



merSETA

MANUFACTURING, ENGINEERING
AND RELATED SERVICES SETA

SCOPE OF WORK FOR Employee Recognition Framework



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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

- 2.1 MerSETA invites qualified and experienced service providers to submit proposals for the design and development of a comprehensive Employee Recognition Framework. The framework must align with merSET strategy and Annual Performance Plan, Human Capital Strategy, and Organisational Culture.

3 Objectives of the Employee Recombination Framework

- 3.1 MerSETA **seeks** to strengthen employee engagement, motivation, and retention through a structured recognition approach. Currently, recognition practices may be informal or inconsistent across departments. The organisation aims to implement a standardised, transparent, and impactful recognition framework.
- 3.2 The primary objectives are to:
- I. Develop a fit-for-purpose Employee Recognition Framework
 - II. Align recognition with merSETA values, performance, and culture
 - III. Promote a culture of appreciation and high performance
 - IV. Enhance employee engagement and morale
 - V. Ensure fairness, inclusivity, and transparency

4 Scope of Work

4.1 Phase 1: Discovery and Assessment

- 4.1.1 Review existing recognition and reward practices.
- 4.1.2 Conduct stakeholder consultations and interviews.
- 4.1.3 Assess organisational culture and employee engagement considerations.
- 4.1.4 Identify gaps and opportunities.

4.2 Phase 2: Benchmarking

- 4.2.1 Benchmark against best practices in the **SETA Sector**, public sector and private sector.
- 4.2.2 Identify recognition trends and innovative approaches.
- 4.2.3 Provide recommendations relevant to the organisation's operating environment.

4.3 Phase 3: Framework Development

- 4.3.1 Develop a Recognition Framework that includes:
- 4.3.1.1 Guiding principles.
 - 4.3.1.2 Recognition philosophy.
 - 4.3.1.3 Recognition categories.
 - 4.3.1.4 Eligibility criteria.
 - 4.3.1.5 Award nomination and approval processes.

- 4.3.1.6 Governance and accountability structures.
- 4.3.1.7 Recognition frequency and levels.
- 4.3.1.8 Monetary and non-monetary recognition options.
- 4.3.1.9 Measurement and evaluation mechanisms.
- 4.3.1.10 Risk management considerations.

4.4 Phase 4: Implementation Planning

- 4.4.1 Develop an implementation roadmap.
- 4.4.2 Develop communication and change management plans.
- 4.4.3 Recommend technology or digital platforms where applicable.
- 4.4.4 Support the launch of the recognition framework.

5 REQUIREMENTS

5.1 The bidder must demonstrate experience developing and designing Employee Recognition Frameworks or **similar Policies such as Recognition & Awards Policy or Performance Recognition Policy.**

5.2 Provide two (2) signed reference letters from previous clients to whom the service was delivered. The reference letters must include:

- Company name
- Company letterhead
- Contact person
- Contact telephone number and or email.

5.3 Methodology **and Approach** - Provide a delivery plan outlining key project deliverables. how the scope of work will be completed covering the following:

- Methodology
- Resources
- Timelines

5.4 Experience in designing recognition, rewards, or employee engagement programmes.

5.5 Experience within public sector entities, SETAs, or similar organisations.

5.6 Organisation / Company Capacity - Bidder must provide CV/profile of a lead consultant with relevant postgraduate qualification, and with at **least 5 years' experience developing and implementing Employee Recognition Frameworks, Recognition & Awards Policy or Performance Recognition Policy.**

5.7 A fully inclusive and detailed quotation (inclusive of VAT) must be submitted with the bid proposal. **This is a compulsory requirement.**

6 Deliverables

- a) Develop Project plan and methodology.
- b) Current-state assessment including benchmarking report.
- c) Employee Recognition Framework document.
- d) Governance and operational guidelines.
- e) Recognition programme implementation plan.
- f) Communication and change management strategy.
- g) Draft presentation to HR and the Union.
- h) Final Presentation to Executive Management.
- i) Launch of the Employee Recognition framework

NOTE: Note there are 320 employees, this number may vary (between 2% to 3%) depending on vacancy rate.

7 Duration of the Project

7.1 The duration of project will be 6 months **from date of appointment.**

8 RFP Submission

- 8.1 Bid documents may be emailed to quotations@merseta.org.za on or before the closing date and closing time.
- 8.2 The merSETA will only consider bid documents received on or before the closing date and time, regardless of the method used to provide them.

9 Late submissions of the RFP

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

10 Request for Proposal (RFP) Rules

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

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

10.2 RFP Evaluation Process

10.2.1 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.

10.3 Evaluation Stage 1: Compliance

- a) 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.

Criteria Description	Supporting Documents
A detailed quotation outlining key deliverables	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

10.4 Evaluation Stage 2: Technical Evaluation/ Specification compliance

- a) 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 the Scope of Work and Key Deliverables Interpretation of scope of work as per sections 4 and deliverables in section 6		
REQUIREMENTS: Reference letters The bidder must demonstrate experience in conducting developing and designing employee		

SPECIFICATION COMPLIANCE VERIFICATION	Comply	Not Comply
recognition frameworks. Provide two (2) signed reference letters from previous clients to whom the service was delivered.– - Company name - Company letterhead - Contact person - Contact telephone number and or email.		
Methodology and Project Plan Methodology and approach- Provide a delivery plan outlining key project deliverables. How the scope of work will be completed covering the following: - Methodology - Resources - Timelines		
CVs and copies of Qualifications Organisation / Company Capacity - Bidder must provide CV/profile of a lead consultant with relevant postgraduate qualification, and with at least 5 years' experience developing and implementing Employee Recognition Frameworks, Recognition & Awards Policy or Performance Recognition Policy..		

10.5 Evaluation Stage 3: Preference Point System

10.5.1 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	Number of points claimed (80/20 system) (To be completed by the
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	organ of state)	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	

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:
- 11.3 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);
- 11.4 The “Guide on Hourly Fee Rates for Consultants”, as issued by the Department of Public Service and Administration (DPSA); and/or
- 11.5 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.

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 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.

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 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.

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.