



## **DEPARTMENT OF MILITARY VETERANS**

### **TERMS OF REFERENCE FOR THE APPOINTMENT OF THE SERVICE PROVIDER TO RENDER THE EMPLOYEE ASSISTANCE PROGRAMME (EAP) SERVICES IN THE DEPARTMENT OF MILITARY VETERANS FOR A PERIOD OF 24 MONTHS**

#### **1. PURPOSE**

- 1.1. To acquire the services of an external service provider to provide EAP services that are professional, comprehensive, flexible, accessible and responsive, to all employees of the Department of Military Veterans”(hereafter “DMV”) and their immediate households for a period of 2 years.
- 1.2. The Employee Wellness (EHW) services will be utilized by all DMV employees at Head Office and Provincial Offices.

#### **2. BACKGROUND**

- 2.1. The Department of Military Veterans has for the past years operated without an external EHW service provider, and this has created challenges for the department with regard to the effective implementation of the Employee Health and Wellness Programme (EHWP).
- 2.2. DMV seeks to appoint an external service provider to promote the physical, psychological and social well-being of employees, to assist in mitigating the impact of internal and external stresses on employee performance thereby assisting employees to perform optimally in full compliance with the provision of Employee Health & Wellness strategic framework of the Public Service.

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**3. SCOPE**

- 3.1. The primary goal of the EHWP is to empower employees to take ownership of their overall wellbeing and provide them with the necessary support as well as appropriate interventions towards their optimal functioning and productivity in both their work and personal lives.
- 3.2. The total staff component is approximately 230 employees. The age range is between 20 and 65 years old, with the 20-39 year old making up approximately 57% of the total staff component.

**4. PROJECT OUTPUTS AND OUTCOMES**

**The external service provider is expected to provide the following services:**

- 4.1 The service provider should conduct a situational analysis to determine the current position of the department with respect to EHW issues.
- 4.2 The service provider should develop and build in operational controls for the implementation of an effective EHW Management system.
- 4.3 The service provider shall ensure ongoing identification of ill-health determinants as well as impact assessment and evaluation of significant risks.
- 4.4 The external EHWP service Provider will provide psychological and psychiatric counseling to assist DMV employees with personal problems affecting job performance or with the potential to affect job performance.

The EHWP seek to ensure that employees are provided with immediate access to the services required regardless of the nature of the problem, location, language preference and time of the day.

- 4.5 The EHWP services must address amongst others, the psychological, social and wellbeing related issues that are:

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- Family challenges
- Relationship problems
  - Personal budgeting
  - Stress management
- Work-related challenges
- Financial advice
- Substance Abuse
- Legal advice
- Work/ life support

4.6 The services must also include baseline medical services in a form of an onsite clinic twice in a quarter, that provides amongst others, the following professional screening services:

- Hypertension testing
- Cholesterol testing
- Diabetic testing
- Weight management (incl. Meal Plans, Weight Scale, BMI etc.)
- HIV Counselling and Testing (Bi-monthly)
- Vision testing
- Hearing testing
- TB testing
- HIV Counselling and Testing

4.7 Additional age-appropriate, gender specific screenings to include:

- Chlamydia (yearly- for sexually active women)
- PEP care service to those possibly exposed

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- Pap smear
- Bone density (for women between the ages of 50 and 65)
- Prostate Specific Antigen (PSA) for males above the age of 35 years old.

4.8 The service provider shall offer flu vaccinations on a yearly basis.

**NB! All requested specialized services to be included in the quote for the services to be provided and not be quoted separately, i.e. the Service Provider should avail tools/equipment with regards to the above mentioned services.**

4.9 The EHWP service provider shall render a service which consists of a direct, multilingual, confidential and unlimited access to a 24 hour, 7 days a week personal support service with calls answered by fully qualified professional counsellors.

4.10 A Critical Incident Service, offering prompt and professional individual and group trauma debriefing and counselling services to employees and their immediate families exposed to incidents or trauma. Critical Incident Services must be provided within 12 to 48 hours of the traumatic incident and should include on-site incident containment, debriefing and counselling to assist both the affected employee(s) and the department to competently manage and recover from the crisis situation.

4.11 The service provider shall also endeavor to contribute health and wellness articles to the department's newsletter.

4.12 The EHW service provider shall provide assistance with substance abuse management as well as the management of any disease outbreak that may occur.

4.13 The EHW service provider shall provide offer up to eight (8) face to face, short term and solution focused counselling per person per year (per condition) as well as group therapy sessions per case. Referrals to appropriate resources or facilities to be made only in cases where extensive therapeutic and specialized intervention is deemed necessary.

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4.14 The EHW service provider shall provide workplace education, bringing health promotion directly to the employees through a variety of onsite health programs including health fairs, workshops, wellness programs etc.

4.15 The Service Provider shall also be in position to provide life management services that include practical information, education, resources and referrals to assist employees better manage their work-life responsibilities. The three major categories to be covered under life management services are legal, financial and health advice services to DMV employees.

4.16 The Service Provider to co-present during the EHW programme orientation session that will provide DMV employees with information about the scope of the EAP services, in order to ensure optima utilization.

4.17 The service provider to conduct a financial wellness survey to determine the level of indebtedness in the department as well as provide the department with a recommendation report.

4.18 The service provider to conduct ongoing marketing of EAP services during the departmental Wellness Days, Sports days and Fun days and also at the departmental health and wellness events as well as provision of health promotion material or articles on a monthly basis, as per the National Health Calendar and as determined by the EHW officer.

4.19 Provision of health promotion awareness sessions on topics as identified in the National Health Calendar and quarterly reports. A maximum of eighteen (18) sessions per year for the duration of the contract. The EWP service provider shall provide onsite clinic services on a needs basis to all employees at Head Office (2x per quarter).

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4.20 The service provider shall see to Executive Health/ Wellbeing by providing thorough medical, physical and nutritional evaluations with the focus on early detection and prevention; assessing the top risk, assisting to plan a health regiment that they can fit into a hectic lifestyle.

4.21 The service provider shall provide managers and supervisors with the knowledge and skill on how to identify and respond to employees who might be in need of assistance with regard to health and wellness.

4.22 The service provider shall also facilitate the training in emotional intelligence, to empower employees to develop emotional resilience and deal with conflict.

4.23 The EHW service provider needs to be available at the DMV head office and Provincial offices mentioned below:

- Head Office (Pretoria)
- Limpopo Province (Polokwane)
- Mpumalanga Province (Witbank)
- Free State Province (Welkom)
- North West Province (Mafikeng)
- Kwa-Zulu Natal Province (Durban)
- Western Cape Province (Cape Town)
- Northern Cape Province (Kimberly)
- Eastern Cape Province (East London)
- Gauteng Province (Pretoria/Johannesburg)

**NB! There are probabilities of some provincial offices relocating to new sites and thus the service provider should be able to make the necessary changes as per the movements.**

The EWP service is coordinated by the Assistant Director: Employee Health and Wellness (EHW) based in Head Office in Pretoria.

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## **5. REPORTING REQUIREMENTS**

- 5.1 The account manager to coordinate the implementation of the EAP services contract in the department together with the EHW officer as well as assist in monitoring and evaluation in order to measure the return on investment of the EAP services.
- 5.2 The service provider shall provide signed quarterly and annual reports to management with a comprehensive, accurate analysis and interpretations of trends, problem profiles, and possible interventions. The quarterly report to be linked to the department's performance reporting timelines. Invoices should be accompanied by the report for processing of payment.
- 5.2 Regular reviews with the DMV to discuss organizational trends
- 5.3 Quarterly / Ad hoc meeting with the designated official(s) to discuss the uptake of statistics

## **6. DURATION OF CONTRACT**

- 6.1 The duration of the project is twenty four (24) months starting from the date that the contract will be signed with the successful service provider.

## **7. CONFIDENTIALITY OF INFORMATION**

- 7.1 The names of all members of the team must be disclosed prior to approval of the project by DMV. Any amendments, replacement and / or additions should be reduced to writing prior to approval by DMV.

## **8. TAX CLEARANCE CERTIFICATE**

- 8.1 The potential service provider/s is/are must ensure compliance with their tax obligations.

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- 8.2 The potential service provider/s are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.
- 8.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website [www.sars.gov.za](http://www.sars.gov.za).
- 8.4 The potential service provider/s may also submit a printed TCS together with the proposal.
- 8.5 In proposals where consortia / joint ventures / sub-contractors are involved, each party must submit separate proof of TCS / pin / CSD number.
- 8.6 Where no TCS is available but the potential service provider/s is registered on the central supplier database (CSD), a CSD number must be provided.

### **9. COST**

- 9.1 The service provider will be requested to give a quote regarding the work to be undertaken for this project. The total cost must be VAT inclusive and should be quoted using the South African currency (i.e. Rand).
- 9.2 Quotes must be inclusive of all the services to be rendered.
- 9.3 Consultant's rates should be in accordance with the Health Professional Council of South Africa (HPCSA) rates.

### **10. EVALUATION CRITERIA**

- 10.1 Service Providers must submit original and valid B-BBEE Status Level Verification Certificate or certified copies thereof, issued by accredited Verification Agencies by SANAS or Registered Auditor approved by Independent Regulatory Board of Auditor (IRBA), to substantiate their B-BBEE claims. The Exempted Micro Enterprises must submit sworn affidavit signed by Commissioner of Oaths. Service providers who do



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not submit B-BBEE Status Level Verification Certificate are non-compliant contributors to B-BBEE and will not qualify for preference points for B-BBEE.

10.2 The table below depicts the B-BBEE status level of contribution:

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (80/20)</b>
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

- The points scored by the service provider in respect of the points indicated above will be added to the points scored for price.
- Service providers are requested to fully complete preference points claim form in order to claim preference points.
- Only a service provider who has completed and signed the declaration part of the preference point claim form will be considered for B-BBEE status.

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- Points will be rounded off to the nearest 2 decimals.
- In the event that two or more service providers have scored equal total points, the contract will be awarded to the service provider scoring the highest number of points for B-BBEE status. Should two or more service providers be equal in all respects, the award shall be decided by drawing of lots.
- A contract may, on reasonable and justifiable grounds, be awarded to a service provider that did not score the highest number of points.

10.3 The 80/20 point system will be applicable in evaluation of service providers:

Criteria	Criteria guideline	Points
1. Level of experience and expertise	1.1 Relevant experience/technical expertise of the management team members, as well as the Department's account manager. 0-1 year (5 points) 2-4 years (10 points) 5-9 years (15 points) 10+ years (20 points)	20
	1.2 Certified track record of successful previous similar projects undertaken in public sector. 0 – (0 points) 1-4 projects (3) 5-9 projects (5) 10+ projects (10)	10
	1.3 Qualifications of proposed management team members, as well as the department's account manager.  PHD in Social Work or Psychology (10 points) Masters in Social Work or Psychology (7 ) Diploma/Degree in Social Work or Psychology (5 points)	10

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Criteria	Criteria guideline	Points
2. Ability to deliver the required service	<b>Methodology and Approach</b> 2.1 Detailed Proposal addressing all the requirements outlined in the specifications and a clear demonstration in application of the EAPA-SA standards as well as an understanding of the DPSA's EHW Strategic Framework for the Public Service.	25
3. Capacity to deliver	3.1 The service provider has a minimum number of 30 affiliated practitioners throughout SA who are registered with the relevant councils/professional bodies (please attach proof )  3.2 Management of the project (project management approach and implementation strategy) 3.3 Basic facilities, systems and access to equipment needed and efficient delivery of services	20
4. Time frame to deliver	4.1 The service provider's proven ability to deliver services over the stipulated 24 months period.	10
5. Affiliation to EAPA-SA	5.1 The service provider should be a member of EAPA-SA (provide/attach proof)	05

**NB: Proposals will be evaluated firstly on functionality and proven capacity to deliver the service required. A proposal that scores less than 80 points out of a 100 in respect of functionality will be regarded as non-responsive and will be disqualified.**

## **11. SITE INSPECTION**

11.1 The Service Provider must have a fully functional facility (i.e. a functional call center, availability of consultation rooms, waiting area etc.)

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11.2 The department reserves the right to conduct site visits with the shortlisted service providers. Should the service provider not meet the requirements, they will be disqualified.

### **12. TERMS AND CONDITIONS**

12.1 The appointed service provider will enter into a Service Level Agreement prior to commencement of the project.

12.2 The Department reserves the right to terminate the appointment of any part thereof, at any stage of completion should the Department decide not to proceed with the project.

12.3 Should the contract between the Department and the service provider be terminated by either party due to reasons not attributed to the service provider, the service provider will be remunerated for the appropriate portion of work completed.

### **14. FORMAT AND CONTENT OF THE PROPOSAL**

20.1 All the standard bidding documents (SBD) must be completed in all respects by service providers. Failure to comply will invalidate the quote.

### **15. ENQUIRIES**

#### **Technical Enquires:**

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