

RFP Number: T05-02-25

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

Question and Answers Version 2

No.	Question	Type	Answer
1	Is SCM expecting the entire tender document to be initialed and sent back or which portions of it are required back?	Administration	Bidders must refer to Section 1 Returnable schedules.
2	What is the total number of responses needed per year?	Technical	The current response rate is 52%, the awarded bidder will be required to propose and implement other methods or strategies to increase the client response rate.
3	Where is the training (location) expected to be facilitated?		The training will be facilitated at the IDC Head Office situated at 19 Fredman Drive in Sandton.
4	Will the IDC provide the training venue , or does the service provider have to provide it ?		The training facilities will be provided by the IDC
5	Are Internal Stakeholders the staff of the IDC ?		Internal stakeholders includes staff, executive committee and management committee

