



BRIEFING SESSION QUESTIONS AND ANSWERS

RFP 31/2017 Provision of Operations Management Development and Management Development Programme for SARS

Briefing date : 05 February 2018
Briefing time : 14H00
Briefing venue : Linton House, Boardroom 2.2
Last updated : 15 February 2018

#	QUESTION	SARS RESPONSE
Questions received during and after briefing session		
1	NQF Alignment: Requesting an NQF aligned programme is paradoxical to requesting a customised intervention. Please note that Universities are not allowed to attach NQF values to Short Learning Programmes any longer (as per instruction from Council on Higher Education - CHE). The only times that a University can attach a NQF Value to a Short Learning Programme is when such SLP forms part of a formal qualification or are aligned to a Unit Standard or forms. Unit Standards are fixed and cannot be customised. Please advise.	SARS is referring to NQF alignment and/or credits bearing as intended to be a formal qualification. It should be noted that the contextualisation will be less than 20%.
2	What SARS resources (subject matter experts/industry expertees) would be made available to the successful bidder during the customisation process?	SARS will provide internal subject matter experts for the purposes of contextualisation to the SARS strategic context. SME with broad in SARS

		Leadership.
3	<p>(a) Section 9.2.1.1.1 indicates that the programme offered must be aligned to SARS Strategic Context. How does SARS foresee to share this information with the bidder – especially as this information is required in preparation for submission of the bid. Refer:</p> <p>(b) Annexure A: Section 3.1 which states: "Bidders must also clearly outline any shortfall on their programme course content that may require customisation to SARS competency requirements."</p> <p>(c) Please clarify how bidders will be informed of the exact customisation requirements of SARS in preparation for the bid.</p>	<p>The 2015/16 - 2019/20 Strategic Plan is available on the SARS website.</p> <p>Refer to section 9.2.1 and 9.2.3 for the information on the customisation requirements. SARS competency requirements are available on the SARS website.</p> <p>The successful bidder will be informed via a combination of email, meetings, workshops, hard copy or interviews with the subject matter experts etc. depending on the type of information required.</p>
4	<p>Special Needs" - define this please. What are the expectations – what kind of special needs are envisaged?</p>	<p>The expectation is to cater for people living with disability e.g.</p> <ul style="list-style-type: none"> • Limb; • Hearing; • Sight; and • Infrastructure and resources capable to deliver/facilitate effective learning. <p>See the below table for the number of delegate per region:</p>

Regions	OMDP	MDP	
Eastern Cape	1		
Free State	1	3	
Gauteng	22	15	
KZN	5	1	
Northern Cape	3		
Western Cape	6	3	
North West	1	6	
Total	39	28	67

5 (a) Please will you advise the difference between the levels of work of an operations manager and a manager, would it be possible to see the job description of these individuals in order to better relate the training to their job functions and roles.

MDP

- Tactical implementation.
- Jobs in this category execute and deliver on approved plans.
- Level 3 of work.
- SARS job grade is 7.

OMDP

- Operational Optimisation.
- Jobs in this category execute predefined objectives, emphasis is on

<p>(b) What are the primary differences between the individuals on NQF 5 and the individuals on NQF 6?</p> <p>(c) Do you want the NQF 5 programme to focus on operations management or is the programme directed to individuals that are operational in management?</p> <p>(d) Are there any specific areas within operations management that the training should focus on? Should the programme focus on both operations and management or solely management?</p> <p>(e) Do the operations managers, manage operation or are they operational in management?</p> <p>(f) Please provide further clarity with reference of the 70:20:10 criteria and whether this rule is an obligatory requirement of the training.</p>	<p>optimisation.</p> <ul style="list-style-type: none"> - Level 2 of work. - SARS job grade is 6. <p>As per the National Qualification Framework (Level Descriptors available on the SAQA website)</p> <p>Operational in management – Note to consider that OMDP is SARS title which is actually Foundational Management in the market.</p> <p>The programme should focus on Operational /Foundational Management.</p> <p>They manage operations.</p> <p>Yes it is obligatory. See the 70:20:10 attachment.</p>
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