RFP 12/2021: Provision of Employee Engagement Survey for SARS

Non-Compulsory (Virtual) Briefing Session Question & Answers

Last updated: 22/10/2021

#	Question	Answer
	Questions during the Briefing Session	
1	Section 8.2.5 of the RFP document bullet point number 3 mentions business units were reporting will be reporting are they the same as clusters or sub-clusters?	SARS has four (4) overall clusters, the sub-clusters are under these clusters and that is where the divisions are. Reporting will be required at various levels as indicated on section 8.2.5. of the RFP document. Reporting required at overall, Cluster, and sub Cluster.
2	It was noted that on section 8.2.5 of the RFP document that there is a requirement for recommendations and action plans. Will that apply at division level or is it just the result at that level?	The expectation is that from a reporting perspective, reporting and analysis will be required at various levels.
3	Section 8.2.5 of the RFP document, last bullet point: what are the expectations on the action planning tool?	The service provider to propose how they will present the action planning at various levels.
4	In terms of the entire process, it seems as if the ideal solution will be a system where the survey is hosted, where the system has the functionality to provide analytics of dashboard view to slice and dice according to business unit, clusters and division on an electronic formats or the service provider will have to provide the reporting format where they do the slice and dice? Or will SARS do that on their side?	The service provider should provide the reporting format for the organisation that should include slicing and dicing as per the Service Provider's Employee Engagement Model. The information must also be available on a portal where SARS can analyse and customise identified segments, and other information as required.
	General	
5	With regard to section 8.2.7 of the RFP document, Bidders to note that at the end of October 2021 SARS will be decommissioning google chrome, going forward Edge will be utilised.	
6	Bidders are advised to regularly visit the SARS website for any up-dates	