
**DEPARTMENT OF THE PREMIER: REQUEST FOR INFORMATION (RFI) TO INTERESTED SERVICE PROVIDERS
FOR AN EMPLOYEE ENGAGEMENT SURVEY AND PORTAL FOR THE WESTERN CAPE GOVERNMENT**

1. INTRODUCTION

- 1.1 The Department of the Premier is currently exploring options for an employee engagement survey and portal and would like to request information and a cost breakdown from your company. Please note that this request is for information purposes only, and no award will be made.

2. BACKGROUND AND EXPECTATION

- 2.1 The Western Cape Government (WCG) has been using the Barrett Values Survey (BVS) as the sole culture measuring tool since 2010. It was identified as the preferred tool to measure organisational culture. The BVS indicated the type of people working in the WCG (personal values) and the current culture they experience, as well as the desired culture should be and on what to focus on to achieve this.
- 2.2 Apart from the positive contribution the BVS has made, the WCG is still struggling to gain the required traction in achieving the desired culture state. Some of the feedback received from the culture conversations held with employees and leaders, is that the conversations were very esoteric and did not yield enough answers to what the actual issues are in the organisation. Issues related to practices, processes or systems were difficult to whittle down by the BVS results alone.
- 2.3 Therefore, an additional measure which would provide a collective view of how well people feel supported, challenged, and managed in their roles and the factors impacting on employee performance is needed in the system. Measuring employee engagement can provide a view of our employees' personal experience of work; how they feel about their roles, responsibilities, workload, relationships with managers and colleagues, communication and cooperation, job stress and work-life balance, health and safety, among others.

- 2.4 To enable the WCG to mature to a more leadership-led and enabling organisation, the WCG need to focus its efforts towards understanding the factors impacting employee engagement. An additional metric such as an employee engagement score and areas of concern can assist in identifying appropriate interventions.
- 2.5 We have conducted desktop research on various Employee Engagement models that may best suit our needs in terms of our culture strategy and journey.
- 2.6 The Western Cape Government presently comprises of approximately 88 000 people. Thirteen departments service the Western Cape citizens of varying sizes of which Western Cape Education Department and the Department of Health and Wellness are the largest. Each department is lead by an executive management branch with different mandates within various business units. The total estimated number of required results feedback reports is a minimum of 200 across the thirteen departments.

3. INFORMATION REQUIRED BY THE DEPARTMENT

Service providers should use the requirements listed below as a guide but are free to propose any alternative solution to meet the expectations of the Departments request.

3.1 Engagement model

- Outline and present your engagement model specifying the drivers being tested

3.2 Survey and Portal Features: Please provide a detailed description of the features and functionalities of your employee engagement portal. Must indicate the following:

- Scientifically validated survey questions
- Customisable survey design to suit WCG specific requirements
- Ability to add open-ended questions
- Online portal management for management reporting and team-based dashboards
- Online survey, QR code and paper-based survey options

3.3 Implementation Process: Outline the implementation process, including timelines and any support provided during the roll-out.

3.4 Support and Administration: Describe the support and administrative support services included with your portal.

- Restriction on access for different users (OD access to all results)
- Online availability of results

- Action planning tools with recommended actions and development focus areas relating to employee engagement
- Overall dashboard reporting
- Up to approximately 40 000 people (super users included)
- Online help line and support for super users

3.5 **Analysis, reporting and feedback**

- Reports to include recommendations for action and focus/development areas
- Trend reporting (year-on-year)
- Multiple reporting formats (word, ppt, excel, heatmap)
- Feedback to executive leadership team

3.6 **Training and accreditation**

- Indicate whether training and/or accreditation is required in order to provide feedback on results

3.7 **Pricing:** Provide a comprehensive cost breakdown, including any setup fees, subscription costs, and additional charges.

- Survey set-up
- Survey administration
- Overall report/s for WCG
- Overall report/s for each of the 13 Departments
- Report per business unit
- Feedback session to executive leadership team
- Training and accreditation

4. **ASSESSMENT CRITERIA**

4.1 The Department will follow a three-phase process as follows

- 4.1.1 Phase 1: Assessment of the information provided.
- 4.1.2 Phase 2: Assessment of the cost breakdowns provided
- 4.1.3 Phase 3: The Department compiles Terms of Reference and embarks on the appropriate SCM process.

4.1.1. **Phase 1: Assessment of the information provided**

Compliance with Requirements

Criteria: Evaluate whether the information meets all the requirements outlined in the request for proposals (RFI).

(a) Each service provider must provide examples of previous work done related to employee engagement surveys by providing the following documents:

- Sample Employee Engagement Survey and report

- Sample online reports in different formats (word, excel, ppt)
- Screenshots/ printouts of the online portal and/or dashboard
- Sample Action planning tools with recommended actions and development focus areas

(b) Each service provider must provide information that indicates the nature and the scope of work performed by the service provider

(c) Provide information of industry experience in rendering the relevant service/s of an Employee Engagement Survey, and also indicate the size of the organisations where work was performed

4.1.2 Phase 2: Cost breakdown

- Survey set-up
 - Survey administration
 - Overall report/s for WCG (cost per report)
 - Overall report/s for each of the 13 Departments (cost per report)
 - Report per business unit (cost per report)
 - Comparative reports (cost per report)
 - Feedback session to executive leadership team
 - Training and accreditation
 - Portal use (cost for license if applicable)
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4.1.3 Phase 3: The Department Compiles Terms of Reference and Embarks on the appropriate SCM Process

The Department will embark on the appropriate SCM process following the completion of Phase 1 and 2. The Department reserves the right to combine proposed solutions for compiling the Terms of Reference (**TOR**), which will be advertised by means of an appropriate SCM process.

5. RFI RELATED QUERIES

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