



SUPPLY CHAIN MANAGEMENT
Room K 016
FIRST AVE ENTRANCE
TEL :051 – 4477771 x 2306
FAX-2-E-MAIL: 086 729 6757
E-MAIL : quotation@pacofs.co.za

INVITATION FOR A QUOTATION REFERENCE
NUMBER: RE-ADVERTISEMENT-
RFQ010504EMPLOYEEWELLNESSPROGRAMME2023

Kindly provide PACOFs with a signed quotation for the **Employee Wellness Programme (EHWP Services)** for **80 PACOFs employees** for a period of **12 months**, as per specifications below. Please note that a non-tax compliant status on CSD at the date of the closing date of the RFQ will automatically disqualifies the quotation.:

1. SCOPE OF WORK

The scope of this RFQ is to procure EHWP services for 80 PACOFs employees from an external service provider which has the ability and experience to help organise professionally qualified, registered clinicians and specialists to assist employees in a confidential manner in dealing with stressors that may adversely affect both their personal and occupational functioning. **The scope of work is as follows:**

1.1 The scope of services is a comprehensive Employee Wellness Programme consisting of the following core elements but not limited to:

- **Critical Incident Service** - employee Wellness Services which include counselling services, trauma debriefing to employees.
- **Health and Productivity Management** which includes chronic disease management, injury on duty, incapacity due to ill health and non-performance, health promotion, awareness, and education; and increasing employee productivity levels.
- **Wellness Management** includes but is not limited to work life balance interventions such as stress management, retirement planning, financial fitness, relationship building, coaching amongst others.
- **Executive Wellness Programme** which entails personalised experience that supports employees across areas of mental, physical, wellness assessments and consultations both personal, professional.

1.2 Implementation of EHWP that focuses on the following:

- **Personal Face to Face (or alternatively a digital, virtual consultation)** - psychological support services in relation to employee's mental, social, physical, and spiritual wellbeing, including the provision of counselling services for the employee.
- Managing employee's lifestyle diseases, promoting good nutrition and regular medical check-ups.
- Personal support for traumatized employees on as and when required basis in cases of personal incidents and accidents related to self or their colleague.
- Workplace violence/sexual harassment and other work-related conflicts, trauma debriefing, counselling and bereavement support.
- Workplace discrimination or victimisation (e.g., discrimination against people with disabilities from designated groups).
- Team building activity.

1.3 Development and Implementation of a Health and Productivity Management Program

- Life threatening disease awareness and management including but not limited to HIV/AIDS, Diabetes, TB, Hypertension, and other related chronic diseases.
- Substances abuse awareness and education (alcohol, drugs, and prescription medication) and other addictive behaviours such as gambling, and pornography etc.

1.4 Implementation of Work Life Balance Programme and Preventatives: Life skills program that includes Stress management | Health and fitness education | Lifestyle management.

1.5 Executive Health Wellness Programme

- Training of managers on EHWP case referral and management.
- Management support services through management systems on absenteeism and leave management.
- People performance management.
- Coaching of managers on how to deal with employee challenges e.g. (Non-performance, relationship management, conflict management).

1.6 Availability and Accessibility

- Professional Telephonic Counselling services 24/7/365.
- A dedicated SMS helpline for "Please call me messages".
- Psycho-social Counselling face to face sessions.
- Telephonic Professional Health Advisory Services.
- HIV/AIDS Counselling, Education and Support Services.
- Medical Advisory Services.
- Access to 24-hour Services Centre.

1.7 Reporting

- Monthly reports on all programmes.
- Statistical analysis, interpretation, and recommendation for action.
- Quarterly reports on all programmes.
- Bi Annually report on all health status of the organisation.
- Annual report on employee productivity levels.

1.8 General Service Requirements

- The successful bidder will be required to provide employee wellness services.
- Deliverables under this section include without limitation, the following:

(a) Proposal must state how the following will be managed:

- Language.
- Face to face consultation with employees, and/or
- Confidentiality.

2. EVALUATION CRITERIA

The evaluation process will comprise of the following:

- Phase 1 : Mandatory and Administrative Requirements.
- Phase 2 : Functionality Evaluation.
- Phase 3 : Pricing and B-BBEE Evaluation - **80:20**

Phase 1 : Mandatory and Administrative Requirements.

The bidders must be accredited to the following institutions:

- EAPA (Employee Assistance Program Association).
- HPCSA (Health Professional Council of South Africa).

The following must be submitted with the bid:

- CSD Number.
- Tax Clearance.
- Fully completed and signed SBD Forms (SBD 4 and SBD 6.1).
- The experience and qualifications of all team members highlighting experience relevant to this exercise.
- Detailed company profile with an organogram and CVs of the team members (maximum 5 CVs), and registration with the relevant statutory bodies.
- Provide at least four (4) reference letters from amongst recent clients with whom similar work has been conducted.
- The proposal should contain a work plan/methodology, showing tasks, timelines etc.
- Turnaround plan for referrals from when a query is received by the service provider.
- All professionals must be registered with the relevant statutory/professional bodies and must provide valid, certified copies of membership.
- Valid Certified copies or proof of registration in accordance with all statutory requirements of the wellness industry.
- Provide original or certified copy of BBBEE Certificate or affidavit.

Phase 2 : Functionality Evaluation

RFQ's will be evaluated for functionality in this stage, based on achieving a minimum score of seventy points (70 points). All quotations that meet the minimum threshold will advance to the review and scoring of points of price and BBBEE. All quotations that do not meet the minimum threshold will not advance further for evaluation of Price and BBBEE.

The following table will demonstrate the criteria used when allocating points for functionality as outlined above. PACOFS will disqualify and discontinue further evaluation of RFQ's scoring less than 80 points out of 100 on functionality.

CRETERIA	SUB-CRITERIA	WEIGHTING/ POINTS
1. Experience of the Service Provider in Employee Wellness Support	Bidder must provide evidence (List) on their experience and an in-depth track record of employee wellness programmes of work done: <ul style="list-style-type: none">- Employee Wellness Programme and its psychological aspects (10 points)- Work-Life balance initiatives (5 points)	20

	<ul style="list-style-type: none"> - Wellness programme management and reporting (5 points) - Failure to provide relevant information to the above will result in 0 points for each aspect not provided in this sub-criterion 	
2. Company profile	<p>The company profile should cover the following:</p> <ul style="list-style-type: none"> - Background and history of the company in relation to the service required (10 points) - Footprint in all the Free State province (5 points). Failure to indicate footprint in Free State will result in 0 points allocated. - Project team responsible for this programme (10 points). Provide company profile, registrations and CVs of the team members (maximum 5 CVs), and registration with the relevant statutory bodies. - Failure to provide relevant information to the above will result in 0 points for each aspect not provided in this sub-criterion 	25
3. References	<p>Bidder must provide five (5) contactable references detailing EHWP work carried out. Reference letters to include duration of contract with the company as well as the quality of services rendered.</p> <ul style="list-style-type: none"> - No references = 0 points - 1 Reference = 5 points - 2 References = 5 points - 3 References = 5 points - 4 References = 5 points - 5 References = 5 points 	25
4. Methodology: <ul style="list-style-type: none"> - Referral System - Reporting System 	<ul style="list-style-type: none"> - Referral System explained with examples provided and outlined = 10 points. - Examples of monthly, quarterly, and annual reports provided = 10 points - The bidder must provide examples of referral system, reports and use of technology. - Failure to provide relevant information to the above will result in 0 points for each aspect not provided in this sub-criterion. 	20
5. Turnaround time for referrals from when a query is received by the service provider	<ul style="list-style-type: none"> - Non-responsive (more than 2 days) = 0 points. - More than 1-2 days turnaround time = 5 points. - 0 to 24 hours turnaround time = 10 points. 	10
TOTAL		100

Phase 3 : Pricing and B-BBEE Evaluation (80:20)

Bidders who score a minimum of **80 points** or more will be further evaluated on the preferential points system.

- 80/20 Preference point system will be applied.
- Bidders who score less than 80 points of the 100 points for functionality will be disqualified and will not be evaluated further.

- The RFQ that would have achieved 80 points or more from the functionality evaluation will be further evaluated on the 80/20 points system where 80 points are for pricing, and 20 points are for preferential procurement requirements.
- Preferential points will be awarded in terms of the B-BBEE Status level of contribution.
- Bidders must submit a valid B-BBEE status level verification certificate, which must be issued by a Verification Agency accredited by SANAS or an affidavit confirming annual turnover and level of black ownership in case of an EME and QSE.

3. PRICING

- Quotation (including fees payable and all applicable taxes for the services required in the scope of work) for the duration of one (1) year.
- All prices charged should be inclusive of VAT.
- The bid proposal should clearly indicate the total price.

4. ADMINISTRATIVE COMPLIANCE

- A bidder participates in this RFQ process entirely at its own risk and cost.
 - No RFQ shall be awarded to a bidder who is not tax compliant.
1. Please provide your CSD supplier and unique registration number for verification on the CSD database. Please attach a valid tax clearance and B-BBEE certificate.
 2. Please submit the completed SBD 4 Bidders Disclosure and SBD 6.1 Preference Points claim form in terms of the Preferential Procurement Regulations 2022.
 3. Evaluation criteria 80/20 will be applicable with regards to Preferential Procurement Regulations 2022.
 4. The service provider will be allocated points based on the goals stated in table 1 of SBD 6.1 as may be supported by proof/documentation.
 5. The offer scoring the highest points should win the quote. This quotation is subject to the Preferential Procurement Policy Framework Act, 2000 and the Preferential Procurement Regulations, 2022, the Conditions of Contract (GCC) and, if applicable, any other special conditions of contract.

VERY IMPORTANT NOTICE!

1. **PLEASE SUBMIT QUOTATIONS ON A COMPANY LETTERHEAD.**
2. **PAYMENT WILL BE DONE 30 DAYS AFTER RECEIPT OF THE ORIGINAL INVOICE.**
3. **BANKING DETAILS (REMITTANCE NAME; BRANCH CODE AND ACCOUNT NUMBER) MUST APPEAR ON YOUR INVOICE AND MUST CORRESPOND WITH THE BANKING DETAILS DISPLAYED ON THE CSD REGISTRATION REPORT.**
4. **PLEASE REMEMBER TO SIGN YOUR QUOTATION. UNSIGNED QUOTATIONS – INVALID.**
5. **THE TOTAL PRICE QUOTED MUST INCLUDE VAT AS WELL AS DELIVERY COSTS (THE COMPANY WHICH IS NOT VAT REGISTERED SHOULD NOT INCLUDE VAT IN THE PRICE).**
6. **IF VAT IS CLAIMED, VAT NUMBER SHOULD APPEAR ON THE QUOTATION.**
7. **NO CESSIONS WILL BE SIGNED.**
8. **A VALID B-BBEE CERTIFICATE SHOULD BE SUBMITTED.**
9. **QUOTATIONS SHOULD BE VALID FOR 30 DAYS.**
10. **PRICE QUOTED SHOULD NOT BE ON SPECIAL OR SALE.**
11. **PLEASE DO NOT INFLATE PRICES.**

CLOSING DATE & TIME FOR QUOTATION / PROPOSALS:

FRIDAY, 05 MAY 2023 at 11h00

Please submit quotation via E-mail to quotation@pacofs.co.za

No late submission will be accepted!