

**RFP Number: T05-02-25**

**Description: Request for Proposal to assist IDC with implementation of a client experience management programme**

**Question and Answers Version 1**

No.	Question	Type	Answer
1	Would you require 10 Customer Journey maps to be created per year, or 10 maps over a period of 2 years?	Technical	Refer to Section 2, paragraph 3.2 and paragraph 5 deliverables of the bidding document.
2	Referring to 7.1.1. we are unable to share this information without an Non disclosure agreement (NDA) in place and a guarantee that the content shared would not be used by IDC without a contract in place and express permission. This content is the intellectual property of the bidder and may not be used without express permission.		For any intellectual property concerns, bidders can provide the NDA for the IDC to review and sign before the closing date and time of the bid document.
3	Referring to 7.1.4 for the first Annual Client Satisfaction survey, does the entire project with reporting needs to be complete within 8 weeks, or just the completed field work?		The Annual Client Satisfaction Survey for the 2024/2025 financial year should be completed within eight (8) weeks after appointment.
4	Would you be able to share the existing IDC Customer Satisfaction index?		The IDC will share the existing Customer Satisfaction index with the awarded bidder
5	Does the IDC have a LMS/training repository/portal and training policy (e.g. pre-assessment, post assessment set-up already)? Or will this not be applicable to the ask?		Bidders should refer to Section 2, paragraph 3.1 activity 2 in the bid document on the requirements pertaining to training.
6	Please confirm when was the last customer experience survey completed. What was the response rate from the previous survey?		The last Customer Satisfaction survey was conducted in 2024, response rate was 52%
7	Please confirm the existing platforms (SMS, WhatsApp, WEB, USSD, IVR, CATI) that IDC has, that the service provider can leverage off to engage with customers?		Bidders can refer to Section 2, paragraph 3 of the bid document.
8	Please can you confirm the number/percentage sample size that you require for customers across the life cycle to be interviewed and also to be surveyed.		Bidders can refer to Section 2, paragraph 3.1, activity 1 of the bid document. T
9	With regards to the envisaged CEO sample interviews, please explain what size or particular representivity this should be, and should these be face-to-face interviews only?		Bidders are required to proposed a workable methodology to obtain the best results. Refer to Section 2 of the bid document.
10	With regards to the timeframe of 8 weeks, is our assumption correct that this is only for the launch of the survey or is there an expectation that the CEO interviews also be all concluded in this period, taking into consideration the sample size as well as availability of CEO's for this strategic engagement / interviews. Will IDC also assist us in setting this up?		The Annual Client Satisfaction Survey for the 2024/2025 financial year should be completed within eight (8) weeks after appointment. This survey should be conducted across the 800 clients. The awarded bidder will be responsible for setting up appointments.
11	Please indicate explicitly what is the key deliverable expected after 8 weeks?		Refer to paragraph 3 (Scope of Work/Terms of Reference) of the bid document
12	We understand that IDC wants to conduct this over a 2-year period, but your costing template makes reference to year 3 etc., do you want costings beyond 2 year administration as well		As per paragraph 6 (Project timelines): The appointed bidder will be required to start immediately after signing the contract and provide the services for a period of two (2) years with an option to renew on an annual basis for a maximum of two (2) years, subject to annual review of bidder's performance. Refer to the Section 3: Paragraph 6 Costing Model for pricing.
13	In relation to point 6.1 of the cost proposal, please can you confirm that the current existing IDC survey is to be utilised for the 2024/2025 survey.		Bidders can refer to Section 2, paragraph 3.1 (Scope of Work/Terms of Reference) of the bid document.
14	Does the IDC have other channels by which customers regularly provide data?		Refer to the answer in question 7 above
15	For year 1 - is the expectation to solely replicate the existing survey questionnaire, with updates only being made in Year 2?		Bidders can refer to Section 2, paragraph 3.1 (Scope of Work/Terms of Reference) of the bid document
16	Is a single overall annual report expected, which just explores the Overall IDC results, results at Divisional level and Results at Strategic Business Unit level breakout, or are annual dedicated group-level reports required.		Bidders can refer to Section 2, paragraph 3, 4 & 5 (Scope of Work/Terms of Reference) of the bid document.
17	For feedback sessions - is a single overall feedback session or individual per-area session required per annum (and if so, how many areas - i.e. Divisions, etc. would this be)?		Single overall feedback session of survey findings per annum. Multiple consultation with the client experience management team can be conducted.