

HURMAN RESOURCE

INVITATION TO QUOTE

An invitation is hereby issued to suitably qualified and experienced service providers to provide services as described on the table below:

Quote number	RFQ MUT 289/2026
Quote description	Appointment of a Suitably Qualified Service Provider to Develop and Conduct a University Culture and Climate Assessment.
Price and BBBEE	80/20
Closing date	15/07/2026 @ 11H00
Mandatory requirements	Refer to Mandatory Returnable

Mangosuthu University of Technology is committed to the implementation of its Procurement Policy on Broad-based Black Economic Empowerment (BBBEE). For enquires please contact Mr S. Mgedezi, email mgedezi.sipho@mut.ac.za (031) 907 7352, for technical matters and Nomonde Mhlungu, email mhlungunb@mut.ac.za, tel. on 031 907 7500 for Procurement related matters.

Quotation documents are to be downloaded via MUT website and must be sent to the email address mhlungunb@mut.ac.za from Procurement, Umlazi Campus. No facsimile, late or bids will be accepted. The University does not bind itself to accept the lowest bid and reserves the right to accept the whole or part of any quotation. If you are not contacted within 90 working days after the closing date of the quotation, consider your quotation unsuccessful.

OFFICIAL REQUEST FOR QUOTATION (RFQ)

INSTRUCTIONS: The supplier information must be completed in full, and this document must be signed by authorized personnel. The supplier must carefully read the instructions and the terms and conditions of this document. Failure to adhere to these instructions and terms and conditions may result in rejection of the submission.

Business Unit:	RFQ number: RFQ MUT 289/2026
RFQ Description:	Appointment of a Suitably Qualified Service Provider to Develop and Conduct a University Culture and Climate Assessment
Requester: Contact No: 031 907 7352 E-mail: mgedezi.sipho@mut.ac.za	Buyer: Nomonde Mhlungu Contact no: 031 907 7500 E-mail: mhlungunb@mut.ac.za
Request Date: 07 July 2026	
Compulsory Briefing/Information session	None
Closing date: 15 July 2026 Closing Time: 11h00	Completed Quotation should be returned via e-mail: mhlungunb@mut.ac.za
Payment term	30 days in arrears upon receipt of a valid invoice
NB: RFQ documents should be submitted to the email address above. Clarification questions to be directed to the buyer on the above email address.	

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SECTION 1- BIDDER'S INFORMATION, CONDITIONS, TERMS OF REFERENCE AND BIDDERS' DISCLOSURE

Bidder's Name:	
Contact Number:	
Name & Surname of Authorized Person:	
E-mail:	
Vendor No:	
Company Registration Number:	

1.1. RFQ CONDITIONS:

1. Bidders must submit all necessary documents and complete all forms and questionnaires contained in this RFQ in full. MUT applies the two-stage process of evaluating tenders, namely functionality and Price component.
2. Pricing: do not show separately.
3. Bidders responding to this quotation are deemed to do so, on the basis that they acknowledge and accept all Terms of Reference of this quotation.
4. The 90-day validity period may not be extended unless otherwise stated by the bidder.
5. Incomplete or late submissions will not be evaluated.
6. Return quotations to the email address provided herein before closing date and time.

1.2. WHAT IS MUT LOOKING FOR?

Background

Mangosuthu University of Technology (MUT) seeks to appoint a suitably qualified and experienced service provider to develop, customise and administer a comprehensive University Culture and Climate Survey for all categories of employees. The assessment will assist the University in understanding the current institutional culture, employee experience, leadership practices, engagement levels, organisational climate, and areas requiring improvement.

The outcomes of the assessment will inform the development of a Culture Improvement Action Plan aligned to the University's strategic objectives, including IGNITE 2026–2030.

Purpose of the RFQ

The purpose of this RFQ is to procure the services of a competent service provider to:

- Develop and customise a University Culture Survey instrument;
- Conduct a comprehensive institutional culture and climate assessment;
- Analyse both quantitative and qualitative data;
- Identify key cultural strengths, challenges, risks and improvement areas;
- Provide detailed reports and presentations to management and/or relevant governance

- structures; and
- Support the development of a practical Culture Improvement Action Plan aligned to IGNITE 2026–2030.

Scope of Work

The appointed service provider will be required to perform, at minimum, the following services:

1. Development and Customisation of Survey Instrument

- The service provider must develop and customise a university-specific Culture and Climate Survey instrument that is appropriate for the higher education environment and suitable for all employee categories.
- The instrument must be designed to generate reliable, meaningful and actionable data that can support institutional decision-making and culture improvement planning.

2. Institutional Culture and Climate Assessment

- The service provider must conduct an institutional culture and climate assessment across all categories of employees, including but not limited to Executive management, academic Staff, support staff etc.
- The assessment must provide an overall institutional view as well as analysis by relevant employee categories, departments, faculties, divisions or demographic variables, where appropriate and lawful.

3. Survey Administration

- The service provider must administer the survey using an appropriate, secure and accessible platform or methodology.
- The service provider must ensure that:
 - Participation is confidential and voluntary;
 - Data collection methods are accessible to all employee groups;
 - The survey can be completed electronically and/or manually where necessary;
 - Responses are securely stored and processed;
 - The process complies with applicable data protection requirements, including POPIA, where applicable;
 - Measures are taken to encourage maximum participation and response rates.

4. Focus Groups and/or Interviews

- Where necessary, the service provider must conduct focus groups and/or structured interviews to supplement the survey results and provide deeper qualitative insights.
- The purpose of the focus groups and/or interviews will be to validate, clarify or expand on emerging themes identified through the survey process.

5. Data Analysis and Interpretation; Reporting and Presentations

- The service provider must analyse and interpret both quantitative and qualitative data collected during the assessment.
- The service provider must ensure that the analysis is evidence-based, objective, and presented in a manner that supports decision-making.
- The service provider must prepare and submit comprehensive reports and presentation material to the University.

6. Culture Improvement Action Plan

- The service provider must support the University in developing a practical Culture

Improvement Action Plan aligned to IGNITE 2026–2030.

- The action plan must be practical, implementable and aligned to the University's strategic goals and institutional transformation priorities.

Project Duration

The project is expected to be completed within a period of **8 weeks** from the date of appointment. The first **4 weeks** will be dedicated to administering the culture survey and conducting focus group discussions, while the remaining **4 weeks** will be allocated to data analysis, interpretation of findings, and the preparation and presentation of the final report.

1.3 BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and /or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. BIDDER'S DECLARATION

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise,

employed by the state?

YES/NO

- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State Institution

¹ the power, by one person or a group of persons holding the majority of the equity of an

enterprise, alternatively, the person/shaving the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3. DECLARATION

I, _____ the _____ undersigned,(name) in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

2 Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature Date

.....
Position Name of bidder

SECTION 2- EVALUATION PROCCSS

Quotations will be evaluated in three stages as set out below:

- Stage 1: Administrative and mandatory compliance.
- Stage 2: Functionality Evaluation
- Stage 3: Price and Preference Evaluation

2.1. STAGE 1 – ELIGIBILITY AND MANDATORY RETURNABLE DOCUMENTS

- I. RFQ document completed and signed where applicable.
- II. Company Registration Documents / CIPC Certificate
- III. Valid SARS Tax Compliance Status Pin

2.1.1. NON – MANDATORY RETURNABLE DOCUMENTS (STAGE 1)

1. CSD MAAA NUMBER -----(please insert in the space provided)
2. Provide MUT of the services with easy access mechanisms to the first point of accessing emergency assistance.
3. BBBEE Certificate for Preferential points claim

2.2 STAGE 2 – FUNCTIONALITY EVALUATION

The evaluation criteria for functionality considers the bidder's previous experience and ability, quality, reliability, viability and durability of all equipment, goods and or services as well as the Bidders technical capacity and ability to execute and maintain a contract.

Note:

- No bidders will be considered further unless the minimum qualifying score/percentage for functionality has been achieved.
- Only bidders scoring minimum 70% and more shall be considered for Stage 3 dealing with Price & BBBEE.
- Only bidders who meet the minimum qualifying threshold will be considered, and the Seven highest scoring among them will be appointed as panel members.

FUNCTIONALITY	Weighting Maximum 100
Company Profile and reference letters / recommendation / completion letters The bidder must demonstrate experience in conducting organisational culture, employee climate, employee engagement, HR diagnostic, organisational development or similar institutional assessment projects. Provide a company profile and three (3) relevant reference letters / recommendation / completion letters for similar projects. three (3) signed reference letters / recommendation / completion letters should be on a client letterhead, dated and signed. • 3 Reference Letters = 30 Points • 2 Reference Letters = 20 Points • 1 Reference Letters = 10 Points If no references are provided, the bidder will be scored zero and will not be evaluated further.	Max 30 Points
Experience of Key Personnel to run the project. The bidder must provide a proposed Project lead with relevant expertise in psychology and demonstrated experience in organisational culture assessments, employee surveys, qualitative research methodologies. Project team should be certified in conducting Organizational and workplace climate survey. • 10 or more years of Experience with organizational and workplace climate survey – Attach CV and certified in conducting Organizational and workplace climate survey. = 30 Points • 07-09 years of Experience with organizational and workplace climate survey – Attach CV and certified in conducting Organizational and workplace climate survey. = 25 Points • 04-06 years of Experience with organizational and workplace climate survey – Attach CV and certified in conducting Organizational and workplace climate survey. = 15 Points • 02-03 years of Experience with organizational and workplace climate survey – Attach CV and certified in conducting Organizational and workplace climate survey. = 05 Points 0 - 1 year, or if no CV and Certificates are provided, the bidder will be scored Zero (0).	Max 30 Points
Method Statement / Approach Methodology The bidder must submit a proposed methodology for conducting the University Culture and Climate Assessment (covering survey development, administration, data analysis, focus groups/interviews, reporting and action planning etc.) • Detailed Methodology – Sufficient Detailing of the method of approach for each stage/ deliverable and project timelines are provided = 15 Points	Max 20 Points

- Moderate Methodology – Approach methodology is not sufficiently defined for each stage/ deliverable = 10 Points - Basic Methodology- Generic and does not address the all stages/ deliverables = 5 Points If no Methodology is provided, then the service provider will be scored zero	
Project implementation plan with timelines The bidder must confirm availability to complete the project within the required timeframe. Detailed Project plan with timelines that are within the project duration = 10 Points Moderate Project plan with timelines = 5 Points Basic project plan with unrealistic timelines = 2 Points	Max 10 Points
Location (Provide a valid Lease agreement; utility bill within 3 months or ward councillor address confirmation letter). - KZN = 10 Points - Outside KZN = 5 Points	Maxi10 Points

NB: The evaluation criterion for functionality aims to assess the capability of the bidder to execute and maintain a bid and/ or contract. Bidders must obtain a minimum percentage score of 70% and above and comply with the above requirements to progress to the next stage of evaluation.

2.3 PRICE AND PREFERENCE EVALUATION

Quotations that comply with functionality requirements (Stage 2) will be evaluated on price, and preference.

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

ITEM QUANTITY	DESCRIPTION	TOTAL BID PRICE IN RSA CURRENCY
NO.	(ALL APPLICABLE TAXES INCLUDED)	
	i. Develop and customize a University Culture Survey instrument. ii. Complete an institutional culture assessment for all categories of employees. iii. Conduct focus groups and/or interviews, if needed. (MUT has approximatley 600 employees and would like the surveys to atleast cover 50%) iv. Interpret data—quantitative and qualitative. v. Create detailed reports and presentations including findings. vi. Support the creation of a Culture Improvement Action Plan addressing IGNITE 2026 – 2030. Climate assessment to include the following: • Employee Satisfaction • Employee Engagement & levels of empowerment • Talent Management/succession planning • Team cohesion • Learning & Development	

		• Performance management • Leadership & Management Style • Diversity • Culture and organisational change • Reward & recognition • Communication • Health & safety • HR Policies & Procedures	
		NB: the cost should include the disbursement cost (e.g. travelling/transport cost, material cost etc.)	
VAT @ 15%			
TOTAL AMOUNT			

2.3.1 The following preference point systems are applicable to invitations to tender: - the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

2.3.2 Points for this tender shall be awarded for:

(a) PRICE and BBBEE

Only Bids that achieved the minimum qualifying score/percentage of 75 % for functionality will be considered further in terms of the relevant preference point system.

POINTS AWARDED FOR PRICE

THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

80/20

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

$P_{\min}$ = Price of lowest acceptable bid

POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

SECTION 3: MUT RFQ FORM DECLARATION AND RFQ CHECKLIST

3 MUT RFQ FORM DECLARATION

1. I/We hereby render to supply all or any of the supplies and/or to render all or any of the services described in the attached documents to MUT on the items and conditions and in accordance with the specifications stipulated in the RFQ documents (and which shall be taken as part of, and incorporated into, this RFQ), and on the terms regarding time for delivery and/or execution stipulated therein.
2. I/We agree that the offer herein shall remain binding upon me/us and open for acceptance by MUT during the validity period indicated and calculated from the closing time of the RFQ.
3. If I/we withdraw my/our RFQ within the period for which I/we have agreed that the RFQ should remain open for acceptance or fail to fulfil the contract when called upon to do so, MUT may without prejudice to its other rights, agree to the withdrawal of my/or RFQ or cancel the contract that may have been entered into between me/us and MUT and I/we will then pay to MUT any additional expense incurred by MUT having either to accept any less favourable RFQ or fresh RFQs have to be invited, the additional expenditure incurred by the invitation of fresh RFQ and by the subsequent acceptance of any less favourable RFQ, MUT shall also have the right to recover such additional expenditure by set-off against moneys which may be due or become to me/us under this or any other RFQ or contract or against any guarantee or deposit that have been furnished by me/us or on my/our behalf for the due fulfilment of this or any other RFQ or contract and pending the ascertainment of the amount of such additional expenditure to retain such moneys, guarantee or deposit as security for any loss MUT may sustain by reason of my/our default.
4. If my/our RFQ is accepted the acceptance may be communicated to me/us by letter or ordinary post or registered post and that SA Post Office Ltd shall be regarded as my/our agent. Delivery or such acceptance to SA Post Office Ltd shall be treated as delivery to me/us.
5. The law of the Republic of South Africa shall govern the contract created by the acceptance of my/our RFQ and that I/we choose domicilium citandi et executandi in the Republic (full address).
6. I/We furthermore confirm that I/we have satisfied myself/ourselves as to the correctness and validity of my/our RFQ, and that it covers all the work/item(s) in these documents and all my/our obligations under a resulting contract. I/we accept that any mistakes in the RFQ submission will be at my/our risk.
7. I/we hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me/us under this agreement as the principal(s) liable for the due fulfilment of this contract.
8. I/We agree that any action from this contract in all respects be instituted against me/us and I/we hereby undertake to satisfy fully any sentence or judgment which may be pronounced against me/us as a result of such action.
9. I/We declare that I/we have participation /no participation in the submission of any other offer for the supplies/service described in the attached documents. If in the affirmative, state name(s) or RFQ(s) involved.

10. _____

Are you duly authorized to sign for this the RFQ? ***YES / NO**
11. Has the Declaration of Interest been duly completed and included with the other RFQ forms?
 ***YES / NO**

DECLARATION: I, the undersigned (full names): Certify that the information furnished above is correct. I accept that, in addition to cancellation contract, action may be taken against me should this declaration prove to be false. Signature:
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Ensure that all pages are completed in full before returning this document.

Name & Surname of Authorized Person / Representative: Signature of Bidder's Representative:	Date:
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CHECKLIST TO BE COMPLETED BY THE BIDDER:

▪ Does this offer comply with the specifications? State the brand where applicable.	
▪ Does the bidder have the required experience? State period.	
▪ Is RFQ document completed and signed where applicable?	
▪ Did the bidder submit the Company Registration Documents / CIPC Certificate:	
▪ Can this order be delivered within specified period? State delivery period.	
▪ Does the bidder have a Valid SARS Tax Compliance Status Pin?	
▪ Does the bidder have Provide proof of registration with the Health Professions Council of South Africa (HPCSA) for the Company?	
▪ Does the bidder have Proof of registration as an emergency and medical vehicle in accordance with the National Traffic Act?	
▪ Does the bidder have Provide proof of a valid medical malpractice liability policy?	
▪ Does the bidder have Provide a proof of Operating License from the Department of Health (Personnel and clinical capacity, vehicle and equipment capacity, operational Standard at facilities and billing & administration)?	
▪ Does the bidder have Provide proof of company (preference will be given to service providers with local presence)?	
▪ Did the bidder complete the Bidder's Disclosure Declaration?	