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Education, Training and Development Practices Sector Education and Training Authority

BID NO: SCMU NO: 04 - 2025/26

REQUEST FOR BIDS

TERMS OF REFERENCE FOR THE IMPLEMENTATION OF CLOUD-BASED SUPPLY CHAIN MANAGEMENT SOLUTION

1. INTRODUCTION

The Education Training and Development Practices Sector Education and Training Authority (ETDP SETA) is a public entity established in terms of Section 9(1) of the Skills Development Act, No. 97 of 1998 to advance skills levels in accordance with the National Skills Development Plan (NSDP). The Mandate of the ETDP SETA is to promote and facilitate the development and improvement of the skills profile of the sector's workforce to benefit employers, workers and employees in the ETD sector.

The ETDP SETA will host a **Compulsory** virtual briefing session for **BID NO: SCMU: 04 - 2025/26 – Implementation of cloud-based Supply Chain Management Solution** on **06 August 2025** at **11h00**. Access details will be available on www.etdpseta.org.za as from **05 August 2025**. Kindly note that interested service providers may submit their questions until **07 August 2025** at **16h30**. **No further questions will be accepted after this date.** We thank you for your cooperation.

NB: THE MEETING ROOM WILL BE CLOSED AT 11H00.

2. PURPOSE & OBJECTIVES

2.1. PURPOSE OF THE PROJECT

The ETDP SETA is looking for a competent and suitably experienced service provider to implement, support, and maintain a cloud-based Supply Chain Management Solution to automate SETA SCM processes. The service provider shall deliver the required solution as Software as a Service model.

2.2. OBJECTIVES

The main goal of this project is to automate supply chain management processes to improve efficiencies and streamline processes within supply chain management unit. The following are the specific objectives.

- a. Streamline procurement and payments of goods and services.
- b. Increasing productivity.

- c. Improving accuracy.
- d. Saving time.
- e. Retain an audit trail of transactions
- f. Improve compliance to legislation governing procurement of goods and services.

3. PROJECT SCOPE AND REQUIREMENTS

3.1. Project scope

ETDP SETA currently operates a largely manual procurement process, spanning from Request for Quotation (RFQ), tender management, contract administration to reporting. ETDP SETA seeks to procure a cloud-based supply chain management solution to automate processes that are currently manual. The proposed solution must be modular, workflow based and has the ability to integrate with other systems such as Microsoft Dynamics Great Plains, Central Supplier Database (CSD).

3.2. Requirements

The proposed solution must have/address the following minimum specifications:

Requirement	Requirement Description
A. Request for Quotation	End to end RFQ process, including but not limited to uploading purchase requisition, generation of RFQs to be send to suppliers, evaluation of responses, generation of purchase orders and workflow approvals.
B. Tender Process	Tender management including but not limited to tracking bid statuses throughout the procurement lifecycle, automated generation of standard Invitation to Tender templates, maintenance of a comprehensive bid register, and the secure uploading and management of bid committee documentation.
C. Tender briefing session management	1. Including but not limited to generation of questions and answers report (Q&A), automated submission of responses to prospective bidders 2. Tracking of set response timelines to the bidders 3. Generation of briefing session report (using on a built-in standard template) 4. Submission, review and approval of briefing session report using the set approval workflow 5. Recording of briefing session minutes and meeting resolutions 6. Tender portal for the following purposes: • Advertising of tenders. • Registration of bidders. • Submission or uploading of tender response documents.
D. Validity period	Provision of a tool to monitor the validity period of all transactions (tenders and

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management	RFQs) as per the set validity periods, issue alerts when the validity period expires and an - automated request for validity extension through a set approval workflow
E. Contract Management	1. A contract management module that assists with managing contract duration, spend against the contract/purchase order/ Drafting of contracts (Electronic template(s)) 2. Track expiry dates and issue notifications to end-user departments and Supply Chain Management unit 3. Supplier performance appraisal at regular intervals (as per SETA requirements). 4. Evaluation of supplier performance 5. Prompted extensions and expansions of contracts process 6. Reporting on contracts (Electronic status report template) as per the SETA requirements
F. Compliance Checking	1. The proposed solution must integrate with CSD, for the following compliance requirements amongst others: - National Treasury's restricted supplier list, - National Treasury CSD Supplier database.
G. Demand Management	1. Solicit inputs from end-users for the Demand and Procurement plans. 2. Use set timeframes for all transactions to establish a validity period. 3. Review and approval of Demand and Procurement Plans as per the Delegation of Authority. 4. Tracking of progress against the Demand and Procurement Plans (dashboard to be viewed by all parties involved in the process, such as the end-user department, bid structures, Supply Chain Management unit and the office of the CEO) 5. End-to-end tracking of progress for all transactions (from initiation by end user departments, Bid Specification Committee, Bid Evaluation Committee, Bid Adjudication Committee, CEO office, Supply Chain Management Unit and Marketing department) in line with the set timelines (as per no.2 above) 6. Flag and alert all parties (end-users and bid structures) on the approaching deadlines and overdue submissions at each process stage. 7. Monthly and Quarterly Reports will be generated per the defined templates. 8. Integration to Microsoft Dynamics Great Plains for CAPEX and OPEX
H. Payment processing and budget management	1. Enable uploading of invoices by suppliers 2. Review and approval workflow as per the SETA delegation of Authority 3. Linking of invoices to open purchase orders 4. Issue alerts when Purchase order amounts have been exceeded (invoices

	should not be processed for insufficient Purchase order balances - Tracking of invoice approval as per the set timelines - Issue alerts and escalations - Payment and Purchase order reports (monthly, Quarterly and annually) in the agreed upon templates
I. Integration	- Integrate with ETDP SETA finance system (Microsoft Dynamics Great Plains) for purposes of budget controls, issuing of purchase orders amongst others. - National Treasury Central Supplier Database integration.
J. General functionality	- Workflow driven - Monitor turnaround time of processes, escalate and issue alerts on delays - Process flow escalation functionality - Software as a Service (preferably public cloud managed by the bidder). - Accommodate changes due to regulatory or internal requirements at no extra cost. - Upgradable when required due to legislation requirements, software enhancements, etc. - Electronic signatures - Role-based security - Complete audit trails of user and supplier activities - Integration to Active Directory - Multi-factor authentication - Application support and maintenance for the duration of the contract. - General user support for the duration of the contract. - Daily, monthly, and annual backups - Quarterly disaster recovery tests.
K. Reporting	The solution my produce monthly, quarterly and annual reports as the following - Deviation register - Purchase order/requisition turnaround time - Open, Closed partially closed Purchaser orders - Purchase order listing - Supplier listing - Preferential Spend Report - Contract Management register/report - Procurement Plan report - Payment Report (including age analysis) - Bid register

3.3. Deliverables

A detailed project execution plan outlining the implementation processes, approach, resources, tools, allocation, timelines (realistic with key milestones not exceeding 6 months), and deliverables.

3.4. Support and maintenance (post-deployment of the full solution)

Bidders are required to provide the following as part of the costing:

- A maximum of 50 support hours per month for the duration of the contract, paid per usage. This will include enhancements and any changes post go-live.

4. COSTING MODEL (PRICE SCHEDULE)

The Bidders are required to provide the following:

- A detailed quotation covering requirements in section 3.2 of the terms of reference.
- A summarized and signed costing proposal on the company letterhead using the format below:

		Bidders are requested to include any escalation costs for year 2 – 5 in their costing			
Item	Year 1 (excl. VAT)	Year 2 (excl. VAT)	Year 3 (excl. VAT)	Year 4 (excl. VAT)	Year 5 (excl. VAT)
Software License costs					
Once-off implementation costs					
Once-off costs per deliverable					
Request for Quotation					
Tender Process					
Tender briefing session management					
Validity period management					
Contract Management					
Compliance Checking					
Demand Management					

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Payment processing and budget management						
Integration						
General functionality						
Reporting						
Support and maintenance (50 hours per month or 600 per year)						Sum of all totals
Total						
VAT@ 15%						
Grand Total (For year 1 – 5)						

NAME OF BIDDER: _____

POSITION/ ROLE: _____

SIGNATURE: _____

All pricing shall be in South African Rand (ZAR). All project milestones with costing should be listed on the pricing schedule.

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Education, Training and Development Practices Sector Education and Training Authority

5. METHOD OF SUBMISSION

ETDP SETA will not accept physical documents for bid submission. Bidders must **submit a USB stick** in a clearly marked envelope with bidder's details and bid reference number.

There must be three folders in the USB cover the following stages.

Folder A: Stage 1: Administrative Requirements and Pricing and Specific goals

Folder B: Stage 2: Mandatory Requirements

Folder C: Stage 3: Phase A: Functionality Evaluation Requirements

Phase B: System Demonstration/Site Visit

Phase C: Price and Specific Goal

It is the responsibility of the bidder to ensure that all relevant documents are included in the USB to ensure efficient evaluation of its proposal. ETDP SETA will not take any responsibility for any missing information in the tender submissions

6. DURATION OF THE PROJECT

- The duration of the agreement will be from the last signature date on the Service Level Agreement (SLA) up to **31 March 2030**.

7. EVALUATION CRITERIA

The evaluation criteria for the assessment of the proposals will be based on both qualitative and financial aspects of the proposal. Service Providers will be evaluated on functionality. The bidders that score points which equal to or exceed the minimum threshold provided on functionality will further be evaluated on price and specific goals.

The Bid documents will be evaluated individually on a score sheet, by a representative of the evaluation panel according to the evaluation criteria indicated in the Terms of Reference.

THE ETDP SETA applies the provisions of the Preferential Procurement Policy Framework Act, ACT NO 5 OF 2000 and Preferential Procurement Regulations, 2022. The evaluation will be guided by ETDP SETA procurement policy.

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7.1. STAGE 1: Administrative Compliance [Folder A (USB)]

Bidders will be evaluated on the submission of the requested administrative documents. Fully completed and signed forms with witnesses' signature must be submitted and all applicable boxes be ticked.

Description	Comply/Submitted
Completion in full the Request for Proposal document	
Completion of all SBD Forms: SBD 1 - Invitation to Bid SBD 4 - Declaration of Interest SBD 6.1 - Preferential Points Claim Form in terms of the Preferential Procurement Regulations, 2022 - <i>(If claiming preferential points) - this will be used to verify points to be allocated for specific goals</i>	
Registration with Central Supplier Database (CSD) – provide CSD number or report	
Original or certified copy of B-BBEE Level of contribution Certificate OR A sworn affidavit –B-BBEE Exempted Micro Enterprise (Failure to attach certificate will lead to non-allocation of points)	
Submit a “Unique security personal identification number (PIN) issued by SARS” which the SETA will use to verify the bidder’s tax matters prior to the award	

7.2. STAGE 2 – MANDATORY REQUIREMENTS [Folder B (USB)]

Failure to comply to 1 or all of these requirements will lead to disqualification from further evaluation.

Mandatory Requirement	Method of Evaluation
a) System ownership or licensed distributor	Proof of system ownership or authorisation from the Original Equipment Manufacturer (OEM).
b) Bidders should provide an undertaking that their proposed solution will be able to integrate with Microsoft Dynamics Great Plains, National Treasury Central Supplier Database	Signed letter of confirmation (on company letterhead)
c) Attendance of the compulsory briefing session	Register of briefing session attendants
d) Project Implementation plan	Signed letter of confirmation (on company letterhead) that the project will be deployed

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***NB: Project to be concluded within 6 months from
the date of concluding the SLA.***

to production within 6 months.

7.3. STAGE 3_PHASE A_FUNCTIONALITY [Folder B (USB)]

The evaluation of this bid shall include functionality whereby the bids will be evaluated in terms of the evaluation criteria embodied in the bid documents.

The functionality evaluation has two phases:

1. Phase A: Functionality evaluation: Document evaluation

Bidders will be scored out of 56 points. Only bids that achieve a minimum score of 56 points (80%) will be evaluated further on part 2: System demonstration. Bidders who fail to score the minimum score will be disqualified from further evaluation.

2. Phase B: Functionality evaluation: System Demonstration

Bidders will be scored out of 50 points. Only bids that achieve a minimum score of 40 points (80%) will be evaluated further on price and specific goal in accordance with the 80/20 preference point system prescribed in the Preferential Procurement Regulations, 2022 and the ETDP SCM Policy. Bidders who fail to score the minimum score will be disqualified from further evaluation.

NO	EVALUATION CRITERIA	Method of evaluation	POINTS
1.	Company experience: 16 Points The company's proof of experience in implementing an SCM system within the ERP solution in RSA. - Number of reference letters where the bidder has implemented a SCM system within the ERP projects. The reference letters must be on the client's letterhead and <i>must be signed</i>. The reference letters must contain information highlighted below for it to be considered. (16) *Each reference must indicate. - recommendation and contact details of the referee and - must be signed.	1) 3 or more reference letters 2) 2 reference letters 3) 1 reference letters 4) No reference letter	16 10 5 0
2.	Proposed Approach: 30 Points 2.1 Proposal detailing the work to be implemented against this ToR. The proposal should respond to items listed in section 3.2 of the ToR as follows: (30 points)	1) Solution Proposal addresses all the requirements 2) Solution Proposal not addressing all of the requirements.	30 0
3.	Project Manager and Technical Lead experience (Attach a detailed CV with references) 1.1 Relevant experience of the Project Manager in implementing ERP system projects (12) Attach detailed CV of the Project Manager <i>Where multiple CVs are provided, Bidder must clearly indicate the Project Manager</i>	1) 5 years and above 2) Above 4 years and below 5 five years 3) Below 4 years	12 8 0
	3.1 Relevant experience of Technical Lead in implementing the proposed solution. (12) Attach detailed CV of the Technical Lead <i>Where multiple CVs are provided, Bidder must clearly indicate the Technical lead</i>	1) 5 years and above 2) Above 4 years and below 5 five years 3) Below 4 years	12 8 0
TOTAL			70

Bidders must provide documents to justify awarding the above points, and such include details of contactable references to validate the information submitted.

The applicable minimum threshold for this phase is 56 points. Bidders who fail to obtain the minimum score will be disqualified from further evaluation. Bidders who obtain a minimum score and above will be evaluated further on the system demonstration as per phase B of stage 3.

STAGE 3_[Phase B]: System Demonstration

For this phase of evaluation, bidders will be requested to perform a live system demonstration on the following core areas in line with the minimum specifications in section 3.2:

Requirement:	Total Score
Points will be awarded for each of the 8 core areas in line with each applicable annexures. Bidders will be expected to demonstrate, through a system, how they will meet the 8 core areas/ requirement of the TOR	
1. Tender Process	10
2. Tender briefing sessions management	5
3. Request for Quotation process	10
4. Validity period management	5
5. Contract Management	5
6. Demand Management	5
7. Payment processing and budget management	5
8. Reporting	5
TOTAL	50

The applicable minimum threshold for this phase is 30 points. Bidders who fail to obtain the minimum score will be disqualified from further evaluation. Bidders who obtain the minimum score and above will be evaluated further on price and specific goals in line with the Preferential Procurement Regulations and the ETDP SETA SCM Policy.

Important: Where a bidder has not catered for all system requirements for system demonstration, such a bidder must provide a letter of commitment indicating that all system requirements will be met during development and deployment of the solution.

STAGE 3_PRICING SCHEDULE DOCUMENTS [Folder C (USB)]

80/20 preference point system shall be applicable as follows:

✓ Price	80
✓ Allocation of specific goals	20

In order to facilitate a transparent selection process that allows equal opportunity to all service providers, the ETDP SETA will adhere to its policy on the appointment of service providers.

8. BID CONDITIONS

The ETDP SETA Supply Chain Management Policy will apply:

1. ETDP SETA does not bind itself to appoint a bidder with the highest points.
2. ETDP SETA reserves the right to negotiate the bidder's price.
3. ETDP SETA reserve the right to cancel the bid and not award the bid to any of the bidders.
4. Bids which are late, incomplete, unsigned or submitted by facsimile will NOT be accepted.
5. Bidders with a turnover above R 10 million must submit a valid certified B-BBEE Verification Certificate from SANAS Accredited Verification Agency in order to be used to verify eligibility for allocation of points for specific goals.
6. An Exempted Micro Enterprise (EME) is only required to submit a sworn affidavit, or a Certificate issued by Companies and Intellectual Property Commission (CIPC) confirming their annual turnover of R 10 million or less to be used to verify eligibility for allocation of points for specific goals.
7. A Qualifying Small Enterprise (QSE) is required to submit a sworn affidavit confirming their annual total revenue of between R 10 million and R 50 million and level of black ownership or a B-BBEE level verification certificate to be used to verify eligibility for allocation of points for specific goals.
8. Companies who bid as a joint venture must submit a consolidated B-BBEE Verification certificate prepared for this bid only, from SANAS Accredited Verification Agency in order to be used to verify eligibility for allocation of points for specific goals. Companies who form part of this joint venture MUST have an accreditation certificate with relevant authority as stated in Mandatory documents.
9. Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor, sworn affidavit or a B-BBEE Certificate, together with the bid, will be interpreted to mean that no points will be allocated for specific goals.
10. Bids submitted are to hold good for a period of 90 days.
11. Deregistered and blacklisted companies including directors/owners/individuals linked to the company will not be considered. Due diligence will be conducted with successful bidders to validate submitted information.
12. All suppliers must be registered on the Central Supplier Database. No bid will be awarded to any supplier by ETDP SETA that is not registered on the Central Supplier.
13. Companies that are in the process of de-registration in the CIPC will not be considered.
14. The ETDP-SETA remains the sole owner and custodian of all content, material, or any other form of development. No information of or on behalf of the ETDP-SETA may be shared, during the duration or after the closing period of the project. It remains the responsibility of the appointed service provider to hand over all material to the ETDP-SETA. Should a service provider wish to have the ETDP-SETA as a referral, permission for this must be sought.

9. DISCLAIMER

Protection of Personal Information Act 4 of 2013 (POPIA) and Promotion of Access to Information Act 2 of 2000 (PAIA) Disclaimer

1. By submitting your proposal, you grant the necessary consent as you acknowledge that:
 - ETDP SETA treats data it gathers and personal information it collects, holds and/or processes as private.
2. Therefore:

Your right to privacy and security is very important to us. The ETDP SETA as a responsible party treats personal information of data subjects as private and confidential. To that end, we collect personal information for the purposes set out in this document or otherwise the specific purpose(s) communicated to you.
3. We may also use your information for a number of different purposes, for example to fulfil our legal and regulatory obligations of the SETA.
4. For more detailed information on how and why we may use your information, including the rights in relation to your personal data, and our legal grounds for collection, processing and using it, please view the ETDP SETA Protection of Personal Information Policy and Promotion of Access to Information Manual on our website: www.etdpseta.org.za "ETDP SETA PAIA Manual and POPIA Manual".

10. BID DOCUMENTS / PROPOSAL PACKS

Bid documents for participation **must** be downloaded from the ETDP SETA website: www.etdpseta.org.za, Main Menu > Supply Chain Management > Open Tenders as from **12h00** on **25 July 2025**.

The financial proposal will only be opened when the tender is responsive or at the discretion of the ETDP SETA.

All Bids/Proposals (**completed in [one (1) USB]**) must be **courier or hand delivered to:**

The ETDP SETA – Head Office
Hoskens House
45 Mooi Street
Johannesburg
2091

Submissions can be delivered into the tender box between **08h00 and 16h30 Monday to Friday BEFORE** the closing date and time of **11h00** on **18 August 2025**.

No late submission will be accepted!

12. CLOSING DATE

All Proposals should reach the ETDP SETA Offices on or before 11h00 on 18 August 2025.

13. CONTACT PERSON

NO telephonic or any other form of communication relating to this bid will be permitted with any other ETDPSSETA member of staff either by Bidders (as collective bidding team or individual of the bidding team), representative of Bidders, associates of Bidders, shareholders of Bidders, other than with the named individual stated below. ANY MEANS OF ATTEMPTING TO INFLUENCE THE ADJUDICATION PROCESS OR OUTCOMES OF THE ADJUDICATION PROCESS WILL RESULT IN IMMEDIATE DISQUALIFICATION OF THE ENTIRE BID. All enquiries regarding this bid must be in writing only and be directed to:

Supply Chain Manager: Email: Tenderers@etdpseta.org.za

Note: Blacklisted companies appearing on the National Treasury database and prohibited from conducting business with public entities will be disqualified.