

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

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

**Question and Answers Version 3**

No.	Question	Type	Answer
<b>1</b>	<b>Scope of Work &amp; Deliverables</b>		
1.1	Could you provide more details on the specific client experience framework IDC aims to implement?	Technical	Bidder must refer to Annexure 10 (Client Experience Framework) of the bid document
1.2	What level of customization and technology integration is expected for data collection and process alignment?		The awarded bidder to recommend optimal survey approach aligned to client preference (e.g. telephone, online, SMS, WhatsApp, WEB, USSD, IVR, CATI and face to face etc.) with clear motivation of approaches to achieve optimal insights.
1.3	Are there any existing <b>client feedback mechanisms or survey tools</b> in place that bidders should build upon?		The awarded bidder will be required to explore and utilise their own resources. The bidder will be required to recommend optimal survey approach aligned to client preference (e.g. telephone, online, SMS, WhatsApp, WEB, USSD, IVR, CATI and face to face etc.) with clear motivation of approaches to achieve optimal insights.
<b>2</b>	<b>Eligibility &amp; Submission Requirements</b>		
2.1	Is this opportunity open to international firms, or must bidders be based in South Africa?	Administrative	The request was issued as an open tender, and proposals must be made in terms of the issued bid document, bid responses will be evaluated in terms of the criteria's set out in the bid document.
2.2	Would a consortium or partnership with a South African firm be acceptable?		Refer to Section 4: Annexure 2: Acceptance of Bid Conditions and bidders details for the bidding structure details.
2.3	Are there preferred formats for submitting the project methodology, compliance annexures, and references?	Technical	Please refer to Section 1, paragraph 11 (Returnable and Schedules) of the bid document.
<b>3</b>	<b>Project Implementation &amp; Timeline</b>		
3.1	What is the expected duration of the engagement and key project milestones?	Technical	Refer to section 2, paragraph 3: Scope of work / Terms of reference of the bid document.
3.2	Is there an anticipated <b>start date</b> , and does IDC require on-site presence for workshops and training?		The appointed bidder will be required to start immediately after appointment. The training will be facilitated at the IDC offices
3.3	Are there specific stakeholder engagement strategies IDC prefers for implementation?		Refer to section 2, paragraph 3: Scope of work / Terms of reference of the bid document. 3.1 (Continuous Improvement and embedding client experience throughout the organisation).
<b>4</b>	<b>Budget &amp; Contractual Terms</b>		
4.1	Will IDC provide a budget range, or should bidders propose costs based on deliverables?	Technical	Please refer to section 3 (Cost Proposal) of the bid document.
4.2	What are the contracting and payment terms for this engagement?		Payments will be linked to specified deliverables after such deliverables have been approved by the IDC. Payments will be made within 30 days from date of invoice. Please see Section 3, paragraph 5 of the bid document.

