

RFP 50/2018: PROVISION OF BUSINESS FACILITATION SERVICES FOR SARS LEADERSHIP

Question and Answer

#	QUESTION	ANSWER
1.	The National Management Forum (NMF) session consist of 450 delegates. How will the NMF session be carried out over the 2 year of the contract period?	Bidders are required to propose how they envisage carrying out the NMF sessions in their methodology. Bidder must note the duration of the NMF session and also note that SARS will provide a minimum of 10 (ten) internal facilitators to assist the service provider during the NMF workshops.
2.	Please clarify what N-2 Heads on page 10 refers to.	N-2 Head refer to the Executives and Group Executives reporting to the Chief Officers.
3.	Is it possible to get the outcomes of the N-2 Heads leadership engagement sessions?	Note: The reference made to “N-2 Heads leadership engagement session” of section 9.2.3.3 is an error and should read “EXCO Leadership alignment session”. There is a set of 10 Leadership behaviours adopted in January 2016 by the then EXCO leadership; however these were never embedded and as such will required revisiting or redefining all together. These outcomes will only be made available as part of the on-boarding pack for the appointed service provider.
4.	Has SARS defined the desired organisational Culture?	There are references made to a High Performance Culture in the current strategy document; however it is not clear if there is consensus at EXCO level that this is the desired culture today or what a High Performance Culture actually entails.
5.	Have the associated core values to enable the SARS Culture Transformation been clearly defined and socialised?	The values have been defined and communicated. The current values have been in place for 2 years. However, a change management process will still be undertaken by the internal SARS team to socialise the adopted culture and leadership behaviours from the EXCO leadership alignment session that will be facilitated by the successful service provider. These adopted leadership behaviours and culture will be further embedded by the internal change team across SARS staff.
6.	Company References – Should the 3 required testimonials in section 9.3.2 and 11.2.2 all be from government clients.	The 3 reference letter for the company should come from government clients; however, the 2 reference letter for the facilitators may be from any organisation/institution. Refer to section 9.3.2 and 9.3.4.3
7.	Do we need to provide the actual certificates for post-graduation qualifications in our submission packs? OR is making mention within the profiles sufficient?	Bidders must submit a copy of certificates for post-graduation qualifications for each facilitator that will be recommended for the project. Refer to no.4 of Annexure A2.

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8.	Do we have to have testimonials for all the individuals working on the contract as well? OR are the testimonials for the organisation x3 on letter heads as per requirements sufficient?	Yes, Bidders must submit all 3 testimonials of the company and 2 testimonials per facilitator that will be recommended for the project. Refer to section 9.3.2 and 9.3.4.3
9.	Will there be national travel required to reach the 450 senior management and execs? OR are they all in Gauteng?	All sessions will be at a single venue procured by SARS in Gauteng, there will be no need for traveling. Refer to page 11 of 30 RFP 50/2018
10.	Are the sessions going to be facilitated within SARS premises? OR will there be AWAY sessions for the TOP 10 Execs?	SARS will secure a venue(s) in Gauteng (Pretoria/Johannesburg) and provide the facilities for sessions and workshops. Refer to page 11 of 30 RFP 50/2018