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**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE  
EMPLOYEE ASSISTANCE PROGRAMME IN THE DEPARTMENT OF ELECTRICITY AND ENERGY  
FOR A PERIOD OF 36 MONTHS.**

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**1. BACKGROUND**

1.1 Department of Electricity and Energy (DEE) is obliged in terms of the Public Service Regulations, 2016 Part IV to ensure that working hours and conditions support effective and efficient service delivery, while considering employees' personal conditions, since personal problems can affect job performance which in turn may jeopardize service delivery.

1.2 The Department of Electricity and Energy is committed to its employees personally and professionally. Therefore, an Employee Assistance Programme must be implemented to help troubled employees to cope with and manage their personal and work-related problems.

1.3 The Department currently has the staff establishment of 385 and the current staff complement is 353 employees, and the services will be required for the DEE offices on the sites listed in the table below:

**NB:** The location of sites might change.

**Table 1: List of sites**

Province	Office	Estimated Number of employees
1. Gauteng	Pretoria (HQ): Matimba House	328
2. Mpumalanga	Witbank	4
3. Free State	Welkom	2
4. Limpopo	Polokwane	4
5. Northwest	Mafikeng	2
6. Northern Cape	Kimberly	2
7. Eastern Cape	East London	4
8. Western Cape	Cape Town	4
9. KwaZulu Natal	Durban	3

## **2. CONTRACT PERIOD**

2.1 The contract period for the project is thirty-six (36) months after the signing of the contract.

## **3. OBJECTIVE**

- 3.1 The specific objective of this project/ assignment is to implement an EAP that is consistent with the DEE's mission, goals and vision.
- 3.2 Assist DEE employees to manage personal and work-related problems to reduce absenteeism, unsatisfactory work performance, and loss of concentration on the job, emotional outburst, and improper conduct.
- 3.3 Have a holistic approach in terms of the individual employees, teams and the organisational cultural factors of the DEE.
- 3.4 To provide a professional and confidential psycho-social support, personal support and information service to DEE employees and their immediate families.
- 3.5 Assist employees in preventing and/or remedying personal and family problems that adversely affect their well-being or potentially resulting in poor work performance.
- 3.6 Promote a healthy and conducive workplace.

## **4. SCOPE OF WORK**

The appointed service provider will be required to perform more duties (aspects) than what is listed below, as the nature of the EAP requires flexibility.

### **4.1 Counselling:**

- 4.1.1. Provide telephonic as well as face-to-face Counselling services in all the nine (9) provinces.
- 4.1.2. Provide Counselling services in all twelve (12) official languages including sign language.
- 4.1.3. Telephonic counselling should be offered without limitation, while face-to-face counselling should be offered for up to six (6) sessions per employee and/or family members, per problem, per year. Additional sessions to be offered at the discretion of the therapist in consultation with the DEE Employee Wellness Coordinator.
- 4.1.4. Provide face-to-face Trauma defusing and trauma debriefing within 24 hours for employees, family members and the organisation in case of critical incidents.
- 4.1.5. Provide mediation services between employees and management and provide a report thereof.
- 4.1.6. Provide management coaching and support in relation to formal referrals.
- 4.1.7. Provide crisis intervention services for employees, family members and the organisation.
- 4.1.8. Provide Managerial/Supervisory training, coaching and support on identification and management of distressed employees in relation to managerial referrals. Train supervisors/mangers on EAP matters.
- 4.1.9. Provide effective counselling to DEE employees and their immediate families as and when required.
- 4.1.10. Conduct assessments to identify problems for employees, and/or their family members and/or organisation and develop a treatment plan.

- 4.1.11. Provide ongoing counselling and psychotherapeutic services for employees affected by personal and work-related problems.
- 4.1.12. Provide after-care and reintegration services to employees to ensure continued well-being and reintegration of referred employees after an intervention (rehabilitation and other forms of therapy).

#### **4.2 Life Management Services:**

- 4.2.1 legal advisory services that are not in conflict with the DEE
- 4.2.2 Provide telephonic financial advice and counselling (budgeting. Wills, debt management, financial planning etc.)
- 4.2.3 Provide 24/7365 days a week toll-free telephonic contact services and available counselling, referral and advisory services to DEE employees and their immediate family members in Head Office and Regional Offices.

#### **4.3 Training and Development and Development:**

- 4.3.1 Provide Monthly awareness articles aligned with the National Health Calendar and to the DEE EWH operational plans or as per the need of the DEE.
- 4.3.2 Facilitate at least one workshop quarterly or when required.

#### **4.4 Advertising and Marketing:**

- 4.4.1 In consultation with the DEE Communications Management Unit, develop and implement a marketing and communication plan at the inception of the project and thereafter annually.
- 4.4.2 Conduct presentations on EAP services as per the need of the DEE.
- 4.4.3 At the inception of the project and thereafter annually, provide marketing material (Brochures, posters, wallet cards etc.) to market the EAP services.
- 4.4.4 Provide SMS and callback number.

#### **4.5 Reporting:**

- 4.5.1 provide monthly, quarterly and annual service utilisation reports within five (5) working days after the end of the month, quarter and year. Invoices should be accompanied by the reports for processing of payments.
- 4.5.2 Reports must be integrated into all services rendered.
- 4.5.3 Reports should include trends against best practices as well as recommendations.
- 4.5.4 Quarterly and annual reports must be presented to management in the DEE as and when needed.

### **5. DELIVERABLES OR PROJECT OUTPUT AND/OR OUTCOME**

The expected outputs are:

- 5.1. Provide counselling to DEE employees in their language of preference.

- 5.2. Provide counselling to DEE employees at a convenient place (not at a place far from place of residence or workplace.)
- 5.3. Provide group counselling to DEE employees when requested to do so.
- 5.4. Maintain the DEE toll free telephone number
- 5.5. Well established administration system that generates monthly, quarterly and annual reports which draws on the following data points: utilization of the counselling services, demographics, problem trends and tendencies of clients, case outcomes, type of referral used, cases referred outside the counselling services.
- 5.6. Marketing of the EAP services.
- 5.7. Well established monitoring and evaluation tool.
- 5.8. A holistic healthcare and wellness consultancy services for better health outcomes

**6. EVALUATION CRITERIA This bid will be evaluated in four stages, i.e. functionality, mandatory requirements, administrative compliance and point scoring system.**

**6.1 Gate 01 – Functionality**

Bidders will be scored in terms of the functional requirements indicated in the table below. The corresponding points and weightings will be used to calculate the overall score a bidder has achieved. The minimum threshold for this bid is **70%**. Bidders who score less than **70%** will be disqualified. Only bidders that score **70%** and more will be considered further.

No.	Evaluation criteria	Points	Weight
1.	<p><b>Company Experience</b></p> <p>The bidder must have experience in providing Employee Assistance Program services in the workplace, gained in the past 10 years.</p> <p><i>(Attach testimonial/s and purchase order/s or copy of a signed contract/s to support the testimonial indicating experience period)</i></p>	<ul style="list-style-type: none"> <li>• Five (5) years and above = 5 points</li> <li>• Four (4) years = 4 points</li> <li>• Three (3) years = 3 points</li> <li>• Two (2) years = 2 points</li> <li>• One 1 year = 01 point</li> <li>• No experience = 0</li> </ul>	15
2.	<p><b>Experience of Team Leader and Team Members:</b></p> <p>(i) The team leader must have relevant managerial/supervisory experience in managing EAP services specifically psychosocial services in the</p>	<ul style="list-style-type: none"> <li>• Five (5) years and above = 05 points.</li> <li>• Four (4) years = 04 points.</li> <li>• Three (3) years = 03 points.</li> <li>• Two (2) years = 02 points.</li> <li>• One year = 01 point.</li> </ul>	25

No.	Evaluation criteria	Points	Weight
	<p>workplace, project management, marketing and communication</p> <p>(ii) The team leader must have relevant experience in implementing EAP services specifically psychosocial services in the workplace, project management, marketing and communication</p> <p>(iii) The team members must have relevant experience in the EAP and/or Employee Wellness environment which include the ALL the following: marketing and communication, analysis, call centre, workplace behaviourism, workshop facilitators, financial advisory, legal advisory, social services, clinical/counselling psychology.</p> <p><i>(Attach detailed CV highlighting the relevant experience accompanied by traceable references)</i></p>	<p><i>NB: Points for team members shall be calculated on an average basis dependant on the number of members in the team</i></p>	
3.	<p><b>Qualifications of Team Leader and Team</b></p> <p><b>Members Qualification/s:</b></p> <p>(i) Team leader qualification:</p> <p>The Team Leader must have a SAQA recognised relevant qualification in Social Sciences i.e. Clinical/Counselling Psychology or Social Work or psychiatry</p> <p>(ii) Team members' qualification/s:</p> <p>The Team members must have SAQA recognised relevant qualification in psychology</p>	<ul style="list-style-type: none"> <li>• NQF level 9 and above = 5 points</li> <li>• NQF level 8 = 4 points</li> <li>• NQF level 7 = 3 points</li> <li>• NQF level 6 = 2 points</li> <li>• NQF below level 6 = 1 point</li> </ul> <p><i>NB: Points for team members shall be calculated on an average basis dependant on the number of members in the team</i></p>	25

No.	Evaluation criteria	Points	Weight
	or social work or related social services qualification  (Attach copies of certificate / qualification)		
4.	<p><b>Project Plan / methodology</b></p> <p>A detailed project plan / methodology should be submitted.</p> <p>“Detailed” in this instance refers to the twenty-five (25) aspects outlined under “scope”.</p>	<ul style="list-style-type: none"> <li>• 17 or more aspects covered = 5 points</li> <li>• 16 aspects covered = 4 points</li> <li>• 15 aspects covered = 3 points</li> <li>• 14 aspects covered = 2 points</li> <li>• 13 aspects covered = 1 point</li> <li>• Less than 13 aspects = 0 points</li> </ul>	15

Formula:  $\frac{A}{B} \times 100 = C\%$

Where: A = Total score for the bid under consideration; B = Maximum possible score; C = Percentage score for the bid under consideration

## 7. Gate 02 – Mandatory requirements

The following requirements are mandatory. Bidders who do not comply with the mandatory requirements will be disqualified.

- 7.1 The bidder must be registered with the Employee Assistance Professionals Association of South Africa (**EAPASA**) as a Service Provider (Submit proof of valid registration).
- 7.2 All members of the team must be registered with the Health Professionals Council of South Africa (**HPCSA**) (Submit proof of valid registration).

NB: The Department reserves the right to verify validity of registrations.

## 8. Gate 03 - Administrative compliance

- (i) Compliance to the specification / Terms of Reference.
- (ii) Fully completed SBDs (Duly signed and dated) listed hereunder;
  - SBD 1
  - SBD 4
  - SBD 6.1
- (iii) The following will be regarded as noncompliance.
  - Price amendments / other amendments without signature/initials.

- Use of correctional fluid
- Completion of the bid document in coloured ink other than black ink

## 9. Gate 04 – Point Scoring System

Bids will be evaluated on the 80/20 preference point system as outlined in the Preferential Procurement Regulation of 2022.

- Price points = 80
- Preferential points = 20

## 10. Award determination

- 10.1 The bidder that scores the highest points in this phase will be awarded the tender.
- 10.2 Should more than one bidder score the same number of points, the award will be made to the bidder who scores more points on specific goals.
- 10.3 Should there be more than one bidder who score the same number of points overall and same points on specific goals, the award will be made to the bidder who scored the highest points on functionality.
- 10.3 Should there be more than one bidder who score the same number of points in all aspects, the bid will be determined by the drawing of the lot.
- 10.4 The preferential points will be allocated in terms of the Departmental objectives on specific goals. Points allocation on specific goals are tabulated hereunder.
- 10.5 Bidders who do not submit proof (means of verification) of specific goals claimed will not qualify for preference points for specific goals.

Specific Goal	Number of points (80/20 Preference System)	Means of Verification
Enterprise owned by Black people	4	Identity documents and CIPC document
Enterprise owned by Women	4	Identity documents and CIPC document
Enterprise owned by Youth	4	Identity documents and CIPC document
Enterprise owned by disabled persons	4	Medical certification
Enterprise owned by SMMEs (QSE or EME)	4	B-BBEE certificate issued by a SANAS accredited Agency or DTIC, or Sworn affidavit

**NB:** “Ownership = 51% of the company share. Designated group/person that are part of the entity directorship but have less than 51% share = points will be calculated on a pro-rata basis in relations to the share/s held by the designated group/persons.

E.g. Number of women directors = 01  
Shares owned by women = 20%  
Specific goal for women = 4 points  
Points claimable for women ownership = 20 x 4 = **0.8 points**  
100

## **11. REPORTING REQUIREMENTS**

The project will be implemented in line with the scope of work and will be managed based on the following:

- 11.1 The service provider will report to the Deputy Director: Employment Relations Management or delegated official.
- 11.2 The Service provider will be expected to provide various reports monthly, quarterly, and annually (e.g., service utilization report) in a form of Portable Document Format (PDF) or Microsoft standard format, as well as provide any other project-related report/s as requested by the Department.
- 11.3 The Service provider will be expected to provide all the project management documents in line with the DEE methodology.

## **12. WORK PLAN AND METHODOLOGY**

The service provider must provide:

- 12.1 A project proposal that demonstrates comprehension and competence to deliver on what is required in line with the scope of work under section 4.
- 12.2 A preliminary project plan outlining key activities, milestones, timeframes, and resources to be committed to the project.

## **13. ROLE AND RESPONSIBILITY**

- 13.1 Service Level Agreement will be entered into with the successful service provider which will include, *inter alia*, obligations of the DEE and the successful service provider.
- 13.2 The DEE reserves the right to appoint more than one service provider for the project.
- 13.3 The successful service provider must develop detailed project schedule/ plan.
- 13.4 The successful service provider will be required to submit payment schedule providing projections for the period of 6 months on work performed.
- 13.5 The service provider shall disclose all information in its proposal regarding any interests that may result in an actual or perceived conflict of interest.

#### **14. CONFIDENTIALITY OF INFORMATION**

- 14.1 The names of all the members of the service provider team must be disclosed for the prior approval of DEE. Any changes, replacements and additions should be submitted for prior approval of DEE.
- 14.2 All members will have to sign a Non-Disclosure Agreement before project commencement and may be required to undergo security screening and tests as the DEE deems necessary.

#### **15. PAYMENT**

- 15.1 The Department will not make an upfront payment to a successful service provider. Payment will only be made in accordance with the delivery of service that will be agreed upon by both parties and upon receipt of an original invoice.

#### **16. TAX CLEARANCE CERTIFICATE**

- 16.1 Bidders must ensure compliance with their tax obligations.
- 16.2 Bidders are required to submit their unique personal identification number (pin) issued by SARS to enable the state organ to view the taxpayer's profile and tax status.
- 16.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. To use this provision, taxpayers will need to register with SARS as e-filers through the website [www.sars.gov.za](http://www.sars.gov.za).
- 16.4 A bidder may also submit a printed TCS together with the proposal.
- 16.5 In proposals where consortia / joint ventures / sub-contractors are involved, each party must submit separate proof of TCS / pin / CSD number.
- 16.6 Where no TCS is available, but the bidders are registered on the central supplier database (CSD), a CSD number must be provided.

#### **17. DOCUMENTATION**

None

#### **18. COST / PRICING**

- 18.1 The bidders are requested to provide a quoted proposal regarding the work to be undertaken.
- 18.2 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. The total cost must be VAT inclusive and should be quoted in South African Rands (i.e. ZAR).
- 18.3 Bidders should provide hourly rates as prescribed by Department of Public Service and Administration (DPSA), Auditor- General (AG) or the body regulating the profession of the consultant.
- 18.4 Bidders should provide (Subsistence & Travel (S&T)) rates that are in aligned to the National Treasury instruction note as follows:
  - i) Hotel Accommodation – R1550 per night per person, including breakfast, dinner and parking.

- ii) Air travel must be restricted to economy class.
- iii) Claims for kilometres may not exceed the rates approved by the Automobile Association of South Africa.

## **19. CONDITIONS OF THE CONTRACT**

- 19.1 The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 19.2 The successful service provider will sign a confidentiality agreement regarding the protection of DEE information that is not in the public domain.
- 19.3 No state information may be furnished/ communicated to the public or news media by the security service provider or any of their employees.
- 19.4 The successful service provider shall ensure that the contract is executed in line with the scope of work.
- 19.5 The successful service provider may be subjected to security screening by the State Security Agency.
- 19.6 The DEE reserves the right to verify the authenticity of the information submitted, any falsified information may result in the disqualification or cancellation of the contract.
- 19.7 The successful service provider is required to submit Unemployment Insurance Fund (UIF) and Compensation Fund reports on quarterly basis.

## **20. FORMAT OF SUBMISSION OF PROPOSAL**

- 20.1 Bidders are requested to submit one original hard copy of the technical proposal AND one electronic copy on a virus free USB. NB – Should the information on the USB differ from the original hard copy, the DEE will deem the hard copy as the intended information, therefore the information on the USB will be disregarded.
- 20.2 Bidders are requested to index their proposals for easy reference.

## **21. PRE-BID MEETING / BRIEFING SESSION DETAILS**

- 21.1 A compulsory briefing session will be held on **26 January 2026 at 10h00**, at Department of Electricity and Energy, at 192 Matimba Building, Corner Visagie and Paul Kruger Streets, Pretoria.
- 21.2 Bidders must ensure that they sign a register during a compulsory briefing session to confirm attendance. Failure to sign the register to confirm attendance will invalidate your bid.

## **22. CLOSING DATE**

Proposals must be submitted on or before **(30 January 2026 at 11h00)** at the Department of Electricity and Energy, at 192 Matimba Building, Corner Visagie and Paul Kruger Streets, Pretoria in the bid box marked in the bid box marked Tender Box. **No late bids will be accepted.**

## 23. ENQUIRIES

All general enquiries relating to bid documents should be directed to:

Ms. Rachel Moerane/ Mr Samuel Msiza

Tel No: (012) 406 7747 / 7910

E-mail: [Rachel.Moerane@dmre.gov.za](mailto:Rachel.Moerane@dmre.gov.za)/[Samuel.Msiza@dmre.gov.za](mailto:Samuel.Msiza@dmre.gov.za)

**Technical enquiries can be directed to:**

Ms Glory Mankganoto/Ms Veronica Mohai

Tel No: (012) 406 7603 / 082 414 0425 or (012) 406 7814/ 072 581 7994

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