

	Request for Quotation	Doc. No	FIN-SCM-RFQ-0003
		Revision	3
		Page	4 of 7

RFQ Number	Necsa -RFQ -0004
Request for Quotation Date	2026-07-22
RFQ Closing Date	2026-07-27
RFQ Closing Time	12:00
Compulsory Site Briefing	N/A
Contact Person	Dimakatso Masemola
Quotation Validity	90 Days from the closing date
Submission Details	Dimakats.Masemola@necsa.co.za
RFQ Description	Wellness Case Management System

Dear Service Provider

Kindly provide a quotation for goods and or services as outlined in section 2 of this document.

1. Introduction

The South African Nuclear Energy Corporation Limited (Necsa) is a state-owned public company (SOC), registered in terms of the Companies Act, (Act No. 61 of 1973), registration number 2000/003735/06.

The Necsa Group engages in commercial business mainly through its wholly owned commercial subsidiaries: NTP Radioisotopes SOC Ltd (NTP), which is responsible for a range of radiation-based products and services for healthcare, life sciences and industry, and Pelchem SOC Ltd (Pelchem), which supplies fluorine and fluorine-based products. Both subsidiaries, together with their subsidiaries, supply local and global markets, earning valuable foreign exchange for South Africa and are among the best in their field in their respective world markets.

Necsa's safety, health, environment and quality policies provides for top management commitment to compliance with regulatory requirements of ISO 14001, OHSAS 18001 and RD 0034 (Quality and Safety Management Requirements for Nuclear Installations), ISO 9001 and ISO 17025.

Necsa promotes the science, technology and engineering expertise of South Africa and improves the public understanding of these through regular communications at various forums and outreach programmes to the community. We are a proudly South African company continuously striving, and succeeding in many respects, to be at the edge of science, technology and engineering related to the safe use of nuclear knowledge to improve our world.

For more information on Necsa, please visit: www.necsa.co.za

	Request for Quotation		Doc. No	FIN-SCM-RFQ-0003
			Revision	
			Page	
				3
				4 of 7

2. **Scope of Work**

Kindly supply us with a quotation for implementation of an Employee wellness Case Management System. The system will enable the internal wellness team to manage employee wellness cases, including consultations, interventions, referrals, and reporting, while ensuring strict confidentiality and compliance with data protection regulations.

The system shall be deployable as a cloud-hosted (SaaS), on-premises, or hybrid solution, configurable per organizational security policy. Where a cloud-based deployment model is proposed, the system shall be hosted exclusively within the borders of South Africa.

2.1. **Scope**

This system will:

- Capture and manage employee wellness cases
- Record consultations and session notes
- Manage referrals and follow-ups
- Provide reporting and analytics
- Ensure secure and confidential handling of sensitive information

2.2. **System Requirements**

2.2.1. **Functional Requirements**

2.2.1.1. **Employee Management**

The system shall capture employee information such as:

- Employee ID
- Name and surname
- Department
- Contact details

The system shall allow anonymised case creation

2.2.1.2. **Case Management**

This allows confidential identification and tracking of cases affecting Employees wellbeing

- The system shall allow creation of a new case
- The system shall generate a unique case number
- The system shall capture:
 - Case type (mental health, financial stress, trauma, addiction, family issues, etc.)

	Request for Quotation	Doc. No	FIN-SCM-RFQ-0003
		Revision	3
		Page	4 of 7

- Referral source
- Consent confirmation

- The system shall support multiple cases per employee
- The system shall allow Consent capture and confidentiality acknowledgement
- The system shall allow for an anonymous case option
- The system shall schedule follow-ups
- The system shall track case status:
 - Open
 - In Progress
 - Monitoring
 - Closed
- The system shall capture closure reason and outcome

2.2.1.3. Consultation Management

- The system shall record consultation sessions including:
 - Date and time
 - Practitioner
 - Session type (in-person, virtual, telephonic)
 - Session notes
- The system shall allow capturing of attachments (documents, assessment forms)
- The system shall allow multiple sessions per case

2.2.1.4. Appointment Scheduling

- The system shall provide a calendar view for practitioners
- The system shall allow booking, rescheduling, and cancelling appointments
- The system shall send notifications/reminders

2.2.1.5. Referral Management

The system shall allow internal and external referrals

The system shall capture:

- Referral type e.g. referrals could be
 - Manager referral – managers refer staff who may need help
 - Doctor referral – Necsa's doctors can refer staff after check-ups
 - Other referrals – colleagues, union reps, or other staff can make referrals
 - All referrals go straight to the wellness team and are handled privately.
- Referral date
- Referral outcome

2.2.1.6. Risk and Incident Management

	Request for Quotation	Doc. No	FIN-SCM-RFQ-0003
		Revision	3
		Page	4 of 7

- The system shall allow classification of case risk levels
- The system shall support escalation workflows
- The system shall track critical incidents

2.2.1.7. Document Management

- The system shall allow secure upload of documents
- The system shall restrict access based on roles

2.2.1.8. Reporting and Analytics

- The system shall provide anonymised reports
- Reports shall include:
 - Monthly, quarterly, and yearly reports
 - Number of cases per month
 - Number of cases opened, closed, or ongoing
 - Types of wellness issues being handled
 - Utilisation patterns showing gender, divisions, age profile, and racial backgrounds
 - Number and type of referrals

2.2.1.9. User Management

- The system shall support role-based access control
- The system shall allow user creation, update, and deactivation

2.2.1.10. Wellness Event Management

- The system shall allow creation and management of wellness events
- The system shall capture event information such as:
 - Event name
 - Description
 - Date and time
 - Location
 - Organizer

2.2.1.11. Event Registration

- The system shall allow employees to register for events
- The system shall support anonymous participation where required
- The system shall track event attendance

2.2.1.12. Event Scheduling and Calendar

- The system shall provide a calendar view of all wellness events
- The system shall allow event updates, cancellations, and rescheduling

2.2.1.13. Vendor Management

- The system shall allow capturing of external service providers
- The system shall store:

	Request for Quotation		Doc. No	FIN-SCM-RFQ-0003
			Revision	3
			Page	4 of 7

- Vendor name
- Contact details
- Services provided

- The system shall allow linking vendors to events

2.2.1.14. Communication

- The system shall send event invitations to employees
- The system shall send reminders and notifications
- The system shall support post-event feedback collection

2.2.1.15. Event Reporting

- The system shall provide reports on:
 - Event attendance
 - Participation by department
 - Event frequency

2.2.1.16. Data Separation and Privacy

- The system shall ensure that event participation data is not linked to individual case records
- The system shall enforce role-based access to event data
- The system shall ensure event data is reported in aggregate where required

2.3. Non-Functional Requirements

2.3.1. Security

- The system shall enforce role-based access control
- The system shall encrypt sensitive data
- The system shall maintain audit logs of all access and changes

2.3.2. Privacy & Compliance

- The system shall comply with POPIA
- The system shall support consent management
- The system shall ensure data confidentiality

2.3.3. Performance

- The system shall support concurrent users without degradation
- Response time shall be less than 3 seconds for standard operations

2.3.4. Availability

- system shall be available 99% of the time (excluding maintenance)

2.3.5. Usability

- The system shall have an intuitive user interface
- The system shall require minimal training

2.3.6. Scalability

- The system shall support growth in users and cases

	Request for Quotation		Doc. No	FIN-SCM-RFQ-0003
			Revision	3
			Page	4 of 7

2.4. Vendor Response Requirements

Please provide details responses to the following sections:

2.4.1. Company Information

- Company name, headquarters, and years in business.
- Relevant experience in welding cloud solutions.
- Key clients and reference projects.

2.4.2. Technical Proposal

- Functional and technical performance evaluation is required.
- Description of the proposed solution.
- Technical architecture (including data hosting and security).
- Compliance with listed requirements.
- Third-party dependencies.

2.4.3. Commercial Proposal

- Pricing model (subscription/license-based, user-based, etc).
- Cost Breakdown: setup, customization, training, support.
- Contract terms and conditions

2.4.4. Implementation Plan

- Estimated timeline for deployment.
- Resource allocation.
- Project milestone and deliverables.

2.4.5. SLA and Support terms

- Support levels (L1, L2, L3).
- Maintenance frequency and updates.
- Uptime guarantees.

3. Pricing

- All price quoted to include all applicable taxes.
- Price must be fixed and firm.
- Price should include additional cost elements such as freight, insurance until acceptance, duty where applicable, disbursements etc.
- Quotation must be completed in full, incomplete quote could result in a quote being disqualified.
- Payment will be according to Necsa's General Conditions of Purchase.

	Request for Quotation	Doc. No	FIN-SCM-RFQ-0003
		Revision	3
		Page	4 of 7

4. Evaluation

4.1. Phase 1- Functionality Evaluation / Technical Evaluation

Where functional or technical evaluation criterion is applicable, assessment will be performed in terms of the criterion listed below and the criterion may include Technical, Performance, Quality and Risk.

If the Bidder's response to the technical templates does not indicate that the Bidder can support an acceptable technical solution, the Bidder's response will be rejected and not evaluated further.

Together the Technical, Performance & Quality and Risk criteria make up the functionality criterion and a Bidder's Proposal will be evaluated for functionality out of a possible 100 points. Only RFQ responses achieving an evaluation score of greater than the set threshold points out of the possible 100 points and which score a number of points for functionality that is greater than or equal to the set threshold points of the number of points achieved by the highest scoring Bid for functionality will be selected to progress to the second stage.

4.2. Phase 2 - Evaluation In Terms Of Preferential Procurement Policy Framework Act, 2022

This bid will be evaluated and adjudicated according to the 80/20-point system, in terms of which a maximum of 80 points will be awarded for price and 20 points will be allocated based on the specific goals (B-BBE status level).

	POINTS
PRICE	80
SPECIFIC GOALS (B-BBEE status level)	20
Total points for Price and SPECIFIC GOALS	100

Preference goal

B-BBEE status level contributor

	Request for Quotation	Doc. No	FIN-SCM-RFQ-0003
		Revision	3
		Page	4 of 7

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

5. Required Documentation

- Tax Clearance Certificate (Tax pin issued by SARS)
- Declaration of interest (SBD 4)
- BEE Certificate / Applicable Affidavit if classified as EME
- Letter of Good Standing (COID) only if Applicable due to the nature of work required
- Any other document or certification that might have been requested on this RFQ

6. Important

- 6.1. Quotation must be submitted on or before the RFQ closing date and time stated above.
- 6.2. Orders above R 30 000 will be evaluated according to the PPPFA 80/20-point system and a functionality scorecard where applicable and the ones above R 1 Million will be subjected to the tender process.
- 6.3. This RFQ is subjected to the Necsa's General Conditions of Purchase, Preferential Procurement Policy Framework Act 2000 and the Preferential Procurement Regulations, 2022, the General Conditions of Contract (GCC) and, if applicable, any other legislation or special conditions of contract
- 6.4. Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for specific goals are not claimed.
- 6.5. The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to specific goals, in any manner required by the purchaser.

	Request for Quotation	Doc. No	FIN-SCM-RFQ-0003
		Revision	3
		Page	4 of 7

- 6.6. For a Bidder to obtain clarity on any matter arising from or referred to in this document, please refer to queries, in writing, to the contact details provided above. Under no circumstances may any other employee within Necsa be approached for any information. Any such action might result in a disqualification of a response submitted in competition to this RFQ.
- 6.7. No goods and/or services should be delivered to Necsa without an official Necsa Purchase order.
- 6.8. Necsa reserves the right to; cancel or reject any quote and not to award the RFQ to the lowest Bidder or award parts of the RFQ to different Bidders, or not to award the RFQ at all.
- 6.9. The supplier shall under no circumstances offer, promise or make any gift, payment, loan, reward, inducement, benefit or other advantage, which may be construed as being made to solicit any favour, to any Necsa employee or its representatives. Such an act shall constitute a material breach of the Agreement and the Necsa shall be entitled to terminate the Agreement forthwith, without prejudice to any of its rights.
- 6.10. By responding to this request, it shall be construed that: the bidder, hereby acknowledge to be fully conversant with the details and conditions set out in the Necsa's General Conditions of Purchase, Preferential Procurement Policy Framework Act 2000 and the Preferential Procurement Regulations, 2022, the General Conditions of Contract (GCC), Technical Information and Specifications attached, and hereby agree to supply, render services or perform works in accordance therewith.