

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

Non-Compulsory (Virtual) Briefing Session Question & Answers

Last updated: 29/10/2021

#	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.
5	Can you please clarify if QSE's are also required to submitted Audited Financial Statements or will you accept Financial Statements prepared and signed by a registered accountant.	An entity Public Interest (PI) score will determine the type of Annual Financial Statement, audited or reviewed. The Companies Act requires all entities to calculate their PI score.

6	<p>Please clarify the below:</p> <p>“Infrastructure to be able to support SARS where the SARS team is working remotely or in the office (by having e.g. laptops, tablets, cell phones and systems in place to connect virtually e.g. zoom, Ms teams and WebEx) to render the services.”</p> <p>Does this mean we will to provide, e.g. laptops to some of the staff or is it based on being able to support with technical issues and other related thing?</p> <p>And, does Everyone have access to a PC and an individual email address?</p>	<p>Based on the service levels and the agreed deliverables the service provider is expected to be both operationally and technologically enabled to support SARS with all technical problems and other related issues within the specified time to resolve matters.</p> <p>The infrastructure requirements are for the service provider to be able to support SARS not to provide to SARS staff.</p> <p>All SARS employees have access to computers and have individual email address, the service provider does not have to provide computers to SARS staff.</p>
7	<p>7.1. What is the approximate number of questions anticipated for each round of surveys?</p> <p>7.2. Will the composition of the Survey questionnaire (actual questions to be asked to employees and in what priority/order, etc) be decided by SARS or service provider?</p> <p>7.3. Will survey questions and responses be in any other languages besides English? If yes, which are those languages?</p> <p>7.4. Will calling to accommodate visual impaired employees be required in any specific language or English would suffice?</p> <p>7.5. Is SARS open to data hosting in a GDPR compliant country?</p> <p>7.6. You have mentioned in the Scope the following statement, “Ensuring a data rich diagnostic report by providing a</p>	<p>7.1 There is no determined approximate number of questions, it would depend on the methodology at the time and what measurable EE aspects needs to be considered and assessed. The ideal duration to complete and submit the survey should preferably not exceed 25 minutes.</p> <p>7.2 The service provider will provide / design the questionnaire to SARS based on the specific requirements as mentioned above, however SARS will be entitled to add additional questions if required.</p> <p>7.3 Only English.</p> <p>7.4 Only English.</p> <p>7.5 Unfortunately not - as per our internal policy and as Gazetted in our SA legislation.</p> <p>7.6 The new results obtained by the service provider to be appointed needs to be benchmarked against international and</p>

	<p>comparative analysis of current baseline results against credible and relevant external benchmarks, both nationally and internationally". Is historical data available with SARS that needs to be migrated in order to do the trend analysis?</p> <p>7.7. Please provide a list of websites where the survey needs to be integrated.</p>	<p>local trends and segments. The Employee Engagement Index score of the previous 5 years will be made available on request.</p> <p>7.7 The survey needs to be sent to all SARS employees via an accessible link.</p>
	<p>General</p>	
8	<p>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.</p>	
9	<p>Bidders are advised to regularly visit the SARS website for any up-dates</p>	