

NOTE 3:

CLARIFICATION QUESTIONS AND ANSWERS

RFP 26/2013/ PROVISION OF CONTACT CENTRE CUSTOMER SERVICES AND DEBT MANAGEMENT TRAINING PROGRAMMES

#	QUESTION	SARS RESPONSE
1	<p>Please note that we are able to conduct one of the requests. The Debt recovery training is done by one of our contract partners.</p> <p>Please let me know if we can make use of our contract partner for the tender process?</p>	<p>1.1 Yes, subcontractors are allowed in this tender. However, the bidder is not allowed to subcontract more than 25% of the value of the tender proposal to a company which BEE level is lower. The BEE level must at the same level or higher or an EME. Refer to page 21 Section 11.3.2 (d) of subcontracting to see the impact of using subcontractors and how to respond.</p>
2	<p>I am interested in submitting a Proposal for Contact Centre Customer Service and not the Debt Recovery Training Programme part. Is that possible?</p>	<p>2.1 No. The bidders are encouraged to form Joint Ventures or subcontracting to submit a proposal on both Customer Service and Debt Recovery training programmes.</p>
3	<p>Should the above training programmes be accredited ie. must the programmes be credit-bearing?</p>	<p>3.1 The courses are non-accredited they must be customised to SARS requirements. However it is important that the courses be aligned to NQF level 3/4 as SARS is intending to have the course fully accredited in the near future.</p>
4	<p>Does the service provider have to be an FET to render these services or will experience and market practice be considered</p>	<p>4.1 All the training providers are allowed to participate in this tender process. All the bidders who respond to this tender will be evaluated based on the evaluation criteria. Refer to Annexure A</p>
5	<p>Will this Programme be classified as a learner ship or short course interventions</p>	<p>5.1. The programme is classified as short course intervention</p>
6	<p>We have unfortunately missed the briefing session which was yesterday as we found out about this tender only this morning.</p> <p>Is it possible that we may still apply?</p>	<p>6.1. The tender requirement was a compulsory briefing session. Therefore non-attendance will be an immediate disqualifier.</p>

7	How did SARS determine the 5 day training programme and the Unit standard alignment?	<p>7.1 This will not be the first time this training will be delivered to SARS the 5 days was based on best practice that state a decent Customers Service course will take 2-3 days. So it is also based on history.</p> <p>Suppliers are advised to align their cost bases on the days indicated on the RFP document.</p> <p>Service providers can also advise SARS that based on their course content this is how it will be packaged but this should be additional information.</p> <p>7.2 At the start of the training session the course will not be SAQA accredited, but the course content should be aligned to a NQF level 3/4.</p> <p>Once SARS take ownership of the course material we will start the accreditation process.</p>
8	Train the trainer assessment and accreditation, Will it be based on training on the 2 courses as well as facilitation skills. Pricing template does not make provision for the assessment of the facilitator should this be a separate line	<p>8.1 The trainers should be trained in conducting the Customer Service and Debt recovery courses.</p> <p>8.2 Most of the facilitators that will be co-facilitating are already facilitators that know how to facilitate; it would be merely for the service provider to declare them competent to deliver the course content.</p>
9	How many trainers will be trained for the train the trainer section	<p>9.1 Twenty (20) internal SARS facilitators will be trained on both Contact Centre Customer Service and Debt Management</p> <p>9.2 The facilitators are from all the 4 different contact centres regions but this training session will be one session conducted in Pretoria.</p>
10	Who will be responsible for the delivery of the training material	<p>10.1 The delivery of the training material will be the responsibility of the service provider throughout the training sessions.</p>
11	What is meant with learners with special needs	<p>11.1 Currently there are employees that are visually impaired; there could be employees with learning disabilities. Seeing that this will not be a short term partnership if new disabilities are identified in the future SARS would expect the service provider to assist and be able to cater for the</p>

		employees with special needs.
12	On page 9 of the RFP document it refers to the supplier being 60 km radius from the training venue, does this refer to the facilitator or the Supplier.	12.1 This section is removed from the document and the updated document has been uploaded on to the website.
13	Where should the service provide indicate the support after the training session	13.1 SARS requires all inclusive cost; therefore the price should include all the related costs elements. Provide the comments on how the price was derived by listing on "other cost"
14	Duration of the Contract – P. 5 of 31: It is mentioned that the provider will be appointed for a period of 36 months with a possibility to extend with another 12 months. In terms of this contract duration, should the number of training sessions set out in Section 9.2.3 (Delivery Address) be spread over the 36 months or is this the number of estimated training sessions per 12 month period in the 36 months?	14.1 The estimated training seasons will be spread over 36 months.
15	Delivery Address – P. 14 of 31: In the table it is indicated that there will be 1140 contact sessions. However, in terms of the calculations, it looks like there will be a total of 37 Full Facilitation Sessions (25 (Customer Service) + 12 (Debt Management)) and 20 Co-Facilitated Sessions (14 (Customer Service) + 6 (Debt Management)). The total number of learners across these sessions looks to amount to 1140. Kindly please clarify if this understanding is correct that in total there will be 57 training sessions (fully facilitated + co-facilitated for both courses) of 20 learners each, giving a total of 1140 learners.	15.1. Yes, the understanding is correct.
16	Section 9.2 – Scope of Work – P.9 of 31: The provider is required to provide pre- and post-training assessments for the learners and issue Certificates of Successful Completion. I would just like to confirm that in order for Certificates of Successful Completion to be issued, the learners on the two courses will be required to complete assessments that meet all the requirements of the National Qualifications Standard that would apply and as such, these Certificates will only be issued upon successful completion of the assessment process and the provider receiving endorsement for the learners' achievements from the Sector Education and Training Authority (SETA). The assumption is that where applicable, the courses designed will meet the accreditation requirements of the SETA and as such be an accredited training programme.	16.1. No, the assessments in question, it is not a requirement that they meet the National Qualification Standard. SARS long term goal is to have the courses registered and accredited by SAQA, therefore, indeed, the course design must meet the SETA accreditation requirements.

17	I would like to clarify the region(s) that the training will take place. In the bid document it divides the training up over 4 regions around the country, though in the briefing we were told that all training would take place in Gauteng only.	17.1. The training is in Gauteng in ONLY for train the trainer/facilitators. Training of delegates will be in the four regions
18	The RFP makes reference to accredited training for SARS' internal facilitators. Must this be a full qualification or a skills programme?	18.1. NO, not full qualification as our facilitators are fully qualified, they have facilitation skills, but they must be deemed fit to provide the training content for the contact centre customer services and debt management programmes.
19	<p>I require clarity around a joint venture bid submission.</p> <p>We would like to enter into a JV with another business. This will be an unincorporated JV, as there is not sufficient time to have an incorporated JV established.</p> <p>Will this meet the necessary criteria for our submission? And what documents would need to be supplied and submitted for this unincorporated JV?</p>	<p>19.1. With the unincorporated JV the two bidders will have to approach one of their BEE Verification Agencies to consolidate the two BEE Certificates. The BEE certificate issued will be for the specific tender only, and normally includes the tender number.</p> <p>The following must be submitted:</p> <ul style="list-style-type: none"> • Separate financial statements • Signed JV agreement • Consolidated BEE certificate • Separate valid TCC <p>If this supplier is the successful supplier the JV will then be discussed and incorporated into the Service Level Agreement signed with SARS.</p>
20	Are the 1140 delegates to be trained over a 3 year period?	20.1. Yes, The estimated training sessions will be spread over 36 months.
21	What is the possibility of some of the trainers being delegates in the sessions?	21.1. Trainers/Facilitators are estimated to be 20 in the group. 1140 is only the delegates
22	Is the training over a full 5 days or is it split (contact centre + debt collections)?	22.1 Preferably full 5 days. However based on operational reason the plan may need to be adjusted as an when required.
23	How long are the gaps between sessions? We have 52 sessions, if we train over 2 years this means a session every second week?	23.1. The contract duration is spread over 36 months. The final implementation and roll out plan will be discussed with successful services upon commencement of the contract.
24	How many train the trainer days are there?	24.1. 5 training days



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Please note: SARS has made minor changes on the RFP document and Pricing template document. Please download the latest version.

If there is still further clarity required please do not hesitate to contact us. The closing date for questions is on the 02 July 2013.

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