

Bid Addendum

Attention	:	All Prospective Bidders
From	:	Supply Chain Management
Date	:	06 September 2021
Issue	:	First (1 st) Issue
Bid Number	:	RFQ 19016
Bid Title	:	APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE ORGANISATIONAL CLIMATE SURVEY FOR A PERIOD OF FIVE YEARS

1. ISSUE ADDENDA

Supply Chain Management policy states... *“When any additions, deletions or changes are made to any part of the original bid documentation, all potential vendors, which collected a bid document, must be notified of these changes. It should be noted that amendments must allow bidders enough time to adjust their offers before submitting the bid to ITHALA. Any additions, deletions or changes must be done in writing and records should be maintained in the relevant file; and Bidders must acknowledge receipt of the amendments”*

2. YOU ARE HEREBY ADVISED OF THE FOLLOWING OMISSION

Below are the questions raised before the closing date:

- How many divisions do you have?
 - Ithala has 12 Divisions, and one of the Divisions, Retail and Business Banking is divided into 6 Sub areas (Head Office Staff, Administration, Corporate Bank, and 3 Regions)
- Mentioning urban areas – what do you qualify as urban areas?
 - Ithala operates in City, Towns and Rural areas within KZN
- How many employees are going to be assessed each time?
 - Ithala has about 400 employee, of which a permanent staff complement of 350. 200 staff are working at Head Office, and the rest at our Branches. Not all staff have access to computers, and it might be required that a sample of Branch Staff are engaged via other options e.g. by telephonic survey
- We will only be able to administer an Engage ourselves and will not be able to set up and enable you to do your own assessments. Will we be disqualified in this instance?
 - No, this will not disqualify any service provider
- Report template customization
 - To add the Ithala Logo to the questionnaire and reports
- Engagement with Executive team and executive feedback
 - An information/orientation session to be held with the Executive Team before the start of the process to engage with staff, and also a feedback session on the results with the Executive Team
- Interviews with sample employees
 - As some of our Branch staff cannot complete the on-line questionnaire, either a pen and paper questionnaire will have to be completed which will be distributed by either Ithala or the service provider, or alternatively a sample of staff will have to be telephonically interviewed

8. Use of pen and paper questionnaires

- The completed pen and paper questionnaires will be provided to the service provider to capture the responses.

NB: Cover quoting sometimes referred to as “*shadow quoting*” or “*bid rigging*” is an offense which represents both corruption and acquisition of fraud. It undermines the fair determination of a supplier, corruptly eliminating free and open competition. Therefore, it is not allowed.