Terms of Reference for the National Consumer Commission (NCC) to procure the services of a qualified podcast studio or production service provider for the production of high-quality podcast content for consumer education and awareness purposes.
- 1.2. The podcasts will support the NCC's mandate of promoting consumer rights, raising awareness, and empowering consumers through accessible digital content in line with the Consumer Protection Act 68 of 2008.

#### **2. INTRODUCTION**

- 2.1. The National Consumer Commission (NCC) is mandated to promote and advance consumer awareness and education in South Africa. As part of strengthening its public education initiatives and digital engagement strategy, the NCC intends to produce a series of professional podcast episodes focusing on consumer rights, prohibited conduct, scams, product safety, supplier compliance, and other matters relevant to consumers.
- 2.2. To achieve this objective, the NCC seeks to appoint a suitably qualified and experienced podcast production service provider with access to a fully equipped professional podcast studio capable of producing high-quality audio and visual podcast material for digital platforms and public dissemination.

### 3. OBJECTIVES

The primary objectives of this project are to:

- Produce professional and engaging podcast content for consumer education and awareness;
- Enhance public awareness of consumer rights and responsibilities;
- Expand the NCC's digital footprint and audience reach across online platforms;
- Provide accessible educational content through modern digital communication channels; and
- Produce content that aligns with the Consumer Protection Act 68 of 2008 and the NCC's communication objectives.

### 4. SCOPE OF WORK

AREA	DESCRIPTION OF REQUIRED SERVICES
<b>Studio Facilities</b> <b>(The studio facilities must be within Gauteng)</b>	The service provider must provide access to a fully equipped professional podcast studio suitable for high-quality audio and visual recording. The studio environment must be <b>professional, clean, safe, and suitable</b> for formal institutional recordings. The studio must include <b>professional microphones, audio mixers, cameras, lighting equipment, monitoring equipment, teleprompter facilities where necessary, and studio aesthetics suitable</b> for institutional branding.
<b>Podcast Recording and Production</b>	The service provider will be responsible for recording <b>ten (10) podcast episodes</b> and providing a total studio allocation of <b>fifteen (15) production hours</b> . The provider must <b>manage audio and visual recording</b> during podcast sessions, <b>provide technical support</b> during recording sessions, and <b>ensure professional sound and video quality</b> throughout the production process.
<b>Editing and Post-Production</b>	The service provider will <b>professionally edit</b> all podcast episodes and <b>package the final products</b> for distribution across digital platforms. Services must include <b>opening and closing sequences</b> where required, incorporation of <b>NCC branding elements, audio enhancement, colour grading, subtitles, graphics</b> where necessary, and final

	delivery in formats suitable for social media and digital platforms.
<b>Deliverables</b>	The service provider must deliver <b>ten (10) fully edited podcast episodes</b> , all raw audio and video footage, all edited versions of the recordings, and <b>social media teaser clips</b> where applicable. All content must be delivered in accessible digital formats suitable for online publication and archiving. All content and materials produced under this project shall remain the sole property of the NCC.

**5. EVALUATION CRITERIA**

5.1. The NCC will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act. No.5 of 2000 (PPPFA). A copy of the PPPFA regulations can be downloaded from [www.treasury.gov.za](http://www.treasury.gov.za). In accordance with the PPPFA, submissions will be adjudicated on 80/20 points system and the evaluation criteria.

**Table 1.**

<b>Pre-qualification Criteria (Phase 1)</b>	<b>Functional Evaluation Criteria (Phase 2)</b>	<b>Presentation Evaluation (Phase 3)</b>	<b>Price and Specific Goals Evaluation (Phase 4)</b>
<p>Bidders must submit all documents as outlined in paragraph (Table 2) below.</p> <p>Only bidders that comply with administrative and or mandatory requirements will proceed to phase 2.</p>	<p>Bidder(s) are required to achieve a minimum of <b>50</b> points out of <b>75</b> points to proceed to phase 3.</p>	<p>Bidders must score <b>25</b> points out of <b>25</b> points to proceed to price and preference points evaluation.</p>	<p>Only bidder(s) who have met or exceeded the threshold of <b>50</b> points on functional evaluation and <b>25</b> points on presentation evaluation will be evaluated on price and specific goals.</p>

**5.1.1. Phase 1: Administrative and Mandatory Compliance:**

Without limiting the generality of the Commission’s other critical requirements for this Bid, bidders must submit the documents listed in Phase 1 below. All documents must be completed and signed by the duly authorized representative of the prospective bidders. During this phase, bidders’ responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidders’ proposals may be disqualified for non-submission of some of the documents.

**Table 2.**

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	–Tax Compliance will be verified on the Central Supplier Database (CSD). Supplier to be Tax-Compliant before an award is made and throughout the contract period. CSD Supplier number will be used to verify Tax Compliance.	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 copy of BBBEE Certificate or Sworn Affidavits Certified copies of CIPC documents CSD Failure to provide the listed documents as indicated above will lead to forfeiture of specific goals points.	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

**5.1.2. Phase 2: Functional Evaluation:**

- Only Bidders that have met the pre-qualification criteria in Phase 1 will be evaluated in Phase 2 for functionality. Bidders will be evaluated out of **75 points** and are required to score a minimum threshold of **50 points** to be evaluated on phase 3 i.e. presentation evaluation.

**Table 3.**

<b>FUNCTIONALITY CRITERIA</b>	<b>POINTS ALLOCATION</b>
<b>Experience in podcast production, video production, or digital media production services (Attach company profile).</b>	<b>20</b>
More than 5 years' experience = <b>20 points</b> 3-5 years' experience = <b>10 points</b> Less than 3 years' experience = <b>0 points</b>	

<b>Quality and relevance of previous work performed (links are accepted).</b>	<b>25</b>
3 or more links or electronic files = <b>25 points</b> 2 links or electronic files = <b>15 points</b> 1 link or electronic file = <b>5 points</b> 0 links or electronic files = <b>0 points</b>	
<b>Experience of the videographer.</b>	<b>20</b>
More than 3 years' experience = <b>20 points</b> 2 – 3 Years' experience = <b>10 points</b> 1 year experience = <b>5 points</b> Less than 1 = <b>0 points</b>	
<b>Provide reference letters for similar work done in producing educational, public sector, advocacy, or institutional content.</b>	<b>10</b>
3 contactable reference letters = <b>10 points</b> 2 contactable reference letters = <b>5 points</b> 1 or less contactable reference letter(s) = <b>0 points</b>	
<b>Total</b>	<b>75</b>
<b>Minimum score</b>	<b>50</b>

**5.1.3. Phase 3: Presentation Evaluation:**

- Bidders must score 25 points out of 25 points to proceed to price and preference points evaluation.
- Bidders will be scored on the following criteria which is out of **25 points, any “No” on the criteria will automatically disqualify the bidder.**
- The NCC may conduct site inspections in order to verify the nature and quality of services offered by the service providers.

**Table 4.**

<b>Availability of a fully equipped professional podcast studio with audio and visual production capability</b>	<b>Yes</b>	<b>No</b>
Studio aesthetics and cleanliness		
Is the studio in a safe location? (Entering the facility must be access controlled to meet the safety criteria)		
Does the studio have professional microphones?		
Does the studio have audio mixers?		
Does the studio have professional cameras?		
Does the studio have lighting equipment?		
Does the studio have monitoring equipment?		

## **6. INTELLECTUAL PROPERTY AND CONFIDENTIALITY**

- All raw footage, edited content, audio recordings, graphics, and related materials produced during the project shall remain the exclusive property of the NCC.
- The appointed service provider shall not publish, distribute, reuse, reproduce, or use any footage or material produced for the NCC without prior written approval from the NCC.
- The service provider shall maintain confidentiality regarding all information and content produced during the project.
- The NCC reserves the right to use the content across all communication and media platforms without limitation.

## **7. DURATION OF WORK**

7.1. The project will consist of:

- Ten (10) podcast episodes; and
- Fifteen (15) total studio production hours.

7.2. The recording schedule will be agreed upon between the NCC and the appointed service provider.

## **8. EVALUATION CRITERIA**

8.1. Proposals will be evaluated based on the following criteria:

- Demonstrated experience in podcast or studio production services;
- Availability of a professional and fully equipped studio;
- Quality of previous work and portfolio submitted;
- Experience producing institutional or educational content;
- Technical capability and production quality;
- Cost-effectiveness of the proposal; and
- Understanding of consumer education and public communication.

### **8.2. Phase 4: Price and Specific Goals**

- 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**.

**Stage 1 - Price Evaluation (80 Points)**

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

Where

Ps = Points scored for the comparative price of the bid under consideration

Pt = Comparative price of a 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)
- Certified B-BBEE Certificate or Sworn Affidavit
- Certified CIPC Documents
- CSD Report

**a. Joint Ventures, Consortiums and Trusts**

- i. A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- ii. A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.
- iii. Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. The **National Consumer Commission** will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.
- iv. The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

**9. GENERAL CONDITIONS OF CONTRACT**

- 9.1. Any award made to a bidder(s) under this bid is conditional upon;
- 9.2. 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).

## **10. CONDITIONS OF CONTRACT**

- The NCC reserves the right to accept or reject any proposal received.
- The NCC is not obliged to appoint the lowest bidder.
- The successful bidder will be expected to comply with all NCC procurement and contractual requirements.
- Any award made to a bidder shall be subject to the General Conditions of Contract and any other special conditions determined by the NCC.

## **11. PAYMENT STRUCTURE**

11.1. Payment will be made upon submission of invoice(s), accompanied by an itemised statement of account, covering all services rendered. Such payment will be effected within thirty (30) days from the date of receipt of the undisputed invoice.

## **12. CONFIDENTIALITY**

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

## **13. SUBMISSION REQUIREMENTS**

13.1. Interested service providers must submit:

- A company profile;
- A detailed proposal and quotation;
- Portfolio or links to previous podcast or studio production work;
- Proof of studio capability and available equipment;
- References from previous clients;
- Relevant compliance documentation.

- 13.2. Interested service providers should submit their proposals on or before **08 July 2026 at 15h00**. Quotations must be sent through to the address as stated below or via the following email: [quotations@thencec.org.za](mailto:quotations@thencec.org.za).

#### **14. CONCLUSION**

14.1. The NCC seeks to partner with a professional podcast production service provider capable of producing high-quality and impactful educational content that advances consumer awareness and public education.

14.2. Through this initiative, the NCC aims to strengthen its digital communication efforts and ensure that consumer education content remains accessible, engaging, and informative to the public.

#### **15. CONTACT INFORMATION**

For any enquiries regarding these Terms of Reference, please contact:

##### **For technical enquiries:**

Name: Mr. Phumlane Magubane

Position: Senior Manager: Stakeholder and Advocacy

Email: [p.magubane@thencec.org.za](mailto:p.magubane@thencec.org.za)

Telephone: (012) 065 2010

##### **For SCM enquiries:**

Name: Mr. Daniel Modiba

Position: SCM Officer: Supply Chain Management

E-mail: [d.modiba@thencec.org.za](mailto:d.modiba@thencec.org.za)

Telephone: (012) 065 1995