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SOUTH AFRICAN SOCIAL SECURITY AGENCY

Terms of Reference

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE COACHING AND MENTORING TRAINING FOR
SASSA OFFICIALS FOR A PERIOD OF TWELVE MONTHS**

Bid Number: 53-23-HCM-HO

**Response to Bidders Questions (Non-Compulsory Briefing
Session)**

17-10-2023

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- 1.1. In terms of the 1000 officials to be trained, is there a preference in terms of the size per group considering that all 1000 officials cannot be away from their offices at the same time, is the training online or face-to-face?

Response: It is online, the number of people at a time, per session could be 20 – 25 per region to avoid a complete shut-down of operations.

- 1.2. Will it be a consecutive week?

Response: No there may be a break per session however, a session for one group could take place over a period of a week.

- 1.3. The duration of a group, will be a week as in 5 days?

Response: it will depend on the structure of the training, however, to ensure that it is not too compressed, it could take place within a period of 5 days.

- 1.4. Is the requirement for service providers to be accredited with SETA or PST (company certificate)?

Response: The requirement is for SETA accreditation.

- 1.5. Going forward, will service providers be given access to internal documents such as Strategic Plans, Annual Performance Plans or Tactical/Operational Plans to have a broad understanding of what SASSA's challenges are when the course is designed for a better conceptual view?

Response: This will require for a consultation to be done internally before confirmation can be made.

- 1.6. With regards to alignment with SETA, the NSG has the same type of programme, do bidders have to align this training with NSG or do we have to stick to services SETA for accreditation?

Response: Training does not have to be aligned with NSG, it can be aligned with SETA. NSG is not a sole service provider for this training, if they wish to submit proposals, they may do so together with other prospective bidders

- 1.7. Will bidders be expected to conduct a state of readiness and gap assessment for officials to be training, has internal users been confirmed to be the people who need to be trained?

Response: No it will not be required for bidders to conduct a state of readiness or gap assessment for this training.

- 1.8. In terms of the required certificate of competence, are we required to assess supervisory level, within the normal week schedule, content to be aligned with one of the SETAs, should mentoring and coaching be scheduled for a week?

Response: Yes.

- 1.9. More clarity with regard to methodologies in the coaching world, is this training limited to the grow model or can other coaching models be expanded? The grow model may not have the intended outcome as envisaged, in line with the scope of work needed.

Response: This training is limited to growth model for supervisory and emerging levels at operational level.