

APPOINTMENT OF A SERVICE PROVIDER ON EMPLOYEE WELLNESS ASSISTANCE PROGRAM FOR THLM FOR 36 MONTHS PERIOD

THEMBISILE HANI LOCAL MUNICIPALITY



APPOINTMENT OF A SERVICE PROVIDER ON EMPLOYEE WELLNESS ASSISTANCE PROGRAM FOR THLM FOR A PERIOD OF 36 MONTHS

THLM/SCM 36/2023-2024/CS07

SCOPE OF WORK

DESCRIPTIONS OF WORKS

SCOPE OF WORKS AND SPECIAL CONDITIONS OF CONTRACT

1. SPECIAL CONDITIONS OF CONTRACT

- 2. The Employee Wellness Service provider must be a member of the Employee Assistance Professionals Association of South Africa (EAPA SA)

3. SCOPE OF WORKS

- o The THLM endeavours to offer support programmes that promote health and wellness of its employees. In so doing the THLM has a responsibility to ensure that employees are offered a holistic wellness and support programme.
- o The Employee Wellness Programme (EWP) will be a full service for all employees
- o The current establishment of the THLM comprises of an estimated 381 posts.

The fully managed Employee Wellness Programme must offer:

- Direct Services; that include; **Psychosocial Services:** By this services, the provider will be dealing with the interplay between the psychological wellbeing and how it is affected by the social factors. Thus, services of this nature could vary from health matters such as HIV/AIDS, Substance Abuse, Absenteeism, Suicide, Bereavement, Emotional matters, Divorce or loss, Disability and others as a need arises.

**Critical Incident or Stress Management,**

By the nature of their duties, employees are exposed to scenes that could easily affect one’s ability to cope and result to depression episode. Empowering employees on the management of stress and other critical areas is necessary. Thus, trauma debriefing and post – trauma counselling would be an essential Service

**Medical services:** A medical Doctor would be required to provide basic medical services such as testing for different sickness such as sugar diabetic, hypertension.

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Tenderer

Witness 1

Witness 2

Employer

Witness 1

Witness 2

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high blood pressure, and other services like medical fitness.

**Referral Services**

Employees would be referred to Specialists for second opinion to address applications for reasonable services. Referral to rehabilitation centres to address issues of substance abuse, such as drug abuse, alcohol abuse, depression or any other mental sicknesses.

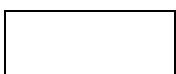
**Medical examinations** for full time employees and Expanded Public Works Participants (EPWP)

**Immunisation/Vaccination** for full time employees and EPWP.

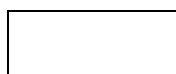
**A. EXTENDED SCOPE OF WORK**

1. The Employee Wellness Service provider must be a member of the Employee Assistance Professionals Association of South Africa (EAPA SA)
2. Up to six (6) personal counselling sessions per person per year ( per condition) depending on the condition of an employee. Each session will last approximately one hour. All counselling must be provided by requiring face-to-face counselling will be of referral and the first consultation will take place within one week referral.
3. There must be a direct, confidential and unlimited access to a 24 hour 7 days a week Life Management specialist, The Life Management is comprised . and financial and family care service. . the provision of precedents and pro-formas as well as referrals . and bodies , the financial service must assist those employees who enquire assistance with management of debt and financial concerns.
4. A Critical incident service offering prompt and professional individual and group trauma debriefing and counselling services to employees exposed to incidents of trauma. Critical incident services must be provided within 12 to 48 hours of the traumatic incident.
5. Briefing and Training to managers and Supervisors/ Team leaders:
  - o Comprehensive initial briefing and training for managers and HR specialists should be covered by the service
  - o Individual Managerial Consultancy for managers. This is a flexible response service to give depth support to managers existing relationship with employees. In addition to its consultancy function, the service includes employee whose performance is impaired by personal problems as well as the provision of conflict resolution and mediation services
6. Implementation and Promotion of EWP Customer designed programmes which will ensure that all employees have an understanding and courage to use the EWP services this will include
  - o Consultancy to design appropriate communication materials (ie brochures, booklets and wallet cards)
  - o Organisational consultancy to ensure the effective implementation of the EWP
  - o Promotion of the EWP at relevant sites and locations supplemented with leaflets and with other communications to encourage use and provide information.
7. Management and Administration
  - o A dedicated EWP Account Manager and clinical Case Management team will manage the EWP. Any calls to the EWP service provider team or consultant will be answered within 12 hours
  - o Ongoing liaison with the THLM S co-ordinator(s) for the EWP service provider in respect of its obligations under this agreement. This includes developing objectives for the EWP together with measurements for efficiency, quality and cost effectiveness.
  - o Involvement and consultation with relevant stakeholders within the THLM.
  - o Full management of the EWP by the appointed service provider on behalf of the THLM.

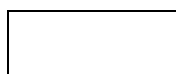
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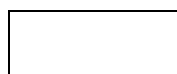
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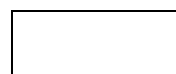
Witness 1



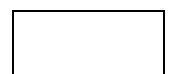
Witness 2



Employer



Witness 1



Witness 2

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- Comprehensive case management of all counselled employees by a dedicated internal Case Manager under the supervision of the Clinical Service Director. This is an important part of the EWP service provider quality control procedures

**8. Regular Review Procedures**

The EWP service provider must have data systems that will provide detailed information about every call received by the Call Centre. This is used to, effectively and efficiently provide detailed non-confidential information which will be a significant benefit to the EWP service provider in analysing the effective implementation of the programme. Data provided includes:

- Biannual sets of uptake and utilisation data.
- Regular reviews with THLM to discuss organisational trends
- Quarterly or Ad hoc meetings with the Employee Assistance Advisory Committee or designated official(s) to discuss the uptake of statistics
- An Annual Management report
- An annual review to provide an overall review of the service and to discuss organisational trends

**9. Training**

- To render advice on and recommend training for employees that is cost –effective and accredited as per identified critical themes or trends or
- To give or arrange cost effective and accredited training upon request from the THLM

**Management of Referrals Processes**

This would apply in cases where employees have to be referred for further assistance.

**SCOPE OF WORK TECHNICAL REQUIREMENTS**

**1. Implementation**

Sessions will be implemented at THLM offices to introduce the service to the employees of the THLM the implementation session will fulfil a marketing role , by creating awareness and education about the service. The respective responsibilities will also apply to any re implementation or post –launch marketing initiatives

**1.1. Planning**

- Co –ordinate the project plan in consultation with the THLM
- Contractual Obligations
- Completion of implementation documents.

**1.2. Information**

- Timeous request for relevant information, including number of sites, company logo, choice of design, contact details, legible employees, ect

**1.3. Co-ordinating**

- Setting up the implementation sessions in consultation with THLM.
- Conduct implementation
- Either co-ordinate a designated trainer or conduct the induction sessions
- Content of implementation Sessions
- The Designated trainer will inform employees of
  - Appointed EWP Service Provider
  - Services
  - Accessibility
  - Eligibility

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*Witness 1*

*Witness 2*

*Employer*

*Witness 1*

*Witness 2*

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- Confidentiality
- Contact Person
- Complaints
- Procedures

1.4. Feedback

- Inform the THLM of any concerns or issues raised during the implementation process

2. Management and Administration

2.1. Account Management

- A dedicated EWP Account Manager must be allocated to the THLM

The core functions will include:

- Partnering with THLM
- Implementation
- Contract Negotiation
- Liaison between EWP service Provider and THLM
- Continuous assessment and analysis of statistics data
- Pro- active alerting of observed risked treats to the THLM
- Ongoing feedback of themes and trends
- Complaints handling mechanism

2.2. Mediating between the EWP services provider and THLM

Communicate all developments, issue, concerns, compliments and other information from the EWP service provider to the THLM and visa versa.

3. Review, Evaluation and change Control Procedures

Data will be collated with:

- Quarterly sets of uptakes and utilisation
- Trends and themes
- Quarterly and ad hoc meetings with the designated official (s)
- Quarterly Reporting
- Annual Reporting
- Annual Review

Review will be done with report and include any themes and trends observed by the EWP service provider

Reporting will include

- Statistics and calculations
- Data Analysis
- Uptake and utilisation
- Themes and Trends
- Value
- Benchmarking
- Training
- Conclusions and recommendations

Changes Control – if the EWP services provider decides to chance the account Manager, the following shall occur

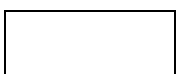
- Notify change within reasonable time
- A formal and proper handover will take place

4. Direct Services, Roles and Responsibilities

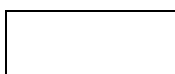
Clinical and Life Management Services Shall:

- Four (4) personal counselling session per person per condition per year, per family member

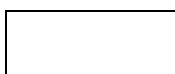
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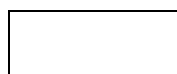
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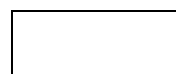
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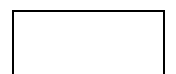
Witness 2



Employer



Witness 1



Witness 2

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- Only professional, qualified, registered clinicians and specialists will render services
- Critical Incident
- To respond within 12 to 24 hours
  - To offer individual and group trauma debriefing

5. Monitoring and Evaluation

Evaluate the impact of the EWP

- The EWP Account Manager will determine the evaluation criteria, purpose and implementation in consultation with the THLM. An agreed criteria will determine the level and technique of evaluation the impact of the service

Benchmarking

- EWP service provider must use local and international benchmarking techniques as part of the evaluation of the programme.

Cost Benefit Analysis

- Calculating how much the THLM has saved for every investment in the use of the service.

6. Complaints Handling Mechanism

The THLM will monitor complaints and EWP Account Manager will be responsible for the following:

- Completion of Complaint form
- Acknowledgement of receipt of complaints (s)
- Investigation of complaints (s)
- Communication of findings to the THLM
- Handling of complaint (s) within set standards

Internal Procedures by the EWP service Provider

The provider must implement and exercise the necessary measures to address complaint procedures

Action  
In accordance with complaints procedure the EWP service Provider must have corrective measures that will apply internally

Time Frames

Finding and complaints to be handed to the THLM within five (5) working days

7. HIV & AIDS Services

- Training to all staff, including management
- Annual VCT Campaign and Testing (Head Office and Regional Offices)
- Counselling
- Support
- Referral
- Peer Educator/ training
- Promotion & Marketing

8. Health Risk Assessment

- To provide Health Screening to the THLM

9. Policy Development

To assist in the development reviewing of policies related to wellness

- Employee Wellness Policy
- Disability Policy
- HIV & AIDS Policy
- Occupational Health & Safety policy
- Smoking Policy
- Substance Abuse Policy

10. Additional Information required

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Witness 2

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- 10.1. The EWP service provider
- 10.2. Submit detailed proposal with time frames on how they intend to deliver on the above
- 10.3. Submit information relating to the ownership and detailed CV's of all staff members that will be involved in the execution of the task
- 10.4. Provide contactable reference as an indication of similar functions as well as proof of registration with the relevant professional bodies.
- 10.5. Submit a detailed breakdown of the budget per cost item
- 10.6. Provide evidence confirming their knowledge and clear understand
- 10.7. Provide evidence confirming that they have knowledge of labour legislation in South Africa

Documentation to be submitted

Please note

All of the documentation described below must be submitted, with no omissions what so ever, Where a particular form or format of documentation is stipulated, this is the only form or format in which these documents must be submitted, Failure to adhere to these requirements may result in the disqualification of the entire proposal.

All of the documentation referred to below and elsewhere in the bid document must be submitted , for ease of reference and facilitate the evaluation process, you are requested to clearly mark each part of the submitted documentation

Proposal drafted in response to Terms of Reference

Bidders are required to draft a proposal that will clearly indicate to the how they fulfil the requirements as set out in the TOR

Bidders Should include the following information when drafting their proposals:

- (i) Proposals should make clear the relevant skills, experience in respect of these particular TOR, this is an important evaluation criteria. Bid participants should ensure that their proposals focus on how they will address the requirements of these TOR, rather than on achievements
- (ii) Expertise in the field of EWP
- (iii) Ability to services THLM
- (iv) Proposals must contain the details of the proposed approach / methodology to be adopted in order in order to deliver the service in accordance with the TOR

Validity of Proposals

The proposals must include a statement as to the period for which remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids.

Number of Proposals

The THLM shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.

Envelopes must not contain documents relating to any Request for Proposal (RFP) other that the one referred to in this RFP.

The responses to the RFP will be opened as soon as practical after the expiry of the time advertised for receiving them

After the evaluation process is completed, the THLM may, prior to making a final selection drawn up a shortlist of participants and require them to make a detailed presentation to the THLM. A minimum 2 days notice will be given to relevant participants in advance of the presentation date

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*Witness 1*

*Witness 2*

*Employer*

*Witness 1*

*Witness 2*