

## **REQUEST FOR QUOTATIONS**

**09 FEBRUARY 2026**

**REQUEST FOR QUOTATIONS FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE AN  
EMPLOYEE WELLNESS PROGRAMME FOR A PERIOD OF ONE (1) YEAR FOR THE RAILWAY SAFETY  
REGULATOR**

## **1. Purpose**

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- 1.1. To invite service providers to send quotations (RFQ) for the Appointment of a Service Provider to Provide an Employee Wellness Programme for a Period of One (1) Year for the Railway Safety Regulator

## **2. Considerations/background**

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- 2.1. To request the Supply Chain Management (SCM) to appoint an Employee Wellness Programme Service Provider for the Railway Safety Regulator (RSR) to provide a comprehensive and cost-effective employee wellness services to all employees and their dependents to ensure the promotion of a healthy lifestyle.
- 2.2. The RSR would prefer to enter into a service level agreement of up to one (1) year with the identified and appointed service provider, effective 1 March 2026.
- 2.3. It is anticipated that the Employee Wellness Programme Service Provider will identify and assist employees in addressing any mental or physical challenges they may be experiencing, either at work or at home, which could significantly impact their job performance.
- 2.4. It is further anticipated that the selected service provider will be capable of delivering the necessary support and services to all employees and their dependents who require them.
- 2.5. The appointed service provider is required to implement the Employee Wellness Programme for employees based at the Head Office in Midrand, as well as those assigned within the Central Region in Midrand, which comprises a workforce of 124 personnel. Additionally, services are to be extended to staff located in Durban (KwaZulu-Natal) serving the Eastern Coastal Region with a team consisting of 13 personnel. Furthermore, support must also be

provided to employees stationed in Cape Town (Western Cape), representing the Western Coastal Region and comprising a contingent of 11 personnel.

- 2.6. RSR has a total staff complement of one hundred and forty-eight (148) employees. The staff are primarily located at the Head Office in Midrand, with additional employees based in the Coastal Region and the Eastern Region offices. The Service Provider shall extend Employee Assistance Program (EAP) services to the dependents of employees, estimated at fifty (50) individuals.

### 3. Scope of work / Specification

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Specifications are as follows: (RFQ) for the Appointment of a Service Provider to Provide an Employee Wellness Programme for a Period of One (1) Year for the Railway Safety Regulator

- 3.1. The successful service provider will be required to deliver the following services to the RSR staff:

#### 4. EMPLOYEE ASSISTANCE PROGRAM

| No. | Description of Services  | Frequency |
|-----|--|-----------|
| 1.  | <b>Professional Telephonic Services:</b> <ol style="list-style-type: none"> <li>24/7 via generic toll-free line;</li> <li>Unlimited telephonic counselling.</li> <li>Includes please call me, USSD and SMS Request; and Online.</li> </ol> |           |
| 2.  | <b>Telephonic Life Management Services:</b>  |           |

|           |   |  |
|-----------|---|--|
|           | <ol style="list-style-type: none"> <li>1. Legal Advice; (Not Legal representation but advice)</li> <li>2. Personal Development and Planning Counselling services (Provide advise only for personal development and growth) Financial Advice;</li> <li>3. Family care and support; and</li> <li>4. Health Advice</li> <li>5. Financial Counselling Services,</li> <li>6. Psychosocial counselling,</li> <li>7. Poor Work performance counselling,</li> </ol> |  |
| <b>3.</b> | <b>Offsite Face to Face and Online Counselling Services:</b> <ol style="list-style-type: none"> <li>1. Via MS Teams</li> <li>2. Up to 6 sessions per employee per incident per year; and</li> <li>3. Referral services to external resources where necessary.</li> </ol>  |  |
| <b>4.</b> | <b>Critical Incident Stress Debriefing</b> <ol style="list-style-type: none"> <li>1. 24Hrs Trauma Counselling Line.</li> <li>2. Onsite Group Sessions- 2x Sessions Per Annum</li> </ol>   |  |

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|----|--|--|
| 5. | <b>Managerial Consultancy, Training and Referral Services:</b> <ol style="list-style-type: none"> <li>1. 24-hour Managerial Support and Training via Care Centre Formal Referrals.</li> <li>2. Informal Referrals.</li> <li>3. Custodian Referrals; and</li> <li>4. Post Referral Feedback Report.</li> </ol>  |  |
| 6. | <b>Comprehensive online wellness Programme (Generic).</b> <ol style="list-style-type: none"> <li>1. Wellness Portal; and</li> <li>2. Smartphone Wellness App</li> <li>3. Absenteeism and Presentism Management (Line Management support),</li> <li>4. Online Advisory services and online health Services (Online Wellbeing information Portal and information access),</li> </ol> |  |
| 7. | <b>Communication and Marketing Services (Generic):</b> <ol style="list-style-type: none"> <li>1. Promotional Material (i.e. posters, wallet cards);</li> </ol>   |  |

|           |  |  |
|-----------|--|--|
|           | <ul style="list-style-type: none"> <li>2. 1x Face-to-Face and 1x Virtual Management Presentation Per Annum;</li> <li>3. 3x Face-to-Face and 2x Virtual Employees</li> <li>4. Presentation Per Annum; and</li> <li>5. Electronic Monthly Newsletter.</li> </ul> |  |
| <b>8.</b> | Psycho-social and physical health education and awareness, (to be offered quarterly per region/office) virtually or face to face.  |  |
| <b>9.</b> | Reporting: <ul style="list-style-type: none"> <li>1. Monthly, Quarterly and Annually;</li> </ul>   |  |

## **5. WELLNESS ACTIVITIES**

- 5.1. An annual wellness day should be conducted in each of the RSR Regions and Head Office. The Wellness activities inclusive of physical activities and screening (HIV, Blood pressure, etc.) should be conducted. Venues for the wellness days are excluded from the budget allocated below and will be procured by the Human Resources department.

## **6. Administrative / Compliance Requirements**

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- 6.1. Registration on National Treasury CSD report

- 6.2. Comprehensive quotation (prices must be VAT Inclusive)
- 6.3. Tax Pin & Tax clearance certificate
- 6.4. Fully Completed and signed Standard Bidding Documents (SBD) forms documents
- 6.5. A valid BBBEE certificate or sworn affidavit (on sworn affidavit indicate the day, month and year of the financial year period ie, 31 March 2022)
- 6.6. Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC)
- 6.7. A Copy of the identity document of the company owner(s)
- 6.8. Valid Medical Certificate
- 6.9. Valid South African Social Security Agency (SASSA) registration (**Where applicable**)
- 6.10. Valid National Council for Persons with Physical Disability in South Africa registration (NCPDPSA)

*Failure to submit valid documents listed above (No - 4.5, 4.6, 4.7, 4.8, 4.9, 4.10) for proof of claim specific goals as stipulated in Section 6 below will lead to the service provider not being awarded points for specific goal.*

## **7. Functionality Evaluation Criteria**

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- 7.1. The suitable service provider must demonstrate capacity and capability to execute this project by complying with the functionality criteria on the table below:
- 7.2. The service provider must demonstrate understanding of service required as per specification and provide proposal that meet the requirements. The proposal must provide the methodology/ approach, proposed activities and project plan for the employee wellness programme.

- 7.3. The proposal must take into consideration all elements of employee assistance programme, wellness activities and Leadership support.
- 7.4. Provide the company profile including the establishment of the company including Director(s) profile(s).
- 7.5. The service Provider must provide a proven record that they have provided similar service (reference letters).
- 7.6. Attach CV of proposed project lead only with relevant and proven experience on the brief and assignment.

| No. | Element to be evaluated.            | Evaluation Criteria   | Scoring Criteria  | Max 100 Points |
|-----|-------------------------------------|---|---|----------------|
| 1.  | <b>Methodology and Project Plan</b> | A comprehensive proposal that demonstrates understanding of service required as per specification. The proposal must provide the methodology/ approach, proposed activities and project plan for the EAP for all offices. | <ul style="list-style-type: none"> <li>Meets requirements = <b>35 Points</b></li> <li>Partially meets requirements = <b>20 Points</b></li> <li>No methodology and project plan submitted / Does not meet requirements = <b>0 Point</b></li> </ul> | <b>35</b>      |
| 2.  | <b>Company Profile</b>              | Provide company profile including the establishment of the company.   | <ul style="list-style-type: none"> <li>More than 10 years' experience= <b>15 Points</b></li> <li>8 to below 10 years' experience=<b>10 Points</b></li> </ul>  | <b>15</b>      |



|           |                                    |   |  |           |
|-----------|------------------------------------|---|--|-----------|
|           |                                    | (Submit company profile and CSD registration)   | <ul style="list-style-type: none"> <li>• 4 to below 8 years' experience=<b>7 Points</b></li> <li>• Above 1 year to below 4 years' experience =<b>5 Points</b></li> <li>• Less than 1 year = <b>0 Point</b></li> </ul>  |           |
| <b>3.</b> | <b>Reference Letters</b>           | <p>Proven written record (reference letters) of having provided EAP and /or similar service) in any organisation in the last 5 years.</p> <p>The reference letters must be signed, have company letter head, have contactable details</p> | <ul style="list-style-type: none"> <li>• 4 Letters = <b>20 Points</b></li> <li>• 3 Letters =<b>15 Points</b></li> <li>• 2 Letters =<b>10 Points</b></li> <li>• 1 Letter= <b>5 Points</b></li> <li>• No Letter Submitted=<b>0 Point</b></li> </ul>  | <b>20</b> |
| <b>4.</b> | <b>CV of proposed project lead</b> | CV of lead with relevant experience on the brief or assignment such as managing an employee wellness program and organizing wellness activities. Years of experience to be broken down e.g. (June 2020 – May 2024)                        | <ul style="list-style-type: none"> <li>• From 15 years and above = <b>30 Points</b></li> <li>• From 13 to below 15 years= <b>20 Points</b></li> <li>• From 10 to below 13 years= <b>15 Points</b></li> <li>• From 7 to below 10 years= <b>10 Points</b></li> <li>• Less than 7 years = 0 Points</li> </ul> | <b>30</b> |

Service Providers must attain a minimum threshold of **70 points** or more to be considered for evaluation on the 80/20 Preference Point System.

*Failure to attain the set minimum threshold will result in a disqualification.*

## 8. Evaluation 80/20 Preference Point System

- 8.1. The price quotations will be evaluated in accordance with the pre-scripts of the Preferential Procurement Policy Framework Act (PPPFA) and its regulations, in particular Preference Procurement Regulation 2022 which stipulate **80/20 preference point system for acquisition of goods or services with Rand value equal to or below R50 million (inclusive of all applicable tax).**
- 8.2. **A maximum of 80 points for price and 20 points for the specific goal specified on the request for quotation may be awarded to a Service Provider.**
- 8.3. **Points for the specific goal will be awarded as specified on the table below:**

| NO | SPECIFIC GOALS   | PREFERENCE POINT (OUT OF 20) | PROOF OF CLAIM  |
|----|--|------------------------------|---|
| 1  | An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which | 10                           | <ul style="list-style-type: none"> <li>• Copy of the identity document of the owner(s)</li> </ul> |

|   |   |   |   |
|---|---|---|---|
|   | is <b><i>at least 51% owned by black people</i></b>   |   | <ul style="list-style-type: none"> <li>• A valid SANAS accredited BBEE certificate or a valid BBEE sworn affidavit (whichever is applicable)</li> <li>• Central Supplier Database (CSD) report</li> <li>• Valid company registration documentation that are issued by Companies &amp; Intellectual Property Commission (CIPC)</li> </ul>  |
| 2 | An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is <b><i>at least 51% owned by black women</i></b> | 5 | <ul style="list-style-type: none"> <li>• Copy of the identity document of the owner(s)</li> <li>• A valid SANAS accredited BBEE certificate or a valid BBEE sworn affidavit (whichever is applicable)</li> <li>• Central Supplier Database (CSD) report</li> <li>• Valid company registration documentation that are issued by Companies &amp; Intellectual Property Commission (CIPC)</li> </ul> |
| 3 | An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which  | 3 | <ul style="list-style-type: none"> <li>• Copy of the identity document of the owner(s)</li> <li>• A valid SANAS accredited BBEE certificate or a valid BBEE sworn affidavit (whichever is applicable)</li> </ul>  |

|   |   |   |  |
|---|---|---|--|
|   | is <b><i>at least 51% owned by youth</i></b>  |   | <ul style="list-style-type: none"> <li>• Central Supplier Database (CSD) report</li> <li>• Valid company registration documentation that are issued by Companies &amp; Intellectual Property Commission (CIPC)</li> </ul>  |
| 4 | An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is <b><i>at least 51% owned by person(s) with disabilities</i></b> | 2 | <ul style="list-style-type: none"> <li>• Copy of the identity document of the owner(s)</li> <li>• A valid SANAS accredited BBEE certificate or a valid BBEE sworn affidavit (whichever is applicable)</li> <li>• Central Supplier Database (CSD) report</li> <li>• Valid company registration documentation that are issued by Companies &amp; Intellectual Property Commission (CIPC)</li> <li>• Valid Medical Certificate</li> <li>• Valid South African Social Security Agency (SASSA) registration <b>(Where applicable)</b></li> <li>• Valid National Council for Persons with Physical Disability in South Africa registration (NCPDSA)</li> </ul> |

- 8.4. For Points to be awarded for the specific goals the proof for the claim for such goal must be submitted.

## **9. Technical Enquiries**

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### **9.1. SCM Enquiries**

Mr. Fumani Mabunda

[fumanim@rsr.org.za](mailto:fumanim@rsr.org.za)

### **9.2. Project Manager Enquiries**

Ms. Nthabiseng Raseobi

[nthabisengr@rsr.org.za](mailto:nthabisengr@rsr.org.za)

## **10. Closing Date and Time for responses to this request for quotation**

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- 10.1. The request will be closed on **16 February 2026 at 16h00**. Responses may be emailed to [fumanim@rsr.org.za](mailto:fumanim@rsr.org.za)