



Department: **Supply Chain Management** Form Number: CA 183-541

**REQUEST FOR QUOTES (RFQ)**

DESCRIPTION OF GOODS/ SERVICE REQUIRED	Trauma counselling by Psychologist Services
SPECIFICATIONS/ DESCRIPTION:	
<p><b>AIID Trauma Counselling &amp; Resilience Programme — Technical Specification</b></p> <p><b>1) Purpose &amp; Outcomes</b>          Provide a comprehensive trauma and psychological support solution for aviation accident investigators and management exposed to fatal/serious aviation occurrences, ensuring:</p> <ul style="list-style-type: none"> <li>• Rapid crisis intervention after deployments.</li> <li>• Ongoing, confidential mental health services (HPCSA-registered practitioners)</li> <li>• Evidence-based CISD delivered within a broader Critical Incident Stress Management (CISM) framework.</li> <li>• Resilience building, psychoeducation, peer support alignment, and leadership readiness consistent with known mental-wellbeing and PSP principles.</li> <li>• Demonstrate compliance with POPIA and HPCSA confidentiality ethics.</li> </ul> <p><b>2) Scope of Services</b>          The provider must deliver the following integrated components (annual programme, renewable):</p> <p><b>A. Crisis Intervention (Immediate / 0–72 hours)</b></p> <ol style="list-style-type: none"> <li>1. In person access to staffed by HPCSA-registered mental health practitioners; triage within 30 minutes situated with SACAA Head Office, ≤20 km</li> <li>2. On-site/virtual defusing within 6–12 hours post-incident for deployed investigators</li> <li>3. Structured group interventions</li> <li>4. One-on-one crisis counselling (acute sessions), with escalation pathways to psychiatric care when required.</li> </ol> <p><b>B. Ongoing Clinical Care (Post-acute / 2 weeks–12 months), ability to provide:</b></p> <ol style="list-style-type: none"> <li>5. Trauma-focused therapy</li> <li>6. Substance use risk screening &amp; referral</li> <li>7. Return-to-work readiness assessments and fitness-for-duty liaison with AIID management (respecting confidentiality limits)</li> </ol> <p><b>C. Resilience &amp; Prevention (Pre-incident preparedness)</b></p> <ol style="list-style-type: none"> <li>8. Quarterly resilience workshops (2–3 hrs)</li> <li>9. Leadership training: trauma-informed leadership, secondary/vicarious trauma management for investigators, psychological safety in briefings/interviews; draw on investigator wellbeing programme practices.</li> <li>10. Peer Support alignment: design support pathways and referral triggers</li> </ol> <p><b>D. Group Services &amp; Community Care</b></p> <ol style="list-style-type: none"> <li>11. Group sessions (12 per year) for AIID cohort: topics include cumulative trauma, resilience, burnout prevention, case reflections (non-operational, non-investigative)</li> </ol> <p><b>E. Monitoring, Evaluation &amp; Reporting (MER)</b></p> <ol style="list-style-type: none"> <li>13. MER framework: anonymised utilisation stats, outcome measures, trend analysis, and recommendations—monthly dashboards; quarterly and annual reports; dedicated account manager.</li> <li>14. Quality assurance: clinical governance, supervision logs, facilitator certification records; annual review meeting with AIID</li> </ol> <p><b>3) Minimum Provider Qualifications</b></p> <ul style="list-style-type: none"> <li>• HPCSA registration for all clinicians; proof of current licensure, professional indemnity.  <a href="http://.../layouts/15/Doc.aspx?sourcedoc=%7B69FEDDCE-A1A1-4CFE-AF8D-3AF871916963%7D&amp;file=AIID%20RFQ.xlsx&amp;action=default&amp;mobileredirect=true">././ layouts/15/Doc.aspx?sourcedoc=%7B69FEDDCE-A1A1-4CFE-AF8D-3AF871916963%7D&amp;file=AIID%20RFQ.xlsx&amp;action=default&amp;mobileredirect=true</a></li> <li>• Formal CISD/CISM training (ICISF or equivalent)</li> <li>• Demonstrated capability with aviation populations or emergency-responder cohorts</li> </ul>	



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- POPIA-compliant data protection controls and HPCSA ethical confidentiality procedures
- Local accessibility: capacity to service Centurion (on-site response) and national coverage via affiliate network as backup

**4) Service Levels (SLAs)**

- Defusing scheduled ≤ 12 hours post-incident; CISD delivered within 1–10 days
- On-site availability: Centurion or surrounding areas
- Reporting: monthly utilisation + outcomes; quarterly thematic analysis; annual impact report.

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**5) Confidentiality & Data Protection**

- Legal & Ethical Compliance: POPIA (Act 4 of 2013), PAIA interface where applicable, National Health Act, and HPCSA confidentiality guidelines
- Data handling: purpose limitation, consent management, encryption at rest/in transit, role-based access, breach notification procedures.
- Reporting: strictly anonymised; identifiable clinical notes never shared with AIID except with explicit consent or statutory exceptions

**6) Pricing & Commercials (Guidance for Bidders)**

Itemised pricing per component (hotline, defusing/CISD session blocks, individual therapy sessions, group sessions, workshops, reporting), with volume tiers and surge coverage options during major accidents.

ITEM/ SERVICE	QUANTITY
Trauma counselling contract for Accident Investigators	12 months
Counselling must include 1 group session with a facilitator once a month.	12 sessions
Addition individual sessions	12 sessions
<b>GENERAL/ COMMENTS:</b>	
12-month contract for combination of face-to-face individual counselling and group counselling and debrief.	