



Part B: - SCOPE OF WORK - SAT Tender 212/22 - APPOINTMENT OF A PANEL OF COACHING PROVIDERS TO PROVIDE COACHING SERVICES

Bid Description	
The panel of Coaching Providers for South African Tourism	
Bidder Name:	
CSD MAA number	MAAA
Tender Number:	SAT Tender Number 212/22
Closing Time:	12h00 pm
Closing Date:	15 August 2022 (No late submission will be accepted)
Compulsory Briefing Session:	No
Contact Person	Raymond Mabuela
Bid Submission Address	<p>https://forms.gle/ir2vactamyGg2tk98</p> <p>Should bidders encounter any issues, queries must be directed in writing to tenders@southafrica.net</p> <p>Bidders are required to complete all the fields before making a submission, on the link before uploading a PDF version of the full proposal, the details are as follows: Bidder/Company name, bidder's representative, contact details (email and mobile) then a fully completed bid documents, signed and initial page, relevant supporting documents for uploads.</p> <p>No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.</p>
Contact Person	Raymond Mabuela

Email Address	tenders@southafrica.net
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ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS - (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF THE CONTRACT

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1 CLOSING DATE

The closing date for submitting proposals is **15 August 2022 at 12:00 noon.** No late submissions will be accepted.

2 TENDER SUBMISSION LINK

2.1 Bidders must submit their proposal using the below link.

<https://forms.gle/CUTeMba1TiBDVeHA8>

Should bidders encounter any issues with the submission link, queries must be directed in writing to tenders@southafrica.net

Bidders are required to complete all the fields before making a submission, on the link before uploading a PDF version of the full proposal, the details are as follows: Bidder/Company name, bidder's representative, contact details (email and mobile) then a fully completed bid documents, signed and initial page, relevant supporting documents for uploads.

No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.

- 2.2 Failure on the part of the tenderer to sign/mark this tender form and thus to acknowledge and accept the conditions in writing or to complete the attached forms, questionnaires, and specifications in all respects, may invalidate the tender.
- 2.3 Tenders must be completed in black ink where mechanical devices, e.g., typewriters or printers, are not used.
- 2.4 Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

3 CONTACT AND COMMUNICATION

- 3.1 A nominated official of the bidder(s) can make inquiries in writing to the specified person, Raymond Mabela, via email at tenders@southafrica.net. Bidder(s) must reduce all telephonic inquiries to writing and sent to the above email address.
- 3.2 Bidders are to communicate any technical inquiries through the nominated official in writing no later than **27 July 2022 @13h00pm**.

All responses (addendum with Questions and Answers) will be communicated to all attendees of the compulsory briefing sessions on or before **01 August 2022**.

3.3. VALIDITY PERIOD

The tender proposal must remain valid for at least five (5) months after the tender due date. All contributions/prices indicated in the proposal and other recurrent costs must remain firm for the contract period.

3.4. DURATION OF THE CONTRACT

South African Tourism intends to enter into a thirty-six (36) month contract with the successful bidders who form part of the panel of service providers. The individual contracts will also be subject to a periodic performance evaluation on agreed terms and conditions with each successful bidder unless the parties agree otherwise.

4 GENERAL OVERVIEW

SA Tourism Managers, Senior Management, and Executives Service have been receiving coaching assistance from various service providers/coaches to deliver on organizational objectives and to identify and address their areas of weaknesses or difficulty. Not only to address difficulties but to unlock potential as well. SA Tourism intends to establish a Panel of coaches/companies who are qualified and will be rotated upon as and when required by SA Tourism to provide coaching services to SA TOURISM Managers, Senior Managers, and Executives over a period of three years.

SA Tourism requires potential coaches/companies/consortia to examine the scope and extent of management functions and responsibilities within SA TOURISM in relation to SA Tourism's mission, strategic goals as well as management competencies envisaged in the public service

5. SCOPE OF WORK

SA Tourism requires a panel of service providers to coach Managers, Senior Managers, and Executives within our working environment and unlock their potential to ensure the creation of a unified vision, in light of our business imperatives. The coaching project has been ignited

by the Employee Engagement survey feedback which pointed out the critical need for the inculcation of a coaching culture within SA Tourism.

SA Tourism's intentions with the coaching program are to ensure that its Managers, Senior Managers, and Executives are provided with effective coaching services to ensure that Managers, Senior Managers, and Executives:

- Achieve significant personal growth and development;
- Have increased self-awareness, awareness of their strength, weaknesses and are able to determine their personal attributes;
- Are motivated to perform optimally and to the best of their ability;
- Are better equipped to manage change and drive SA Tourism transformation;
- Are provided with practical techniques to deal with pressure and work stress and how to achieve a balance between personal life and professional life;
- Are guided around techniques for mastering the art of listening, blending humility with confidence, building rapport and interpersonal relationships, and other areas that impact individual and group performance including the assimilation of SA TOURISM values;
- Are assisted with the channel to address their unique development needs and also attaining general insight into learning and growing, decision-making, conflict resolution, and problem-solving;

The successful bidders will form part of the panel of suppliers to provide coaching services to SA Tourism as and when needed on a project basis. Being on the panel does not mean a service provider is guaranteed a specific project/s, as objective criteria will apply to each project related to needs and requirements, i.e., expertise, experience, turn-around-time, pricing, etc.

Bidders appointed to the panel will be required to compete for the projects through a Request for Quote (RFQ) competitive method and subject to a fair system. For the first project, an RFQ will be sent to all service providers on the panel.

6. PROPOSALS.

SA Tourism is extending an invitation to coaching providers to provide detailed proposals that demonstrate their capacity and capability to perform the specified functions as part of a panel of expert service providers, inclusive of the following:

- 6.1. The proposal should describe their coaching methodology, approach, tools, and conceptual basis and indicate how this would be implemented in relation to SA TOURISM Managers.
- 6.2. The proposal should set out clearly the capacity, capability, and experience of the company in delivering coaching services to SA TOURISM.

- 6.3. The proposal should clearly set out all the costs involved in the coaching program, including the coach/company rates for the coaching, as well as the costs of any disbursements. (For comparative purposes, an hourly rate should be indicated).
- 6.4. The proposal should contain full CVs of the proposed coaches that indicate both their qualifications and their experience.

7. PANEL UTILISATION GUIDELINE.

- 7.1. The panel will consist of the preferred bidders that reach the qualifying threshold.
- 7.2. The appointment of work to the service providers in the panel will be done on a rotational basis following an RFQ process which is guided by specific scope of work and evaluation criteria (where applicable, functionality scoring may be used).
- 7.3. The formal approval of a specific work assignment will be facilitated by the Supply Chain Management (SCM) team and formalised with a signed service level agreement in response to the scope of work and Purchase Order (PO).
- 7.4. There is no guarantee that a service provider on the panel will be assigned work/project tasks or others during the tenure of this contract. Assignment of work is done following the RFQ process as stated in 7.2.
- 7.5. Assignments will be requested in the form of a brief and the RFQ template that clearly defines the scope and objective of work, proposed timeframes, qualifying criteria, qualification requirements, expected duration (hours), and expected deliverables amongst others. This will be done by SA Tourism's SCM team and no other communication in any form from any other official shall constitute a valid brief.
- 7.6. All Service providers on the panel shall be required to be competent and experienced in all aspects related to a specific area of specialization unless SA Tourism in its sole discretion deems it necessary to deviate from this requirement.
- 7.7. This is a non-exclusive panel and SA Tourism may at its sole discretion, source services outside the panel.

8. Pricing schedule

SA Tourism will earmark realistic budgetary resources where the preparation of a well-thought-through cost estimate is essential.

A detailed pricing schedule should be included in the bid proposal, detailing all aspects to deliver the requirements to SA Tourism as required under this tender.

The detailed pricing schedule should, for the avoidance of doubt and for the purpose of evaluation, the price shall include all local taxes and other reimbursable expenses.

The proposal with the lowest price will obtain the maximum points for the price as prescribed in the RFP.

Proposals with higher prices will proportionately obtain lower points according to the method as prescribed in the RFP.

End