
	<b>Request for Information (RFI)</b>	<b>Document Identifier</b>	240-72663051	<b>Rev</b>	4
		<b>Effective Date</b>	17 June 2025		
		<b>Review Date</b>	June 2030		
		<b>RFI Number</b>	E2000CXHR		

PART A REQUEST FOR INFORMATION (RFI)			
<b>Description of the services</b>	The Provision of a comprehensive and confidential Employee Assistance Programme (EAP) to support Eskom employees, their immediate family members, and executives.		
<b>Deadline for submission</b>	31 October 2025 at 10:00	At (South African Standard Time)	10:00 am
Tenders are uploaded via Eskom Tender bulletin site on the Eskom E- tendering page.	All tenders should be submitted via Eskom E-tendering <a href="https://etendering.eskom.co.za/">https://etendering.eskom.co.za/</a> Please note it is the responsibility of the supplier to ensure that the tender submission is submitted before the closing time		
RFI are to be submitted electronically via Eskom E- tendering site by the stipulated closing date and time.  <i>Please note it is the responsibility of the supplier to ensure that /RFI submission is submitted before the closing date and time</i>	<a href="https://etendering.eskom.co.za/">https://etendering.eskom.co.za/</a>  31 October 2025 @10:00 am		
<b>Electronic Submission of RFI</b>	The tenderer must upload the tender via Eskom Tender bulletin site on the Eskom E- tendering page.  All documents need to be submitted in a PDF and Excel format (The upload size per document is 500 megabytes and total submission is restricted to 4 gigabyte).  No Zip/condense files can be uploaded No hard copy will be accepted  If for some reason you resubmit your EOI, then the latest version of the EOI submitted will only be accepted and all previous submission/s will be null and void.		

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	Please ensure that the submission status is indicated as complete.  Supplier Help Manual guide and video can be found on Eskom E-Tendering page
E-tendering Help Manual for supplier	E-tendering Manual attached

Eskom Holdings SOC Ltd ("Eskom") invites you to submit an:

- **Request for information (RFI)** to submit information for the works/goods/services as stated in the table. This RFI is a stand-alone information-gathering and market-testing exercise, intended only to inform and assist Eskom's further deliberation and development of a strategy for the [Drafting note: insert name of project]. Eskom may request indicative prices if so stated in this RFI.

Eskom has delegated the responsibility for this **RFI** to the signatory of this document, whose details can be found below.


We look forward to receipt of your response.

Yours faithfully

Name	Designation	Signature	Date
<b>Slondiwe Rangaka</b>	<b>Assistant Procurement Officer</b>	<i>S. Rangaka</i>	08/10/2025
<b>Telephone number</b>	<b>011 800 6013</b>	<b>Fax and/or e-mail address</b>	Mthethis@eskom.com

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<b>PART B</b> <b>RESPONSE SHEET IN TERMS OF A REQUEST FOR AN EXPRESSION OF INTEREST/ REQUEST FOR INFORMATION</b> <b>To be completed by the supplier</b>			
<b>To</b>	Eskom Holdings SOC Ltd	<b>Date</b>	
<b>Attention</b>	Slondiwe Rangaka		
<b>Tel no</b>	011 800 6013	<b>Fax no and /or e-mail address</b>	mthethis@eskom.co.za
<b>From</b> <i>[insert the registered full legal name of the company]</i>		<b>Address</b> <i>insert the business address of the company]</i>	
<b>Address</b> <i>insert the physical address of the company]</i>			
<b>Sender</b> <i>[insert the full name of the sender at the company]</i>			
<b>Description of the services</b>	<p>The service provider will deliver a comprehensive and confidential Employee Assistance Programme (EAP) to support Eskom employees, their immediate family members, and executives. Executive EAP services must be provided exclusively by a registered Clinical Psychologist.</p> <p>EAP services must be accessible through face-to-face, telephonic, and virtual platforms, ensuring flexible and confidential access.</p> <p>Services will include counselling, trauma support, conflict mediation, preventative wellness initiatives, and strategic advisory support to managers, HR, supervisors, and leadership to strengthen organisational wellbeing and performance (see Scope below).</p> <p>The programme will include capacity building initiatives for employees, the health and wellness fraternity (including EAP Advisors and Wellness Officers), HR practitioners, managers, and supervisors. This will include scheduling monthly CPD sessions for the Wellness Team, totalling 12 sessions for the year</p> <p>The service provider will collaborate with internal EAP Advisors, Wellness Managers, and Wellness Officers in the marketing and promotion of EAP services across the organisation but onsite promotion is required by the service provider on a monthly basis.</p>		

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The programme must produce data-driven reports to track utilisation, trends, and outcomes, enabling evidence-based decision-making. We will require the provision of unlimited topic talks and webinar sessions. The service provider will be expected to supply a catalogue of available sessions for selection.

The Executive and Senior leadership psychosocial Programme will further include:


- Executive coaching and leadership development
- Work-life integration and resilience programmes
- Crisis support and critical incident management
- Wellness assessments
- Peer and group support networks
- Quarterly Retreats: Planning, implementation, and facilitation of wellness and development programmes during quarterly executive and employee retreats.

Please find below our response to Eskom's questions:

No.	Question	Please indicate your response in this column
1.	[your contact name and contact details]	
2.	[Company registration number]	
3.	Can you provide a brief description of your previous experience providing EAP services?	
4.	Which companies or organizations have you provided similar services to? Can you provide reference letters?	
5.	Can your company provide EAP services via face-to-face, telephonic, and virtual platforms?	
5.	Is your EAP service available 24hrs/365 days in all South African languages including sign language?	
7.	Do you have an app that employees can access for the EAP service, information etc	

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8.	Do you have the capacity to support a workforce of approximately 43,000 employees via EAP services?	
9.	Do you have experience providing psychosocial support to executives and senior leadership? If yes, please describe the programmes you offer.	
10.	Are executive EAP services provided by Clinical Psychologists or Social Workers?	
11.	How do you ensure flexibility and confidentiality in the delivery of EAP services?	
12.	What does your EAP service include?	
13.	Is the EAP service available for immediate family members?	
14.	Can your company provide training for, HR practitioners, managers, and supervisors in conflict mediation, mental health, change management etc? Is there a limitation on the number training sessions?	
15.	Do you have staff who conduct on-site promotion of the services provided? If so, please explain how this is implemented	
16.	Are you able to schedule monthly CPD sessions (12 per year) for the Wellness Team?	
17.	Can your programme provide data-driven reports tracking utilisation, trends, and outcomes?	
18.	Can your company provide unlimited webinars and topic talks?  Can you provide a catalogue of available webinar and topic talk sessions for selection?	
19.	Do you offer additional services or programmes relevant to EAP that are not listed above?	

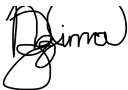
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20.	Do you provide debriefing sessions for the wellness fraternity	
21.	Does your company provide crisis support and critical incident management onsite?	
22.	What is the turn around time in rendering the service?	
23.	Does the company have a toll-free number call back request function, WhatsApp communication portal.	
24.	Does your company provide executive coaching and leadership development, Work-life integration and resilience programmes crisis support and critical incident management Wellness assessments Peer and group support networks Quarterly Retreats: Planning, implementation, and facilitated by your company.	

Yours faithfully

Name	Designation	Signature	Date
<b>Zekhaya Nzima</b>	<b>Procurement Manager</b>		13/10/2025
<b>Telephone number</b>	011 516 7042	<b>Fax and/or e-mail address</b>	NzimaZZ@eskom.co.za

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