

ANNEXURE A: PRICING SCHEDULE _RFP196/2026

BIDDING COMPANY NAME _____

YEAR 1: CSAT SURVEY DESIGN, FIELDWORK, ANALYSIS AND REPORTING

ID	KEY DELIVERABLE AS PER SCOPE OF WORK	EXPERT DESCRIPTION	EXPECTED OUTCOME/S	ESTIMATED NUMBER OF DAYS/HOURS	RATE PER DAY/HOUR (ZAR)	TOTAL RATE (ZAR)
1	Project initiation, stakeholder engagement, project planning and methodology design	Project Director / Lead Research Consultant	Approved project plan, methodology, sampling framework and inception report	5 Days		
2	Survey instrument design, programming and testing	Research Specialist and Survey Methodologist	Approved survey questionnaire and data collection tools	8 Days		
3	Survey fieldwork and data collection	Fieldwork Manager and Data Collection Team	Data collection completed within approved timelines and response rate achieved	30 Days		
4	Data validation, cleaning and quality assurance	Data Analyst and Quality Assurance Specialist	Validated, cleaned and quality-assured dataset	5 Days		
5	Quantitative and qualitative analysis	Senior Research Analyst	Statistical analysis, segmentation, trend and key driver analysis completed	10 Days		
6	Dashboard development and reporting tools	BI Developer / Dashboard Specialist	Interactive dashboard configured and populated	8 Days		
7	Draft report and management presentation	Lead Consultant	Draft report, findings and recommendations submitted	5 Days		

8	Presentation of findings and incorporation of feedback	Lead Consultant and Research Team	Presentation delivered and comments incorporated	3 Days		
9	Final report, datasets, dashboard access and close-out	Project Director and Research Team	Final deliverables accepted by DBSA	4 Days		
TOTAL OF PROPOSED TIME-BASED FEES EXCLUDING VAT						
15% VAT						
TOTAL PROPOSED TIME-BASED FEES INCLUDING VAT						

YEAR 2: IMPLEMENTATION SUPPORT PHASE

ID	KEY DELIVERABLE AS PER SCOPE OF WORK	EXPERT DESCRIPTION	EXPECTED OUTCOME/S	ESTIMATED NUMBER OF DAYS/HOURS	RATE PER DAY/HOUR (ZAR)	TOTAL RATE (ZAR)
10	Implementation planning and prioritisation workshop	Strategic Planning Consultant / Facilitator	Prioritised action plan and implementation roadmap	2 Days		
11	Recommendation implementation support	Senior Client Experience Consultant	Quarterly advisory support and implementation guidance	20 Days		
12	Progress monitoring and dashboard updates	Monitoring and Evaluation Specialist / BI Analyst	Quarterly progress reports and dashboard updates	8 Days		
13	Mid-year implementation review	Senior Consultant	Mid-year implementation assessment and recommendations	4 Days		
14	Impact assessment and close-out report	Project Director and Research Lead	Final impact assessment report and next-cycle recommendations	5 Days		
TOTAL OF PROPOSED TIME-BASED FEES EXCLUDING VAT						
15% VAT						
TOTAL PROPOSED TIME-BASED FEES INCLUDING VAT						