

APPOINTMENT OF A SERVICE PROVIDER FOR ONE ON ONE EXECUTIVE COACHING SERVICES

QUESTIONS & ANSWERS

Briefing Session	12 November 2018 at 11H00
RFP No	RFP 62/2018
Closing Date	03 December 2018, 11h00

QUESTION AND ANSWERS

#	QUESTION	ANSWER
1	What is the number of individuals to be coached?	Estimated number is 25 per year over three years with a total of 75 coachees. The numbers are estimated as the need for coaching will arise out of SARS talent management conversations.
2	Will the session for all 25 individuals start at the same time?	Coaching it will start at different times of the year. SARS has a structured talent management calendar and the outcome will inform SARS on the intake for coaching.
3	Coaching is for one hour. Is it for costing purposes or is it the prescribed length per coaching session?	SARS gives the coaching session an hour; if the coach and coachee decide to use 90 min for whatever the reason it will be acceptable. The number of hours allocated per individual will be (12) twelve hours.
4	Is the individual to be coached aware and prepared for the coaching session/intervention/programme? As there could be non-attendance if the individual is not ready to be coached.	SARS will conduct an intro session to explain to the individual what the coaching programme is about. SARS will take responsibility to ensure that the individual is willing to have coaching before embarking on the coaching programme.
5	Would SARS require an overall report for all the individuals in the system or individual reports for each person?	SARS is aware that coaching is a confidential process SARS requires the coach to summarise and provide an emerging themes in the report overall to enable SARS to look at further developmental interventions. On an individual base SARS requires logs and registers of the number of individual's hours of coaching that have taken place.
6	Will SARS provide a contact person in SARS with who the service provider will interact with?	Yes, SARS will provide a contact person.

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7	The Oath of Secrecy referred to in 8.2.3 is it the one that is published with the tender and when bidders submit proposals should each coach sign the Oath of Secrecy or will they sign at the point of award?	Yes. The bidder is required to sign the Oath of Secrecy at the tender stage this is binding on both the company and the coaches that they will ensure the centrality and database of information. Every coach that enters into the coaching space in terms of SARS agreement with the main contractor is bound by the confidentiality and code of ethics that govern coaching. The main contractor should maintain a record of such Confidentiality/ non-disclosure agreements.
8	Are the recommended coaches required to have one or all three qualifications?	SARS is looking into two aspects of qualifications : First it is the tertiary or educational qualification and in addition a professional qualification in coaching plus credentials (i.e. the practice hour per coach) in coaching. These are stated in the RFP as the minimum requirement.
9	Does SARS have any preference in the coach pool for psychologist, would there be a % of psychology back ground?	Coaches may have a background in psychology and that is acceptable but it is not a prerequisite or outlined as an additional requirement.
10	Bullet point one of section 8.2.3 of the RFP document refers to a matching of coachee to coach. What system or methodology will SARS use for the matching process?	HC & D will have a conversation with the nominated individual in terms of their requirements for a coach. SARS will take the database of coaches that the service provider has and offer two or three profiles to the individuals who will then make the final selection.

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11	What will happen if in the middle of the coaching session it is discovered that there was a mismatch?	In the event that it does not work as prescribed the service provider must report to SARS. Both the coach and the coachee can then decide to look at options on an individual base. The code of ethics that govern coaching will be applicable.
12	Will the coaches that were approved during the initial tender process be expected to see out the three years of the contract?	It would be ideal to keep the same coaches if possible but in the event of changes, the service provider will be required in consultation with SARS to replace the person with similar or better credentials. This will be covered in the SLA.
13	As part of the integrated talent management process is SARS going to perform psychometric testing and will the service provider have access to the reports?	In the integrated talent management SARS does administer psychometric assessments and 360 Leadership Effectiveness. In some instances the information may be outdated. In the case of the MCPA that is a lifelong assessment. The individuals will be asked to share those developmental reports. As per SARS policy there is no agreement to share the reports with the service provider but the service provider can encourage the individual to identify areas of development and if they wish to share the content of the report.
14	If a coach and coachee agree that it would be worthwhile to do another assessment, would SARS have the facility to organise it directly or should the bidder submit a standard price in the tender process?	SARS has psychometric tool assessments in-house. The pricing template does cater for additional tools or resources. Psychometric Assessment Testing is OUT OF SCOPE of this tender.

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15	Where will the individuals to be coached based?	It is estimated that 85% will be in the Gauteng province and 15% in other regions. SARS will communicate the details of the facilities to the approved service provider.
16	Is it possible to give an indication where the 15% is based? Does SARS expect the service provider in the pool of 6 coaches show a view of geographical spread?	SARS has offices nation-wide. Executives do attend meetings in Pretoria and coaching can coincide with these meetings. Where there is an absolute must, coaching will take place in the regions. Coachees are not expected to travel to other Provinces for coaching. Technology will be explored in the event of a coachee selecting a coach who is based elsewhere. Bidders must show Coaches across Kwa Zulu Natal, Western Cape, Eastern Cape, Limpopo, Free State and Gauteng.
17	Are only face-to-face sessions recommended or is there an allowance for video calling?	SARS prefers face-to-face sessions. The use of technology will be explored with the successful service provider.
18	In terms of cost for travel outside of the province, who will bear the cost?	There should be no travel out of the province for coaching.
19	Will SARS provide us with a breakdown in numbers of how many coachees are in the Top Management as well as Senior Management as this will give us an indication on the coaching rate?	The target audience for coaching is the top and senior management. The split will be provided to the successful bidder on the basis of the outcomes from the talent conversations.
20	What is the cost of the tender documents?	Tender documents are not sold, bidders can download all documents from the SARS website

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21	<p>Table 1 ONLY refers to Administration and Management costs – ONE Figure only, against each of the three little sub-sections, we assume.</p> <p>Question: Does that relate to ALL the provider’s admin and project management costs over the three years, 1) all collapsed into ONE figure and 2) taking CPI (inflation) increases over the three years into account?</p> <p>Table 2 asks for cost -per- hour of each coaching session, per year. This is clear, however Question: we assume, since you have separate lines for each year, that we are at liberty to add CPI increases after 1st year rate, i.e. for 2nd year and 3rd year?</p>	<p>It relates to all service provider’s administration and management cost over the period of three (3) three years collapsed in one figure (Total Cost) for each of the (3) three subsections taking into account service provider’s annual increases.</p> <p>Service providers are at liberty to escalate the cost per hour in subsequent years (Year 2 and Year 3).</p>
22	<p>What level of insurance will be required in the Service Level Agreement for Professional Indemnity, e.g. R1 million?</p>	<p>There is no limit to the cover. Bidders must provide adequate cover in line with the requirements of the clause, so that it covers the types of claims mentioned therein.</p>

QUESTION AND ANSWERS

GENERAL

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| 23 | Bidders should ensure that the person that signs SDB 6.1 and the bidders pricing proposal is an authorised person as it become a legal binding document. |
| 24 | Bidders are advised to regularly visit the SARS website for any up-dates |