



PetroSA

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Note: All tenders and quotations are done via our eProcurement system.

The information given below is an extract of the scope of work. **To access/open the full set of tender documentation, you must be registered on CSD.**

If you have a MAAA CSD registration number and receiving email notifications from PetroSA Procurement you are already registered, please login as indicated below:

Username: MAAA...
User Code: MAAA...
Password: newuser

Contact the call center on **012 663 8815** or email: **support@intenda.net** if you are having problems with your login.

If you do not have a MAAA CSD registration number, please click on **“Not Registered Yet”** and register. Click on the link below to download a “how to” guide to assist you.

<http://www.procurement.petrosa.com/Downloads/Documents/SupplierSelfRegistration.pdf>

SCOPE OF WORK

ENQUIRY NO: CTT 24906

DESCRIPTION: EMPLOYEE WELLNESS SERVICES FOR PetroSA

1. SERVICE

INTRODUCTION

The employee wellness programme of PetroSA requires an Employee Wellness program (EWP) service provider to offer 24-hour proactive and reactive services to all its employees and their immediate families on as and when required basis for employees based in the following locations:

- a) Cape Town
- b) FA Platform
- c) Mossel Bay – GTL Refinery
- d) Sandton - Johannesburg
- e) Bloemfontein and
- f) Tzaneen

2. SCOPE OF SERVICE

- a) Allocate Clinical Psychologist to render onsite/face-to-face counselling services once a week at GTL Refinery in Mossel Bay.

- b) Qualified onsite wellness counsellor for Cape Town once a week
- c) Face to face psychological counselling as and when required offsite by professionally accredited therapists
- d) Online EWP services on request
- e) 24 hour professional support line
- f) Executive wellbeing services
- g) Attend to formal referrals and provide feedback to the referring manager or Human Capital or Occupational Health Medical Staff.
- h) Feedback reports must be completed and issued within 10 days after completion of sessions.
- i) Render trauma debriefing counselling as and when required e.g. traumatic accidents, life events
- j) Retrenchment counselling
- k) Absenteeism and incapacity management
- l) Financial management counselling and financial literacy
- m) Weight management by professionally dietitian once a week
- n) Legal advice e.g. divorce, maintenance, etc
- o) Lifestyle management e.g. substance abuse, HIV/AIDS awareness
- p) Monitoring the wellness of the company's executives and senior managers on a regular basis in order to proactively identify health risks amongst these employees
- q) Facilitate reconciliation sessions to amend broken working relationship e.g. supervisor and employee after disciplinary hearing or prior
- r) Arrange wellness days on quarterly basis, this must be done in collaboration with PetroSA Occupational Health medical staff
- s) Develop and distribute marketing and publicity material
- t) Conduct a health and wellness risk management for the whole organization
- u) Conducting a needs assessment that would assist PetroSA in designing appropriate wellness interventions for the PetroSA community.
- v) Line management services
- w) Dependants services
- x) Management and employee orientation services
- y) Communication consultancy and health promotional services
- z) Telephonic consultation
- aa) Unlimited legal advice
- bb) Unlimited financial advice
- cc) Access to health information
- dd) Up to 6 face to face counselling sessions, additional sessions must be pre-approved or recommended by the therapist
- ee) Trauma and critical incident response and support defusing and debriefing
- ff) Management training
 - o Wallet cards
 - o Leaflets
 - o Posters
 - o Electronic newsletter
 - o Sms wellness bytes
 - o Employee orientation sessions
 - o Marketing and publicity material

3. REPORTING

The Consultant and allocated onsite therapist reports to the PetroSA Lead Occupational Health Practitioner.

4. DELIVERABLES

The service provider must issue **monthly** reports for the following:

- a) The utilization of the service
- b) The types of presenting and assessed problems by the department, job grade and employment issues that emerge
- c) The identification of the department and or managerial risk areas
- d) Analysis of trends and patterns that emerge throughout the company
- e) Recommendation on the corrective measures to be implemented
- f) User demographics such as gender, race, age, department (adult or child) of an employee.
- g) Issue report for employees who are on medical incapacity in order to prevent duplication

5. GENERAL

The Supplier's rates are fully inclusive of all the Supplier's costs and expenses for rendering the Services pursuant to this Agreement, including protective and safety clothing, mobilisation and demobilisation costs, compliance with laws, including but not limited to, the Supplier's portion of any employee insurance and social security benefits, payroll and income taxes, levies, premiums for insurance and all other contributions and benefits and the costs to the Supplier for its personnel.

The Supplier shall pay for any Offshore Survival Courses as they fall due for all personnel sent offshore to perform the Services.

6. CHANGES TO THE SCOPE OF SERVICES

The scope of the Services shall be subject to changes by additions, deletions or revisions thereto by PetroSA. The Consultant shall be advised of any such changes by written notification from PetroSA describing the change. The Consultant shall promptly perform and strictly comply with each such change when so instructed by PetroSA. Any extra services resulting from such changes will be charged at the Consultant's normal or agreed rates.

7. ENQUIRIES

Any enquiries regarding this tender should be addressed to **Zonazihle Sityata** in the Tender Office at telephone no. **044 601 2311**, or e-mail address **Zonazihle.sityata@petrosa.co.za**.