



CENTRAL SUPPLIER DATABASE (CSD) INFORMATION PACK

Purpose of the Document

The purpose of this document is to provide the respective responsible parties of the various organs of state with a toolkit to guide the effective change management of the first phase of the CSD project.

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1. CSD change management approach

The objectives of the CSD Change Management approach are to:

- Inform stakeholders about the CSD and the related changes, by providing them with timely, accurate and consistent information;
- Share with stakeholders the benefits of the CSD;
- Provide direction to stakeholders on how they can support the successful implementation of the CSD;
- Collaborate with stakeholders to actively support and embrace the suggested changes in advancing SCM efficiency and effectiveness; and
- Help manage expectations of the change at all levels within government and the public.

A principle of the CSD change management approach is to optimise existing channels and establish a central point of communication.

2. Instructions to use the CSD information pack

Responsibility

- Assign a resource to oversee the end-to-end change management within national departments and provinces. A CSD readiness progress updated report will be made available to the organs of state which will outline the activities required to enable this change initiative.
- Allocate specific tasks to the responsible departments (e.g. design and printing of fact sheets, pamphlets etc.)

Customisation

- Review the suggested content within the Toolkit and customise the content and practical application thereof to be best suited for your organisation
- Identify and escalate risks specific to your environment to relevant officials

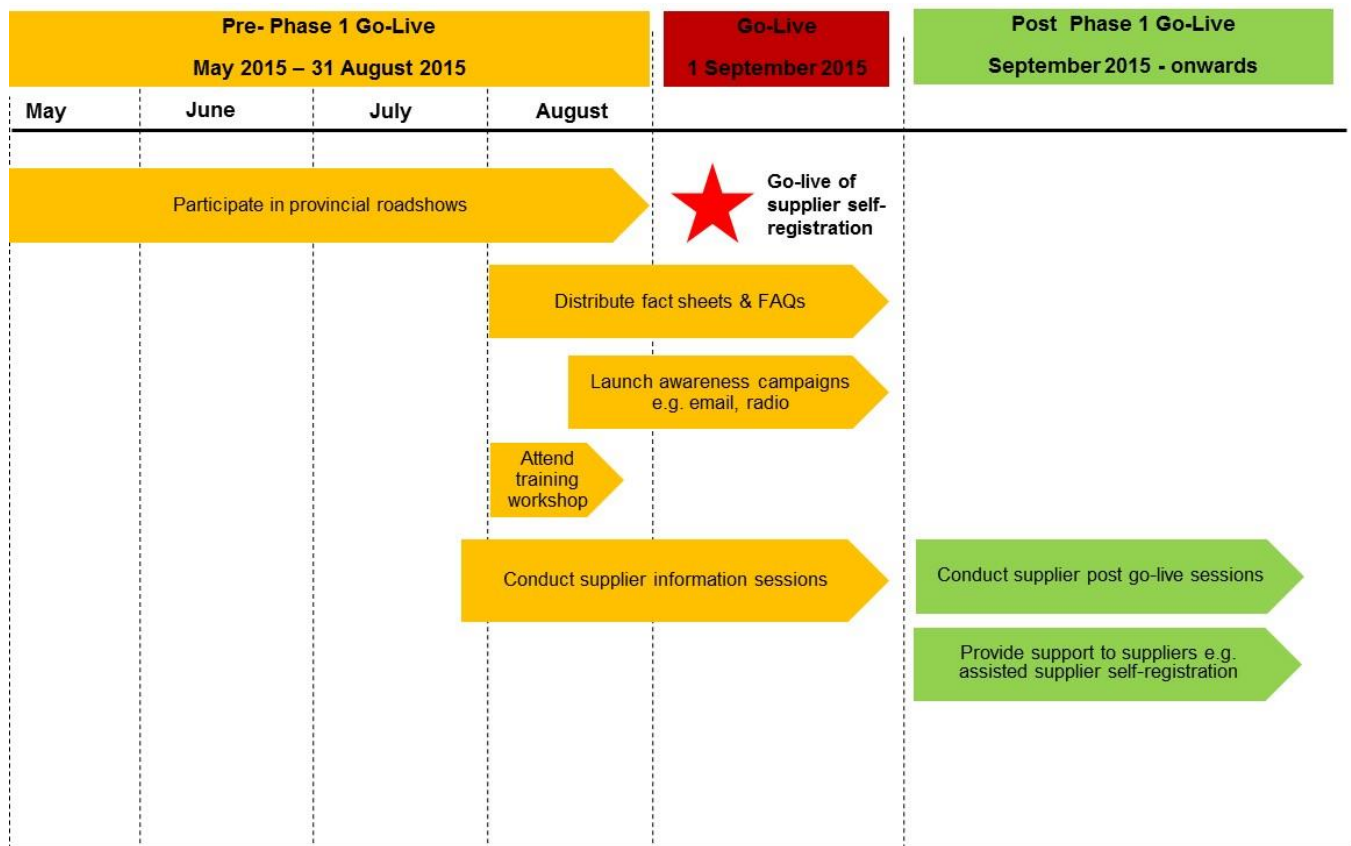
Adhere to the timeline

Follow the suggested execution timeline as indicated below. It is recommended to ensure a collaborative execution of all deliverables to yield consistent results across all national departments and provinces.

Track the Progress

- Ensure frequent checkpoint meetings to track the progress of the change. A CSD readiness progress updated report will be made available to the organs of state which will outline the activities required to enable this change initiative. Organs of state are required to report back to the OCPO in order to track readiness and determine the level of implementation required.

3. High level CSD stakeholder engagement and communication timeline



4. CSD fact sheets

Guidelines for the Implementation

Fact sheets have been designed with key information for government and suppliers. The information may be used, customised and distributed by organs of state to advance the implementation of the CSD.

Application

It is suggested that the fact sheets are distributed to each of the stakeholder groups, by means of the most effective method of communication for the specific national departments and provinces.

Distribution

Following are distribution suggestions:

- E-mail PDF document
- Upload PDF document to the relevant websites for suppliers to access
- Publish PDF document to any other existing system where suppliers and internal users already have access to e.g. eTender website
- Print the fact sheets and distribute to suppliers through existing channels of distribution (e.g. supplier information sessions etc.)

5. Frequently Asked Questions

Guidelines for the Implementation

Frequently Asked Questions (FAQ) documents have been compiled from the questions that were raised during the roadshows held in each province in the awareness phase. The FAQ documents are living document and will be expanded upon as the project evolves to ensure support in the continuity of the change.

An internal FAQ document and supplier FAQ have been prepared as some of the questions and answers will be very different for each of these two groups,

Application

It is suggested that the FAQ documents be distributed to each of the stakeholder groups, by means of the most effective method of communication for the specific national departments and provinces. It is further recommended that the application and distribution methods of the FAQ document be aligned to that of the Fact sheet as it is best to optimise existing channels and establish a central point of communication.

Use the information in the FAQ document to enrich the various awareness campaigns and pamphlets.

Distribution

Following are distribution suggestions:

- E-mail PDF document
- Upload PDF document to the relevant websites for suppliers to access
- Publish PDF document to any other existing system where suppliers and internal users already have access to e.g. eTender website
- Print the FAQs and distribute to suppliers through existing channels of distribution (e.g. supplier information sessions etc.)

6. Awareness campaigns

Guidelines to the Implementation

This section contains guidelines on the implementation and application of various awareness campaigns.

It is appreciated that each province abides to a different set of logistical and procurement lead times. It is however imperative for all departments to align their various awareness campaigns to the high level CSD stakeholder engagement and communication timeline.

Application

It is suggested that the various media campaigns are executed via the following platforms or mediums:

Suggested Medium	Internal	Suppliers
Printed collateral (e.g. fact sheets, FAQs and leaflets)	x	x
E-mail campaign with content specific to the key message of the phase	x	x
Radio campaign on local radio station via interviews with the provincial Premier or HOD of Treasury.		x
Rotating banner on the OCPO and eTender websites with updates on progress, important dates and information specific to supplier users	x	x

Radio interview can be conducted with the relevant provincial premier or HOD of the Treasury in order to create awareness and a better understanding of the CSD. The fact sheets and FAQs can be used as input into preparation for the radio interview.

A rotating on the OCPO and eTender websites will provide an opportunity to communicate key CSD information to the OCPO and eTender website visitors.

Suggested wording include:

- Count down to launch of supplier self-registration: 30 days. The Central Supplier Database will be launched on 1 September 2015.

- Count down to launch of supplier self-registration: 7 days. Get ready for the launch of the Central Supplier Database on 1 September 2015.
- Count down to launch of supplier self-registration: 1 day. Only 1 day to go until the launch of the Central Supplier Database!
- Access the Central Supplier Database on www.csd.gov.za and register as a supplier today!