



## REQUEST FOR PROPOSAL (RFP)

RFP NUMBER: RFQ/ICT/25/26/075			
CLOSING DATE	11 July 2025	CLOSING TIME	16:00
PHYSICAL ADDRESS		POSTAL ADDRESS	
Block C, Metropolitan Park, 8 Hillside Rd, Parktown, Johannesburg, 2193			

SUPPLY CHAIN CONTACTS AND ENQUIRIES	
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Reviewed: Senior Manager: Supply Chain and Contract Management		Controlled: Chief Executive Officer	

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## 1. Introduction to Request for Proposal (RFP)

- 1.1 The Manufacturing, Engineering and Related Services Sector Education and Training Authority (merSETA) is a Schedule 3A public entity established in terms of the Skills Development Act (Act No. 97 of 1998), Registration Number 17/merSETA/01/04/20, to facilitate skills development for the Metal and Engineering, Motor Retail and Components Manufacturing, Automobile Manufacturing, Plastics Manufacturing and New Tyre Manufacturing Sectors Automotive Components Manufacturing Chamber.

The merSETA is inviting potential service providers to submit the proposal for the services described under scope of work.

- 1.2 This RFP is subject to the Preferential Procurement Policy Framework Act (Act No. 5 of 2000) and the Preferential Procurement Regulations (2022 Regulations), the General Conditions of Contract (GCC), and, if applicable, any other special conditions of contract. Where, however, the special conditions of the contract conflict with the general conditions of the contract, the special conditions of the contract prevail.

## 2. Background Information

The merSETA is seeking suitable and qualified service provider to conduct Business Process Engineering for five(5) key operational processes in line with BPMN notation standards for business processes.

## 3. Objectives of the Service

The objective of this project is to procure the services of The merSETA is seeking suitable and qualified service provider to conduct Business Process Engineering for five(5) key operational processes in line with BPMN notation standards for business processes.

## 4. Scope of Work (Service)

- Confirming five (5) key operational processes in collaboration with internal stakeholders
- Conducting stakeholder interviews and workshops to gather process information
- Documenting each process using BPMN standards to Level 4
  - Level 1: High-level process map (value chain view)
  - Level 2: End-to-end process flow with major activities
  - Level 3: Detailed task-level process with roles, systems, and decision points
  - Level 4: Ensure that processes are running as expected and to identify bottlenecks, inefficiencies, or compliance issues by collecting and analyzing execution data with key KPI metrics.
- Analyzing current-state processes to identify inefficiencies, redundancies, and improvement opportunities
- Recommending future-state process designs with justifications.
- Delivering process documentation, models, and a final report with improvement recommendations.

## 5. Deliverables

- BPMN-compliant process models (Level 4) for each of the five processes.
- Stakeholder engagement summary and findings.
- Gap analysis and improvement recommendations.
- Final presentation and report.

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## 6. Project Timeline

- 6.1 It is estimated period for this project is 6 months.

## 7. RFP Submission

- 7.1 Bid documents may be emailed to [quotations@merseta.org.za](mailto:quotations@merseta.org.za) on or before the closing date and closing time. or, placed in the tender box at the offices of the merSETA, or couriered to the merSETA physical address indicated in the paragraph. In the event of bidders submitting physical documents, bids must be properly packaged and deposited on or before the closing date and before the closing time in the tender box situated at the reception area (ground floor) of the merSETA. The merSETA's physical address is as follows:

**merSETA Head Office**  
**Metropolitan Park, Block C**  
**8 Hillside Road**  
**Parktown**  
**Johannesburg**  
**2193**

- 7.2 The merSETA will only consider bid documents received on or before the closing date and time, regardless of the method used to provide them.

## 8. Late submissions of the RFP

Submission of quotation(s) received late (after the closing date and time) will not be considered.

## 9. Request for Proposal (RFP) Rules

- 9.1 The following rules will apply for this Request for Proposal:
- 9.1.1 The price(s) quoted shall be valid for a minimum period of 60 days from the closing date and time of this RFP.
- 9.1.2 The price(s) quoted must be firm and inclusive of value-added tax (VAT) where applicable.
- 9.1.3 The price(s) must include all related expenses, i.e., transport, accommodation, etc. (where applicable).
- 9.1.4 A potential supplier or service provider must be validly registered on the Central Supplier Database (CSD), as hosted by the National Treasury.
- 9.1.5 Only an official purchase order or appointment letter issued by the merSETA will bind the merSETA.

## 10 Bid Evaluation Process

- 10.1 The RFQ will be evaluated in terms of PPPFA 05 of 2000 and Preferential Procurement Regulation 2022 (80/20).

### 10.1.1 Evaluation Stage 1: Compliance

- 10.1.1.1 All bidders must comply with the administrative requirements outlined in the Standard Bidding Documents and the mandatory requirements listed below. All bidders failing to provide the required information and documentation in this evaluation stage may face disqualification from further evaluation. Failure to comply with the requirements assessed in Stage 1 (compliance) may lead to the disqualification of bids.

- a) Standard Bidding Document (SBD 4)
- b) Standard Bidding Documents (SBD 6.1)

### 10.1.2 Evaluation Stage 2: Technical Evaluation

- 10.1.2.1 Bidders must meet the minimum technical specification requirements in this evaluation stage to advance to the next evaluation stage. Failure to meet the prescribed technical specification will automatically disqualify the bid

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offer from proceeding to the next evaluation stage. **Any bid that fails to meet the overall threshold of 100% or has not received the minimum score for any individual component thresholds will be disqualified for further evaluation on stage 3.**

Each proposal that passed functional evaluation of **100%**, will be on equal footing to proceed to the final round of evaluation on price and specific goals

<b>Scoring Criteria</b>		
<b>Company Experience</b>		
Bidder must provide 3 or more reference letters related to the scope of work for this RFQ. <b>NB: Reference letters must be on clients letter, containing contact information such as email address, telephone/cell phone number and name of signatory and confirmation of work done.</b>	3 or more reference letters provided	10
	1 to 2 reference letters provided	5
	No reference letters provided	0
Bidder must provide a project plan detailing work packages and estimates for each process and to be completed within a 6 month period.	Proposed project plan displays deliverables within 6 month period	10
	Proposed project plan displays deliverables beyond 6 month period	0
<b>Technical Resource 1 -Lead Engineer</b>		
Lead engineer must have a degree/diploma in Industrial, Manufacturing, Systems Engineering or Information Technology <b>NB: Attach a clearly marked CV with copies of qualifications. Not submitting a CV with accompanying qualifications/certifications will lead to a score of zero(0) being allocated.</b>	Proposed resource has Diploma or Degree in Industrial, Manufacturing, Systems Engineering or Information Technology	20
	Proposed resource does not have Diploma or Degree in Industrial, Manufacturing, Systems Engineering or Information Technology.	0
Lead engineer must have 10 or more years' experience in process engineering/business analysis <b>NB: Information will be verified on provided resource CV. Not submitting a CV will lead to a score of zero(0) being allocated.</b>	Proposed resources has 10 or more years in process engineering/business analysis	20
	Proposed resources has less than 10 years in process engineering/business analysis	0
Lead engineer must have a certificate in process engineering, business analysis, lean six sigma or BPMN Certification	Proposed resources has certification in process engineering, business analysis, lean six sigma or BPMN Certification	10

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### 10.1.3 Evaluation Stage 3: Preference Point System

10.1.3.1 The 80/20 preference point system shall be applicable to this phase, where 80 points represent the maximum obtainable points for the lowest acceptable price and 20 points represent the specific goals. The bid documentation's table below will award points to a bidder for achieving the specific goals.

The specific goals allocated points in terms of this tender	Number of points Allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Tenderer who has 51% to 100% black people ownership	6	
Tenderer who has 30% to 100% black women ownership	4	
Tenderer who has 30% to 100% black youth ownership	4	
Tenderer who has 30% to 100% White women ownership	2	
Tenderer who has 20% or more owners with disability	4	
<b>Total Points allocated to Specific Goals</b>	<b>20</b>	

**Note: Refer to Annexure A for Proof or documentation that may be considered to claim points for specific goal related to persons or categories of persons historically disadvantaged by unfair discrimination.**

## 11 Cost Proposal

- 11.1 All prices must be VAT inclusive (where applicable) and must be quoted in South African Rand (ZAR).
- 11.2 The rates of remuneration will be subject to negotiation, not exceeding the applicable rates as contained in the guidelines:
  - 11.2.1 The "Guideline on Fees for Audits done on behalf of the Auditor-General of South Africa (AGSA)"<sup>1</sup> as issued by the South African Institute of Chartered Accountants (SAICA);
  - 11.2.2 The "Guide on Hourly Fee Rates for Consultants", as issued by the Department of Public Service and Administration (DPSA); and/or
  - 11.2.3 Remuneration guidelines issued by professional service organisations or regulatory bodies, as may be relevant.

## 12 merSETA's RIGHTS

- 12.1 The merSETA is entitled to amend any bid condition, bid validity period, RFP specification, or extend the bid closing date, all before the bid closing date. All bidders, to whom the RFP documents have been issued and where the merSETA has records of such bidders, may be advised in writing of such amendments in good time, and any such changes will also be posted on the merSETA's website under the relevant tender information. Therefore, before submitting their bid response, prospective bidders should regularly check the website to stay informed about any amendments related to this matter.
- 12.2 The merSETA reserves the right not to accept the lowest priced bid or any bid in part or in whole. It normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is functionally acceptable and/or financially advantageous to the merSETA.
- 12.3 The merSETA reserves the right to award this bid as a whole or in part.
- 12.4 The merSETA reserves the right to conduct site visits at bidder's corporate offices and or at client sites if so required.
- 12.5 The merSETA reserves the right to consider the guidelines and prescribed hourly remuneration rates for consultants as provided in National Treasury Instruction 02 of 2016/2017: Cost Containment Measures, where relevant.

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- 12.6 The merSETA reserves the right to request all relevant information, agreements, and other documents to verify the information supplied in the bid response. The bidder hereby gives consent to the merSETA to conduct background checks, including FICA verification, on the bidding entity and any of its directors, trustees, shareholders or members.
- 12.7 The merSETA reserves the right, at its sole discretion, to appoint any number of vendors to be part of this panel of service providers, if applicable (i.e., where a panel is considered).
- 12.8 The merSETA reserves the right to make a final decision on the interpretation of its tender requirements and responses thereto.
- 12.9 The merSETA reserves the right to consider the professional conduct and experiences it had with any bidder that rendered similar services to the merSETA in the past 5 years over and above the references put forward by the bidder in its response.

### **13 UNDERTAKINGS BY THE BIDDER**

- 13.1 By submitting a bid in response to the RFP, the bidder will be taken to offer to render all or any of the services described in the bid response submitted by it to the merSETA on the terms and conditions and in accordance with the specifications stipulated in this RFQ document.
- 13.2. The bidder shall prepare for a possible presentation should merSETA require such, and the bidder will be required to make such a presentation within five (5) days from the date the bidder is notified of the presentation. Such a presentation may include a practical demonstration of products or services as called for in this RFP.
- 13.3. The bidder agrees that the offer contained in its bid shall remain binding upon him/her and receptive for acceptance by the merSETA during the bid validity period indicated in this RFP, and its acceptance shall be subject to the terms and conditions contained in this RFP document read with the bid.
- 13.4. The bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response; that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents; and that the price(s) and rate(s) cover all his/her obligations under a resulting contract for the services contemplated in this RFP; and that he/she accepts that any mistakes regarding price(s) and calculations will be at his/her risk.
- 13.5. The successful bidder accepts full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on him/her under the supply agreement and SLA to be concluded with merSETA, as the principal(s) liable for the due fulfillment of such a contract.
- 13.6 The bidder accepts that all costs incurred in the preparation, presentation, and demonstration of the solution offered by it shall be for the account of the bidder. All supporting documentation and manuals submitted with the bid will become merSETA property unless otherwise stated by the bidder(s) at the time of submission.

## **ANNEXURE A**

### **Specific Goal Guide – Preferential points (80/20)**

**This specific goal guide will be used to assist providers in submitting relevant documents to confirm specific goals.**

“**Specific goals**” means specific goals as contemplated in section 2 (1) (d) of the Act which may include contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability including the implementation of programmes of Reconstruction and Development programme as published in government gazette No. 16085 dated 23 November 1994.

**Please note that:**

- **Financial account, management account or auditors’ letter should be submitted confirming turnover of the company determining BBBEE status on Affidavit and B-BBEE CIPC certificate in order for the specific goals can be awarded.**

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**Preferential points for tenders without local content requirements.**

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Specific goal	80/20 Preference Point system	Example of Submission	Tick if relevant document submitted	Indicate which document have been submitted
Black People Ownership – 51% or more	6	Valid B-BBEE certificate/Affidavit or B-BBEE CIPC		
Black Women Ownership – 30% or More	4	Valid B-BBEE certificate/Affidavit or B-BBEE CIPC		
Black Youth Ownership – 30% or More	4	Valid BBEE certificate/Affidavit or B-BBEE CIPC		
White Women Ownership – 30% or More	2	Valid B-BBEE certificate/Affidavit or B-BBEE CIPC		
People with Disability (PwD) Ownership	4	Medical certificate		
<b>Total Points allocated to Specific Goals</b>	<b>20</b>			

AUTHORISATION SIGNATORIES TO CONFIRM RFP			
The employee signing below hereby affirms the accuracy of the information requested for the proposal.			
Supply Chain Management Representative			
Full Names	Karabo Phalo	Date	07 July 2025
Signature			
Technical Representative			
Full Names		Date	
Signature			

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