

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: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> Information gathering and expectations; Roles and responsibilities; and Recommended timelines, milestones, deliverables and activities of the coaching plan. 	25.00	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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			