



## SARS RESPONSE TO BIDDERS' QUESTIONS

RFP 13/2019: Appointment of a Service Provider to conduct A Public Opinion Survey on Compliance and to develop the Attitude to Public Opinion Index

### Briefing Question & Answers

Last updated: 04/07/2019

#	Question	Answer
1	How long (time) is the survey supposed to be?	It can be between 25 to 30 minutes or as short as possible, but must give the best insight into the tax payer's opinion.
2	Would Service provider be given a sample framework?	The Service Providers are to create the sample framework within the guidelines of the RFP document.
3	With respect to Qualitative Study (Power of Authority) – Target Group is influential persons, Will SARS give a list of the Influential Persons to the Service Provider?	There is no list of influential persons provided by SARS. SARS gives you the freedom to choose the influential persons as long as they are within the category of Influential persons.
4	Is the sample of 3000 persons for national survey?	Yes the sample of 3000 persons stated is a national survey and will cover all regions or provinces of the country. The way it will be conducted is open to the service provider.
5	When does the awarded service provider anticipate to start the national survey for this year?	The exact date cannot be determined but we envisage taking place towards the last quarter of the year after the award of the service provider and all finalization of the service agreement between SARS and the appointed service provider.
6	With regards to the above RFP, in the briefing session it was advised that SARS will make no upfront payment for this study.	As mentioned in the briefing session, payment will be made on the basis of agreed deliverables/milestones.

	<p>How will frequently will payment be made in that case - monthly, quarterly, annually? Payment will be made on the basis of agreed deliverables/milestones. Maximum of three payments in each year for the study.</p>	
7.	<p>Please confirm the following:</p> <ul style="list-style-type: none"> <li>- For the quantitative phase, is the sample of 3000 interviews currently conducted on an annual basis, or is it spread over the 36 month period specified in the RFP?</li> <li>- Are the interviews currently being spread over the year, or are they done in one specified period of time? If they are done in one specified period of time, can you tell us when this is? This will be important when designing the study, from a tracking point of view.</li> <li>- Under Scope of Work on page 7 of the RFP, one of the requirements will be to review and enhance existing survey instruments. Can you advise when we would be provided with copies of these documents, as well as how the sample is currently designed?</li> </ul>	<p>For quantitative phase a sample of 3000 is required for each year a survey is conducted, e.g. Year 1 = 3000; Year 2 = 3000 and Year 3 = 3000.</p> <p>The survey is not necessarily done during a specific period, however it should be within each year.</p> <p>Bidders will not be provided with the survey instrument or sample framework. Only a successful bidder with have access to the survey instrument.</p>
21.	<b>General</b>	
22	Bidders should ensure that the person that signs SDB 6.1 and the bidders pricing proposal is an authorised person as it become a legal binding document.	
23	Bidders are advised to regularly visit the SARS website for any up-dates	