



merSETA

MANUFACTURING, ENGINEERING
AND RELATED SERVICES SETA

REQUEST FOR PROPOSAL (RFP)

RFP NUMBER: RFQ/HUM/26/27/061			
CLOSING DATE	06 July 2026	CLOSING TIME	16H00

SUPPLY CHAIN CONTACTS AND ENQUIRIES	
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Revision Number	Rev 00	Access	Controlled
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 the Manufacturing, Engineering and Related Services Education and Training Authority established to promote the Skills Development Act, (Act No. 97 of 1998). It facilitates skills development in the following sub sectors: metal and engineering, automotive manufacturing, motor retail and component manufacturing, new tyre manufacturing and plastics industries.

3. OBJECTIVE

merSETA invites qualified and experienced service providers to submit quotations for the provision of Human Resource business process mapping, analysis, and redesign services in preparation for the implementation of an automated Human Resource Information System (HRIS). The appointed service provider will conduct in-depth studies of business processes across the HR divisions identifying inefficiencies, redundancies, control gaps, and misalignments. They will develop and document current-state and future-state business processes while incorporating leading industry / SETA -Sector practices, policy improvements, and enhanced risk and control mechanisms. The intended outcome is to enhance operational efficiency, improve service delivery, ensure compliance with governance requirements, and drive digital transformation through process automation and optimization.

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4. PROJECT / CONTRACT PERIOD

The contract period for this service will be 12 months.

5. SCOPE OF PROJECT

5.1 merSETA is in the process of modernising its HR function through the implementation of an automated system. To ensure successful implementation, it is critical to:

5.1.5 Document current (“as-is”) HR processes

5.1.6 Identify inefficiencies and gaps

5.1.7 Design optimised (“to-be”) processes aligned with best practice

5.1.8 Align business processes with the future HR system requirements

5.2 The scope of work covers all business functions in the HR Department. That is the following:

- I. HR Operations (including workforce planning, organisational structure, leave, recruitment, terminations etc)
- II. Employee Relations and Wellness
- III. Training and Development (including performance management, employee study bursaries, succession planning etc.)
- IV. Payroll

5.3 This involves conducting a detailed analysis of business processes, including:

5.5.1 Understanding merSETA's HR functions through the study of:

- Organizational structure and operating model
- Current business procedures, policies, and regulations
- Stakeholder interactions

5.5.2 Developing process maps that visually depict and define:

- Work activities that comprise business processes
- Business process workflows (activities, relationships, and workflow rules)
- Underlying procedures and rules governing work activities
- Roles and responsibilities of personnel executing the processes
- Systems supporting the processes and workflows
- Alignment of work activities with organizational functions
- Current performance metrics and areas for improvement
- Comprehensive glossary of terms and concepts used in business processes

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- 5.5.3 Identifying inefficiencies, redundancies, and bottlenecks.
- 5.5.4 Evaluating existing system capabilities and limitations.
- 5.5.5 Facilitating collaborative workshops to document and validate the "As-Is" and "To-Be" business processes.
- 5.5.6 Documenting business processes using merSETA's preferred modelling tool.
- 5.5.7 Engaging with all relevant units in the HR Division to ensure alignment and accuracy.
- 5.5.8 Providing detailed reports outlining findings and recommendations.
- 5.5.9 Recommending improvements to enhance efficiency, productivity, and policy compliance and automated -ready process

6 OUTCOMES AND DELIVERABLES

6.1 The appointed service providers are expected to deliver:

- 6.1.1 Well-documented business processes that provide clarity on workflows, roles, and dependencies.
- 6.1.2 Enhanced efficiency and effectiveness across merSETA business functions.
- 6.1.3 Improved governance and risk management through stronger process controls.
- 6.1.4 Strategic alignment of business processes with merSETA's objectives.
- 6.1.5 Implementation of process automation solutions to reduce manual interventions.
- 6.1.6 Optimized resource utilization leading to cost savings and productivity gains.
- 6.1.7 A structured and phased approach to BPM and BPR projects ensuring successful change management.

7 Key Deliverables

7.1 The successful service providers will be required to provide the following:

- 7.1.1 Comprehensive process documentation, including "As-Is" and "To-Be" business process maps.
- 7.1.2 Detailed reports highlighting inefficiencies and suggested improvements.
- 7.1.3 Actionable recommendations for process optimization, automation, and system upgrades.
- 7.1.4 Implementation roadmap outlining timelines, resource requirements, and risk mitigation strategies.
- 7.1.5 Regular progress reports and presentations to HR.
- 7.1.6 Stakeholder engagement sessions to ensure buy-in and adoption of new processes.

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7.1.7 Final close-out report summarizing the outcomes, challenges, and lessons learned.

8 Requirements

8.1 A detailed Project Implementation Plan, Methodology, and Timeline clearly outlining the approach to business process.

8.2 Curriculum Vitae of Lead Consultant who will be allocated to manage the project. The Lead Consultant must possess five (5) years BPM/BPR experience including experience in public sector.

8.3 The lead consultant must have a minimum of a NQF Level 7 qualification in Information Technology/Business Management or related field.

8.4 Curriculum Vitae of Support Consultant/s who will be allocated to manage the project. Support Consultant/s must possess four (4) years in BPM/BPR, with experience in public sector.

8.5 The Support Consultant/s must have a minimum of a NQF Level 7 qualification in Information Technology/Business Management or related field

8.6 Two (2) reference letters of similar work done

9 Submission of the Technical Proposal (format for submission)

A	Name of Service Provider Submitting the Proposal
B	Contact Information
C	Brief Company Profile highlighting experience in Business Process Mapping in Human Resource Function
D	Reference Letters
E	Methodology, Approach, and Project Plan
F	CVs of Key Personnel (Lead and Support Consultant x 2)

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10 Duration of the Project

10.1 The training should be conducted over a period of 12 months.

11 RFP Submission

11.1 Bid documents may be emailed to quotations@merseta.org.za on or before the closing date and closing time.

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

12 Late submissions of the RFP

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

13 Request for Proposal (RFP) Rules

13.1 The following rules will apply for this Request for Proposal:

10.1.1 The price(s) quoted shall be valid for a minimum period of 60 days from the closing date and time of this RFP.

10.1.2 The price(s) quoted must be firm and inclusive of value-added tax (VAT) where applicable.

10.1.3 The price(s) must include all related expenses, i.e., transport, accommodation, etc. (where applicable).

10.1.4 A potential supplier or service provider must be validly registered on the Central Supplier Database (CSD), as hosted by the National Treasury.

10.1.5 Only an official purchase order or appointment letter issued by the merSETA will bind the merSETA.

11 RFP Evaluation Process

11.1 The RFQ will be evaluated in terms of PPPFA 05 of 2000 and Preferential Procurement Regulation 2022 (80/20). Three (3) stages of evaluation process will be undertaken.

11.1.2 Evaluation Stage 1: Compliance

11.1.2.1 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

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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.

Criteria Description	Supporting Documents
A detailed quotation.	Attach detailed quotation.
Bidders must submit a fully complete Bidder's Disclosure form (failure to declare honestly will lead to bidder being disqualified)	Standard Bidding Document (SBD) 4 and 6.1
In the event that the bidder(s) are entering into joint venture or consortium, the joint venture agreement must be submitted.	Valid JV contract

11.1.3 Evaluation Stage 2: Technical Evaluation

The bids will be evaluated for specification compliance based on the scope of work requirements, failure to comply with the scope of work, all requirements and deliverables will lead to immediate disqualification, and not considered for further evaluation on price and specific goals.

SPECIFICATION COMPLIANCE VERIFICATION	Comply	Not Comply
Understanding of scope of work as per sections 5 and deliverables in section 7		
REQUIREMENTS: Reference letters Provide signed reference letters from previous clients for whom skills audit was delivered. This must include: <ul style="list-style-type: none"> • Company name • Company letterhead • Contact person • Contact telephone number and/or email. 		
Methodology and Project Plan A project execution plan outlining how the scope of work will be completed that includes the following: <ul style="list-style-type: none"> • Methodology • Resources • Timelines 		

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<p>CVs and Copies of Qualifications Bidder must provide CVs/ of at least two (2) key team personnel:</p> <ul style="list-style-type: none"> • Curriculum Vitae of Lead Consultant who will be allocated to manage the project. The Key Account Manager must possess five (5) years BPM/BPR experience at a Senior Level, including experience in public sector. • The lead consultant must have a minimum of a NQF Level 7 qualification in Information Technology/Business Management or related field. • Curriculum Vitae of Support Consultant/s who will be allocated to manage the project. Support Consultant/s must possess 4 years in BPM/BPR, with experience in public sector. The Support Consultant/s must have a minimum of a NQF Level 7 qualification in Information Technology/Business Management or related field 		
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11.1.4 Evaluation Stage 3: Preference Point System

11.1.4.1 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	
Total Points allocated to Specific Goals	20	

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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.

12 Cost Proposal

12.1 All prices must be VAT inclusive (where applicable) and must be quoted in South African Rand (ZAR).

12.2 The rates of remuneration will be subject to negotiation, not exceeding the applicable rates as contained in the guidelines:

12.2.2 The “Guideline on Fees for Audits done on behalf of the Auditor-General of South Africa (AGSA)¹” as issued by the South African Institute of Chartered Accountants (SAICA);

12.2.3 The “Guide on Hourly Fee Rates for Consultants”, as issued by the Department of Public Service and Administration (DPSA); and/or

12.2.4 Remuneration guidelines issued by professional service organisations or regulatory bodies, as may be relevant.

13 merSETA’s RIGHTS

13.1 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.

13.2 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.

13.3 The merSETA reserves the right to award this bid as a whole or in part.

13.4 The merSETA reserves the right to conduct site visits at bidder’s corporate offices and or at client sites if so required.

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- 13.5 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.
- 13.6 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.
- 13.7 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).
- 13.8 The merSETA reserves the right to make a final decision on the interpretation of its tender requirements and responses thereto.
- 13.9 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.

14 UNDERTAKINGS BY THE BIDDER

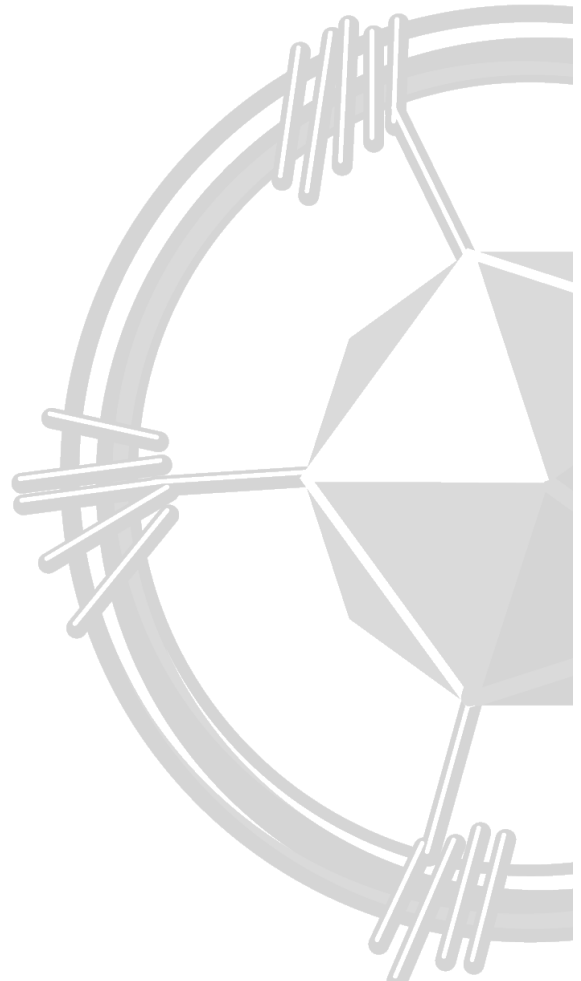
- 14.1 By submitting a bid in response to the RFP, the bidder will be taken to have offered to render all or any of the services described in the bid response submitted by it to the merSETA on the terms and conditions and in accordance with the specifications stipulated in this RFQ document.
- 14.2 The 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 or such a time determined by merSETA of the presentation. Such a presentation may include a practical demonstration of products or services as called for in this RFP.
- 14.3 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.
- 14.4. 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)

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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.

14.5. 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.

14.6 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)

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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.**

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 BBBEE 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		
Total Points allocated to Specific Goals	20			

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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	Asisipho Matomane	Date	
Signature			
Technical Representative			
Full Names	Stephen Tsebela <3	Date	
Signature			



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ANNEXURE B

PRICING SCHEDULE

PHASES	UNIT COST (VAT INCL)	AMOUNT (VAT EXCL)
Comprehensive process review of HR processes and policies report documenting inefficiencies and suggested improvements		
"As is" business process mapping		
"To-Be" business process mapping		
Stakeholder engagement sessions with HR to clarify process		
Final close-out report summarizing the outcomes, challenges, and lessons learned and actionable recommendations for process optimization, automation, and system upgrades		
OTHER (Specify)		
TOTAL		

NOTES TO BIDDERS REGARDING QUOTATION:

1. Process maps are to be quoted per session.
2. Accommodation and travel to be included in quotation
3. **Please ensure that your quotation is comprehensive and clear.**