merSETA

MANUFACTURING, ENGINEERING
AND RELATED SERVICES SETA

REQUEST FOR INFORMATION
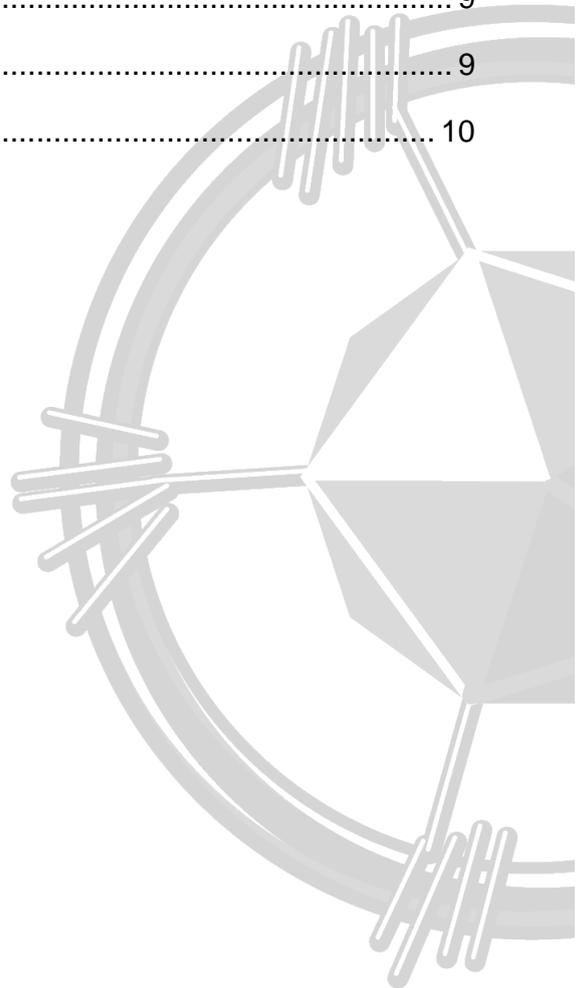
OF AN INTEGRATED, AUTOMATED END-TO-END SUPPLY CHAIN MANAGEMENT SYSTEM
RFI/ICT/2023/001

Closing date: 10 November 2023 at 12:00 noon

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1 TABLE OF ACRONYMS:

Acronym	Description
merSETA	Manufacturing, Engineering and Related Services Sector Education and Training Authority
SCM /SCMU	Supply Chain Management / Supply Chain Management Unit
CEO	Chief Executive Officer
CSD	Central Supplier Database
CSV	Comma-separated Values
GP	Microsoft Dynamics Great Plains
PO	Purchase Order
PR	Purchase Requisition
CSD	Central Supplier Database
PPPFA	Preferential Procurement Policy Framework Act
B-BBEE	Broad-Based Black Economic Empowerment
GRV	Goods Received Voucher
ERP	Enterprise Resource Planning
MIS (Unit)	Management Information Systems
Integration	The action of combining multiple systems/programs in an effective way.
RFI	Request for Information

2 BACKGROUND

The merSETA was established in 2000 to promote skills development in terms of the Skills Development Act (Act No. 97 of 1998 as amended).

The merSETA facilitates skills development in the manufacturing, engineering, and related services that encompass the following sectors: Automotive, Metal, Motor, Tyre, Plastics, and Automotive Components Manufacturing.

3 OBJECTIVE

The MerSETA requires information for services to supply, install, and maintain an integrated, automated end-to-end Supply Chain Management System, and support services that will best meet its needs.

The Supply Chain Management Unit (SCMU) currently has no electronic system for the administration of supply chain management processes.

The Finance unit is using the Great Plains accounting system for the organisation's finance processes.

4 SCOPE OF REQUEST FOR INFORMATION

The above-mentioned solution must encompass the full automation of the Supply Chain and Contract Management Systems.

5 OUTCOMES AND DELIVERABLES

The scope of this project will focus on the following aspects to achieving the Outcomes and Deliverables:

(i) Proposed solution must have integration capabilities to merSETA ERP Solution (Microsoft Great Plains 2018), service provider will be required to configure and maintain the integration services.

(ii) Fully Configured, Integrated, Tested and Implemented Solution.

(iii) Trained Administrators and End-Users.

(iv) Concise Manuals for End-Users and Administrators

(v) Technical Architecture Documentation.

(vi) Solution Backup Strategy, Implementation, Maintenance and Support.

(vii) System Support i.e. technical support in respect of IT and IT network integration and support of the system and the work that must be processed through the system.

(viii) Create a Contract Management Module that links to the budget

(ix) Create an inventory Management Module

(x) Development of Custom Reports

(xi) Development of automation (letters, statements, remittance advices, etc)

(xii) Development of System Integration

(xiii) The system must be able to integrate with most systems (e.g. CSD)

(xiv) Testing of System Integration

(xv) Work Flow Process testing & implementation

5.1. SUPPLY CHAIN MANAGEMENT

Listed below are the merSETA Supply Chain Management functions and processes, and these must all be automated. Respondents must provide solutions which include but are not limited to the items listed below:

CURRENT SCM PROCESS (A)	REQUIRED FROM THE NEW AUTOMATED SYSTEM TO BE OFFERED BY THE RESPONDENT (B)
5.1.1 BUDGET	**5.1.1 This is what the automated system must be able to do.**
5.1.1.1 A (i) No system in place. Budget is verified manually.	**5.1.1.1 B** (i) System must be able to link the budget housed in the accounting system and indicate if funds are available or not. This must be arranged in specific cost code/ cost centre.
5.1.2 DEMAND PLAN	**This is what the automated system must be able to do.**

5.1.2.1 A	5.1.2.1 B
(i) Receiving demand plans from End Users on template. Consolidation of Procurement plan by the SCM	(i) Demand plan template which must enable end users to capture the procurement plans onto the system.
(ii) Closing date is communicated via e-mail.	(ii) Closing date for submissions must be built into the system.
(iii) No system in place	(iii) The system must enable SCM to extract reports from the consolidated procurement plan.

5.1.3 **PROCUREMENT** Closed Tender Process (Request up to R1 000 000)	**This is what the automated system must be able to do.**
5.1.3.1 A	**5.1.3.1 B**
(i) Purchase Requisition from end-user.	(i) Capturing of purchase requisitions by end users onto the system.
(ii) Budget holder approves the purchase requisition by appending signature onto the form.	(ii) System must enable budget holders to approve purchase requisitions (PR) on the system.
(iii) No system in place	(iii) Generation of PR numbers.
(iv) Separation of duties not automated.	(iv) System must be able to assign tasks according to certain roles and responsibilities must have parameters for separation of duties.
(v) No alerts in place	(v) Alerts for all role players e.g. budget holders, SCM, end users.
(vi) No automated escalations in place.	(vi) Escalations with time frames
(vii) Documents are accessed via e-mail.	(vii) SCM must be able to access documentation sent by end users.
(viii) Reasons for rejecting requests are supplied via e-mail or verbally.	(viii) Generate rejection codes & reasons for rejecting requests (this must applicable to all processes.
(ix) No system in place	(ix) System must be able to generate reports on purchase requisition logged with SCM but not actioned.
(x) Central Supplier Database is utilised as a separate tool to source goods / services from suppliers.	(x) Integrate with Central Suppler Database (CSD) hosted by the National Treasury.
(xi) Quotations are received from providers via e-mail. No system to upload quotations and supporting documentation received.	(xi) System must allow uploading for quotations and supporting documentation received.
(xii) Verification of local content where applicable	(xii) Local Content template.
(xiii) Evaluations quotations using PPPFA formula and evaluation criteria which is saved on a spreadsheet.	(xiii) PPPFA formula and evaluation criteria (Price and B-BBEE) • System must allow capturing of BBBEE credentials (All elements of the scorecard).
(xiv) Award / regret letters are issued to suppliers after the evaluation of quotations.	(xiv) Template for award / regret letters to build into the system.
	(xv) Template for registration of vendors.

(xv) Awarded supplier details are loaded onto the finance system using information recorded on the template.	
(xvi) No system in place.	(xvi) New system must integrate with the accounting system from which purchase orders will be generated.
	(xvii) Classification of open orders (once-off or contract)
(xvii) No system in place	(xviii) Loading of purchase order approvers
(xviii) Purchase orders are generated from GP, and issued to awarded to suppliers.	
(xix) No system in place to confirm service rendered or goods delivered.	(xix) GRV (goods receipt voucher) tool.
(xx) End user complete and sign off payment requisitions template manually.	(xx) Payment requisitions Template.
(xxi) No system in place	(xxi) Generation of reports such as open orders and age analysis thereof.
(xxii) No system in place	(xxii) System must be able to generate reports on status of procurement processes.
OPEN TENDER PROCESS (Procurement above R1 000 000)	**This is what the automated system must be able to do.**
5.1.3.2 A	**5.1.3.2 B**
(i) Bid specifications drafting and approval.	(i) Template for terms of reference.
(ii) Advertisement of bids	(ii) link to website
(iii) Recording of bids received	(iii) Template of Bids received.
(iv) Compliance check or pre-screening	(iv) Template for pre-screening of bids.
(v) Evaluation of tenders including consolidation of evaluators' scores.	(v) Template of Bids evaluation Report • Template to record evaluators scores (Evaluation formulae to be built into the system: Functionality, price and B-BBEE) • Automatic consolidation of evaluators scores.
(vi) Adjudication of Bids	(vi) Recommendation template for the CEO approval.
(vii) Preparation of award and regret letters	(vii) Template for award, and regret letters.
(viii) Registration of vendors	(viii) Vendor registration Template.
CONTRACTS MANAGEMENT	**This is what the automated system must be able to do.**
5.1.4.1 A	**5.1.4.1 B**
(i) Drafting of contracts.	(i) Contracts templates
(ii) Issuing of contracts & loading same onto the contract register.	(ii) Contract repository must have an upload and download functionality
(iii) Monitoring commercial performance of contracts on the system.	(iii) Alert for contract balance e.g.25% remaining of the original amount or 6 months remaining period, whichever comes first.
(iv) Administering variations.	(iv) National Treasury variation stipulation of 15% or 20%. System must require approval if variation will exceed 15% or 20%.
(v) Administering contracts extensions.	(v) National Treasury extension of works or services stipulation of 15% or 20%. System

	must require approval if extension will exceed 15% or 20% of the original contract value. • System must block or decline extension after expiry of contracts.
(vi) Reporting on contracts e.g. Active Contracts, Extended contracts, Expired, Evaluated suppliers, Contracts nearing the expiry.	(vi) Generation of contracts status report
(vii) Evaluation of supplier performance.	(vii) Supplier performance template.
(viii) Close out report on the project/service rendered.	(viii) Close out report template.
(ix) Drafting of supplier termination letter.	(ix) Supplier termination notification letter template
(x) Drafting of contract reference letter	(x) Contract reference template.
CONSUMABLES / INVENTORY MANAGEMENT	**This is what the automated system must be able to do.**
5.1.5.1 A (i) Purchasing of stock items. (ii) Recording of purchased stock on the spreadsheet. (iii) Recording of back orders and delivery dates onto a spreadsheet. (iv) Capturing of stock at our disposal on a spreadsheet. (v) Recording stock receipts and issues onto a spreadsheet. (vi) Monitoring stock levels and expiry thereof. (vii) Preparation of consolidated report on **(iii)** and **(iv)** on spreadsheet. (viii) Report on stock items performance & replenishment programme.	**5.1.5.1 B** (i) When purchases of stock are made, the system must update the account in back end e.g. Stock control account. (ii) Stock repository • Stock / inventory scanner. (iii) Tool for recording of back orders and delivery dates. • Alerts for delivery of back orders and outstanding deliveries. (iv) Tool for capturing current stock. (v) Tool for recording stock received and issued. (vi) Alerts for the replenishment of stock • Alerts for stock nearing shelf life. (vii) System generated comprehensive Report on stock. (viii) Custom report on performance of stock.
5.1.6 RECORD KEEPING	**5.1.6 This is what the automated system must be able to do.**
5.1.6.1 A (i) Electronic filing of documents onto the system that has limited capacity.	**5 .1.6.1 B** (i) System must have the ability to store and to upload documents.

5.2. CURRENT ENVIRONMENT
The proposed systems must be compatible with the merSETA's current IT environment. Respondents must provide a methodology for transitioning from the current systems and environment to the proposed systems. This must address the gap between the current systems and the proposed systems including data migration.

5.3. CLIENTS
The current client environment consists of:

1) Windows 10

2) Windows 11

3) Microsoft Office 365

5.4. CLOUD FIRST

The merSETA has adopted a Cloud-First strategy and is in the process of migrating to the cloud. Therefore, cloud-based solutions are preferred over on-premise solutions. The proposed cloud solutions could be public cloud Software as a service or private cloud on infrastructure as a service.

Respondent must indicate whether they will offer a Cloud Ready solution or if they will be utilising merSETA infrastructure with the existing requirements.

5.5. MAINTENANCE

(i) Maintenance of the system on an ad hoc basis

(ii) Provision of annual licence

(iii) Virtual access to the system

5.6 UPGRADES

(i) System upgrades

(ii) Patch installations

(iii) Implementation of additional modules for additional functionality when required.

6.8 REQUIREMENTS

6.1. Respondent must have 5 years' experience in implementing and providing support services of similar nature.

6.2. Respondent must provide the methodology that will be applied in the implementation of the project.

6.3. Respondent must provide a project work plan with clear time frames of each phase**.**

6.4. Respondent must provide a list of at least 3 similar projects they carried out and completed. The information must include project description, client name, client contact name, telephone numbers, period of contracts and value thereof.

6.5. Respondent must provide an organogram of team members who will be involved in this project.

6.6. **T**eam members must have experience of 3 years or more in implementing a project of this nature. CV's of team members must be attached as proof thereof.

6.7. Three (3) written signed and verifiable reference letters from clients to whom similar service was rendered in the last 2 (two) years must be provided.
In a case where a Respondent implemented and maintained finance and supply chain management modules separately, they must provide 3 (three) reference letters for each.

N.B **Only verifiable reference letters relating to similar project implemented or services rendered will be accepted. The years' experience must be reflected in the above mentioned reference letters.**

6.8 Respondents who will be providing this service using a product developed by an OEM (Original Equipment Manufacturer), must attach proof that they are a partner to the OEM.

7   CONTENT OF SUBMISSIONS – VERY IMPORTANT

7.1.   Provide a proposal as per the scope of work above;

7.2.   Provide detailed pricing schedule

   (i) Respondents must clearly outline and separate the terms of reference into components e.g. product, development and licenses for costing and evaluation purposes to be consistent to render pricing comparisons. Provide description of your organization, its primary business activity, previous and current clients, experience, management, shareholders, partners, directors including Name, position, race and gender etc.

8   GENERAL INFORMATION

8.1   The closing date for submissions to be considered for this request for information is **10 November 2023, 12:00 noon.**

8.2   Respondents must deposit their documents into the tender box available on the Ground Floor reception on or before 10 November 2023, 12H00 noon at the address below:

merSETA Head Office

Metropolitan Park, Block C
8 Hillside Road
Parktown
Johannesburg

2193

8.3   All correspondence to respondents will be in writing.

9   INFORMATION REQUEST

Information is requested from interested persons, companies, close corporations, or enterprises [hereinafter referred to as the Respondent(s)] to supply the below mentioned information to the merSETA. The subsequent Request for Proposal [RFP] if and when this is issued by the merSETA, will not be limited to only those Respondents who have submitted this RFI. It is envisaged that a Service Provider may be appointed, through a separate RFP process, to provide the aforementioned services. This RFI is not an offer to purchase and the merSETA is under no obligation to accept any proposals in this process and/or the subsequent RFP, which may be issued hereafter. As this is a Request for Information only, no business will be awarded through this process. Your submission should include in detail your proposed methodology, and preliminary program of expected activities. From the RFI and response and/or submissions thereto, merSETA will compile an RFP document. In responding to this RFI, merSETA encourages all RFI Respondents to put their best effort into the construction and development of the proposal.

10 DISCLAIMER

Respondents are hereby advised that the merSETA is not committed to any course of action as a result of its issuance of this RFI and/or its receipt of submissions in response to it. In particular, please note that the merSETA reserves the right and at its sole and full discretion to:

- Utilise any information provided to it in response to this RFI to draft the scope of requirements for inclusion in an RFP, unless it is specifically stated as Intellectual Property;
- Take no further action whatsoever if it so decides
- Withdraw from this process and the provisions of this project at any time; Select the RFI and RFP participants based on merSETA's criteria;
- Change the dates of adjudication and submission;
- Not invite RFI respondents for further participation in the RFP process;
- Not bind itself to accept any or all of the RFIs;
- Increase or decrease the quantities/scope as indicated in the RFI;
- Validate any information submitted by Respondents in response to this RFI. This would include, but is not limited to, requesting the Respondents to provide supporting evidence
- by submitting a RFI, Respondents hereby irrevocably grant the necessary consent to merSETA to do so

Kindly note that merSETA will not reimburse any Respondent for any preparatory costs or other work performed in connection with this submission