



SCM27EMPLOYEEWELLNESS2024

PACOFS is seeking the service of a Service Provider to provide Employee Health & Wellness Programme to assist to promote healthier life choices for employees to achieve optimal health and productivity and to promote healthy lifestyles and wellness in PACOFS.

This programme will assist staff to enrich their physical, mental, and occupational well-being and to identify and resolve the performance and behavioural problems resulting from personal and work-related concerns.

TERMS OF REFERENCE

1. BACKGROUND

PACOFS is the flag ship of theatre activities in the Free State Province, the central region of South Africa. It is a Playhouse where an environment is provided for artists to practice and perform their different art forms. An annual season of classic and contemporary South African, African, and international theatre productions are performed inside its theatres

PACOFS is a major community and cultural resource for people of the central parts of South Africa and Lesotho. It is committed to the development of both new works and Free State artists through its arts development program. It also plays a role in the bigger picture of the South African theatre scene by contributing touring productions and providing employment and career opportunities for creative and administrative staff.

Employees are informed, empowered, and provided with the means to take ownership of their wellbeing to achieve a healthy work-life balance, by supporting them with the necessary interventions and self-management tools to maintain optimum bottom-line performance, and improve their morale and overall wellbeing.

The Employee Health & Wellness Programme will be remedial or problem-focused and implies reactive/crisis interventions designed to assist approximately **100 employees** (including immediate family members) in the identification and resolution of personal problems. This includes any psychological problem that may adversely affect the health, well-being and personal functioning and productivity.

This RFQ document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the PACOFS for Employee Health & Wellness Programme. The required services will be for a period of twelve (12) months. This RFQ does not constitute an offer to do business with the PACOFS, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

2. SCOPE OF WORK

The scope of this request is to procure a service provider for Employee Health & Wellness Programme with an ability and experience to help organise professionally qualified, registered clinicians and specialists to assist employees in a confidential manner in dealing with stressors that may adversely affect both their personal and occupational functioning. **The scope of work includes Employee Health & Wellness Programme:**

- Counselling services, trauma debriefing to employees.
- Chronic disease management, injury on duty, incapacity due to ill health and non-performance, health promotion, awareness, and education; and increasing employee productivity levels.
- Work life balance interventions such as stress management, etc.
- Personalised experience that supports employees across areas of mental assessments and consultations both personal, professional.
- Personal Face to Face (or alternatively a digital, virtual consultation) - psychological support services in relation to employee's mental, social, physical, and spiritual wellbeing, including the provision of counselling services for the employee.
- Managing employee's lifestyle diseases, promoting good nutrition and regular medical check-ups.
- Personal support for traumatized employees on as and when required basis in cases of personal incidents and accidents related to self or their colleague.
- Workplace violence/sexual harassment and other work-related conflicts, trauma debriefing, counselling, and bereavement support.
- Workplace discrimination or victimisation (e.g., discrimination against people with disabilities from designated groups).
- Professional Telephonic Counselling services 24/7/365.
- A dedicated SMS helpline for "Please call me messages".
- Psycho-social Counselling face to face sessions.
- Telephonic Professional Health Advisory Services.
- HIV/AIDS Counselling, Education and Support Services.
- Medical Advisory Services.
- Access to 24-hour Services Centre.
- Monthly reports on all programmes | Statistical analysis, interpretation, and recommendation for action | Quarterly reports on all programmes | Biannually report on all health status of the organisation | Annual report on employee productivity levels.
- Proposal must state how the following will be managed: Language | Face to face consultation with employees, and/or | Confidentiality.

3. EVALUATION CRITERIA

The evaluation process will comprise of the following:

- Phase 1 : Mandatory and Administrative Requirements.
Phase 2 : Functionality Evaluation.
Phase 3 : Pricing and Specific goals - **80:20**

Phase 1 : Mandatory Requirements.

The service providers must be accredited to the following institutions:

- EAPA (Employee Assistance Program Association).
- HPCSA (Health Professional Council of South Africa).

The following administrative requirements must be submitted with the bid:

- CSD Number.
- SARS Tax Pin
- Fully completed and signed SBD Forms (SBD 4, and SBD 6.1)
- The curriculum vitae and qualifications of all team members highlighting experience relevant to this exercise.
- Detailed company profile with an organogram and CVs of the team members (maximum 5 CVs), and registration with the relevant statutory bodies.
- Provide at least three (3) reference letters not older than 5 years from clients with whom similar work has been conducted.
- The proposal should contain a work plan/methodology, showing tasks, timelines etc.
- Turnaround plan for referrals from when a query is received by the service provider.
- All professionals must be registered with the relevant statutory/professional bodies and must provide valid, certified copies of membership.
- Valid Certified copies or proof of registration in accordance with all statutory requirements of the wellness industry.
- Provide original or certified copy of BBEE Certificate or Sworn affidavit.

Phase 2 : Functionality Evaluation

RFQ's will be evaluated for functionality in this stage, based on achieving a minimum score of seventy points (70 points). All quotations that meet the minimum threshold will advance to the review and scoring of points of price and Specific Goal. All quotations that do not meet the minimum threshold will not advance further for evaluation of Price and Specific Goals.

The following table will demonstrate the criteria used when allocating points for functionality as outlined above. PACOFS will disqualify and discontinue further evaluation of RFQ's scoring less than 70 points out of 100 on functionality.

CRETERIA	SUB-CRITERIA	WEIGHTING/ POINTS
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1. Company profile	The company profile should cover the following: - Background and history of the company in relation to the service required = 5 points - Footprint in all the Free State province = 10 points - Project team responsible for this programme = 5 points (1 point per each team member for CV attached and proof of registration with the relevant statutory bodies) Failure to provide relevant information to the above will result in 0 points for each aspect not provided in this sub-criterion. Provide company profile, CVs of the team members (maximum 5 CVs), and registration with the relevant statutory bodies	20
2. References	The service provider must provide three (3) letters with contactable references detailing EHWP work carried out. Reference letters to include duration of contract with the company as well as the quality of services rendered. - No references = 0 points - 1 Reference letter = 10 points - 2 Reference letters = 20 points - 3 Reference letters = 30 points	30
3. Methodology: - Referral System - Reporting System	- Referral System explained with examples provided and outlined = 10 points. - Examples of monthly, quarterly, and annual reports provided = 10 points - The bidder must provide examples of referral system, reports and use of technology = 5 points - Failure to provide relevant information to the above will result in 0 points for each aspect not provided in this sub-criterion.	25
4. Turnaround time for referrals from when a query is received by the service provider	- Non-responsive (more than 3 days) = 0 points. - More than 2-3 days turnaround time = 15 points. - 0 to 24 hours turnaround time = 25 points.	25
TOTAL		100

Bidders who score a minimum of **70 points** or more will be further evaluated on the preferential points system.

- 80/20 Preference point system will be applied.
- Bidders who score less than **70 points** of the 100 points for functionality will be disqualified and will not be evaluated further.
- The RFQ that would have achieved 80 points or more from the functionality evaluation will be further evaluated on the 80/20 points system where 80 points are for pricing, and 20 points are for preferential procurement requirements.
- Bidders must submit a valid B-BBEE status level verification certificate, which must be issued by a Verification Agency accredited by SANAS or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE.

4. PRICING

- Quotation (including fees payable and all applicable taxes for the services required in the scope of work) for the duration of twelve (12) months.
- All prices charged should be inclusive of VAT.
- The bid proposal should clearly indicate the total price.

5. ADMINISTRATIVE COMPLIANCE

- A bidder participates in this RFQ process entirely at its own risk and cost.
- No RFQ shall be awarded to a bidder who is not tax compliant.

For any queries, please contact Supply Chain at quotation@pacofs.co.za or 051 – 447-7771

1. Please provide your CSD supplier and unique registration number for verification on the CSD database. Please attach a valid tax clearance and B-BBEE certificate.
2. Please submit the completed SBD 4 Bidders Disclosure and SBD 6.1 Preference Points claim form in terms of the Preferential Procurement Regulations 2022.
3. Evaluation criteria 80/20 will be applicable as per Preferential Procurement Regulations 2022.
4. The service provider will be allocated points based on the goals stated in table 1 of SBD 6.1 as may be supported by proof/ documentation/. The CSD report shall be used to verify claim of such points.
5. The offer scoring the highest points should win the quote. This quotation is subject to the Preferential Procurement Policy Framework Act, 2000 and the Preferential Procurement Regulations,

2022, the Conditions of Contract (GCC) and, if applicable, any other special conditions of contract

VERY IMPORTANT
NOTICE!

1. PLEASE SUBMIT QUOTATIONS ON A COMPANY LETTERHEAD.
2. PAYMENT WILL BE DONE WITHIN 30 DAYS AFTER RECEIPT OF THE ORIGINAL INVOICE.
3. BANKING DETAILS (REMITTANCE NAME; BRANCH CODE AND ACCOUNT NUMBER) MUST APPEAR ON YOUR INVOICE AND MUST CORRESPOND WITH THE BANKING DETAILS DISPLAYED ON THE CSD REGISTRATION REPORT.
4. PLEASE REMEMBER TO SIGN YOUR QUOTATION. UNSIGNED QUOTATIONS – INVALID.
5. THE TOTAL PRICE QUOTED MUST INCLUDE VAT AS WELL AS DELIVERY COSTS (THE COMPANY WHICH IS NOT VAT REGISTERED SHOULD NOT INCLUDE VAT IN THE PRICE).
6. IF VAT IS CLAIMED, VAT NUMBER SHOULD APPEAR ON THE QUOTATION.
7. NO CESSIONS WILL BE SIGNED.
8. A VALID B-BBEE CERTIFICATE SHOULD BE SUBMITTED.
9. QUOTATIONS SHOULD BE VALID FOR 30 DAYS.
10. PRICE QUOTED SHOULD NOT BE ON SPECIAL OR SALE.
11. PLEASE DO NOT INFLATE PRICES.
12. PACOFS RESERVES THE RIGHT TO AWARD OR WITHDRAW THE BID.
13. NO PREPAYMENT/UPFRONT PAYMENT WILL BE MADE BY PACOFS.
14. QUOTATIONS NOT OBTAINED THROUGH THE DEDICATED QUOTATIONS EMAIL WILL NOT BE USED TO APPOINT A SERVICE PROVIDER.

OPENING DATE: 15 MAY 2024

**CLOSING DATE & TIME FOR QUOTATION /
PROPOSALS:**

24 MAY 2024 at 11h00

**Please submit quotation via E-mail to
quotation@pacofs.co.za**

No late submission will be accepted!