



social development

Department:
Social Development
REPUBLIC OF SOUTH AFRICA

Private Bag X901, Pretoria, 0001

Enquiries: A. Mbodla, Tel No: (012) 312 7653, Email: AndiswaM@dsd.gov.za

Sir/Madam

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT A
COMPREHENSIVE EMPLOYEE HEALTH AND WELLNESS SERVICES FOR PERIOD OF 3 YEARS**

1. Tender No: **SD02/2024**
2. Closing Date: 13 Dec 2024 at 11:00
3. The following documents form part of this invitation for a proposal:
 - SBD1: Invitation to bid
 - SBD3.3: Pricing Schedule
 - SBD4: Declaration of Interest
 - SBD6.1: Preference points Claim Form
4. **All the documents accompanying this invitation must please be completed in detail, where applicable and returned with your Bid.**
5. Please make sure that your bid reaches this office before the closing time and date
6. When submitting your bid the following information must appear on the sealed envelope:
 - i. Name and address of the Bidder
 - ii. Bid number
 - iii. Closing Date
7. This envelope can be placed in the Bid box in the foyer at HSRC Building, 134 Pretorius Street, Pretoria

Kind regards

DIRECTOR: SUPPLY CHAIN MANAGEMENT

DATE: 22/11/2024

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:		CLOSING DATE:		CLOSING TIME:	
DESCRIPTION					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON		CONTACT PERSON			
TELEPHONE NUMBER		TELEPHONE NUMBER			
FACSIMILE NUMBER		FACSIMILE NUMBER			
E-MAIL ADDRESS		E-MAIL ADDRESS			
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS		TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No: MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE		TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT <input type="checkbox"/> Yes <input type="checkbox"/> No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED? <input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA .
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

.....

DATE:

.....

PRICING SCHEDULE
(Professional Services)

BID NO: SD02/2024	CLOSING TIME 11:00 ON 13 DEC 2024
NAME OF SERVICE PROVIDER:	

OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY INCLUSIVE OF <u>VAVULE ADDED TAX</u>
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TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT A COMPREHENSIVE EMPLOYEE HEALTH AND WELLNESS SERVICES FOR PERIOD OF 3 YEARS

1. The accompanying information must be used for the formulation of proposals.
2. Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project.

R.....

3. PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)

4. PERSON AND POSITION	HOURLY RATE	DAILY RATE
.....	R.....
.....	R.....
.....	R.....
.....	R.....
.....	R.....

5. PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT
-

R..... days
-

R..... days
-

R..... days
-

R..... days

- 5.1 Travel expenses (specify, for example rate/km and total km, class of airtravel, etc). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	R.....
.....	R.....
.....	R.....
.....	R.....
TOTAL: R.....			

Name of Bidder:

- 5.2 Other expenses, for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	R.....
.....	R.....
.....	R.....
.....	R.....
TOTAL: R.....			

6. Period required for commencement with project after acceptance of bid
7. Estimated man-days for completion of project
8. Are the rates quoted firm for the full period of contract? *YES/NO
9. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index.
-
-
-

Any enquiries regarding bidding procedures may be directed to the –

Mr. Zolisa Mantantana
Email: ZolisaM@dsd.gov.za

SBD 4

DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes an advertised competitive bid, a limited bid, a proposal or written price quotation). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-
 - the bidder is employed by the state; and/or
 - the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.
2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**
 - 2.1 Full Name of bidder or his or her representative:
 - 2.2 Identity Number:.....
 - 2.3 Position occupied in the Company (director, trustee, shareholder², member):
 - 2.4 Registration number of company, enterprise, close corporation, partnership agreement or trust:
 - 2.5 Tax Reference Number:
 - 2.6 VAT Registration Number:
 - 2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / PERSAL numbers must be indicated in paragraph 3 below.

¹"State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

²"Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder presently employed by the state? YES / NO

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

Name of state institution at which you or the person connected to the bidder is employed :

Position occupied in the state institution:

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? YES / NO

2.7.2.1 If yes, did you attach proof of such authority to the bid document? YES / NO

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....

.....

.....

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? YES / NO

2.8.1 If so, furnish particulars:

.....

.....

.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? YES / NO

2.9.1 If so, furnish particulars.

.....

[illegible]

4 DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME SHOULD THIS
DECLARATION PROVE TO BE FALSE.

.....

Signature

.....

Date

.....

Position

.....

Name of bidder

November 2011

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the **90/10** preference point system.
- b) The applicable preference point system for this tender is the **80/20** preference point system.
- c) Either the **90/10 or 80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	
SPECIFIC GOALS	
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right) \text{ or } Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$		

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ \mathbf{Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)} \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Organisations which are 51% owned black people who are women	5	
Organisations which are 51% owned black people which are youth	5	
Organisation which are 51% owned by black people living in rural or underdeveloped areas or townships	5	
Entities Owned by People with disabilities	5	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]



social development

Department:
Social Development
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT A COMPREHENSIVE EMPLOYEE HEALTH AND WELLNESS SERVICES FOR PERIOD OF 3 YEARS

1. PURPOSE

The purpose of these terms of reference is to appoint a service provider to render a comprehensive, direct, and confidential Employee Health and Wellness Services in the National Department of Social Development with a view to creating a workplace environment that is conducive to optimum employee performance, job satisfaction and employee retention.

2. BACKGROUND

The Department of Social Development finds its mandate through several pieces of legislation and policies based on its mandate.

The Department develops and implements policies and programmes for the eradication of poverty, social protection, and social development for its key clients, namely the poorest of the poor, the vulnerable and marginalized.

The Department of Social Development effectively implements this through its provincial counterparts, non-governmental organizations, faith-based organizations, the South African Social Security Agency (SASSA), National Development Agency (NDA) and other partnerships.

The Employee health and Wellness Sub-Directorate is located within the Directorate Human resource Management and implement the EHW programme according to the DPSA four 4 pillars of the Strategic framework on Employee health and wellness which includes, wellness management, health and

productivity management, Hiv/Aids, STIs and TB management and SHERQ management.

Department of Social Development developed a wellness management policy which is aimed at implementing preventative and reactive programmes that promote the physical, social, emotional, occupational, spiritual, financial, and intellectual wellness of employees.

The DSD Wellness management policy is guided by the following principles.

2.1 Confidentiality

Employees utilizing the Employee health and wellness programmes are assured of confidentiality over all the information that will be disclosed whilst participating in the programme.

2.2 Professionalism

Only registered professionals registered with either Health Professions council South Africa (HPCSA) and / or the South African Council for Social Services Professions (SACSSP) will be allowed to provide therapeutic interventions. This includes psychologists, registered counsellors, and social workers.

2.3 Respect for autonomy

The general principle of respect for autonomy, non- malfeasance, beneficence, and distributive justice will guide the actions of all professionals appointed to provide a service in the Department.

2.4 Voluntary participation

Employees and their immediate family members' participation in the programme is voluntary

In view of the above, the service provider must be able to provide a Comprehensive Health and wellness services to **700** employees of the Department of Social Department which includes interns, contract workers,

cleaning and security staff that are all located in the National Office HSRC/ Cape town office, Gender based violence command centre.

3. SCOPE OF WORK

COMPREHENSIVE HEALTH AND WELLNESS SERVICES

The Employee Health and Wellness Programme shall consist of as a minimum the following;

3.1. Telephonic and online Counselling

3.1.1 Provide unlimited telephonic and online/ virtual counseling services conducted by qualified clinical and or counselling psychologist, and or social workers with counseling experience which must be available through a toll-free number for 24 (twenty-four) hours a day over 7 (seven days) per week for the duration of the contract.

3.1.2 Telephonic/ virtual counselling shall include therapeutic services (psychosocial counselling and coaching) and advisory services on various social and wellness issues including but not limited to family matters, resources, legal, wellness and financial aspects.

3.2 Face to face counseling

3.2.1 Provide face to face counseling services (Short-term, problem focused and solution oriented) to all referred DSD employees and their immediate family members to help them handle various presenting psycho-social problems based on a network of qualified and registered psychologists and social workers with experience in EAP counseling.

3.2.2 Counseling services shall also be accommodative of employees with disabilities, and it shall be provided in all 11 (eleven) official languages including sign language.

3.2.3 A maximum of 6 to 8 (eight) sessions per employee per issues shall be provided through face-to-face counseling to address the full spectrum of emotional and behavioral problems confronting employees and their families/dependents (such as stress management, depression, substance abuse, domestic violence, financial management and conflict management).

3.2.4 The service provider shall offer pre-arranged flexible counseling after office hours or on weekends.

3.2.5 The service provider must have National footprint of affiliates / counsellors to be utilized by DSD employees and their immediate families

3.3 Critical Incident Stress Debriefing/ Trauma Debriefing

3.3.1 The intervention is required to assist employees who are exposed to traumatic incidents in the performance of their duties or outside official hours.eg All social workers rendering counselling in the Gender Based Violence Call-Centre.

3.3.2 Trauma debriefing shall be conducted by a trained and experienced professional counselor/ debriefer.

3.3.3 Trauma debriefing shall either be offered to groups or individuals at the workplace or at their homes when necessary or through virtual platforms.

3.3.4 Trauma debriefing sessions arranged for GBVC Centre employees dealing with trauma cases on quarterly basis.

3.4 Marketing and Promotion

3.4.1 To integrate and provide marketing and promotion of the Comprehensive Health and Wellness services to all employees in the National DSD offices.

3.4.2 Promotional material of the comprehensive health and wellness services must be provided to employees during information sessions in the form of Brochures / pamphlets/ leaflets/ posters, exhibitions of services during the EHW events.

3.4.3 Online/ digital marketing of comprehensive health and wellness services to all staff and afford them access to a wealth of up to date EHW related information (such medical, health, nutrition, stress management, fitness). These services should be provided once a month.

3.4.4 In consultation with the DSD Chief-Directorate: Communications, develop and implement a marketing and communication plan at inception, and monitor and evaluate the plan annually.

3.5. Health and Information sessions (Targeted Intervention)

3.5.1 To provide implementation plan (Annual calendar) on targeted programmes/ interventions aimed at addressing identified challenges and trends within DSD. These programmes must take into consideration the diverse needs of employees and will be aimed at the following;

- Employees: One (1) Information session per quarter on EHW related matters including invitation of health experts.

3.6 SERVICE MODEL SPECIFICATIONS

A fee for service model is recommended for the Department to be able to pay for each of the core services on a fee for service basis to the service provider.

DURATION: 3 YEARS

SERVICES	ESTIMATED SESSIONS PER MONTH	Cost Year 1	Cost Year 2	Cost Year 3
24/7 /365 Toll Free line/ with USSD Number, WhatsApp, SMS line for counselling	Unlimited			
Telephone counselling Virtual / Online counselling	Unlimited			
Face to face /Individual support counselling 6-8 sessions per employee per problem.	As per need to a total of 100 employees per month			

Critical Incident Stress Debriefing	4 group sessions per annum for GBVCC Staff.			
Individual and group sessions	Unlimited Individual/group Debriefing - as per need			
Health and Wellness information sessions / presentations virtually or face to face.	1 session per quarter.			
Marketing pamphlet/ information leaflet to staff	1 Information leaflet online per month			

4. DELIVERABLES

The Service provider is expected to deliver the following for the duration of the contract according to specific turnaround times.

- 4.1** The service must be available through a toll-free call center, SMS, to all employees and their immediate families/dependents 24 hours a day, 365 days a year in all 11 South African official languages notwithstanding any disabilities/ impairment.
- 4.2** In the case of face to face counselling the service should be provided within a distance not exceeding **30km** away from their residence or workplace.
- 4.3** Counselling, legal, medical, and financial services/advice must be provided by professionals with qualifications in their respective work fields.
- 4.4** A national footprint of registered clinical psychologist and social workers must be available to provide employees and their families/dependents with access to face-to-face psychosocial support where appropriate.

- 4.5 Develop and implement a marketing strategy to advertise and market the programme in consultation with DSD Chief-Directorate: Communication and Employee health and wellness.
- 4.6 Implement quarterly workshops based on the trends and issues emanating from the counselling services.

5. PROJECT MANAGEMENT

- 5.1 To provide project implementation/process monitoring and evaluation support through the regular submission of management information reports including trends and cost benefit analysis to DSD and present progress reports in Management meetings when requested.
- 5.2 A dedicated key account manager/ contact person must be made available to coordinate the programme and ensure that the services is appropriately implemented, marketed, and fully integrated into the organization and professionally managed at all times.
- 5.3 The account manager will be expected to provide project implementation plan; monitoring and evaluation support through the submission of detailed project management report and attend monthly meetings with DSD.

6. REPORTING, MONITORING AND EVALUATION

- 6.1 The DSD Employee Health and Wellness Sub-Directorate will evaluate the performance of the service provider monthly.
- 6.2 The service provider shall submit monthly, quarterly, and annual reports indicating the impact of the services rendered including progress achieved towards meeting the deliverables and present to management structures as and when required.

- 6.3** Conduct annual assessment survey and provide a cost analysis report which will ensure ongoing improvement of the programme and demonstrate a return on investment of the services.

7. GENERAL CONDITIONS

- ✓ The general conditions of contract as prescribed by the National Treasury will be applicable in all instances.
- ✓ The successful service provider should be able to commence upon the signing of the contract.
- ✓ The Department reserves the right to adapt, amend or terminate the contract on the basis of its own evaluation of the project implementation by the tender.
- ✓ It will be expected from the successful tender and service provider to always comply with the rules and regulations of the Department and the Public Service.
- ✓ The Department will become the owner of all the information, documents, programmes, advice and reports compiled by the service provider in the execution of this agreement.

8. CONTRACT PERIOD

The service provider will be on contract with the Department for a period of **3 years**.

9. CONTRACT

It will be expected of the successful service provider to sign a contract with the Department.

10. EVALUATION CRITERIA

Bids will be evaluated in the following two (2) stages;

- Firstly the proposals will be evaluated on functionality. An evaluation panel will allocate points (scale 1-5) in respect of functionality according to the criteria set up. Proposal scoring less than 60 points in respect of functionality will be disqualified and not be evaluated further.
- Thereafter, only the qualifying bids will be evaluated in terms of the 80/20 preference points system as contemplated in the Preference Procurement Regulations 2022 issued in terms of Preferential Procurement Policy Framework ACT (Act 5 of 2000)

10.1 The 80 points will be used to calculate price only and the 20 points will be used to calculate specific goals (SBD 6.1). Prospective service providers are required to complete SBD 6.1.

10.2 The points in respect of price will be calculated on the ceiling price for the project (inclusive of professional fees, subsistence and travel costs and VAT).

10.3 The technical proposal will be evaluated on a scale of 1 – 5 in accordance with the criteria below. The rating will be as follows:

1 = Very Poor

2 = Poor

3 = Average

4 = Good

5 = Very Good

FIELDS	SPECIFIC AREAS	WEIGHT	RATINGS				
			1	2	3	4	5
Experience in EHW Comprehensive services	<p>A service provider must have experience in EHW implementation.</p> <p>The service provider should have a network of qualified and registered Psychologist, Social Workers, with experience in counselling and Trauma Debriefing. (Submit a detailed list of database of qualified and registered Psychologists and Social workers with a National footprint).</p> <p>Online counselling services</p> <p>The service provider must have a well-established and fully functioning call Centre for providing telephonic counselling and wellness advisory services (Financial and legal services) on (24) twenty-four hours and (7) seven days a week.</p> <p>EXPERIENCE</p> <p>Service providers must submit proof of experience in the EHW services (The profile submitted must indicate the experience)</p>	30					
	<p>10 years+ extensive experience with a detailed list of National footprint of affiliates and established, fully functioning call-centre</p>						
	<p>7-9 years' experience with a detailed list of National footprint of affiliates and</p>						

	established, fully functioning call-centre								
	5-6- years' experience with a detailed list of affiliates without a National footprint and established, fully functioning call-centre	3							
	3-4 years' experience with a detailed list of affiliates without a National footprint and without established, fully functioning call-centre	2							
	1-2 years' experience without a detailed list of affiliates and without established, fully functioning call-centre	1							
Reference and Registration with EAPA SA.	<p>The prospective service provider must be registered with Employee Assistance Professional Association of South Africa. (Submit certified copies of the registration certificate).</p> <p>A service provider must have references in EHW Implementation and the reference must include the following;</p> <ol style="list-style-type: none"> 1. Recent contracts and periods in the last 3 years 2. Contact person 3. Reference letters to be on organization's letter heads and signatures. <p>Reference and Registration with EAPA-SA.</p>	30							
	6 and more reference letters and registered with EAPA-SA	5							

	5-4 reference letters and registered with EAPA-SA	4						
	3-2 reference letters and registered with EAPA-SA	3						
	1 reference letters and but registered with EAPA -SA	2						
	No reference letters and not registered with EAPA -SA	1						
Proposed detailed methodology in accordance with the TORs	A detailed proposal / implementation plan for the EHW Comprehensive services counselling and intervention programme. A detailed communication and marketing plan with clear online and marketing material to be provided for staff. A Project plan for the implementation of the EHW comprehensive services Methodology	25						
	Proposed methodology with Proposal, project plan communication and marketing plan of the implementation of the EHW comprehensive services which indicates the EHW management and improvements	5						
	Proposed methodology with Proposal, project plan communication and marketing plan of the implementation of the EHW comprehensive services	4						
	Proposed methodology with no plans and improvements	3						
	Proposed methodology and plans not included	2						

	No proposed methodology and no plans	1						
Monitoring, evaluation and, Reporting.	The service provider should provide the template for monthly, quarterly and annual reports. The credentials or Curriculum vitae of the project manager with extensive knowledge and experience of implementing EHW comprehensive services. Project management and implementation experience	15						
	Templates for monthly, quarterly, and annual reports attached, The project manager/leader with extensive knowledge and experience of at least 10yrs +	5						
	Templates for monthly, quarterly, and annual reports attached, The project manager with experience of 6-9yrs	4						
	Templates for monthly, quarterly, and annual reports attached, The project manager with 5 yrs implementation experience.	3						
	Templates for monthly, quarterly, and annual reports without a CV of project manager attached,	2						

	The project manager with less than 5 years implementation experience								
	Templates for monthly, quarterly, and annual reports attached only without the CV of project manager.	1							
			100						

11. Submissions

Prospective bidders must submit their bids proposals in two envelopes:

One envelope with the technical proposal outlining in detail a realistic work-break schedule indicating different milestones to be achieved, and response to the terms of reference and evaluation criteria including other supportive documents, completed bid forms, tax pin certificate issued by SARS and legal entity registration certificate.

One other envelope with the financial proposal (pricing schedule (SDB 3.3) with all cost related items, cost breakdown).

The entire proposal should be placed on a memory stick in a PDF format.

The following information must be endorsed on each envelope:

Bid number:

Closing date:

Name of the Bidder:

Technical Proposal or financial Proposal

The closing date for the submission of bid is

Failure to comply with these conditions will result in a bid being disqualified.

The Bids should be:

Deposited in the Tender Box,

Foyer of the HSRC Building

12. ENQUIRIES

Enquiries may be directed to

Supply Chain Management:

Z Mantantana: 012 312 7463 or ZolisaM@dsd.gov.za