

ANNEXURE A2 (A) - DESKTOP EVALUATION SCORECARD

#		WEIGHT	GUIDELINE	SCORE	COMMENTS
1	Company Profile	7.00			
1.1	The bidder has provided in their response: The company profile including: o the organogram (structure of the organisation of the team that will conduct employee engagement survey); o company years of experience in providing employee engagement survey; and o Infrastructure to be able to support SARS where the SARS team is working remotely or in the office (by having e.g laptops, tablets, cellphones and systems in place to connect virtually e.g. zoom, Ms teams and Webex) to render the services.	2.00 3.00 2.00	<ul style="list-style-type: none">• 2 = The bidder has provided their organisation structure of the team that will conduct employee engagement survey.• 0 = No organisation structure provided. <ul style="list-style-type: none">• 3 = The company has 5 years or more of experience in providing employee engagement survey.• 2 = The company has 3 to less than 5 years of experience in providing employee engagement survey.• 1 = The company has less than 3 years of experience or• 0 = No information provided. <ul style="list-style-type: none">• 2 = The bidder has demonstrated on their company infrastructure (ability to work remotely or in the office by having e.g. laptops, tablet, cell phone) (1) and Systems in place to connect virtually (e.g. internet access, vpn access) (1)• 0 = No information provided.		
2	Resources	12.00			
2.1	The bidder has provided resources including: • A minimum of three (3) support staff that will be assigned to SARS, including technical support to attend to emails enquiries and system support in respect of facilitating the SARS employee engagement survey. The bidder must provide CV of each support staff which include but not limited to: - role and responsibilities; - o Experience (minimum of six (6) years combined experience in providing technical support to attend to email enquiries and system support in respect of facilitating the SARS Employee Engagement Survey). - Qualifications (Matric and Qualification e.g. IT and behavioural science) and provide a certified copy of each qualification. • The bidder's full contact details of a Key Account Manager, who will be assigned to SARS including: - his/her role and responsibilities when the services are rendered to SARS; - a minimum of five (5) years of experience as a Key Account Manager; - his/her qualifications (certified copy of certificates); and: - his/her CV • Availability of Resources demonstrate flexibility and willingness of resources to be available to present survey results as and when required	6.00 4.00 2.00	<ul style="list-style-type: none">• The bidder has provided a minimum of three (3) support staff CV's which includes: - Their roles / responsibilities for the project (support staff roles must be able to attend to emails enquiries and system support in respect of facilitating the SARS employee engagement survey) =(2), - Minimum six (6) years combined (average) experience in providing technical support to attend to emails enquiries and system support in respect of facilitating the SARS employee engagement survey =(2), - Qualifications (Matric and Qualification e.g. IT and behavioural science) and provide a certified copy of each qualification =(2)• 0 = No information provided on support staff or less than six years combined experience or less than three (3) support staff provided. <ul style="list-style-type: none">• The bidder has provided a key personnel / account manager's full contact details (email and telephone numbers) =(1), roles, responsibilities =(1), minimum of 5 years' experience as a key account manager =(1), Qualifications related to project management and CV attached =(1).• 0 = No information provided or less than five (5) years experience. <p>Availability of Resources</p> <ul style="list-style-type: none">• 2 = The bidder has demonstrated flexibility and willingness of resources to be available to present survey results as and when required• 0 = No information provided		
3	METHODOLOGY AND APPROACH	40.00			
3.1	The bidder has outlined their proposed methodology, process and approach to deliver the customised employee engagement surveys demonstrating alignment to the SARS requirements, including the following: • The proposed research Methodology including but not limited to: (the approach to measure employee engagement, and the model that will be used to conduct employee engagement and how it works). • The process flow including steps of survey delivery with activities of each step indicating from survey initiation to action planning and execution. This includes but not limited to: pre-planning, deployment/execution and post-survey support. • The proposed system/ tool to execute the survey and functionality of the system (Components of the system/tool e.g. customisation of the survey, design of questionnaire, save and resume functionality to achieve SARS full requirements, and ability to send reminders for survey completion); and • The envisaged implementation plan / project plan to execute the survey including recommended timelines, deliverables (output), roles and responsibilities of each staff.	10.00 10.00 10.00 10.00	<p>Bidder has:</p> <ul style="list-style-type: none">• 10 = Proposed a research methodology to be adopted by SARS for successful execution of the employee engagement survey. This include but not limited to: - The research methodology that will be used to conduct the employee engagement survey (4)- The approach (3) and model (3) that will be used to conduct employee engagement survey• 0 = No response <p>Bidder has provided a:</p> <ul style="list-style-type: none">• 10 = Process flow including steps of survey delivery with activities of each step indicating from survey initiation to action planning and execution. This includes but not limited to: - Pre-planning (4)- Deployment/ Execution (3)- Post-survey support (3),• 0 = No response or Process flow without activities of the steps <p>Bidder has provided a:</p> <ul style="list-style-type: none">• 10 = Proposed system/ tool to execute the survey and functionality of the system (components of the sytem/tool) which includes but not limited to: - Customisation of the survey (3)- Design of questionnaire (3)- Save and resume functionality to achieve SARS full requirement (3).- Ability to send reminder for survey completion (1)• 0 = No response <p>Bidder has provided:</p> <ul style="list-style-type: none">• 10= Envisaged implementation plan / project plan to execute the survey (1). The implementation plan / project plan must indicate the following: - Timelines (3),- Deliverables (output) (3),- Roles and responsibilities of each staff (3).• 0 = No response		
4	Testimonials	9.00			
4.1	The bidder submitted a completed testimonial template (Annexure A3): a) Bidder has provided 3 recent testimonials from a minimum of three (3) recent clients (not older than 3 years) The testimonial must include for each client the following information: • Client name; • The client's contact person and phone number; • Contract period; • Description of the services; • Level of satisfaction; and • Quality of the service rendered Three (3) testimonials must be on a company's letterhead or authenticated by a company stamp Please note: SARS will contact the clients for a reference check. It is therefore important to ensure that the clients listed on the schedule are contactable.	6.00	<p>Bidder has provided 3 recent testimonials from recent clients (not older than 3 years). The testimonials must include but not limited to:</p> <p>NB: Three (3) points per letter distributed as follows:</p> <p>1. Company name, contact person name and designation, phone number, email address and duration of contract (not evaluated but should be provided).</p> <p>2. A brief description of the services rendered (service should be aligned to the RFP document) (not evaluated but should be provided)</p> <p>3. Level of satisfaction = 1</p> <p>4. Quality of the service rendered = 1</p> <p>Evaluation Guide refer to Annexure A3</p> <p>Good: 1</p> <p>Average: 0.5</p> <p>Poor: 0</p> <p>Total of 2 points per reference multiply by 3 references</p> <p>NB: If description of the service is not aligned to the RFP document bidder will get 0 points on the specific letter</p>		
	b) Challenges and Lessons learnt on the services rendered to the clients listed on 4.1 above. Bidder must indicate how they overcame the challenges	3.00	<p>Bidder has provided Challenges and Lessons learnt per testimonial and has indicated how they overcame the challenges = 3 points (1 point for each client)</p> <p>No response = 0</p>		
5	Skills Transfer	10.00			
5.1	The bidder has provided a skills transfer plan that will assist SARS Employee Engagement team with the following: • Interpreting the reports; • Communicating of the findings at all levels in the organisation; and • Generating action plans.	10.00	<ul style="list-style-type: none">• 10 = The bidder has provided a skills transfer plan that will assist SARS team with Interpreting of reports (2), Communicating of the findings (2) and generating action plan (6)• 0 = Irrelevant sills transfer plan or No information provided		
TOTAL		78.00			