



ROADS AGENCY
LIMPOPO
TOGETHER FOR BETTER ROADS

REGISTRATION NO. (2001/025832/30)

REQUEST FOR PROPOSAL SERVICES

PROPOSAL DETAILS

BID NUMBER: RAL/2023/EMPLOYEES AWARENESS/RFP002

CLOSE **Date:** 06 November 2023
 Time: **11:00**

DESCRIPTION: **APPOINTMENT OF A SERVICE PROVIDER TOR
PROVIDE AN INCLUSIVE EMPLOYEE ASSISTANCE
AND WELLNESS PROGRAMME FOR ROADS
AGENCY LIMPOPO (SOC) LTD FOR A PERIOD OF
THIRTY-SIX (36) MONTHS.**

BRIEFING SESSION: Yes No
See Section A-1 Paragraph 2 on Proposal
Submission Conditions and Instructions that the
Bidder needs to take note of.

DETAILS OF BIDDER

Service Provider: _____
CSD number: _____
Proposal Price: _____
Contact person: _____
Telephone/ Cell number: _____
E-mail address: _____

GLOSSARY

Award	Conclusion of the procurement process and final notification to the effect to the successful bidder
B-BBEE	Broad-based Black Economic Empowerment in terms of the Broad-based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003) and the Codes of Good Practice issued thereunder by the Department of Trade and Industry
Bid	Written offer in a prescribed or stipulated form in response to an invitation by RAL for the provision of goods, works or services
Contractor	Organisation with whom RAL will conclude a contract and potential service level agreement subsequent to the final award of the contract based on this Request for Bid
Core Team	The core team are those members who fill the non-administrative positions against which the experience will be measured.
dti	Department of Trade and Industry
EME	Exempted Micro Enterprise in terms of the Codes of Good Practice
GCC	General Conditions of Contract
IP	Intellectual Property
NIPP	National Industrial Participation Programme
Original Bid	Original document signed in ink, or Copy of original document signed in ink, or Submitted Facsimile of original document signed in ink
Originally certified	To comply with the principle of originally certified, a document must be both stamped and signed in original ink by a commissioner of oaths.
RAL	Limpopo Province Roads Agency (SOC) Ltd Registration No. 2001/025832/30 – t/a Roads Agency Limpopo
SCM	Supply Chain Management
SLA	Service Level Agreement

DOCUMENTS IN THIS PROPOSAL DOCUMENT PACK

Bidders are to ensure that they have received all pages (36) of this document, which consist of the following sections:

SECTION A

Note: Documents in this section are for information to/instruction of bidders and must be returned with proposals.

- Section A 1: Proposal Submission Conditions and Instructions
- Section A 2: Terms of Reference
- Section A 3: Evaluation Process/Criteria
- Section A 4: Contract Form (Rendering of Services) (Parts 1 & 2)/Letter of Acceptance/Formal Contract
(The pro forma contract is only included for Bidders to take note of the contents of the contract that will be entered with the successful contractor)

SECTION B

Note: Documents in this section must be completed and returned or supplied with proposals.

- Section B 1: Special Conditions of Bid and Contract: Special conditions that the Bidder needs to accept
- Section B 2: Bidder's Disclosure
- Section B 3: Preference Points Claim Form in terms of the Preferential Procurement Regulations, 2022
- Section B 4: Invitation to Bid
- Section B 5: Pricing Schedule
- Section B 6: CV Template Guideline/Compulsory CV template

SECTION A

(This section must be returned as part of the proposal document)

PROPOSAL SUBMISSION CONDITIONS AND INSTRUCTIONS

CONDITIONS AND INSTRUCTIONS THAT BIDDERS NEED TO TAKE NOTE OF

1 FRAUD AND CORRUPTION

- 1.1 All providers are to take note of the implications of contravening the Prevention and Combating of Corrupt Activities Act, Act No 12 of 2004 and any other Act applicable.

2 BRIEFING SESSION

- 2.1 No briefing session will be held.

3 CLARIFICATIONS/ QUERIES

- 3.1 Any clarification required by a Bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the proposal, is to be requested in writing (letter, facsimile or e-mail) from Dinala Matsobane @ dinalamr@ral.co.za by not later than **15:00 on Friday, 27 October 2023**. reply will be forwarded within two (**02**) working days. Telephonic requests for clarification will not be accepted. If appropriate, the clarifying information will be made available to all Bidders by e-mail only. The proposal number should be mentioned in all correspondence.

4 SUBMITTING PROPOSALS

- 4.1 Proposals are to be submitted in **TWO** separate envelopes, in the following format:

**Document 1: Marked RAL/2023/EMPLOYEE AWARENESS/RFP002:
TECHNICAL PROPOSAL:**

This envelop must contain at least the following:

- Fully completed RFP002 document (with fully completed and signed Special conditions of contract and bids, SBD1, SBD4, SBD 6.1 and SBD 3.3)
- Proof of JV or partnership agreements (if applicable)
- Proof of Employee Assistance Professional Association of SA (EAPA-SA)
- Proof of membership of South African Council for Social Service Professions
- Proof of membership of Health Professions Council of South Africa
- Proof of membership of Social Workers Council of South Africa
- Proof of membership of any Financial Services regulatory body (e.g., FSCA, NAIFA, FPA, NAPFA etc)
- Proof of membership of Legal Practice Council
- Reference letters (company experience)

- Proof of affiliates
- Project Plan

Document no 2: Marked RAL/2023/EMPLOYEE AWARENESS/RFP002: FINANCIAL PROPOSAL:

This envelop must contain at least the following:

- All-inclusive and outlining professional cost per deliverable items and total for each part and based on the scope of work on item 4 of the TOR. **NB:** Total project cost inclusive of VAT **must** be clearly indicated on the financial proposal.

Proposals must be handed in/delivered to:

DEPOSITED IN THE
 BID/TENDER BOX
 SITUATED AT
 (Street address)

Roads Agency Limpopo
 RAL Towers
 26 Rabe Street
 Polokwane

OR

* POSTED TO:

Roads Agency Limpopo
 Private Bag X9554
 Polokwane
 0700

E-mailed proposals will not be accepted.

Bidders should ensure that proposals are delivered to RAL before the closing date and time to the correct physical address. If the proposal is late, it will not be accepted for consideration.

*** Refer to Paragraph 5 below**

- Proposals can be delivered and deposited into the tender box any time before or on the closing date.
- All proposals must be submitted on the official forms (not to be re-typed).
- Bid number **(RAL/2023/EMPLOYEE AWARENESS/RFP002)**
- Closing date and time **(06 November 2023 @ 11:00)**
- The name and address of the Bidder.

4.2 Documents submitted on time by Bidder shall not be returned.

5 LATE PROPOSALS

5.1 Proposals received late shall not be considered. A proposal will be considered late if it arrived even one second after 11:00 or any time thereafter. The tender

(bid) box shall be closed at exactly 11:00 and proposals arriving late will not be considered under any circumstances. Proposals received late shall be returned unopened to the bidder. Bidders are therefore strongly advised to ensure that proposals be despatched allowing enough time for any unforeseen events that may delay the delivery of the proposal.

5.2 The official Telkom time, which can be observed by dialling 1026 from any phone, will be used to verify the exact closing time.

5.3 Proposals sent to the RAL via normal post or any other mechanism shall be deemed to be received at the date and time of arrival at the RAL premises (tender/bid box or reception). Proposals received at the physical address after the closing date and time of the bid, shall therefore be deemed to be received late.

6 PAYMENTS

6.1 RAL will pay the Contractor the fees set out in the final contract according to the table of deliverables. No additional amounts will be payable by the RAL to the Contractor.

6.1.1 The Contractor shall from time to time during the duration of the contract, invoice RAL for the services rendered.

6.1.2 The invoice must be accompanied by supporting source document(s) containing detailed information, as RAL may reasonably require, for the purposes of establishing the specific nature, extent and quality of the services which were undertaken by the Contractor.

6.1.3 No payment will be made to the Contractor unless an original tax invoice complying with section 20 of the VAT Act No 89 of 1991, as amended, has been submitted to RAL.

6.1.4 Payment shall be made by bank transfer into the Contractor's back account normally 30 days after receipt of an acceptable, original, valid tax invoice. Money will only be transferred into a South African bank account. (Banking details must be submitted as soon as the bid is awarded).

6.2 The Contractor shall be responsible for accounting to the appropriate authorities for its income tax, VAT or other moneys required to be paid in terms of the applicable law.

7 GENERAL CONDITIONS OF CONTRACT

7.1 The General Conditions of Contract must be accepted. The GCC can be downloaded from the Treasury Website. Please refer to the link below:

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf>

TERMS OF REFERENCE

1. PURPOSE

Roads Agency Limpopo (RAL) seeks proposals from suitable qualified companies to provide an inclusive Employee assistance and Wellness Programme for its employees.

2. BACKGROUND

RAL is a state-owned company. RAL's mandate is clearly set out in Section 25 of the Limpopo Road Agency Proprietary Limited and Provincial Roads Act 7 of 1998 as amended. Section 25(1) of this Act places the responsibility for the planning, designing, construction, operation, management, control, maintenance, and rehabilitation of all provincial roads on the shoulders of RAL. RAL's primary role remains to facilitate economic activity and the mobility of the people of Limpopo Province by providing an accessible, safe, and reliable provincial road network. This responsibility is well captured in RAL's vision. The vision of RAL is to contribute to socio-economic development by connecting the people of Limpopo Province.

The agency has its head office in Polokwane Limpopo and operates some projects onsite throughout the province of Limpopo. It has a total staff complement of one-hundred and thirty-eight (138) on the approved structure. However, currently only one hundred and fifteen (109) people are employed. The provisions of this service must reach all employees and members of their household. The company must show a passion for wellness and only affiliate with reputable counsellors and partners.

3. PROJECT OBJECTIVES

The Agency requires suitably qualified and experienced companies to provide an inclusive Employee Assistance and Wellness Programme for all employees and members of their household. This programme is aimed to assist employees resolve any challenges they might have and improve upon the quality of life of our employees who are our most valuable assets.

The selected service provider shall not be required to work from the Agencies offices but may work from their offices with coordinated visits when services need to be rendered to staff at work premises, this may include on sites.

The work of the service provider will be supervised by the Human Resources Management unit, and as such submission of all reports will be coursed through the Human Resources Management unit.

4. SCOPE OF WORK

The appointed service provider must be able to provide the following services but not limited to the list below:

- 4.1 Psycho-social support, in the form of telephonic and face to face counselling
- 4.2 Family care services
- 4.3 Financial wellness support (referral)
- 4.4 Legal advice (Legal well-being consultation) (referral)

- 4.5 Managerial consulting and reporting
- 4.6 Managerial referral services
- 4.7 Onsite group trauma and crisis intervention (trauma counselling)
- 4.8 Policy development and review services
- 4.9 Be able to conduct an employee satisfaction survey.
- 4.10 24-hour service centre and Online portal for employees to access information.
- 4.11 Work-life balance enhancement services (e.g., general concierge where employees can access a virtual “personal assistant”
- 4.12 Health and medical management services (e.g., access to a virtual consultation with a nurse, HIV/AIDS management, musculoskeletal support.)
- 4.13 Health education and promotion
- 4.14 Provide wellness day services, as and when required.
- 4.15 Employee orientation on the EAP
- 4.16 Provide management assistance in dealing with troubled employees.
- 4.17 Management supervisory training and orientation

5. DELIVERABLES

Within the specified time frame, the service provider is expected to submit reports and have the following in place which includes, but not limited to the following:

- 5.1 Have a clinical and professional support line, dedicated to RAL, that is available 24/7, 365 days in a year.
- 5.2 Have in place different modes for contact with the service e.g., toll free number, USSD number, WhatsApp number, email, fax and online web chat services.
- 5.3 Provide quarterly reports on usage, trends and recommendations for improving the work environment.
- 5.4 Provide branded and marketing material, soft copies and printed for display and distribution to staff members.
- 5.5 Support services must be offered in all 12 official languages of the country, and be disability friendly.
- 5.6 Be present at Inductions and wellness days.
- 5.7 Services provided must always be confidential.
- 5.8 Service provider must be able and willing to deliver some of the offerings face to face at our office in Polokwane at no additional costs.

6. ADMINISTRATIVE COMPLIANCE

The following are administrative requirements to be considered:

#	Description	Minimum Proof required	Tick	
			Yes	No
1	Special conditions of contract and quotation	Completed, signed and submitted		
2	SBD 1	Completed, signed and submitted		
3	SBD 4	Completed, signed and submitted		
4	SBD 6.1	Completed, signed and submitted		
5	SBD 3.3	Completed, signed and submitted		
6	Proof of JV or partnership agreements (if applicable)	Signed agreement		

7. MANDATORY REQUIREMENTS.

The following are mandatory requirements to be considered:

#	Description	Minimum Proof required	Tick	
			Yes	No
1.	Employee Assistance Professional association of SA (EAPA-SA)	Valid registration certificate		
2.	South African Council for Social Service Professions	Proof of membership of a statutory body		
3.	Health Professions Council of South Africa	Proof of membership of a statutory body		
4.	Social Workers Council of South Africa	Proof of membership of a statutory body		
5.	Any financial services regulatory body registration (e.g., FSCA; NAIFA; FPA; NAPFA etc)	Proof of membership of a statutory body		
6.	Legal Practice Council	Proof of membership of a statutory body		

ALL BIDDERS MUST TAKE NOTE OF THE EVALUATION PROCESS THAT WILL BE FOLLOWED

1 EVALUATION PROCESS

1.1 COMPLIANCE WITH MINIMUM REQUIREMENTS

1.1.1 All Proposals will be evaluated based on **Compliance, Functionality, Presentation, Price, and Specific goals**. Non submission of the following mandatory requirements will render proposals non- responsive and will be eliminated from further consideration.

- Employee Assistance Professional association of SA (EAPA-SA)
- South African Council for Social Service Professions
- Health Professions Council of South Africa
- Social Workers Council of South Africa
- Any financial services regulatory body registration (e.g., FSCA; NAIFA; FPA; NAPFA etc)
- Legal Practice Council

1.2 DETERMINATION OF SCORE FOR FUNCTIONALITY

1.2.1 The evaluation criteria and weights for functionality as indicated in the table in below, will apply.

FUNCTIONAL CRITERIA	MAXIMUM TO BE AWARDED
<p><u>Company Experience</u></p> <p>Relevant experience within the last five (5) years of work relevant to the terms of reference. Points are awarded based on the number of reference letters received confirming completion of similar or related jobs by the bidder.</p> <ul style="list-style-type: none"> • No references = 0 points • 1-2 references = 5 points • 3-4 references = 10 points • 5 references and above = 20 points 	20
<p><u>Network of Service Providers</u></p> <p>Strong footprint of network service providers and registered affiliate counsellors in Limpopo. The company has to determine EAP competency</p>	40

Section A 3: Evaluation Process/ Criteria

FUNCTIONAL CRITERIA	MAXIMUM TO BE AWARDED
<p>with resources of multi-disciplinary and dedicated team of skilled professionals in the field of Human Resource, Health, Psychology, Legal, Financial, Social Work, Industrial Psychology, Sociology and Anthropology.</p> <p>Provide proof of affiliation with the disciplines listed below: (minimum of five (5) affiliates in each category must be submitted)</p> <ul style="list-style-type: none"> • Legal advisor = 10 points • Psychosocial (i.e., social worker, psychologist) = 10 points • Financial advisor = 10 points • Health and medical management = 10 points <p>Note: Less than 5 affiliates in each category = 0 points</p>	
<p><u>Approach and Methodology</u></p> <p>Proposals must include Methodology and Approach to be taken with a level of creativity and innovation; a detailed and executable project plan, which addresses the scope of assignment and objectives listed on items no 4 and 5 of the TOR (4. Scope of work and 5. Deliverables). The bidder must be able to demonstrate, extensively, the following objectives (listed below) in their approach and methodology. Points will be awarded based on adherence to the required objectives.</p> <ul style="list-style-type: none"> • Project Implementation Plan • Infrastructure to deliver the services (e.g., Technology, contact Centre, transportation, material & equipment ready for use etc) (Proof must be attached) • Messaging approach: explain why the approach is taken and how that will benefit RAL (i.e., Understanding of RAL business, usage, and engagement strategy with RAL) <ul style="list-style-type: none"> ▪ No objective demonstrated = 0 points ▪ 1-2 objectives demonstrated = 20 points ▪ 3 and more objectives demonstrated = 40 points 	40
TOTAL	100

1.2.2 The score for functionality shall be calculated as follows:

- Each panel member shall award values for each individual criterion on a score sheet. The value scored for each criterion shall be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for the various criteria. These marks should be added to obtain the total score for functionality.
- The score of each panel member shall be added together and divided by the number of panel members to establish the average score obtained by each individual bidder for functionality.

1.3 DETERMINATION OF SCORE FOR PRESENTATIONS

- 1.3.1 RAL has decided/may decide to have compulsory presentations made either by all bidders who have obtained at least **80%** of the marks for functionality, or by the bidders ranked first to a maximum of six, but not less than the three highest scoring bidders, once the price and preference marks have been combined.
- 1.3.2 Presentations shall only affect the marks awarded for functionality. If the RAL wishes to use presentations to discriminate between bidders, the evaluation criteria to be affected shall be determined in advance and due allowance made in the mark scheme and indicated in paragraph 1.3.1.
- 1.3.3 Points determined by the presentation will be awarded to each bidder by each member of the Bid Evaluation Committee and then an average calculated. The average score will be added to the original score for functionality.
- 1.3.4 A bidder will be disqualified if the combined average score for functionality and presentation fails to meet the minimum threshold for functionality as per paragraph 1.4.1.

1.4 ELIMINATION OF PROPOSALS ON GROUNDS OF FUNCTIONALITY

- 1.4.1 Proposals that score less than **80%** of the marks available for functionality will be eliminated from further consideration. Marks will therefore not be awarded for their cost proposals or for preference.

1.5 PRICE AND SPECIFIC GOALS STATUS LEVEL POINTS

- 1.5.1 All remaining bids will be evaluated as follows:
- 1.5.2 The **80/20** preference point system will be applied. Points for price and specific goals status will be awarded in accordance with the stipulations in the Preference Point Claim Form in terms of the Preferential Procurement Regulations, 2022.
- 1.5.3 If appropriate, implied contract price adjustments will be made to the cost proposals of all remaining quotes.
- 1.5.4 The point scored for the specific goals status level for each acceptable bid will now be added to the price point.
- 1.5.5 The Evaluation Committee may recommend that the contract be awarded to the bidder obtaining the highest aggregate mark as determined by **1.5.4** or to a lower scoring bid on justifiable grounds.

1.6 ADJUDICATION OF PROPOSAL

- 1.6.1 The relevant award structure will consider the recommendations and make the final award. The successful bidder will usually be the service provider scoring the highest number of points or it may be a lower scoring bid on justifiable grounds or no award at all.

CONTRACT FORM: RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I/we hereby undertake to render services described in the attached bidding documents to RAL in accordance with the requirements and task directives/proposals specifications stipulated in Bid Number at the price/s quoted. My/our offer/s remain binding upon me/us and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.

2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - 2.1 Bidding documents, viz
 - Invitation to bid.
 - Pricing schedule(s)
 - Filled in terms of reference/task directive/proposal.
 - Preference points in terms of the Preferential Procurement Regulations 2022.
 - Bidders Disclosure
 - Special Conditions of Contract
 - 2.2 General Conditions of Contract
 - 2.3 Other (specify)

3. I/we confirm that I/we have satisfied myself as to the correctness and validity of my/our bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

4. I/we accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me/us under this agreement as the principal liable for the due fulfilment of this contract.

5. I/we declare that I/we have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.

6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES	
1
2
DATE:

CONTRACT FORM: RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I in my capacity as accept your bid under reference number dated for the rendering of services indicated hereunder and/or further specified in the annexures.

1. An official order indicating service delivery instructions is forthcoming.

2. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (VAT INCL)	COMPLETION DATE	SPECIFIC GOALS STATUS LEVEL OF CONTRIBUTION

3. I confirm that I am duly authorised to sign this contract.

SIGNED AT ON

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

WITNESSES

1

2

DATE:

SECTION B

This section must be completed and returned or supplied with proposals as prescribed.

SPECIAL CONDITIONS OF PROPOSAL AND CONTRACT

Return as Part 1

	SPECIAL CONDITIONS
1	GENERAL
1.1	The Bidder must clearly state if a deviation from these special conditions are offered and the reason therefor. If an explanatory note is provided, the paragraph reference must be indicated in a supporting appendix to the application submission.
1.2	Should Bidders fail to indicate agreement/compliance or otherwise, the RAL will assume that the Proposal is in compliance or agreement with the statement(s) as specified in this quote.
1.3	
1.4	Proposals not completed in this manner may be considered incomplete and rejected.
1.5	RAL shall not be liable for any expense incurred by the Bidders in the preparation and submission of a proposal.
2	CANCELLATION OF PROCUREMENT PROCESS
2.1	This procurement process can be postponed or cancelled at any stage at the sole discretion of RAL provided that such cancellation or postponement takes place prior to entering into a contract with a specific service provider to which the proposal relates.
3	PROPOSAL SUBMISSION CONDITIONS, INSTRUCTION AND EVALUATION PROCESS/CRITERIA
3.1	Proposal submission conditions and instructions as well as the evaluation process/criteria have been noted.
4	NEGOTIATION AND CONTRACTING
4.1	RAL have the right to enter into negotiation with one or more Bidders regarding any terms and conditions, including price(s), of a proposed contract.
4.2	Under no circumstances will negotiation with any Bidders, including preferred Bidders, constitute an award ¹ or promise/ undertaking to award the contract.
4.3	RAL shall not be obliged to accept the lowest or any bid, offer or proposal.
4.4	A contract will only be deemed to be concluded when reduced to writing in a formal contract and Service Level Agreement (if applicable) signed by the designated responsible person of both parties. The designated responsible person of RAL is the CEO.
4.5	RAL also reserves the right to enter into one contract with a Bidders for all required functions or into more than one contract with different Bidders for different functions.

¹ See GLOSSARY.

Section B 1: Special Conditions of proposal and Contract

5	ACCESS TO INFORMATION
5.1	All Bidders will be informed of the status of their proposal once the procurement process has been completed.
5.2	Requests for information regarding the proposal process will be dealt with in line with the RAL SCM Policy and relevant legislation.
6	REASONS FOR REJECTION
6.1	RAL shall reject a proposal for the award of a contract if the recommended Respondent has committed a proven corrupt or fraudulent act in competing for the particular contract.
6.2	The RAL may disregard the quote of any bidder if that bidder, or any of its directors: <ul style="list-style-type: none"> <input type="checkbox"/> Have abused the SCM system of the RAL. <input type="checkbox"/> Have committed proven fraud or any other improper conduct in relation to such system. <input type="checkbox"/> Have failed to perform on any previous contract and the proof exists. Such actions shall be communicated to the National Treasury.
7	GENERAL CONDITIONS OF CONTRACT
7.1	The General Conditions of Contract must be accepted.
8	ADDITIONAL INFORMATION REQUIREMENTS
8.1	During evaluation of the proposals, additional information may be requested in writing from Bidders. Replies to such request must be submitted, within 5 (five) working days or as otherwise indicated. Failure to comply, may lead to your proposal being disregarded.
8.2	No additional information will be accepted from any individual Respondent without such information having been requested
9	CONFIDENTIALITY
9.1	The proposal and all information in connection therewith shall be held in strict confidence by Bidders and usage of such information shall be limited to the preparation of the proposal. Bidders shall undertake to limit the number of copies of this document.
10	INTELLECTUAL PROPERTY, INVENTIONS AND COPYRIGHT
10.1	Copyright of all documentation relating to this contract belongs to the client. The successful Bidder may not disclose any information, documentation or products to other clients without the written approval of the accounting authority or the delegate.
10.2	This paragraph shall survive termination of this contract.
11	NON-COMPLIANCE WITH DELIVERY TERMS
11.1	As soon as it becomes known to the contractor that he/she will not be able to deliver the services within the delivery period and/or against the quoted price and/or as specified, RAL must be given immediate written notice to this effect. RAL reserves the right to implement remedies as provided for in the GCC.

Section B 1: Special Conditions of proposal and Contract

12	WARRANTS
12.1	The Contractor warrants that it is able to conclude this Agreement to the satisfaction of RAL.
12.2	Although the contractor will be entitled to provide services to persons other than RAL, the contractor shall not without the prior written consent of RAL, be involved in any manner whatsoever, directly or indirectly, in any business or venture which competes or conflicts with the obligations of the contractor to provide Services.
13	PARTIES NOT AFFECTED BY WAIVER OR BREACHES
13.1	The waiver (whether express or implied) by any Party of any breach of the terms or conditions of this contract by the other Party shall not prejudice any remedy of the waiving party in respect of any continuing or other breach of the terms and conditions hereof.
13.2	No favour, delay, relaxation or indulgence on the part of any Party in exercising any power or right conferred on such Party in terms of this contract shall operate as a waiver of such power or right nor shall any single or partial exercise of any such power or right under this agreement.
14	RETENTION
14.1	On termination of this agreement, the contractor shall, on demand hand over all documentation provided as part of the project and all deliverables, etc., without the right of retention, to RAL.
14.2	No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force and effect unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.
15	FORMAT OF PROPOSALS
15.1	Bidders must complete all the necessary proposal documents and undertakings required in this proposal document. Bidders are advised that their proposal should be concise, written in plain English and simply presented.
15.2	Bidders are to set out their proposal in the format prescribed hereunder. This means that the proposal must be structured in the parts noted below. <u>Information not submitted in the relevant part, may not be considered for evaluation purposes.</u>
15.3	Part 1: Special Conditions of Bid and Contract
15.3.1	Bidders must sign and return the Special Conditions of bid and Contract (Section B-1). Proposals submitted without a completed Special Conditions of Bid form will be deemed to be non-responsive.

Section B 1: Special Conditions of proposal and Contract

15.3.2	A recommended bidder must be CSD compliant at the time of appointment. Recommended who is not CSD compliant must be notified in writing to comply within seven (7) working days.
15.4	Part 2: Bidder’s Disclosure
15.4.1	Each party to the proposal must complete and return the “Bidder’s Disclosure” (Section B-2). Proposals submitted without a complete and signed Declaration of Interest will be deemed to be non-responsive.
15.5	Part 3: Preference Points Claim Form in terms of the Preferential Procurement Regulations 2022
15.5.1	Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for: (a) Price ; and (b) Specific Goals . Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
15.6	Part 4: Invitation to Bid
15.6.1	Bidders must complete, sign and return the full “Invitation to Bid” (Section B-4) document. Bids submitted without a completed and signed Invitation to Bid will be deemed to be non-responsive.
15.7	Part 5: Pricing Schedule
15.7.1	Any budget amount that may be indicated in this document shall be deemed to be a guide only and Bidders are expected to submit a costing that is fair and reasonable.
15.7.2	All costs related to this assignment are to be allowed for in the pricing schedule based on the scope of work and must be returned as part of the submission (Section B-5). Proposals submitted without a price or with an incomplete price, will be deemed to be non-responsive.
15.7.3	A pricing schedule with one of the specified elements (fees and reimbursable costs) omitted from the costing, may be considered non-responsive.
15.7.4	Note 1: The cost of travel and accommodation for persons who are not part of the prospective contractor’s team should not be included. These costs will be borne by the Client. Note 2: No handling fee on disbursements will be considered <input type="checkbox"/> VAT: Value Added Tax must be included and shown separately.
15.8	Part 6: Team details
15.8.1	In this part that must be returned as part of the submission, Bidders must provide details of the team named in the previous part.

Section B 1: Special Conditions of proposal and Contract

15.8.2	For each team member there must be:
	<input type="checkbox"/> A complete curriculum vitae confirming suitability for the position. A format is provided as a guideline only for the compilation of the CVs.
15.9	Part 7: Experience in this field
15.9.1	Bidders should provide in this part, and return as part the submission, at least the following information. <input type="checkbox"/> Details of contracts for similar work within the last 5 years. <input type="checkbox"/> Contact details of a minimum of 5 organisations for which work was done.
16	Logistics for presentations
16.1	RAL reserves the right to invite Bidders for presentations before the award of the quote.
16.2	Shortlisted Bidders will be given three (3) days advance notice to attend the presentation. The date as well as the detail for the venue and the agenda for the presentations will be provided.
16.3	Presentations will be made to the full Bid Evaluation Committee
16.4	Under no circumstances will a presentation by any Bidder constitute and award or promise/undertaking to award the contract

I/we herewith accept all the above-mentioned special conditions of the proposal. If I/we do consider a deviation therefrom, I have noted those as per the instruction in paragraph 1 (General) above.

Name of applicant: _____

Signature of applicant: _____

Date: _____

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest² in the enterprise, employed by the state?

YES/NO

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

² the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?

YES/NO

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, _____ the _____ undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

³ Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position Name of

.....

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 The applicable preference point system for this tender is the **80/20** preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (c) Price; and
- (d) Specific Goals.

1.4 The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender

is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) “**highest acceptable tender**” means a tender that complies with all specifications and conditions of tender and that has the highest price compared to other tenders;
- (b) “**lowest acceptable tenders**” means a tender that complies with all the specifications and conditions of tender that has lowest price compared to other tenders;
- (c) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (d) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (e) “**specific goals**” means specific goals as contemplated in section 2(1)(d) of the Act which may include contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability including the implementation of programmes of the Reconstruction and Development Programme as published in *Government Gazette* No. 16085 dated 23 November 1994;
- (f) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (g) “**tender for income-generating contracts**” means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (h) “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right) \text{ or } Ps = 90 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) \text{ or } P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations 2022, preference points must be awarded for specific goals stated in the tender.
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
 - (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system)	Number of points allocated (80/20 system)	Number of points claimed (90/10 system)	Number of points claimed (80/20 system)
Enterprises with ownership of 51% or more by person/s who are black person/s		5		
Enterprises with ownership of 51% or more by person/s who are women		5		
Enterprises with ownership of 51% or more by person/s who are youth		2		
Enterprises with ownership of 51% or more by person/s with disability		3		
Small, Medium and Micro Enterprises		5		
Rural		0		
Total points for specific goals		20		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name _____ of company/firm.....

4.4. Company _____ registration _____ number: _____

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct.
- ii) The preference points claimed are in accordance with the General Conditions

as indicated in paragraph 1 of this form;

- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.1, the contractor is be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

..... SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:

SBD 1

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	RAL/2023/EMPLOYEE AWARENESS/RFP002	CLOSING DATE:	06 NOVEMBER 2023	CLOSING TIME:	11:00
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE AN INCLUSIVE EMPLOYEE ASSISTANCE AND WELLNESS PROGRAMME FOR ROADS AGENCY LIMPOPO (SOC) LTD FOR A PERIOD OF THIRTY- SIX (36) MONTHS.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
ROADS AGENCY LIMPOPO					
RAL TOWERS					
26 RABE STREET					
POLOKWANE 0700					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	DINALA MATSOBANE		CONTACT PERSON	KENNY DM	
TELEPHONE NUMBER	015 284 4600		TELEPHONE NUMBER	015 284 4600	
FACSIMILE NUMBER	015 291 2433		FACSIMILE NUMBER	015 291 2433	
E-MAIL ADDRESS	dinalamr@ral.co.za		E-MAIL ADDRESS	kennydm@ral.co.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [[IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [[IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A BRANCH IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

SBD1

**PART B
TERMS AND CONDITIONS FOR QUOTING**

1. BID SUBMISSION:	
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4.	THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS	
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6	WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7	NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER: _____
OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF PROPOSAL

NOTE: Financial proposals must be based on the scope of work and deliverables items listed in this pricing schedule and **must** be submitted separately as required in terms of section A 1 sub-item 4.1 of the RFP document. Failure to quote for one or more items will render your proposal to be non-responsive and therefore your proposal will not be considered.

4. SCOPE OF WORK

The appointed service provider must be able to provide the following service but not limited to the list below:

- (a) Psycho-social support, in the form of telephonic and face to face counselling
- (b) Family care services.
- (c) Financial wellness support (referral)
- (d) Legal advice (Legal well-being consultation) (referral)
- (e) Managerial consulting and reporting
- (f) Managerial referral services
- (g) Onsite group trauma and crisis intervention (trauma counselling)
- (h) Policy development and review services
- (i) Be able to conduct an employee satisfaction survey.
- (j) 24-hour service centre and Online portal for employees to access information.

- (k) Work-life balance enhancement services (e.g., general concierge where employees can access a virtual “personal assistant”
- (l) Health and medical management services (e.g., access to a virtual consultation with a nurse, HIV/AIDS management, musculoskeletal support.)
- (m) Health education and promotion
- (n) Provide wellness day services, as and when required.
- (o) Employee orientation on the EAP
- (p) Provide management assistance in dealing with troubled employees.
- (q) Management supervisory training and orientation

5. DELIVERABLES

Within the specified time frame, the service provider is expected to submit reports and have the following in place which includes, but not limited to the following:

- (a) Have a clinical and professional support line, dedicated to RAL, that is available 24/7, 365 days in a year.
- (b) Have in place different modes for contact with the service e.g., toll free number, USSD number, WhatsApp number, email, fax and online web chat services.
- (c) Provide quarterly reports on usage, trends and recommendations for improving the work environment.
- (d) Provide branded and marketing material, soft copies and printed for display and distribution to staff members.
- (e) Support services must be offered in all 12 official languages of the country and be disability friendly.

(f) Be present at Inductions and wellness days.

(g) Services provided must always be confidential.

(h) Service provider must be able and willing to deliver some of the offerings face to face at our office in Polokwane at no additional costs.

CV TEMPLATE GUIDELINE/COMPULSORY CV TEMPLATE

Proposed role in the project:

- 1. Family name
- 2. First name:
- 3. Date of birth:
- 4. Nationality
- 5. Education

Institution (Date from - Date to)	Degree(s) or Diploma(s) obtained

- 6. Membership of professional bodies
- 7. Other skills (e.g. computer literacy, etc.)
- 8. Present position:
- 9. Years within the organisation:
- 10. Key qualifications (relevant to the project)
- 11. Professional experience

Date (From – To) (mm/yy)	
Organisation	
Location	
Position	
Description of duties	

Date (From – To) (mm/yy)	
Organisation	
Location	
Position	
Description of duties	

- 12. Other relevant information (e.g. Publications)
- 13. References