

RFP 62/2018: ANNEXURE A1
TECHNICAL EVALUATION CRITERIA

No.	Requirement	Guideline	Weight	RFP REF
1	Company Profile		20	9.1
1.1	The bidder has provided in their response: Organisation structure and services including: • Organogram • Services rendered • Systems to render the services (1) Document management, 2) billing, 3) attendance logs & 4) reporting) • Years of experience	<ul style="list-style-type: none"> • 2 = The bidder has provided information on their company organogram • 0 = No information provided 	2	9.1.1
		<ul style="list-style-type: none"> • 4 = The bidder has provided information on the services rendered • 2 = The bidder has provided partial information on the services rendered • 0 = No information provided 	4	
		<ul style="list-style-type: none"> • 4 = The bidder has provided information on their company systems (4 or more) • 2 = The bidder has provided partial information on their company infrastructure , 3 or less • 0 = No information provided 	4	
		<ul style="list-style-type: none"> • 5 = The company has 3 years of experience in providing one-on-one executive coaching at senior/top management level • 3 = The company has 2 years of experience in providing one-on-one executive coaching at senior/top management level • 1 = The company has 1 year of experience in providing one-on-one executive coaching at senior/top management level • 0 = No information provided 	5	
1.2	The bidder has provided resources including: • The company's support staff that will be assigned to SARS including their roles and responsibilities • The company's full contact details of key account manager who will be assigned to SARS including his/her role and responsibility, minimum 5 years of experience and qualifications and his/her CV.	<ul style="list-style-type: none"> • 2 = The bidder has provided support staff, their roles/ responsibilities • 1 = The bidder provided support staff without roles/responsibilities • 0 = No information provided on support staff 	2	9.1.2
		<ul style="list-style-type: none"> • 3 = The bidder has provided a key personnel/account manager full contact details (1), roles, responsibilities and minimum 5 years experience (1), CV attached (1) • 2 = 2/3 information provided • 1 = 1/3 information provided • 0 = No information provided 	3	
2	Coaching Process		25	9.2
2.1	Bidders has provided a detailed one-on-one executive coaching framework (underpinning theories, models and best practices/tools) that focuses on the 3 core initiatives: 1. Self awareness 2. Results focus 3. Skills development The framework has detailed information on: 1. Information gathering and expectations, 2. Roles and responsibilities, 3. An envisaged coaching plan that indicates how the bidder intends to provide the coaching service including recommended timelines, deliverables and activities, 4. Demonstration of how the bidder will manage concerns and challenges that might occur during contractual period.	<ul style="list-style-type: none"> • 6 = Comprehensive response on self awareness, 3 = partial response, 0 = No response • 6 = Comprehensive response on results focus, 3 = partial response, 0 = No response • 6 = Comprehensive response on skills development, 3 = partial response, 0 = No response 	25	9.2
		<ul style="list-style-type: none"> • 2 = Comprehensive response on information gathering and expectations, 1 = partial response, 0 = No response • 2 = Comprehensive response on roles and responsibilities, 1 = partial response, 0 = No response • 2 = Comprehensive response on recommended timelines, deliverables and activities, 2 = partial response, 0 = No response • 1 = Comprehensive response on how the bidder will manage concerns and challenges that might occur during contractual period • 0 = No response 		
3	Capability		50	9.3
3.1	The bidder has provided a schedule: Indicating experience and proven track record in the last three (3) years in providing one-on-one executive coaching at a senior to top management level to a minimum of four (4) clients. The schedule must include for each client the following information: 1. Client name; 2. The client contact person, phone number; 3. Contract period; 4. Description of the services;	<p>Number of Clients</p> <ul style="list-style-type: none"> • 3= Four or more clients provided • 1= Less than four but more than two clients • 0= Less than two clients or no information <p>Schedule Information</p> <ul style="list-style-type: none"> • 7= Information such as (client name, contact person, phone number, contract period, description of service provide on atleast four clients • 3= Partial information provided on atleast four clients • 0= No information provided 	10	9.3.1
3.2	Bidders has submitted a pre-approved list of a minimum of 6 coaches or more that will be recommended to SARS for the duration of this contract as and when required. The information on the list should include: 1. Name and Surname 2. Race with at least 50% blacks 3. Gender with at least 50% females 4. Range of age 5. Relevant qualifications 6. Coaching Credential (number of practice hours) and Certifications 7. Minimum relevant experience in coaching at senior to top management level	<ul style="list-style-type: none"> • 10 = The bidder has provided 6 coaches or more with at least 50% blacks and 50% females • 5 = The bidder has provided 6 coaches or more with less than 50% blacks and/or 50% females • 0 = No information provided 	10	9.3.2
		<p>(Relevant qualification) Post graduate degree/diploma</p> <ul style="list-style-type: none"> • 5 = The bidder has provided 6 or more coaches with a minimum of Post graduate degree/ diploma • 3 = Less than 6 but more than 4 have Post graduate degree/diploma • 0 = Less than 4 have post graduate degree/diploma or no information provided 	10	
		<p>(Relevant qualification) Professional Coaching qualifications</p> <ul style="list-style-type: none"> • 5 = The bidder has provided 6 or more coaches with Professional Coaching qualifications or equivalent • 3 = Less than 6 but more than 4 have Professional Coaching qualifications or equivalent • 0 = Less than 4 have Professional Coaching qualifications or equivalent and/or no information provided 		
		<p>Coaching Credentials and Certification</p> <ul style="list-style-type: none"> • 10 = The bidder has provided 6 or more coaches with minimum of Associate Certified Coach/Senior Coach Practitioner or equivalent = • 6 = Less than 6 but more than 4 have with minimum of Associate Certified Coach/Senior Coach Practitioner or equivalent • 0 = Less than 4 have with minimum of Associate Certified Coach/Senior Coach Practitioner or equivalent and/or no information provided 	10	
		<p>Relevant Experience</p> <ul style="list-style-type: none"> • 10 = The bidder has provided 6 coaches or more who have 5 years or more relevant experience of executive coaching at a senior/top management level • 6 = The bidder has provided less than 6 coaches who have less than 5 years relevant experience of executive coaching at a senior/top management level • 0 = No information provided 	10	
4	Testimonials		5	9.4
	The bidder has provided three (3) testimonials of most recent most recent 3 years clients confirming that coaching services at senior to top management level were rendered. Each testimonial must be in a client (i.e. company) letterhead.	<ul style="list-style-type: none"> • 5 = The bidder has provided the 3 testimonials of contactable references where executive one-on-one coaching was provided on a company's letterhead or authenticated by a company stamp • 3 = The bidder has provided the 2 testimonials of contactable references where executive one-on-one coaching was provided on a company's letterhead or authenticated by a company stamp • 1 = The bidder has provided 1 testimonial of contactable references where executive one-on-one coaching was provided on a company's letterhead or authenticated by a company stamp • 0 = The bidder has provided no information 	5	9.4
	TOTAL		100	