

QUESTIONS AND ANSWERS	
BID NUMBER	FAIS2025/26 - T004
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HR ADVISORY AND BESPOKE HR SUPPORT SERVICES FOR A PERIOD OF TWO (2) YEARS

The following questions were received by the FAIS Ombud for the abovementioned bid and are responded to hereto as follows:

NO	QUESTION	RESPONSE
1.	Could you please elaborate on the expected bespoke managerial support and the analyst support for business diagnostics as mentioned in the tender?	Bespoke advisory and coaching where necessary, customised tools and resources, strategic support, empowering managers to apply best practices to their context etc.
2.	What is the desired frequency and format for the full access advisory/analyst support?	As and when required, based on business requirements.
3.	The tender mentions specialist advisory and consultancy services for the Head of HR. Are there any key focus areas for these services beyond the listed HR pillars?	The entire HR value chain/areas, in addition to the top 4 critical areas mentioned on the TOR. It must be a centralised, intelligent, benchmarked knowledge hub repository that consolidates, organises, and makes accessible all HR related information, research, and insights.
4.	Regarding the future of work strategy, could you provide more details on the specific challenges or outcomes the FAIS Ombud aims to achieve with this service?	Future ready organisations, resilient workforce that is adaptable (major changes expected with the pending amalgamation), and high performing workforce that delivers sustainable value.
5.	What are the specific deliverables expected for the Diversity, Equity and Inclusion (DEI) component of the service?	Some of the outcomes are enhanced engagement and belonging, non-biased practices, stronger employer brand and reputation, enhanced trust within and externally, enhanced compliance and risk reduction. This list is not exhaustive.