



THE NATIONAL CREDIT REGULATOR

JULY 2020

TERMS OF REFERENCE APPOINTMENT OF A TRACER

RFQ NUMBER: NCR697.07.2020

DUE DATE: 29.09.2020 @11H00

SUBMISSIONS TO BE DELIVERED TO BE EMAILED TO
Mmasingi@ncr.org.za

TERMS OF REFERENCE: APPOINTMENT OF TRACER

1. Background

- In exercising its statutory functions, the Complaints Department may have to refer matters to the National Consumer Tribunal (NCT) for adjudication and determination of complaints;
- In doing the above, NCT litigation process is to be served on a Respondent, and in some instances the said Respondent may be a previously registered entity / person and/or the last known address of an entity / person may be outdated;
- The Complaints Department accordingly will have to tender as evidence proof of the last known address of such an entity / person in order to prove proper service in line with the NCT Rules;
- A Track and Trace Report issued by an independent Tracing Agency will constitute sufficient proof as to the entity / person's last known address;
- Since such services will not be once-off in nature, a long term appointment of three years is required.

2. Purpose

Since an independent tracer's report is to be submitted as evidence in certain referrals to the NCT, we deem it necessary to appoint a tracer to provide a reports confirming the last known address of an intended Respondent, such appointment to be on a three (3) year basis.

3. Approach and methodology

Tender as evidence the report from an independent tracer to prove proper service consistent with the Rules of the Tribunal in each referral.

4. Scope of work:

The successful bidder will perform the following:

- Peruse supporting documentation provided by NCR on internal attempts to determine the last known address and e-mail address of the debt counsellor;
- Conduct the necessary investigation to determine the whereabouts, address and contact details of the person / entity for purposes of serving legal documents;
- Provide a report reflecting the outcome of the investigation;
- Depending on the circumstances, the above may be on an urgent basis;

- The time period for the tracing investigation is to be a maximum of 10 business days whereafter a “no trace” report is to be submitted.

5. Costing

- Receipt of instruction and perusal thereof;
- Instructions given to tracing agent;
- Tracers fee;
- Delivery of tracer’s report;
- Disbursements;

Bidders **must** include a complete quotation of the fees to be charged by you for the work tendered for, which quotation should include all disbursements e.g. travel costs, etc

Additional information:

- Brief company profile, as relevant to the above mentioned terms of reference.
- Confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time and meet the necessary deadlines.
- Certificate of incorporation / legal status.
 - Certified BBBEE certificate
 - Fidelity certificate Financial proposal.
 - Detailed pricing on the company letter head, the total cost must link to SBD 3.3

The end
