



merSETA
MANUFACTURING, ENGINEERING
AND RELATED SERVICES SETA

Enq: Ms N Motha

Tender Erratum Advert – Servqual Model: Stakeholder Satisfaction Survey - MC/2025/001

The following tender erratum will be uploaded on the merSETA website and etender. **The original closing date of tender was 6 March 2025 at 12h00 noon. New closing date of this tender is 19 March 2025 at 12h00 noon.**

Below find responds to the non-compulsory briefing sessions (17 February 2025):

merSETA Responses to Questions 1 – 11 (During the non-compulsory briefing sess

- 1. Is the accreditation requirement at the bidder level (organisation) or would accreditation of an individual team member suffice?**
 - As per the **amended** evaluation criteria, **valid** accreditation should be held by the **bidder (company)**, **or** individual/s deployed to the project. The scoring grid specifies that relevant and valid industry certification is required.
- 2. Does accreditation need to be at the organisation level, or can it be at the team member level?**
 - The **amended** scoring criteria indicates that the accreditation must be held by the bidding company **or** individual accreditation as an alternative.
- 3. Clarification on sample size calculations (10% for small, 8% for medium, 6% for large, etc.).**
 - Yes, the sample size is calculated as follows:
 - **Small companies:** 10% of 9,590 = 959
 - **Medium companies:** 8% of 1,512 = 121
 - **Large companies:** 6% of 890 = 53
 - **Training providers:** 6% of 1,158 = 69



- A **sampling fraction** of 10% of the total population is the minimum requirement.
4. **Is 7.11 a further ServQual study or a final comprehensive evaluation?**
- No, it is **not** a further ServQual study. It is the final evaluation that reflects on the **entire project (two-year period)**, documenting lessons learned and providing a final report on outcomes.
 - It should read:
*Conduct a comprehensive **review** at the end of the two-year period.*
5. **For the sample companies, will only one representative per company be surveyed, or could multiple employees be involved?**
- The **merSETA will provide a list of companies** (small, medium, large) and training providers.
 - **Each company will have one representative** (e.g., Skills Development Facilitator, Training Officer, or Training Manager).
6. **Request for accreditation to be considered an "added advantage" rather than a mandatory requirement.**
- The merSETA acknowledges the **concerns** raised, particularly that some accreditation bodies are voluntary associations rather than statutory bodies.
 - **However:** Refer to our responses in items 1 and 2 above.
7. **Will the research company receive a list of companies to be surveyed, or must it source the list independently?**
- **merSETA will provide the list** of companies and training providers. The appointed service provider does **not** need to source this list independently.
8. **SARIMA only issues certificates to individuals, not organisations. How will this be handled?**
- The evaluation criteria **has been modified** to specify that **the bidder (company)** or individual/s deployed to the project must hold accreditation.
9. **Suggestion to allow either company or individual accreditation instead of company-only accreditation.**
- The merSETA **supports** this suggestion.
 - This **erratum** has been issued to reflect changes in the accreditation requirement.
10. **Are tender bids accepted via email?**



- **No.** As per **Section 17 of the Terms of Reference (TOR)**, all submissions must be **deposited in the merSETA tender box** .

11. Where should bidders submit their company names and contact details?

- Bidders should submit their details **in the chat box** during the briefing session.

Final Notes

- Accreditation requirements have been **revised** based on feedback.
- The closing date will be **extended**.
- Submissions must be deposited in the merSETA tender box , **refer to section 17** of the Terms of reference.

