
TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE EMPLOYEE ASSISTANCE PROGRAMME IN THE DEPARTMENT OF MINERAL RESOURCES AND ENERGY FOR A PERIOD OF 36 MONTHS SUBJECT TO PERFORMANCE REVIEW

1. BACKGROUND

The Department of Mineral Resources and Energy is obliged in terms of the Public Service Regulations, 2016 Part IV to ensure that working hours and conditions support effective and efficient service delivery, while taking into account employee's personal conditions, since personal problems can affect job performance which in turn may jeopardize service delivery. The Department of Mineral Resources and Energy is committed to its employees personally and professionally. Therefore, an Employee Assistance Programme must be implemented to provide assistance to troubled employees to cope and manage their personal and work-related problem. The Department currently has plus/minus 1600 employees and the services will be required for the DMRE offices in the sites listed in a table below:

NB: The location of sites might change.

Table 1: List of sites

Province	Office
1.Gauteng	Pretoria (HQ): Matimba House and Travenna Campus Braamfontein
2.Mpumalanga	Witbank x 2 (Saveway Building & ABSA Building)
3.Free State	Welkom
4.Limpopo	Polokwane x 2 (Landros Mare & 101 Dorp)
5.North West	Klerksdorp, Rustenburg and Mafikeng
6.Northern Cape	Kimberly and Springbok
7.Eastern Cape	Port Elizabeth, Umtata and East London
8.Western Cape	Cape Town
9.Kwazulu Natal	Durban

2. CONTRACT PERIOD

The duration of the contract is 36 months.

3. OBJECTIVE

The specific objective of this project/ assignment is to assist DMRE employees to manage personal and work-related problems to reduce absenteeism, unsatisfactory work performance, and loss of concentration on the job, emotional outburst, and improper conduct.

4. SCOPE OF WORK

The appointed service provider will be required to perform more than what is listed below as the nature of the EAP requires flexibility.

- 4.1. Counselling services,
- 4.2. Trauma debriefing,
- 4.3. Provide awareness to employees on EAP related matters and EAP Coordinator,
- 4.4. Assist or work with DMRE EAP Coordinator to coordinate EAP initiatives,
- 4.5. Provide 24 hours, 7 days a week telephonic contact services and available counselling, referral and advisory services to employees in Head Office and Regional Offices.
- 4.6. The Service Provide will provide EAP services to plus/minus 1600 employees in Head Office (Pretoria) and Regional offices i.e. Polokwane x2, Braamfontein, Welkom, Klerksdorp, Rustenburg, Mafikeng, Springbok, Mthatha, Port Elizabeth, East London, Witbank x2, Durban, Cape Town and Kimberley.
- 4.7. Provide effective counselling to DMRE employees and their immediate families as and when required.
- 4.8. Provide 24-hour telephonic contact to DMRE employees and their immediate families.

5. PROJECT OUTPUT AND / OUTCOMES

The expected outputs are:

- 5.1. Provide counselling to DMRE employees in their language of preference.
- 5.2. Provide counselling to DMRE employees at a convenient place (not at a place far from place of residence or workplace.)
- 5.3. Provide group counselling to DMRE employees when requested to do so.
- 5.4. Maintain the DMRE toll free telephone number

6. COMPANY EXPERIENCE IN CONDUCTING SIMILAR PROJECTS

- 6.1. The Service provider should have a minimum of three years' experience in providing Employee Assistance Program services and be registered with Employee Assistance Professionals Association of South Africa (EAPASA) as a Service Provider.
- 6.2. The Service provider is required to provide proof that they have successfully facilitated or performed similar project and that the project has been successfully executed.
- 6.3. This must be in a form of testimonial(s) or reference letter(s) proving that such projects were executed, or that they have been providing similar services.
- 6.4. Testimonial/s or Reference Letter/s should include contact details for verification purposes.
- 6.5. DMRE reserves the right to contact the persons on the Testimonial/s or Reference Letter/s.

7. COMPETENT STAFF FOR THE PROJECT

7.1. Team Leader

- 7.1.1 The team leader should have a three-year degree, with a major in Clinical Psychology or Psychiatry and 4 years' experience in providing EAP services.

- 7.1.2 A comprehensive CV of the team leader that will be involved in the project should be attached, indicating qualifications and experience in similar projects.

8. TEAM MEMBERS

- 8.1. Team members should have three-year degree and three years' experience in Clinical Psychology, Psychiatry or Social Work.
- 8.2. A comprehensive CV's of team members that will be involved in the project should be attached, indicating qualifications and experience in similar projects.
- 8.3. Certified copies of qualifications and registration certificates (Health Professional Council of South Africa) for team members must be attached.

9. PROJECT PLAN AND METHODOLOGY

- 9.1 The service provider should provide detailed project plan with time frames on how they intend to deliver on the required service.

10. TECHNICAL PROPOSAL

- 10.1. The service provider's technical proposal should clearly demonstrate that they understood the TOR requirements, have adequate infrastructure (offices with contact number and physical address) to execute the project within the stipulated turnaround times.
- 10.2. The Service provider should have a call center, consulting rooms, material and equipment to use in awareness presentations as well as transport to Head Office and Regional Offices
- 10.3. Proposal should also include detailed implementation approach.
- 10.4. Must clearly indicate technology readiness and network coverage.
- 10.5. All shortlisted service providers will be expected to do a presentation where points will be allocated.

11. ROLES AND RESPONSIBILITIES

11.1. The Department will be responsible for:

11.1.1. The Department will be responsible for providing Internet facility and Notice Boards for the service provider to disseminate EAP related articles to DMRE employees

11.2. The Service provider will be responsible for:

11.2.1. The service provider will be expected to submit monthly and quarterly reports. Hold monthly meetings with DMRE-EAP Coordinator to discuss Monthly written reports.

11.2.2. The service provider will be expected to attend monthly and quarterly meetings or as requested or arranged by the Department. Hold quarterly meetings with DMRE EAP Coordinator to discuss Quarterly written reports.

11.2.3. Monthly and quarterly reports should contain a general evaluation of the program and recommendation, and

11.2.4. Comprehensive, accurate analysis and interpretations of the problem profile and possible interventions

11.2.5. The appointed service provider shall report to the DMRE-EAP Coordinator.

12. CONFIDENTIALITY OF INFORMATION

All information shared during this bidding process and implementation of this project should the service provider be appointed, remains the property of DMRE and should be kept with the highest confidentiality and cannot be used or shared for any other purpose.

13. REPORTING REQUIREMENTS

- 13.1.** This project will be implemented in line with the Scope of work and will be managed based on the following:
 - 13.1.1.** Service provider will report to the Director: Employment Relations Management or delegated official.
 - 13.1.2.** Service provider will be expected to provide various reports monthly, quarterly, and annually (e.g., service utilization report) in a form of Portable Document Format (PDF) or Microsoft standard format, as well as provide any other project related report/s as requested by the Department.
 - 13.1.3.** Service provider will be expected to provide all the project management documents in line with the DMRE methodology.

14. FORMAT OF THE PROPOSAL

- 14.1.** Bidders are requested to **submit three (3) copies** of technical proposals plus the original.
- 14.2.** The Financial Proposal shall contain the financial proposal submission sheet, which includes: the bid prices and the bill of quantities for procurement of goods, or scope of work for procurement services, and the applicable price schedules; and recurring and the maintenance costs if applicable.
- 14.3.** The financial proposal must be submitted separately in a sealed envelope.

15. PRE-BID MEETING DETAILS

- 15.1.** A non-compulsory briefing session will be held virtually on **26 January 2022** at **11:00** through **Microsoft Teams**. **Companies will find the meeting link on DMRE Website or kindly send email to Lucia.Nkhethoa@dmre.gov.za to receive the meeting link.**
- 15.2.** The Department shall supply statistical info during the briefing session.

16. EVALUATION METHODOLOGY / CRITERIA

Phase 1: Compliance review:

Each submission is checked for compliance. If the submission complies, it will move to the next round in the evaluation process.

The following documentation is required

Compliance Criteria	
Valid and original Tax Clearance Certificate	
BBBEE Certificate	
Completed and signed SBD forms	
Team leader and Members Qualifications. Team leader and members registration certificates	
Disqualification criteria	
Company registration with EAPASA	

Phase 2: Technical review

Each submission is evaluated by the bid evaluation committee according to the evaluation criteria indicated in the bid document.

A score is allocated to each proposal and if the document scored more than the minimum requirement for functionality of 60%, it will move to the next round in the evaluation process.

17. PHASE 3: PRICING AND BROAD BASED BLACK ECONOMIC EMPOWERMENT (BBBEE)

- 17.1.** Each proposal with a functionality score of more than the minimum required will be on equal footing to proceed to this final round of evaluation.

The proposed price and BBBEE compliance are the only aspects taken into account in this round. The final evaluation score is calculated on the 80/20 principle. The submission that scores the highest in this round will be awarded the tender or it may be a lower scoring bid on justifiable grounds or no award at all.

CRITERIA	WEIGHT
Project cost	80
BBBEE Status level contributor	20

17.2. PRICING

- Provide fixed price quotation for the duration of the contract
- Cost must be VAT inclusive and quoted in South African Rand
- Costing should be aligned with the project activities / project phases

17.3. BROAD BASED BLACK ECONOMIC EMPOWERMENT (BBBEE)

Provision of the Preferential Procurement Policy Framework Act (PPPFA), Act 5 of 2000 and its regulations 2011 will apply in terms of awarding points.

Preference Points Claim Form, SBD 6.1 should be completed and signed by the bidder to be able to claim preference points.

Calculation of points for BBBEE status level contributor:

Points will be awarded to a bidder for attaining the B-BBEE status level of contributor in accordance with the table below:

BBBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Failure to submit a certificate from accredited verification agency substantiating the BBBEE status level of contribution or is a non-compliant contributor, such bidder shall score 0 points out of the allocated maximum points for BBBEE.

18. EVALUATION CRITERIA LINKED TO NUMERIC VALUES

Criteria to be considered in evaluating the bid – 80/20 in terms of the Preferential Procurement Policy Framework Act is applicable. *Table below will be applied in order to evaluate each bid.*

Phase 1: Technical Evaluation

CRITERIA	WEIGHT
Company experience	15
Team leader qualification and experience	25
Team member qualification and experience	25
Project plan/ Methodology	15
Infrastructure	20

NB: Only bidders who obtain at least 60% under technical evaluation will be considered for further evaluation.

Phase 2: Technical Evaluation.

CRITERIA	SCORING	WEIGHT
COMPANY EXPERIENCE The Service provider should have a minimum of three years' experience in providing Employee Assistance Program services and registration with Employee Assistance Professional Association of South Africa (EAPASA). Three (3) Testimonial/s or Reference Letter/s should be included with contact details for verification purposes.	• 5 years + = 5 points • 4 years = 4 points • 3 years = 3 points • 2 years = 2 points • 1 year = 1 point • 5+ testimonial letters = 5 • 4 testimonial letters = 4 • 3 testimonial letters = 3 • 2 testimonial letters = 2 • 1 testimonial letter = 1	15 10 5
COMPETENT STAFF FOR THE PROJECT TEAM LEADER The team leader should have a three-year degree, with a major in Clinical Psychology or Psychiatry.	• Master/PHD in Clinical Psychology or Psychiatry = 5 points • Honors degree with major in clinical psychology or psychiatry = 4 points • Three-year degree with a major degree clinical psychology or psychiatry = 3 points • National diploma = 2 points • Diploma = 1 point	25 10

4 years' experience in providing EAP services.	• 6+ years' experience = 5 points • 5 years' experience = 4 points • 4 years' experience = 3 points • 3 years' experience = 2 points • 2- year experience = 1 point	10
A comprehensive CV of the team leader that will be involved in the project should be attached, indicating qualifications and experience in similar projects.	• CV shows 6+ years' experience = 5 points • CV shows 5 years' experience = 4 points • CV show 4 years' experience = 3 points • CV show 3 years' experience = 2 points • CV show 2- years' experience = 1 point	5
TEAM MEMBERS		25
• Team members should have Three-year degree in Clinical Psychology, Psychiatry or Social Work.	• Master/PHD in Clinical Psychology or Psychiatry = 5 points • Honors degree with major in clinical psychology or psychiatry = 4 points • Three-year degree with a major degree clinical psychology or psychiatry = 3 points • National diploma = 2	10

• Three years' experience in providing EAP services • A comprehensive CV's of team members that will be involved in the project indicating qualifications and experience in similar projects as well as certified copies of qualifications should be attached.	points • Diploma =1 point • 5+ years' experience = 5 points • 4 years' experience = 4 points • 3 years' experience = 3 points • 2 years' experience= 2 points • 1 year experience = 1 point • CV shows 5+ years' experience = 5 points • CV shows 4 years' experience = 4 points • CV show 3 years' experience = 3 points • CV show 2 years' experience = 2 points • CV show 1 years' experience = 1 point	10 5
PROJECT PLAN AND A METHODOLOGY Service providers should submit a detailed project plan with time frames on how they intend to deliver on the required service. The project plan should include the following:	20+2 /20 of listed = 5 points 20+1 /20 of listed = 4 points 20/20 of listed = 3 points 15-19 /20 of listed = 2 points 0-14 /20 of listed = 1 point	15

Counselling services - Counselling services should address amongst others:

- Toll free telephonic supportive counselling (24/7/365) for employees and families.
- Retention of the current DMRE toll free number.
- Model of 6 counselling sessions per employee per issue per year with the option to extended sessions as and when required on a pre-approval basis, by the EWP manager.
- Face to face counselling for employees and families. Ninety five percent (90%) of all cases will be face to face counselling.
- The service should be available in the eleven official languages and the national footprint of the service provider needs to be sound to accommodate DMRE employees at remote sites across the country. The availability of affiliates needs to match the DMRE geographical map.
- Trauma debriefing as per the business times of DMRE is important 24/7/365. After – hour access to this type of service is critical.
- Electronic on-line advisory services.
- Management advisory services.
- SMS call back system.
- Reports on individual formal referral cases will follow the following format:
 - Formal report after second session.
 - Final report after final session.
- Regular progress feedback in between to

EWP managers/managers/ referring agent. The latter may be in the form of an e-mail or telephone call.

Marketing and Communication: Respondents must provide the following:

- Category 1: Examples of posters, wallet cards, brochures, pamphlets, booklets, handbooks and any other branded communication material utilized at other companies.
- Category 2: Example of a communication strategy and plan that has been drafted and implemented at a company similar to DMRE.
- Category 3: Example of a marketing strategy and plan that has been drafted and implemented at a company similar to DMRE.

Reporting: provide samples of report(s) previously generated. Sample report(s) to be provided for each of the following aspects:

- Reports on individual formal referral cases.
- Quality assurance processes - generation of statistics and trend analysis reports.
- Monthly, quarterly trend reports, as well as annual reports.
- Employee satisfaction surveys; and
- Demonstration of Return-on-Investment model.

• Lifestyle Management - Lifestyle management services which includes legal and financial services but is not limited to this.		
Infrastructure The Service provider should have a call center, consulting rooms, material and equipment to use in awareness presentations as well as transport to Head Office and Regional Offices	5+2/5 of listed = 5 points 5+1/5 of listed =4 points 5/5 of listed = 3 points 4/5 of listed = 2 points 3-/5 of listed = 1 point	20

For purpose of evaluating functionality, the following values will be applicable:

1=	Very poor	Does not understand the requirements
2=	Poor	Will not be able to fulfil the requirements
3=	Average	Will partially fulfil the requirements
4=	Good	Will be able to fulfil the requirements
5=	Excellent	Will fully fulfil the requirements

19. CONDITIONS OF THE CONTRACT

- 19.1.** The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 19.2.** Any patents or copyright developed from this project will belong to the Department.
- 19.3.** The service provider will sign a confidentiality agreement regarding the protection of DMRE information that is not in the public domain.
- 19.4.** Appointment will be subject to positive security screening results by the State Security Agency.

- 19.5.** The successful service provider will be required to sign a service level agreement (SLA)
- 19.6.** Performance of the EAP service provider will be reviewed after a period of 6 months to evaluate the effectiveness of the Programme.

20. CLOSING DATE

- 20.1.** Proposals must be submitted on or before on or before **04 February 2022** at **11:00** at Department of Minerals Resource and Energy, at 70 Meintjies street, Sunnyside Pretoria in the bid box marked Department of Minerals Resource and Energy. No late bids will be accepted.

21. ENQUIRIES

- 21.1.** All general enquiries relating to bid documents should be directed to:

Ms. Nonhlanhla Zingwevu/ Ms. Lucia Nkhethoa

Tel No: (012) 444 3055 /444 3778

**E-mail: Nonhlanhla.Zingwevu@dmre.gov.za or
Lucia.Nkhethoaa@dmre.gov.za**

- 21.2.** Technical enquiries can be directed to:

Mr. Lufuno Nemudzivhadi/ Ms. Glory Makhubela

Tel: 012 444 3549/ Cell: 063 505 4364/ 012 444 3553

Email: [Lufuno.Nemudzivhadi@dmre.gov.za/](mailto:Lufuno.Nemudzivhadi@dmre.gov.za)

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