

RFP 11/2020: Appointment of a service provider for one on one executive coaching services

Non-Compulsory (Virtual) Briefing Session Question & Answers

Last updated: 15/10/2020

#	Question	Answer
Questions during the Briefing Session		
1	If for example two (2) EME's, who ordinarily only need an Affidavit or DTI-issued B-BBEE Certificate decide to enter into a Joint venture, how should they comply with B-BBEE?	The two EME's must go to the Commissioner of Oath, rating agency or an Auditor where the initial Sworn Affidavit was done to consolidate their Sworn Affidavits, as one B-BBEE status will be considered for a joint venture.
2	Do we need to submit to the Coaches profile for this submission?	Section 9.4.2 of the RFP document stipulates all the requirements and information that must be provided for each coach. This requirement links to question 6 – as this is the information/profile that will be shared with coachees to make their selection.
3	Are we coaching the same 25 people over 3 years or different coachees over the three years?	Reference to section 8.2.2 of the RFP document "Ensure administration of coaching processes and procedures, the estimated number of coachees are 25 per annum over a period of 36 months;" This means that the successful service provider will be coaching the estimated 25 people per year and they will be different people. We consider that once an individual receives coaching over the specified period this should leave them self-generative and sustaining as per the specifications in the coaching framework.
4	The pricing schedule table 2 does not cater for travel costs required for the 10% face-to-face sessions, how do we submit costing for the travel required for the sessions?	Section 9.5 of the RFP document state that the fees must be all inclusive. The 10% face-to-face sessions are an estimate as they may or may not happen.
5	Section 3 of the RFP Document refers to Tax Legislations, are all recommended coaches required to be familiar with the Tax Legislations in	It is a standard inclusion in all SARS tenders, there is no specific requirement for coaches to be subject matter experts on Tax legislation for purposes of coaching. However, they should be

	South Africa or they are standard inclusion in all SARS tenders?	aware of the clauses of confidentiality of information with the understanding that they are coaching in the SARS environment.
6	SARS will decide in matching the coach and coachee, on what basis will that decision be made, because it is a critical decision in terms of matching coaches and coachees?	<p>SARS will run its internal processes, establish the individual preferences of the coachee in terms of a coach, and offer the relevant profiles of the coach for selection. This process then refers to the points in section 8.2.2 of the RFP document.</p> <p>“After SARS notifies the successful bidder of the allocation of a coachee-to-coach, the successful bidder must ensure that the coaches commence engagement / contact with the coachee within a three (3) day turnaround time calculated from the time of the notification; and</p> <ul style="list-style-type: none"> • The management of coaching sessions will be done in consultation with a dedicated person from SARS.”
7	<p>Section 8.2.5 Learning Resources, refers to provision of learning materials/ tools required for successful completion of coaching session, with the understanding that where psychological constructs are being measured in addition to the above mentioned, the Health Professions Council of South Africa (HPCSA) requirements must be adhered to</p> <p>Most coaching companies uses Enneagram for assessment process and it is not registered with the HPCSA, does it mean that is excluded and cannot be used?</p> <p>What is SARS stand on online assessment since SARS has strict IT requirements and regulations, how can the coaching company make use of online assessment in terms psychometrics and simulations?</p>	<p>All psychometric assessments should adhere to the HPCSA guidelines and relevant legislation. Only instruments demonstrated as valid and reliable in SA, and registered and classified with the HPCSA will be allowed.</p> <p>The Enneagram is not classified with the HPCSA on the latest list.</p> <p>Online assessments are allowed provided the required confidentiality and security regulations of SARS and the HPCSA are met. There will be engagement with the successful bidder regarding access to online assessments.</p>
8	Section 8.2.4 of the RFP document last bullet, refers utilisation of available reports such as 360	<p>SARS regularly administers leadership 360-degree assessments. These are available from the coachees. Where these outcomes</p>

	Leadership Effectiveness, does SARS have the assessment or must the bidder quote for this?	are available it may be obtained from the coachee, with their consent, and deliberated during the coaching conversation. The coachee may also contact the SARS Assessment Unit for support in debriefing/ self-awareness sessions should it be required. Bidders are not required to quote for this.
9	Section 8.2.1 Structure and Duration: The duration for the twelve (12) sessions should as a norm take place over a period of 6-8 months per coachee, does this means that it is 1 session per month per coachee?	Reference to section 8.2.1 of the RFP document “The duration for the twelve (12) sessions should, as a norm, take place over a period of six to eight (6-8) months per coachee; and This means that the sessions should take place bi-weekly (which equates to 6 months). The additional 2 months are provided to manage and time schedules of executives and for unforeseen circumstances.
10	Section 8.2.2 of the RFP document, will reporting depend on what transpired between the coach and coachee as and when sessions are held or it will be reporting once per month?	The entirety of section 8.2.2 of the RFP document refers. What transpires between the coach and coachee is confidential. A consolidated report should be submitted at the end of each month as set out in clause 8.2.2.
11	Location of the Executives who will be coached, is there a way of providing indication of where the Executives might be?	SARS Executives are throughout all regions and they do have facilities for virtual engagements.
12	Annexure A3: with regard to challenges and lessons learnt to be submitted, is there a way bidders can submit this in a de-identifying methods from clients worked with as the challenges and lessons learnt are specific to each client?	Guidance would be that confidential information is maintained. In this instance reference can be made to generic information/trends and if bidders can de-identify to their level of comfort – it is acceptable. Client name not Coachee name is required in the Testimonials / References
13	Can a subsidiary company uses a B-BBEE certificate of the holding company?	The holding company may have its own B-BBEE certificate and a subsidiary company may also have its own, in some instances the holding company may do a B-BBEE certificate which also include all its subsidiary companies and the report will show a B-B-BBEE certificate and an annexure which shows all subsidiary companies. Where the subsidiary has opted to submit a BBBE Certificate of the holding company, disclosure of inclusion of the subsidiary

		company in determining the BBBEE level of the holding company is required. The holding company must also indicate willingness to take on any liability that may ensue in the execution of the contract in the event of the subsidiary company being awarded the tender as a result of points attained from the holding company's BBBEE statement.
14	<p>Section 8.2.3 of the RFP document, bullet number 5 "the bidder must ensure that the coaches recommended hold as a minimum:</p> <ul style="list-style-type: none"> o Post-graduate degree / diploma; o Professional Coaching Certificate or equivalent; and o Associate Certified Coach / Senior Coach Practitioner or equivalent credentialed. <p>Are we looking at all 3 of this? If one already has a Professional Coaching Certificate what is the value-add of the Associate Certified Coach/ Senior Coach Practitioner or equivalent? can we get clarification of what the third sub-bullet means</p>	<p>SARS specified its requirements in section 8.2.3 of the RFP document which clearly states the minimum requirements.</p> <ul style="list-style-type: none"> • Professional coach certificate OR equivalent refers to the qualification or the training that the coach undertook. <i>This is a Qualification</i> • The Associate Certified Coach/Senior Practitioner OR equivalent refers to credentialing. <i>This is the recognition of practicing and / or execution experience by the qualified coach in accordance with the standards, which is issued on the basis of a cumulative period and portfolio of evidence.</i> <p>Clarification :</p> <p>Credentialing means that the qualified coach has practiced coaching, logged the hours and relevant criteria/information required for credentialing and been awarded the status through a professional body/association.</p> <p>One is a qualification and another is recognition of experience in the practice against the standards.</p>
Questions after the Briefing Session		
15	<p>Travel Cost: I am still not clear how to include the possible travel cost that the coach might incur to fly to the various provinces to provide the 10% face-to-face coaching sessions. Please clarify exactly how the potential service providers need to accommodate these costs</p>	<p>The response in question 4 remains, bidders must ensure that the total cost for the provision of one on one executive coaching services is all inclusive as no additional cost will be accepted post award.</p> <p>Refer to section 8.2.6 of the RFP document, the 10% face to face coaching sessions will be in the event where both the coach and the coachee are in the same region or both are in Gauteng, thus there will be No flying and accommodation required.</p>
16	<p>Project Management Cost: Are we understanding this correctly – all project management costs to be</p>	<p>Table 1: This is an all-inclusive cost that will be payable on completion of each milestone as agreed with SARS. Bidders must</p>

	included in the reporting costs (table 1). Does SARS want a total for the whole project, or a monthly fee?	refer to note 10 of Annexure B:Pricing Schedule, "all fees in Table 1 are once-off".
17	Oath of secrecy: at this stage can we just indicate that the coaches are in principle willing to sign such an oath, but will only sign the oath after studying the documents referred to in the oath? we saw in the oath there is reference to various other documents / acts that the coaches might not have access to now and it would thus not be ethical for them to sign such an oath at this stage.	All bidders must complete the Oath of Secrecy template, which is available on the SARS website. Only the successful bidder recommended coaches will be required to sign the Oath of Secrecy after studying the documents referred to in the oath prior to the commencement of service delivery.
18	Qualification Certificates: In the RFP document it indicates that the Account Manager's qualification certificates should be included (certified by a Commissioner of Oaths). Must copies of the coaches' qualification certificates also be certified by a Commissioner of Oath and included in the documentation pack?	All certified copies should be signed by a Commissioner of Oath as proof of the original.
19	Learning Material: may we use a technological platform to host the learning material (as example, a LMS, an App, etc.)	Yes – technology and virtual learning platforms can be used to host learning material.
20	Learning Material: what is the expectation of the learning material content?	The learning material/tools and content thereof will be aligned to individual coaching outcomes and exposure to information and skills as described in point 8.2.4 – Alignment of Coaching Sessions.
21	Learning Material: should it be compulsory for the coachees to work through the learning material while in the coaching process, or is engagement with the learning material optional?	The coaching sessions will focus on agreed outcomes. Both the coach and coachee can co-create and agree on what is considered relevant to achieve the outcomes. When learning material/tools is used then it is up to the coach and coachee to plot the way forward on how to engage with the material.
	General	
22	Bidders are advised to regularly visit the SARS website for any up-dates	