

ANNEXURE A2 : RFP 11/2020 APPOINTMENT OF A SERVICE PROVIDER FOR ONE-ON-ONE EXECUTIVE COACHING SERVICES

Technical Evaluation Criteria

BIDDER NAME: _____

| No. | Criteria | Weight | Model Answer | Score | Technical Evaluator's comments |
|-----|--|--------|--|-------|--------------------------------|
| 1 | Company Track Record | 12.00 | | | |
| 1.1 | The bidder has provided in their response: • The company years of experience in rendering one-on-one executive coaching services; and • Infrastructure to render the services e.g Ms Teams, Webex, Zoom, etc. | 6.00 | • 6 = The company has 5 years or more of experience in providing one-on-one executive coaching at executive leadership level. • 3 = The company has 3 to 4 years of experience in providing one-on-one executive coaching at executive leadership level. • 0 = The company has less than 3 years of experience or no information provided. | | |
| | | 6.00 | • 6 = The bidder has provided information on their company infrastructure (a secure virtual connectivity technology / coachee learning material access). • 3 = The bidder has provided information on accessible e-learning resources e.g. e-books, recorded webinars, videos. • 0 = No information provided. | | |
| 2 | Resources | 8.00 | | | |
| 2.1 | The bidder has provided resources including: • The bidder's support staff (project coordinator and finance person) that will be assigned to SARS, including their roles and responsibilities when the services are rendered to SARS. - The bidder's full contact details of a Key Account Manager, who will be assigned to SARS including: - his/her role and responsibilities when the services are rendered to SARS; - a minimum of five (5) years of experience as a Key Account Manager; and - one page CV, containing his/her qualifications (certified copy of certificates). | 4.00 | • 4 = The bidder has provided support staff (project coordinator and finance person) and their roles / responsibilities for the project. • 2 = The bidder provided support staff without roles / responsibilities to the project. • 0 = No information provided on support staff. | | |
| | | 4.00 | • 4 = The bidder has provided a key account manager's full contact details (1), roles and responsibilities (1), minimum of 5 years' experience (1) and CV attached (1). • 3 = 3/4 information provided. • 2 = 2/4 information provided. • 1 = 1/4 information provided. • 0 = No information provided. | | |
| 3 | Coaching Process | 25.00 | | | |
| 3.1 | The bidder should outline their coaching framework detailing all the stages for the executive coaching process taking into account the following: • Information gathering and expectations; • Roles and responsibilities; and • Recommended timelines, milestones, deliverables and activities of the coaching plan. | 25.00 | • 6 = Comprehensive response on self awareness as outlined on section 8.2.4 of RFP, 3 = partial response, 0 = No response • 6 = Comprehensive response on result focus as outlined on section 8.2.4 of RFP, 3 = partial response, 0 = No response • 6 = Comprehensive response on skills development as outlined on section 8.2.4 of RFP, 3 = partial response, 0 = No response • 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 • 3 = Comprehensive response on recommended timelines, deliverables and activities, 2 = partial response, 0 = No response | | |
| 4 | Capability | 55.00 | | | |
| 4.1 | The bidder submitted a completed Schedule (Annexure A3): A schedule of the bidder's experience and proven track record in the last three (3) years in providing one-on-one executive coaching services at executive leadership to a minimum of four (4) clients. The schedule must include for each client the following information: • Client name; • The client's contact person and phone number; • Contract period; • Description of the services; • Challenges; • Lessons learnt; and • Three (3) testimonials on a company's letterhead or authenticated by a company stamp indicating evidence of coaching focus areas, duration of coaching sessions, number of individuals coached and benefits realised by the clients after coaching. Please note: SARS will contact the clients for a reference check. It is therefore important to ensure that the clients listed on the schedule are contactable. | 15.00 | Number of Clients • 5 = Four or more clients provided • 2 = Less than four but more than two clients • 0 = Less than two clients or no information Schedule Information • 2 = Information such as the client's name, contact person, phone number, contract period, description of service provided on at least four clients • 1 = Partial information provided on at least four clients • 0 = No information provided • 3 = Information on Challenges and Lessons learnt provided on at least four clients • 1 = Partial information provided on Challenges and Lessons learnt • 0 = No information provided on Challenges and Lessons learnt • 5 = The bidder has provided 3 testimonials on a company's letterhead or authenticated by a company stamp indicating evidence of coaching focus areas, duration of coaching sessions, number of individuals coached and benefits realised by the client after coaching. • 3 = The bidder has provided 2 testimonials on a company's letterhead or authenticated by a company stamp indicating evidence of coaching focus areas, duration of coaching sessions, number of individuals coached and benefits realised by the client after coaching. • 1 = The bidder has provided 1 testimonial on a company's letterhead or authenticated by a company stamp indicating evidence of coaching focus areas, duration of coaching sessions, number of individuals coached and benefits realised by the client after coaching. • 0 = The bidder has provided no information. | | |

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|-------|---|--------|--|-------|--------------------------------|
| 4.2 | <p>The bidder must submit a pre-approved list of a minimum of six (6) recommended coaches for the duration of the contract.</p> <p>The provided list includes the following for each coach:</p> <ul style="list-style-type: none">• Name and surname;• Race;• Gender;• Range of age;• Relevant qualification(s);• Coaching credentials and certification(s); and• Minimum relevant experience in coaching at executive leadership level. <p>Please note:</p> <ul style="list-style-type: none">• The recommended list of coaches must at least meet the EE target of 50% blacks and 50% gender.• Bidders must refer to paragraph 8.2.3 of the main RFP document to ensure compliance in their response. | 10.00 | <ul style="list-style-type: none">•10 = The bidder has provided 6 coaches or more, who meet the EE target of 50% blacks and 50% gender.• 5 = The bidder has provided 6 coaches or more, who meet the EE target of 50% blacks or 50% gender.• 0 = The bidder has provided less than 6 coaches or no information provided. | | |
| | | 10.00 | <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 a post graduate degree / diploma.• 0 = The bidder has provided less than 6 coaches with a minimum of post graduate degree / diploma or no information provided. <p>(Relevant qualification) Professional Coaching qualifications (Attendance of an accredited coach training path / program)</p> <ul style="list-style-type: none">• 5 = The bidder has provided 6 or more coaches with Professional Coaching qualifications or equivalent.• 0 = The bidder has provided less than 6 coaches with a minimum of Professional Coaching qualifications or equivalent and/or no information provided. | | |
| | | 10.00 | <p>Coaching Credentials and Certification (Number of hours coaches have logged as coaching practice hours and received certification through a professional body)</p> <ul style="list-style-type: none">• 10 = The bidder has provided 6 or more coaches with a minimum of Associate Certified Coach / Senior Coach Practitioner or equivalent credentialed.• 0 = The bidder has provided less than 6 coaches with a minimum of Associate Certified Coach / Senior Coach Practitioner or equivalent credentialed and/or no information provided. | | |
| | | 10.00 | <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 an executive leadership level.• 6 = The bidder has provided 6 coaches, who have 3 or more years' relevant experience of executive coaching at an executive leadership level.• 0 = No information provided. | | |
| TOTAL | | 100.00 | | | |