



TERMS OF REFERENCE

PROCUREMENT OF SUPPORT AND MAINTENANCE OF LOCAL AREA NETWORK (LAN) INFRASTRUCTURE FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

REF NO: NCCQ65

The National Consumer Commission invites interested service providers to provide the NCC with support and maintenance of the local area network (LAN) Infrastructure for a period of thirty-six (36) months.

1. PURPOSE

To appoint a suitable service provider to:

- Provide support of the LAN infrastructure (6 x 48 Port PoE Cisco switches and 12 x Cisco Access Points, Cisco ISR 4461 routers, and 48-port 2 x Cisco Catalyst 9500 core switches).
- Provide a central management platform for managing switches and access points.
- 36 months of support and maintenance (includes hardware warranty, troubleshooting, and configuration changes when is needed).

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:

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

3.1. NCC's current ICT LAN Infrastructure

- In 2023, the NCC upgraded the ICT Local Area Network (LAN) infrastructure to CISCO equipment's'.
- The said ICT LAN infrastructure upgrade project covered the following upgrades:
 - Six (6) C9200 -48P Cisco Catalyst Network Switches,
 - Twelve (12) C9115AXI-E Cisco Catalyst Access points,
 - Two (2) Cisco ISR 4461 routers and
 - Two (2) 48-port Cisco Catalyst 9500 core switches.

3.2. Current Data and Voice Cabling

- The NCC occupies two floors (4th and 5th floor) of Building C, at the SABS Campus. Each floor has a 24-U cabinet for termination of RJ45 UTP cables for data and VOIP
- Each cabinet has three (3) CISCO Catalyst network switches 48 port. (Model: Catalyst CP9200 48P*ort POE+). Two (2) of the switches in each cabinet are stacked.
- The switches per cabinet are interconnected through fibre cables and receive power from Uninterrupted Power Supplies (UPSs). The fourth and fifth-floor cabinets are linked to the server room directly through fibre cables that are cabled at different routes to the Server Room to two (2) x 48-port Cisco 9500 Core switch.
- There is neither a fibre nor a UTP cable, that interconnects these floors (these floors share data via the Server Room Cisco 9500 Core switch). Each floor is installed six (6) Cisco Catalyst C9115AX series access points for the connectivity of mobile devices.
- As with the fibre cabling for data infrastructure, the voice fibre cables from the fourth and fifth floors are also terminated in the server room.

3.3. Sought Solution

- The National Consumer Commission (NCC) is soliciting proposals from qualified vendors for the Support and Maintenance of the CISCO LAN Infrastructure.
- The bidders are required to fully understand the IT legislative framework and best practices, to tailor the technically complete, secured, integrated, reliable, redundant, scalable, fast, available, and
- The bidder shall demonstrate the capacity of Cisco networking implementation, as the NCC's core networking backbone is built on the Cisco platform, which will require the successful bidder to fine-tune the deployed hardware to harden security and cyberattacks. The bidder is also required to provide support, warranty, and maintenance costs for 36 months.

4. SPECIAL CONDITIONS

4.1. Conditions for the LAN Instructure Support

- The bidder is advised that their contract with the NCC is performance-based and shall be reviewed quarterly.
- The NCC reserves the right to terminate the contract in the event of dissatisfactory performance as per the signed Service Level Agreement (SLA).

4.2. National Consumer Commission Reserves the Right:

- To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price, without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).
- To accept part of a tender rather than the whole tender.
- To correct any mistakes at any stage of the tender that may have been in the Bid document or occurred at any stage of the tender process.
- To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after proposals have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.

5. SCOPE OF WORK

5.1. SUPPORT AND MAINTENANCE FOR 36 MONTHS (3 YEARS)

- Backup configurations of the LAN switches and Access Points every time there are configuration changes or/and/or firmware upgrades.
 - Upgrade firmware, security configurations, etc. when a vulnerability or security breaches are detected or as and when the updates are available from the equipment manufacturer.
 - Provide weekly and monthly monitoring, support, and preventative maintenance services of the entire LAN switches and Access Points. Immediately alert the NCC of any suspicious or potential attacks or vulnerabilities and take prompt action to avert any cyber-related attacks.
 - Assist the NCC with configuration changes and best practice advice as and when required.
 - Provide warranty break-fix troubleshooting or hardware replacement.

5.2. SLA MANAGEMENT AND REPORTING REQUIREMENTS

5.2.1. Recurring Reports

- Compile and present the monthly reports of the SLA support and maintenance services (LAN network availability, security analysis, firmware upgrades, vulnerability assessments related to LAN infrastructure (AP & Switches), backups, restores, etc.).
- The monthly reports should be accompanied by supporting documents where applicable.

6. EVALUATION CRITERIA

6.1. EVALUATION CRITERIA

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. In accordance with the PPPFA, submissions will be adjudicated on 80/20 points system and the evaluation criteria.

The NCC has set minimum standards, referred to as phases that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Table 1.

Prequalification Criteria (Phase 1)	Technical Evaluation Criteria (Phase 2)	Price and B-BBEE Evaluation (Phase 3)
<p>Bidders must submit all documents as outlined on Table 2, under 6.2.</p> <p>Only bidders that comply with ALL these criteria will proceed to Phase 2.</p>	<p>Bidder(s) are required to achieve a minimum of 70 points out of 100 points to proceed to Phase 3 (Price and preference points (specific goals)).</p>	<p>Bidders will be evaluated as per the PPPFA, where 80 points will be for price and 20 points for preference points (specific goals).</p>

6.2. 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 any of the documents.

Table 2.

The document that must be submitted		
	Guidelines	Consequence of non-submission
Invitation to Bid – SBD 1	Complete and sign the supplied pro forma document	No

<p>Tax status – Compliant</p>	<p>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. iii. CSD Supplier numbers will be used to verify Tax Compliance.</p>	<p>No, however, supplier must be Tax-Compliant at the point of award and throughout contract period</p>
<p>Bidder’s Disclosure– SBD 4</p>	<p>Complete and sign the supplied pro forma document</p>	<p>Yes</p>
<p>Preference Point Claim Form – SBD 6.1</p>	<p>Complete and sign the supplied pro forma document</p>	<p>No</p>
<p>Registration on Central Supplier Database (CSD)</p>	<p>The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA. Submit proof of registration.</p>	<p>No, however, supplier must be registered by the time of award</p>
<p>Pricing Schedule – SBD 3 and Annexure A</p>	<p>Submit full details of the pricing proposal in a separate envelope ONLY and not as part of the proposal. Non-compliance will lead to disqualification.</p>	<p>Yes</p>
<p>Certification from OEM / Certified distributors</p>	<p>Valid OEM (CISCO) Accreditation certificate issued for company for bidders’.</p>	<p>Yes</p>

6.3. PHASE 2 - FUNCTIONALITY EVALUATION

Only bidders that have met the Pre-Qualification Criteria in **Phase 1** will be evaluated in Phases 2 for Functionality, and will be evaluated as follows:

- **Functional Evaluation** – Bidders will be evaluated out of **100** points and are required to achieve a minimum threshold of **70** points.
- Only bidders that obtained points equal or above **70** points will proceed to Phase 3 for Price and preference points evaluation.

ITEMS	POINTS
Service Provider Support Process	20
<ul style="list-style-type: none"> • Provide a support process which includes: <ul style="list-style-type: none"> - Contact details (email & telephone), - escalation process, and - business hours for the support team. • Support process not provided or not all requirements are provided <p>NB: Support process must include all the listed 3 requirements to get 20 points, if either of the requirements are not provided, zero points will be awarded.</p>	<p>20</p> <p>0</p>
Contactable References	20
<p>Service Provider must submit contactable reference letters for similar work done. Details to include contact person, project description, and the year the project was implemented. Reference letters should not be older than 5 years.</p> <ul style="list-style-type: none"> • 5 and above reference letters • 3-4 reference letters • 1-2 reference letters • Zero (0) reference letters 	<p>20</p> <p>15</p> <p>10</p> <p>0</p>
Project Manager/ Lead Supervisor experience and qualification	20
<p>Experience of the project manager/Lead supervisor in implementation and configuration of LAN Infrastructure. CV and NQF level 6 ICT qualification (Qualification must be certified within 6 a period of months).</p> <ul style="list-style-type: none"> • 3 to 5 years • Less than 3 years but not less than 1 • Zero years and/or CV not included <p>NB: Failure to submit NQF level 6 ICT qualification will lead to 0 points.</p>	<p>20</p> <p>10</p> <p>0</p>
Network administrator experience and qualification	20

<p>Experience of Network Administrator in implementation and configuration of LAN Infrastructure. CV and NQF level 6 ICT qualification must be included (Qualification must be certified within 6 a period of months). Network Administrator need to provide their certification in accordance with the product.</p> <ul style="list-style-type: none"> • 3 to 5 years • Less than 3 years but not less than 1 • Zero years and/or CV not included <p>NB: Failure to submit NQF level 6 ICT qualification and certification will lead to 0 points.</p>	<p>20</p> <p>10</p> <p>0</p>
Project Management Methodology	20
<p>Indicative project plan is provided, based on experience/ previous Network implementation. For consistency, assume 1 August 2026 as the start of the project.</p> <p>The plan includes clear timelines, responsibilities, and deliverables.</p> <p>The plan includes only two of the three elements i.e. clear timelines, responsibilities, and deliverables.</p> <p>The plan includes only one of the three elements i.e. clear timelines, responsibilities, and deliverables.</p> <p>The plan not provided.</p>	<p>20</p> <p>15</p> <p>10</p> <p>0</p>
GRAND TOTAL	100
MINIMUM QUALIFYING POINTS	70

NB: As part of due diligence, the Commission may conduct a site visit at a client of the bidder (reference) for validation of the services rendered. The choice of site visit will be at the Commission’s sole discretion.

6.4. PHASE 3 - PRICE AND PREFERENCE POINTS EVALUATION

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)

Price Evaluation	80

$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	
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The following formula will be used to calculate the points for price:

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 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 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

NB: No preference points will be awarded if the documents are not certified. The documents must be certified within a period of 6 months, documents certified more than 6 months will not be considered.

7. GENERAL CONDITIONS OF CONTRACT

- 7.1.** 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).

8. PAYMENT STRUCTURE

- 8.1.** 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.

9. CONFIDENTIALITY

- 9.1.** 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.

10. SUBMISSION OF PROPOSALS

- 10.1.** All bid documents must be clearly marked: "For attention: The Manager: Supply chain management, with the reference number included and delivered at the reception, in the NCC's tender box, at the following address:

The National Consumer Commission

SABS Campus, Reception,

1 Dr. Lategan Road,

Groenkloof,

Pretoria

- 10.2.** Bid documents shall only be considered when received by the Commission before the closing date and time.
- 10.3.** The bidder(s) are required to submit one (1) original copy. The submission must be marked correctly.
- 10.4.** Bidders are required to submit the pricing schedule in a sealed and clearly marked envelop.

- 10.5. Bidders are not supposed to write pricing anywhere on the bid document and their technical proposals.
- 10.6. Bidders are requested to *initial each page* of the tender document on the right-hand side at the bottom of each page.

11. CLOSING DATE AND TIME

- 11.1. Closing date and time is **22 July 2026 at 13h00**.

12. CORE SUBMISSION GUIDELINES

- 12.1. Comprehensive proposals are required, inclusive of schematic representations of explanations of the proposed approach on the support and maintenance of the solutions.
- 12.2. Bidders shall provide detailed costs of their proposed solutions, in a sealed separate envelope.
- 12.3. Prices must include all costs, such as licensing and support hours, and must be VAT-inclusive.
- 12.4. Technical Capacity to be indicated, by attaching the CV's and relevant certificates of all human resources to be deployed to deliver the bidders' proposed solutions.
- 12.5. Bidders shall provide letters or any other form of accreditation from the original equipment manufacturers (OEMs) or the OEM's certified Distributors for Software confirming their accreditation. This will serve as proof that the bidder is certified to supply/distribute and/or to support and maintain for the CISCO solutions.
- 12.6. Reference of recent similar projects, i.e. Five (5) reference letters for work done during the last past (5) five years. These references should indicate the track record and experience of the company highlighting their experience in the supply/work that is similar or related to the services being procured by the NCC.
- 12.7. The term "similar" refers to contracts which are closest to the contract being tendered or are very closely related or associated with what the NCC is procuring.
- 12.8. Track record of the bidding company refers to contracts entered into by the company as an entity, and not based on the individual capacity of the members of the team or the company's owner or key personnel.
- 12.9. The bidders shall supply licenses, support and maintenance services.

13. ENQUIRIES

For SCM inquiries:

Name: Daniel Modiba

Contact: 012 065 1995

Email: d.modiba@thenc.org.za

For Technical enquiries

Name: Jacob Mulaudzi

Contact: 012 065 1947

Email: j.mulaudzi@thencc.org.za

ANNEXURE A: PRICING SCHEDULE (VAT INCLUSIVE PRICING)

Item	Description of item	Qty/ Hrs	Unit Price	Bidder's Proposed Brand & Model	Year 1 Costs	Year 2 Costs	Year 3 Costs
BACKEND HARDWARE SUPPORT AND MAINTANANCE, INCLUDING REQUIRED SOFTWARE LICENSING							
1	Warranty of switches	8					
2	Warranty of proposed Access Points	12					
3	Warranty of Routers	2					
4	Support and Maintenance of the backend ICT Services for Year 1	1					
5	Support and Maintenance of the backend ICT Services for Year 2	1					
6	Support and Maintenance of the backend ICT Services for Year 3	1					
SUB-TOTAL (VAT INCLUSIVE)							
GRAND TOTAL FOR 36-MONTH PERIOD (VAT INCLUSIVE)					R		

NB: Bidders are requested to complete the template above and submit it as a separate sealed envelope. Price should not be written anywhere on the Bid document or the bidder's proposal

14. ANNEXURE A – SERIAL NUMBERS OF SWITCHES, ACCESS POINT, AND ROUTERS

Product Number	Product Description	Serial Number
1	CISCO CATALYST 9200	FOC26502X4P
2	CISCO CATALYST 9200	FOC26502YYN
3	CISCO CATALYST 9200	FOC26502XX6
4	CISCO CATALYST 9200	FOC26502WPH
5	CISCO CATALYST 9200	FOC26502WD9
6	CISCO CATALYST 9200	FOC26502XFD
7	Cisco Catalyst 9115AX Series	FCW2716Y41K
8	Cisco Catalyst 9115AX Series	FCW2716Y4DN
9	Cisco Catalyst 9115AX Series	FCW2716Y4DR
10	Cisco Catalyst 9115AX Series	FCW2716Y4DU
11	Cisco Catalyst 9115AX Series	FCW2716Y4EC
12	Cisco Catalyst 9115AX Series	FCW2716Y4ED
13	Cisco Catalyst 9115AX Series	FCW2716Y4EE
14	Cisco Catalyst 9115AX Series	FCW2716Y4EF
15	Cisco Catalyst 9115AX Series	FCW2716Y4EU
16	Cisco Catalyst 9115AX Series	FCW2716Y4JK
17	Cisco Catalyst 9115AX Series	FGL2719L7DK
18	Cisco Catalyst 9115AX Series	FGL2719L7DP
19	CISCO ISR 4461	SFD02504M223
20	CISCO ISR 4461	SFD02504M219
21	CISCO CATALYST 9500	SFDO24530W80
22	CISCO CATALYST 9500	SFDO25020158