

APPOINTMENT OF A SERVICE PROVIDER FOR EMPLOYEE WELLNESS SERVICES FOR A PERIOD OF THREE YEARS FOR THE NATIONAL AGRICULTURAL MARKETING COUNCIL (NAMC)

RFQ NUMBER: NAMC RFQ1616

CLOSING DATE: 02 FEBRUARY 2026 @ 11H00

VALIDITY PERIOD: 120 DAYS

QUOTATIONS WILL ONLY BE ACCEPTED VIA EMAIL: Rfq@namc.co.za

1. INTRODUCTION

The National Agricultural Marketing Council (NAMC) is a statutory body established in terms of the Marketing of Agricultural Products Act, 1996. The main function of the council is to advise the Minister of Agriculture on issues relating to the marketing of agricultural products. The organization has a staff complement of less than 50 employees including temporary and intern staff members.

2. SPECIFICATION

The NAMC invites reputable service providers to submit proposals for the provision of employee wellness services for a three (3) year period.

The successful bidder will be required to perform, inter alia, the following types of services:

2.1 WELLNESS SPECIFICATIONS

(a) Psycho- Social counselling assessment

This service aims to identify employees at risk and to improve the wellness and productivity of those who already experience challenges to perform at work due to psycho-social, mental health, personal or work-related challenges. This includes

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on-site face to face counselling as well as digital counselling via Skype/Zoom/MS Teams, Whatsapp video call and Telephone counselling.

(b) Trauma management

debriefing:

This service is offered when Employees were involved in a traumatic incident. According to research the ideal time for trauma debriefing is 48-72 hours after the Incident occurred.

Trauma Counselling and Post Traumatic stress disorder (PTSD)

When employees fail to recover after experiencing or witnessing traumatic events, PTSD symptoms might become evident and trauma Counselling is required. This could happen days, months or even years after the trauma occurred.

(c) Crisis Intervention/Critical incident management

Crisis Intervention

Crisis intervention takes place in a crisis situation e.g., suicide attempt, domestic violence and usually requires an immediate response to contain the situation and emotions until counselling takes place

Crisis Counselling

Crisis counselling takes place after crisis intervention and explores the reasons behind the leading up to the crisis in order to address the situation appropriately and to prevent a similar crisis in the future.

(d) Group sessions / Training /Life skills programmes

This is a Therapeutic and Educational Group Sessions, Training and Life skill programme to empower all Employees with skills to deal with Wellness related challenges such as Stress, Anxiety, Depression, Financial difficulties, Anger management, Conflict, Substance Abuse, COVID 19 and HIV/AIDS, ect.

(e) Manager Support

This is to provide Managers with support, not only to manage employees experiencing challenges at work or at home, but also to help them to comply with the Code of Good Business practice.

(f) Wellness Awareness

Employees must be aware of the 24-hours Helpline and supportive services by way of monthly wellness themes (digital posters with scan me functionality with helpful info/articles) to encourage employees to take responsibility for their own wellness, while boosting staff morale, thereby reducing the risk of absenteeism and other psycho-social challenges in the workplace and, E.g., managing Depression and Anxiety, COVID 19, TB, HIV/AIDS, ect.

(g) Service Management

This Includes Monitoring and Evaluation of service, Satisfaction Surveys as well as Monthly and Annual feedback reports

3. EVALUATION PROCESS

NAMC will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act. No. 5 of 2000 (PPPFA). Three (3) phase evaluation criteria will be considered in evaluating the bid as follows:

Phase 1: Administration check

This stage checks and validates the bidder's compliance with legal requirements to conduct business with the government of South Africa.

All proposals duly lodged will be examined to determine compliance with bidding requirements and conditions.

Pre-Qualification Requirements	Check list √Tick each box
SBD 1: Completed, attached, and signed	
SBD 4: Completed, attached, and signed	
SBD 6.1: Completed, attached, and signed	

Terms of Reference document: Completed, attached, and signed	
Proof of registration on Central Supplier Database (managed by National Treasury) a report not older than a month at the time of submitting this proposal must be submitted and Tax status must be compliant	
General conditions of contract: Attached and initial	
<p>Experience of service provider in providing employee wellness services in the public or private sector.</p> <p>Comprehensive Company Profile must be attached; it will be used for evaluation.</p> <p>Company profile must indicate number of years in operation and must indicate public or private sector.</p> <p>CSD and CIPC information must be in line with company profile and will be used for verification.</p>	
<p>Name of the key personnel with the attached CV</p> <p>Bidder should submit 1 x CV of personnel demonstrating minimum 3 years in providing wellness services</p> <p>Name of the personnel on the CV to be evaluated:</p> <p>Name:</p>	
Psychologists must be registered with Health Professions Council of South Africa: Attach proof of registration	

Note: All SBD forms must be submitted (signed) noting where it is not applicable. If any specific SBD form is not submitted, documentary proof clearly stating the reasons must be attached.

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Bidders must also supply the following documents (where applicable).

Other Requirements	Check list √ Tick each box
Valid B-BBEE Certificate or attached (certified copy) or Sworn Affidavit	
Company Registration documents	

Phase 2: Technical/ Functionality Evaluation

Bids responses will be evaluated in accordance with the Functional criteria as follows:

Functional/ Technical Requirements

With regards to the other Functional Requirements, the following criteria (set out in more detail and the associated weightings will be applicable:

No	Description	Subdivision of Functional Criteria	Allocated points	Maximum Points	Total Points
1	Experience, skills and ability of service provider/company	Experience of service provider in providing employee wellness services in the public or private sector. Comprehensive Company Profile must be attached, it will be used for evaluation.	No years or less than one (1) years of experience = 0 points Between 1 and 3 years of experience = <u>15 points</u> Between 4 and 7 years of	25	25

		<p>Company profile must indicate number of years in operation and must indicate public or private sector. CSD and CIPC information must be in line with company profile and will be used for verification.</p>	<p>experience = 20 points</p> <p>More than 7 years of experience = 25 points</p>		
2	<p>References (Must be on the company letter head of the company that received the service. The letter must include Contact details where similar services were done in the past 36 months i.e., from 2022)</p>	<p>Service providers should provide reference letters from different clients (previous/current existing clients)</p>	<p>1 & 2 letters = 15 points</p> <p>3 and 4 letters = 20 points</p> <p>More than 5 reference letters = 25 points</p> <p>NO letters or non compliant letters = 0</p>	25	25

No	Description	Subdivision of Functional Criteria	Allocated points	Maximum Points	Total Points
3	Human Resources	<p>Bidders allocate a wellness (Psychologist/ Psychiatrist)</p> <p>Attached Qualifications to be used for evaluation</p>	<p>Psychologist or Psychiatrist</p> <p>No qualification = <u>0 point</u></p> <p>Degree = <u>10 points</u></p> <p>Honours Degree = <u>15 points</u></p> <p>Master's degree = <u>20 points</u></p> <p>PHD = <u>25 points</u></p>	25	25

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No	Description	Subdivision of Functional Criteria	Allocated points	Maximum Points	Total Points
4	CV of Key personnel to be allocated to NAMC	Bidder should submit CV of key personnel demonstrating minimum 3 years in providing wellness services Name of the 1 x CV to be evaluated: 	Between 3-5 years = <u>10 points</u> Between 5-10 years = <u>20 points</u> Above 10 years = <u>25 points</u> No CV or unclear CV = 0	25	25
		TOTAL			100
		Minimum qualifying score			65

Note: The minimum qualifying score for functionality is 65 points out of 100 points. All bidders that fail to achieve the minimum qualifying score on functionality shall not be considered for further evaluation on pricing.

NAMC address: NAMC, Hillcrest Office Park, 177 Dyer Road, Barbet place, Ground floor, Hillcrest, Pretoria, 0083

4. Pricing schedule:

		Year 1	Year 2	Year 3
No	Description of service	Rate per hour	Rate per hour	Rate per hour
1	Psycho- Social counselling assessment	R	R	R
2	Trauma management	R	R	R
3	Crisis Intervention/Critical incident management	R	R	R
4	Group sessions / Training /Life skills programmes	R	R	R
5	Manager Support	R	R	R
6	Wellness Awareness	R	R	R
7	Service Management	R	R	R
8	Travel Expenses rate per KM	R	R	R
Sub-Total		R	R	R
TOTAL EXCLUSIVE VAT (Year 1 + Year 2 + Year 3)		R		
TOTAL INCLUSIVE VAT (Year 1 + Year 2 + Year 3)		R		

5. TIMEFRAME

THE CLOSING DATE FOR QUOTE SUBMISSION IS ON MONDAY THE 2 FEBRUARY 2026 AT 11H00

PLEASE NOTE:

- a. Do not render any service without an official purchase order from the NAMC. The NAMC will not be held accountable for any liability or financial losses should there be Failure to adhere to this instruction.

6. REQUIREMENTS IN TERMS OF THE QUOTATION PROPOSAL:

- a. The quotation should be directed at the National Agricultural Marketing Council (NAMC)
- b. The quotation must be valid for 90 days
- c. The quotation must be signed by a supplier, on the company official letterhead.
- d. The quotation should be inclusive of logistics costs and VAT (If the supplier is VAT registered)

PLEASE NOTE:

- e. If the price quotation doesn't demonstrate the above attributes, the quotation might be disqualified.
- f. Where the recommended bidder is non-tax compliant, the bidder will be notified in writing and a period of 7 working days will be granted to a supplier to resolve their tax obligations with SARS. (However, this principle may be compromised depending on the nature of the services requested).
- g. The supplier is required to complete and submit SBD 4 (Bidder's Disclosure)
- h. The quotations between R 2 000.00 to R 1 000 000.00 including all applicable taxes will be evaluated on the 80/20 preference points scoring system. The lowest acceptable price will score 80 points, the 20 specific goals points will be allocated as follows:
- i. N:B - Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids to

substantiate their specific goal as stated below. However, Bidders who do not submit B-BBEE Status Level Verification Certificates do not qualify for specific goals points but they will not be disqualified from the bidding process.

SPECIFIC GOAL	TOTAL POINTS
Percentage (%) Black Ownership	Points (10)
91-100	10
81-90	9
71-80	8
61-70	7
51-60	6
41-50	5
31-40	4
21-30	3
11-20	2
1-10	1

SPECIFIC GOAL	TOTAL POINTS
Percentage (%) Ownership By Women	Points (4)
81-100	4
51-80	3
31-50	2
1-30	1

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Percentage (%) Ownership By Youth	Points (4)
81-100	4
51-80	3
31-50	2
1-30	1
0	0
Percentage (%) Ownership By People With Disability	Points (2)
51-100	2
1-50	1
0	0

7. DELIVERY ADDRESS FOR THE SERVICE

- NAMC, Hillcrest Office Park, 177 Dyer Road, Barbet place, Ground floor, Hillcrest, Pretoria, 0083

8. ENQUIRIES AND SUBMISSION OF QUOTATIONS

For more information relating to Supply Chain Management and submission of quotations:

Rfq@namc.co.za or 012 341 1115

Quotes will only be accepted via emails
ONLY: Rfq@namc.co.za

9. EVALUATION CRITERIA AND COMPLIANCE VERIFICATIONS

- a. Tax compliance status verification through the Central Supplier Database (CSD) or SARS website using Tax Pin prior to the awarding of price quotation will be conducted.

10. MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFQ must be in English.

11. COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements, and specifications of this RFQ before submitting proposals. Each bidder assumes all risks for resource commitment and direct or indirect expenses of proposal preparation and participation throughout the RFQ process. NAMC is not directly or indirectly responsible for any costs incurred by tenderers.

12. CORRECTNESS OF RESPONSES

12.1 The bidder must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFQ. The prices and rates quoted must cover all obligations under any resulting contract.

10.2 The bidder accepts that any mistakes regarding prices and calculations will be at their own risk.

13. VERIFICATION OF DOCUMENTS

13.1 Bidders should check the page numbers to ensure that none are missing or duplicated. NAMC will accept no liability for anything arising from missing or duplicated pages.

13.2 Only one electronic copy of the proposal must be submitted via email to RFQ@namc.co.za. If the bidder sends more than one proposal, the first submission shall take precedence should it have yet to be recalled/withdrawn in writing by the bidder.

14. ADDITIONAL TERMS AND CONDITIONS

14.1 A tenderer shall not assume that information and/or documents supplied to NAMC, at any time before this request, are still available to NAMC, and shall consequently not make any reference to such information document in its response to this request.

14.2 Copies of any affiliations, memberships, and/or accreditations that support your submission must be included in the tender.

14.3 An omission to disclose material information, a factual inaccuracy, and/or misrepresentation of fact may result in the disqualification of a tender or cancellation of any subsequent contract. 14.4 Please comply with all the terms and conditions in this document to ensure the proposal is valid.

15. NAMC RESERVES THE RIGHT TO:

- Extend the closing date.
- Verify any information contained in a proposal.
- Request documentary proof regarding any tendering issue.
- Appoint one or more service providers, separately or jointly (whether they submitted a joint proposal).
- Award this RFQ as a whole or in part.
- Cancel or withdraw this RFQ as a whole or in part

16. POPIA Protection of Personal Information

All bidders agree that personal information of persons related to or linked with bidders or respondents to this request for proposals may be required to fulfil the requirements for submitting a bid. All bidders agree that the NAMC may collect, keep and process such information provided that the aforesaid uses shall be for purposes of evaluating the bid

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submitted. Where the information is sought to be used for other purposes, further and specific consent shall be obtained.