

## **TERMS OF REFERENCE (TOR)**

### **APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT COACHING TRAINING FOR PSETA EXECUTIVE MANAGEMENT TEAM.**

**RFP NUMBER:**

**CLOSING DATE: 31 OCTOBER 2025**

**CLOSING TIME: 11:00**

#### **VALUES**

Honesty and Integrity | Accountability | Service Excellence | Fairness and Transparency

## **1. INTRODUCTION**

- 1.1. The Public Service Sector Education and Training Authority (PSETA) is a Sector Education and Training Authority (SETA) established by the Skills Development Act (97 of 1998, as amended) and is classified as a National Public Entity under schedule 3A of the Public Finance Management Act, 1 of 1999.

## **2. BACKGROUND**

- 2.1. The organization has identified leadership mentoring and coaching programme as a key intervention for addressing critical human capital challenges such as mismatch of skills, limited capacity and capabilities of employees. The program has been deemed necessary for PSETA considering that there is succession planning in place which will support development of the employee's capabilities to attain organisational objectives. PSETA is committed to continuous leadership development and enhancing the performance of its Executive Management Team. As part of this initiative, it seeks to appoint a qualified and experienced service provider to provide executive coaching services over a period of twelve (12) months.

It is therefore envisaged that leadership mentoring and coaching program will enable the PSETA amongst others to:

- Develop and strengthen the leadership and management of PSETA;
- Promote skills enhancement and career development,
- Promote professional identity,
- Enhance attraction and retention of employees,
- Knowledge management and knowledge transfer,
- Enhance a positive employee culture and work ethic.

## **3. PURPOSE**

- 3.1. The purpose of this initiative is to appoint an accredited service provider that will develop and manage a structured leadership mentoring and coaching programme to develop mentees' leadership skills, assist them to achieve career goals, and to advance at PSETA and align to the strategic goals of the organisation.

#### 4. OBJECTIVES

- 4.1. To enhance leadership effectiveness and strategic decision-making.
- 4.2. To strengthen interpersonal and team collaboration skills.
- 4.3. To support individual executives in overcoming specific leadership challenges.
- 4.4. To promote a culture of accountability, resilience, and adaptive leadership.

#### 5. SCOPE OF WORK

The appointed service provider is expected to design, develop, and implement a comprehensive **Leadership Coaching and Mentoring Program**. This program must include a detailed methodology outlining how coaching and mentoring will be delivered, monitored, and evaluated.

##### Target Participants:

- Total: 15 employees
- 5 Executives
- 10 Managers

##### Session Structure:

- Each participant must receive **12 sessions per month**.
- Sessions should be tailored to the leadership level and developmental needs of each group.

##### 5.1. Phase 1 – Self- discovery assessment

- 5.1.1. Conduct competency assessment for every mentee
- 5.1.2. Customized plan for every mentee
- 5.1.3. Identify and pair experienced mentors/coaches for each mentee to implement the customized plan.

##### 5.2. Phase 2 - Strengthening of interpersonal skills (group coaching)

- 5.2.1. Strengthen the emotional intelligence capabilities of the mentees
- 5.2.2. Enhance Problem solving and critical thinking skills
- 5.2.3. Communication skills
- 5.2.4. Access to networking events and conferences
- 5.2.5. Opportunities to connect with other program participants
- 5.2.6. Change management.

### **5.3. Phase 3 - Organisational competencies**

Capacitate mentees on the following:

- 5.3.1. Strategic capabilities and leadership
- 5.3.2. Expect and technical management skills
- 5.3.3. Monitoring and evaluation
- 5.3.4. People management and empowerment program
- 5.3.5. Financial management
- 5.3.6. Change management

### **5.4. Phase 4 - Monitoring and Evaluation**

- 5.4.1. Regular feedback sessions to ensure program meets participant needs
- 5.4.2. Evaluation of coaching and mentoring effectiveness
- 5.4.3. Assessment of program impact on participant career advancement and leadership growth

## **6. EXPECTED DELIVERABLES**

- 6.1. An overview of the assessment approach on how they will successfully implement the assessment and management of leadership mentoring programme process.
- 6.2. A project plan outlining activities that make up the expected deliveries.
- 6.3. Provide PSETA with a comprehensive individual assessment reports with recommended actions and developmental areas.
- 6.4. Provide individual and team feedback sessions as per assessment results and mentorship programme.
- 6.5. Develop and present a final report with recommendations based on findings and supported by best practices.
- 6.6. All reports and assessment results remain the intellectual property of the PSETA and must be handed over to the Corporate Service department as part of the leadership Assessment Close out report.
- 6.7. Mentees must be issued with competency certificates and indicate accreditation with existing SAQA approved qualifications/ courses/ unit standards.

## **7. DURATION**

- 7.1. The appointment will be for a period of twelve (12) months from the date of signing the Service Level Agreement (SLA) with the PSETA.

## **8. REQUIRED QUALIFICATIONS AND EXPERIENCE**

The service provider must demonstrate:

- 8.1. Service providers must have an extensive knowledge and understanding of leadership development and career advancement.
- 8.2. Service providers must have a minimum of 10 years' experience in mentoring and coaching/ coaching leadership.
- 8.3. Service providers must submit reference letters as evidence of related services previously and successfully conducted. The Reference Letter(s) must be in the letterhead of the previously serviced client and should reflect at least name of the client, description of the services rendered, value of the project, year conducted, year completed, contactable reference name and contact details.
- 8.4. Service providers/ mentors must possess a Comensa Senior Practitioner or Comensa Master Practitioner professional certificate in coaching (Coaches and mentors of South Africa).

## **9. COSTING**

- 9.1. A cost analysis must be given to cover the full project amount. The proposed project pricing must be all-inclusive (i.e. including professional fees, venue hire, travel expenses, disbursements and VAT). The PSETA may require a breakdown of rates on any of the items priced and service providers are required to provide same. PSETA reserves the right to negotiate the price.

## **10. PROPOSAL EVALUATION AND APPOINTMENT OF SERVICE PROVIDER**

The proposals will be evaluated on the 80/20 principle with 80 points being allocated for price and 20 points allocated for specific goals once the minimum functionality criteria are met. The evaluation will be based on:

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|                                                                          |   | Points     |
|--------------------------------------------------------------------------|---|------------|
| <b>Price</b>                                                             |   | <b>80</b>  |
| <b>Special goals</b>                                                     |   | <b>20</b>  |
| Black owned company<br>Bidder who has 51% to 100% black people ownership | 8 |            |
| Women<br>Bidder who has 51% to 100% women ownership                      | 4 |            |
| Youth<br>Bidder who has 51% to 100% youth ownership                      | 5 |            |
| Disability<br>Bidder who has 51% to 100% disability ownership            | 3 |            |
| <b>Total</b>                                                             |   | <b>100</b> |

## 11. FORMAT OF THE BID SUBMISSION

11.1. Proposals must be submitted electronically.

11.2. Submission of all applicable documents as indicated below:

- Certified copy of doctor's certification with medical practice number.
- Certified copies of the director's ID's document( in order claim points for disability as per SBD 6.1)
- Certified copy of BB-BEE certificate or sworn affidavit
- Valid Tax compliance status (TCS) PIN or proof of exemption from SARS;
- Copy of the registration document of the organisation (CIPC);
- Copy of the Central Supplier Database registration.

## 12. IMPORTANT MANDATORY INFORMATION FOR BIDDERS

12.1. All Standard Bidding documents (SBD) documents must be completed and signed.

- SBD1.1 (All sections must be fully completed)
- SBD 4 (All sections must be fully completed)

- SBD 6.1(All sections must be fully completed)
- Proof of registration on Central Supplier Database.
- General Conditions of Contract (All pages must be signed or initialled)
- Service providers must submit reference letters as evidence of related services previously and successfully conducted.

NB: Please note that failure to submit documents requested on section 12 will render the proposal disqualified.

Documents must be submitted to [Khutsom@pseta.org.za](mailto:Khutsom@pseta.org.za), late submissions will not be accepted.



22 October 2025