

## INVITATION TO TENDER

**APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF EMPLOYEE HEALTH AND WELLNESS, COUNSELLING AND RELATED EMPLOYEE HEALTH AND WELLNESS SERVICES TO QCTO EMPLOYEES AND IMMEDIATE DEPENDANTS FOR A PERIOD OF 36 MONTHS.**

**TENDER NO: QCTO 09/2021**

**CLOSING DATE: 15 December 2021 at 11:00**

<b>Company Name</b>		
<b>Address</b>		
<b>Contact person</b>	Ms/Mrs/Mr/Prof/Dr	
<b>Contact numbers</b>	(w)	(cell)
<b>Email address</b>		

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## 1. INTRODUCTION

The QCTO was established through the Skills Development Act, no 97 of 1998 and came into operation on 01 April 2010. The main functions of the QCTO are to develop standards for occupational qualifications including trades, accredit skills development providers, conduct quality assurance and issue certificates. Therefore, the QCTO is responsible for standards generation and quality assurance of occupational qualifications on the National Qualifications Framework. The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria.

The QCTO was listed as a Schedule 3A Public Entity as from 01 April 2010.

Prospective Service Providers who are interested in rendering **provision of employee health and wellness, counselling and related employee health and wellness services to QCTO employees and immediate dependants for a period of 36 months** as specified herein, and in accordance with the General Conditions of offer, as well as the specifications, Service Providers are requested to complete this tender document, together with all the standard bidding documents in full and submit proposals in sealed Envelopes marked with **Tender Number QCTO 09/2021** and placed in the tender box at 256 Glyn Street Hatfield, Pretoria, 0083 not later than the closing time and date.

### 1.1 TENDER SUBMISSION AND COMPLIANCE

The tender must be submitted in the following manner;

- 1.1.1 **One (1) original technical proposal and two (2) copies** of the original technical submission;
- 1.1.2 **One (1) USB Technical submission;**
- 1.1.3 **One (1) original pricing proposal and one (1) copy** must be submitted in a separate sealed envelope; 'The pricing schedule must be submitted adjacent to SBD3.3 form in the bid proposal'.

**NB: Please paginate your proposal submission by using numbered file dividers or similar system and create an index page for ease of reference.**

**Table: 1.1**

Closing Date	Address
Date: 15 December 2021 Time: 11H00	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

**NB: Late Submissions will not be considered**

**Table: 1.2**

Briefing Session Information
Compulsory Briefing session Date: 01 December 2021 Time: 11:00am – 12:00am Link : To receive the link ,kindly send an email to <a href="mailto:tenders@qcto.org.za">tenders@qcto.org.za</a> before 25 November 2021.

Prior to submission, the tenderers must check that all pages are properly numbered, and all required documents are signed, initialled and submitted. QCTO will hold the duly authorised signatory liable on behalf of the tenderer.

**1.1.4 EACH PAGE SHOULD BE INITIALLED WITH A BLACK PEN**

**1.2 PRICING**

1.2.1 The tenderer must submit details regarding the tender price for the services on the pricing schedule provided in SBD 3.3, which completed form/s must be submitted together with the proposal.

1.2.2 This tender requires that the tender price is based on a fixed and market related price.

1.2.3 All other costs increases will be negotiated, not exceeding the actual inflation rate (CPI).

1.2.4 Pricing must be stipulated **INCLUSIVE OF VALUE ADDED TAX.**

### **1.3 PARTNERSHIPS AND LEGAL ENTITIES**

In the case of the tenderer being a partnership, close corporation or a company a certificate reflecting the names, identity numbers and address of the partners, members or directors (as the case may be) must be submitted with the tender.

#### **CONSORTIUMS AND JOINT VENTURES**

1.3.1 If the tendering unit emanates from a joint venture or collaborative partnership or consortium (including a newly formed company), which does not have a *joint* track record of at least three (3) years, the individual entities that make up the tendering unit should each provide all the mandatory requirements. Should all the requirements in respect of the tendering unit or the individual entities, as the case may be, not be met, the tendering unit will be disqualified.

1.3.2 It is recognised that tenderers may wish to form consortia to provide the services.

1.3.3 A tender in response to this invitation to tender by a consortium shall comply with the following requirements: -

1.3.3.1 It shall be signed so as to be legally binding on all consortium members;

1.3.3.2 One of the members shall be nominated by the others as authorised to be the lead member and this authorisation shall be included in the agreement entered into between the consortium members;

1.3.3.3 The lead member shall be the only authorised party to make legal statements, communicate with QCTO and receive instructions for and on behalf of any and all the members of the consortium;

1.3.3.4 A copy of the agreement entered into by the consortium members shall be submitted with the tender. It shall be signed so as to be legally binding on all consortium members;

1.3.3.5 One of the members shall be nominated by the others as authorised to be the lead member and this authorisation shall be included in the agreement entered into between and or with QCTO and receive instructions for and on behalf of any and all the members of the consortium;

1.3.3.6 A copy of the agreement entered into by the consortium members shall be submitted with the tender.

## **1.4 ACCEPTANCE OF TENDERS**

QCTO does not bind itself to accept either the lowest or any other tender and reserves the right to accept the tender which it deems to be in the best interest of the organisation. QCTO reserves the right to accept the offer in full or in part or not at all.

## **2. AIM OF PROPOSAL**

Appointment of a service provider for the provision of Employee Health and Wellness (EHW) services to employees of Quality Council for Trades and Occupations (QCTO) nationwide including staff members on official trips globally.

## **3. OBJECTIVES**

The overall objectives of the project, of which this contract will be a part, are as follows:

- 3.1 Provision of professional support and guidance to employees who are experiencing trauma, as well as personal and work-related problems (e.g. depression and mental illness) in order to enhance productivity in the workplace.
- 3.2 Reduction of costs incurred through labour turnover.
- 3.3 Improvement of group and individual morale at work.
- 3.4 Identification and management of crisis and trauma situations in the workplace e.g. fatal injuries on duty, hijackings, suicide, etc.
- 3.5 Assisting employees to develop skills to solve complex personal, financial, legal, family and work-related problems.
- 3.6 Provision of counselling and support for any life threatening illnesses (e.g. COVID-19, HIV/AIDS, Cancer, etc.)

#### 4. SCOPE OF WORK

Confidential employee health and wellness services to all QCTO employees, and dependants of employees nationwide, as well as telephonic global coverage for employees on an official trip.

The following services are to be rendered:

- 4.1.1 Briefing sessions to employees about the service.
- 4.1.2 Availability of a 24-hour, 7 days a week and 365 days a year telephonic counselling and support service for employees and their dependants.
- 4.1.3 Face-to-face professional counselling and support group services.
- 4.1.4 Confidential, appropriate and timely problem-assessment service.
- 4.1.5 Counselling and support for any life threatening illnesses (e.g. COVID-19, HIV/AIDS, Cancer etc.)
- 4.1.6 Reports to the employer on the trends in relation to employees' issues.
- 4.1.7 Critical incident group debriefing/trauma interventions.
- 4.1.8 Outline digital platforms for employees to access health and wellness information.
- 4.1.9 Workshops on identified critical risk areas.
- 4.1.10 Nationwide and global service coverage.
- 4.1.11 Service to be conducted in the 11 South African official languages at a place accessible to employees/dependants.
- 4.1.12 Easily accessible case management system.
- 4.1.13 Counselling sessions to be scheduled within 24 hours of a case being reported

## 4.2 SPECIFICATION

It is imperative that bidders indicate their compliance with all the conditions as outlined in 4.2.1- 4.2.14 below.

**Failing to indicate compliance/non-compliance will result in QCTO disqualifying the bid.**

Specification	Specification detail	Comply	Do not comply
4.2.1 Professional registration	The service provider and its teams to provide proof of registration with EAPA-SA, HPCSA and other relevant statutory professional bodies.		
4.2.2 Coverage	Ability to provide 24-hour counselling service nationwide and globally to QCTO employees and their dependents.  Able to provide digital platforms for employees to access health and wellness information and support.		
4.2.3 Telephonic (helpline/hotline/call centre) counselling	Telephonic counselling through a call centre using the 11 South African official languages will provide direct, confidential and unlimited access to a 24-hour personal support service, with all calls attended to, by fully qualified counsellors who will assess the needs of the caller to ensure that they access appropriate services. The counsellor should, therefore, support counselling requests immediately. This will also ensure that an employee in a crisis situation, or who needs assistance, will not go through inexperienced or unskilled people before his/her issues can be addressed professionally.		

4.2.4 Face-to-face counselling	<p>Face-to-face counselling sessions will be provided to employees at a place that is accessible to them and in their language of preference. Fully qualified and registered therapists will provide counselling services.</p> <p>Counselling will be rendered in accordance with EHW best practices, focusing on short-term, problem-focused and solution-orientated counselling.</p>		
4.2.5 Group trauma management service	A trauma management service that offers prompt and professional trauma debriefing and counselling services to employees/families exposed to incidents of trauma is essential in an EHW Programme. This service will assist during traumatic experiences such as personal experience of a car hijacking or witnessing such an incident, suicide, being involved in car accidents, loss of a colleague/ family member, etc.		
4.2.6 Case Management	A case management system should be put in place to ensure comprehensive management of all referred and counselled cases. This is an important quality measure to ensure professionalism and good quality of services provided.		
4.2.7 Location	<p>(a) The service is to be rendered to all employees and their dependents nationwide.</p> <p>(b) Global telephonic coverage for QCTO employees who are outside South Africa on an official trip.</p>		
4.2.8 Personnel	The service provider must consist of a team, managed by a project manager. The members of the team must have both the skill and experience necessary to undertake the range of tasks set out in this bid specification. Each individual on the team		

	must be personally available to do the work as and when required. The project manager will be held accountable, in terms of the contract, for ensuring execution of the project deliverables as well as the professional conduct and integrity of the team.		
4.2.9 Required skill, knowledge and experience.	<p>(a) Professional registration as a practicing therapist/ Medical professional in full standing;</p> <p>(b) Ability to provide 24-hour telephonic counselling (helpline/hotline/call centre);</p> <p>(c) Adherence to the ethics and standards of the Employee Assistance Professionals Association (EAPA - SA) and Health Professions Council of South Africa (HPCSA);</p> <p>(d) High quality record-keeping and reporting system;</p> <p>(e) Knowledge of wellness and health sector legislation, regulations and policies;</p> <p>(f) Involvement in research initiatives, and awareness of the latest developments in the employee health and wellness field; and</p> <p>(g) Project and contract management.</p>		
4.2.10 Facilities to be provided by the service provider	The service provider shall ensure that experts are adequately supported and equipped. In particular, it shall ensure that there are sufficient administrative, secretarial and interpreting provisions to enable experts to concentrate on their primary responsibilities.		
4.2.11 Equipment	No equipment is to be purchased on behalf of QCTO as part of the contract. Any such needs have to be met by the service provider.		
4.2.12 Pricing	(a) Price for counselling service per staff member		

	(b) Price for group trauma debriefing for a maximum of 15 staff members		
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NB: Notwithstanding the above, the bidder may be required to provide other related Employee Health and Wellness services on a quotation basis.

### 4.3 REPORTS

The service provider shall provide confidential reports written in English and the QCTO HR project manager shall be responsible for approving reports. The service provider shall submit monthly, quarterly and annual reports to QCTO in the format to be agreed upon between QCTO and the service provider as follows:

#### 4.3.1 Monthly reports

Monthly reports will provide statistics on themes and trends (information on the number of participants and reasons for service utilisation).

#### 4.3.2 Quarterly reports

Quarterly reports will be detailed and cover the following areas, but not limited to:

- 4.3.2.1 Utilisation rates;
- 4.3.2.2 Demographics of participants;
- 4.3.2.3 Utilisation per occupational categories;
- 4.3.2.4 Types of referrals;
- 4.3.2.5 Types of services utilised (e.g., telephonic, face-to-face, etc.);
- 4.3.2.6 Nature and extent of problems;
- 4.3.2.7 Emerging themes and trends; and
- 4.3.2.8 Recommendations.

#### 4.3.3 Annual reports

Annual reports will provide detailed feedback on the information contained in the quarterly reports. In addition, bench-marking will also be provided on local and international standards.

## **5. COMMENCEMENT DATE AND PERIOD OF EXECUTION**

The contract will commence upon finalisation of the bid processes. The period of execution of the contract will be 36 months.

## **6. SPECIAL CONDITIONS**

- 6.1 All prices quoted must be VAT inclusive for the 3 year (36 month) term.
- 6.2 QCTO will not provide upfront payments.
- 6.3 Bidders should submit, together with their proposals, the board resolution confirming that the person signing the bid document is duly authorised to do so and to conclude any legal documents on behalf of the company.
- 6.4 Upon award of the bid, the successful bidder shall enter into an agreement with the organisation. The agreement shall be in a format prescribed by the organisation.
- 6.5 Adverse findings could have an impact on the conclusion of the contract, inclusive of termination without recourse.
- 6.6 The successful bidder shall provide the service required based on the set timelines and as per the schedule to be provided by the organisation.
- 6.7 Short-listed service providers will be called for presentations and site visits will be conducted. Reference checks will be conducted.
- 6.8 A comprehensive company profile of the bidder shall be attached as an addendum to the response. The profile shall contain at least the following information:
- 6.9 Company size and structure.
- 6.10 A list of current and previous clients (listing contact name address, contact number, fax number and e-mail address). QCTO reserves the right to contact or visit any of the persons on the list in order to obtain more information regarding the quality of services provided by the bidder, together with a description of the services rendered to the client.

## **7. EVALUATION CRITERIA**

QCTO may request additional information, clarification, or verification regarding any information contained in or omitted from a tenderer's proposal. This information will be requested in writing, and the bidder must provide the requested information within forty-eight (48) hours after the request has been made, otherwise, the bidder may be disqualified;

QCTO may conduct due diligence on any tenderer, which may include interviewing customer references or other activities to verify a tenderer's or other information and capabilities (Including visiting the tenderer's various premises and/or sites to verify certain stated information or assumptions) and in these instances, the tenderers will be obliged to provide QCTO with all necessary access, assistance and/or information which QCTO may reasonably request and to respond within the given time frame set by QCTO;

The 80/20 principle will be applied in terms of the Preferential Procurement Policy Framework Act.

### 7.1 The Tender will be evaluated in three stages:

Stage 1: Pre-Qualification (Mandatory Evaluation)

I/We have attached to this document:	Tick if submitted		Office use
	Yes	No	
• Correctly completed bid proposal and signed by authorised signatories	Yes	No	
• One (1) original hard copy technical bid document and two (2) hard copies of the original technical submission.	Yes	No	
• One (1) original hard copy technical pricing document (sealed in an envelope) and one (1) copy.	Yes	No	
• One(1) USB Technical Submission	Yes	No	
• Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	
• Copies of the identity documents of those with equity/shares	Yes	No	
• Completion of SBD 1 to SBD 9	Yes	No	
• CSD Registration (National Treasury)	Yes	No	
• Letter of Good standing (COIDA)	Yes	No	

**Note: Failure to meet all the above mandatory requirements will lead to bidder being disqualified.**

## Stage 2 : Functionality;

### a) Experience and capability

No.	Evaluation Criteria	Guideline	Scoring	Points
1	Experience	Proven exposure and past experience in counselling, advisory and employee wellness and health services through any of the following: counsellors, psychologists, occupational specialists, medical practitioners, health specialists, financial and legal advisors).	1-3 years = 0 4-5 years =20 6-10 years =30 11-15 years = 40 16 years and more = 60	60
2	Office infrastructure capability	Offices/associates/ affiliates	1-2 offices/associates/ affiliates =5 3-5 offices/associates/ affiliates =10 6-10 offices/associates/ affiliates = 20 11-15 offices/associates/ affiliates =30 16 and above offices/associates/ affiliates =40	40

Each of the criteria is to be assessed and scored on the evaluation sheet using the above points.

**Threshold:** Bidders who score less than **70 out of 100 points** on functionality will not be considered for Price and B-BBEE and will be disqualified for this project.

Shortlisted bidders may be required to present to the QCTO.

## b) Site visit.

The second stage of functional evaluation is based on site visit, which will be evaluated using the following criteria and points:

Evaluation criteria	
Site visit	Points
<b>Ability/capacity of the company to render the service:</b> (a) Availability of operational call centre with counselling staff  Points to be allocated as follows: Operational counselling call centre with 1-3 staff members = 20 Operational counselling call centre with 4-10 staff members = 40 Operational counselling call centre with 11-20 staff members = 60 Operational counselling call centre with 21-29 staff members = 80 Operational counselling call centre with 30 and above staff members = 100	100

**Threshold:** Bidders who score less than **60 out of 100 points on functionality will not be considered for Price and B-BBEE and will be disqualified for this project.**

## Stage 3: Price and B-BBEE

Only bids that achieved the minimum qualifying score/percentage for functionality will be considered further in terms of the 80/20 preference point system.

The formulae to be utilised in calculating points scored for the preference point system will be included in the tender document. Step 1 will be the calculation of points for price where the lowest bid will score 80 points for price, while bids with higher prices will score lower points for price on a pro-rata basis.

The following formula will be utilised to calculate the points for price in respect of tenders with a Rand value below R50 000 000 (all applicable taxes included):

$$Ps = 80 \left[ 1 - \left( \frac{Pt - P_{min}}{P_{min}} \right) \right]$$

Where:

- Ps = Points scored for comparative price of proposal or offer under consideration;
- Pt = Comparative price of proposal or offer under consideration; and
- Pmin = Comparative price of lowest acceptable proposal or offer.

**Step 3** will be the calculation of points for the B-BBEE status level of contribution where 20 points will be awarded to a tenderer for attaining the B-BBEE status level of 1, and lower points will be awarded to tenderers with lower B-BBEE status levels as per table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

**Note: Non-compliant contributors or failure to provide certification substantiating the B-BBEE status level of contribution will result in the Tenderer being awarded zero (0) points for the preference point system.**

## 7.2 CALCULATING THE FINAL SCORE

The points scored for price (step 1) will be added to the points scored for B-BBEE status level of contribution (step 2) to obtain the tenderer's total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	80
B-BBEE Status Level of contribution	20
Total	100

## 8. TENDER VALIDITY PERIOD

The validity period for this tender is **180 days**.

## 9. ENQUIRIES

### **Any SCM and administrative related issues:**

Mr Lekhotla Motlounq

Telephone Numbers: 012 003 1847

E-mail address: [tenders@qcto.org.za](mailto:tenders@qcto.org.za)

### **Technical Enquiries:**

Contact Person: Ms Lorraine Seema

Email address: [Seema.L@qcto.org.za](mailto:Seema.L@qcto.org.za)

Telephone Numbers: 012 003 1800