

RFQ Number	NO-69/2024
Issue Date	14 June 2024
Closing Date	24 June 2024, not later than 23:30pm
Submission Instruction on or before the closing date and time	<p>Please forward your responses either via email or hand delivered on or before the closing date as follows:</p> <p>Via Email - bmasingi@seda.org.za</p> <p>OR</p> <p><u>Hand delivered</u> Small Enterprise Development Agency (Seda) The Fields Office Block A 1066 Burnett Street Hatfield 0833</p> <p>Contact Details Ms B Masingi at Tel: (012) 441-1000 or (012) 441-1226</p> <p><u>Compliance to the *Specification of Goods Required /*Scope of Service Required</u></p> <p>Only price quotations/proposal that met the SCM document assessment , pre-qualification, functionality criteria will be evaluated further on compliance to the <u>exact requirements/scope of services</u>. Failure to meet the exact requirements/scope of services will result in the elimination of the quotation/proposal further evaluation on 80/20 preference points system.</p>

TERMS OF REFERENCE

1. Description

Request to appoint a service provider to provide an Integrated Employee Wellness Program (EWP) to approximately seven hundred and three (703) staff members of the Small Enterprise Development Agency (Seda) for twelve (12) months.

2. Background:

The National Small Business Act 29 of 2004 mandated the Small Enterprise Development Agency (Seda) the mandate to coordinate and provide non-financial support services to Small Enterprises through a network of branches and service providers. Seda has fifty-seven (57) branches nationally and provides business development services to potential and existing entrepreneurs.

3. The objectives of the Employees Wellness Program:

- 3.1 Seda acknowledges that its employees are the organisation's most critical asset. Therefore, the health and wellbeing of the employees should always be taken care of to enhance their resilience and performance, enabling the organisation to realise its strategic goals and objectives optimally.
- 3.2 To demonstrate care and support for the welfare of all employees, Seda invests in an Employee Wellness Program (EWP) to ensure that employees who have health and wellness concerns that may affect their well-being and performance could have access to a wide range of wellness services and thus be encouraged to seek voluntarily assistance on a confidential basis.
- 3.3 This project intends to procure the services of a competent Employee Wellness Program (EWP) service provider who will become a business partner to Seda in offering integrated wellness services.

4. Purpose

This project aims to appoint a competent service provider to offer an integrated Employee Wellness Programme for all seven hundred and three (703) Seda staff nationally (including their dependents).

5. SCOPE OF WORK

- 5.1. Wellness services must be available and accessible to all Seda staff complement of seven hundred and three (703) employees nationally, inclusive of all employees geographically located at Seda offices in all nine (9) Provinces for twelve (12) months.

PROVINCE	Total
Eastern Cape	71
Free State	58
Gauteng	50
Seda National Office - Pretoria (HO)	178
Kwa Zulu Natal	72
Limpopo	51
Mpumalanga	51
Northern Cape	48
Northwest	49
Western Cape	75
Grand Total	703

5.2 EWP Service Requirements

- 5.2.1 The successfully appointed service provider will be required to render the following integrated Wellness services to Seda employees.
- 5.2.2 Telephone Counselling Services - (24/7/365) in all eleven (11) South African official languages.
- 5.2.3 Provide EWP services access via email, SMS, WhatsApp, and USSD call-back service (or any other safe and reliable communication method).
- 5.2.4 Face-to-face counselling services -up to six (6) sessions per individual per incident/case (including immediate family members and dependents).

5.3 Life management services:

- 5.3.1 Legal advice (excluding legal services).
- 5.3.2 Financial wellness consultation and advice.
- 5.3.3 Family matters advice/counselling (incl. but not limited to parenting; adoption, divorce,

teenage pregnancies, bereavement, and loss).

- 5.3.4 Relationship matters.
- 5.3.5 Stress management advice/counselling.
- 5.3.6 Change management counselling and support.
- 5.3.7 Substance misuse/substance use disorder/addiction (incl. but not limited to alcohol, drugs, gambling, pornography).
- 5.3.8 Management Consultation (Managerial Consultancy).
- 5.3.9 Critical Incident Response Service (CISD incl. but not limited to traumatic events, robbery, hijacking, death of loved ones, etc.).
- 5.3.10 Trauma and bereavement group counselling services (including on-site debriefing).
- 5.3.11 24/7/365 Call Centre infrastructure (call centre with a dedicated number).
- 5.3.12 Provide a national network of multi-disciplinary professionals (e.g. registered social workers, psychologists, occupational therapists, financial advisors/consultants, doctors, professional nurses, dietitians/nutritionists, health advisors/promoters, legal advisors, optometrists etc.).
- 5.3.13 Reporting system (monthly, quarterly, and annually).
- 5.3.14 Communication: Develop a customised and relevant wellness marketing strategy.
- 5.3.15 HIV & AIDS counselling, education, and support services.
- 5.3.16 EWP orientation sessions (managers and employees).
- 5.3.17 General Health and Medical Advice (Telephonic).
- 5.3.18 Chronic Disease Management (Telephonic advice and support).
- 5.3.19 Career/work-related matters (excluding labour and ER-related matters)
- 5.3.20 Absenteeism and Incapacity Management/Consultancy.

5.4 Communication and Reporting:

- 5.4.1 Confidentiality: The service provider shall always maintain confidentiality. No one at Seda should have access to personal information regarding any employee or dependent without the employees' written consent.

5.5 The service provider shall present reports as follows:

- 5.5.1 Monthly service utilisation statistics are to be submitted by the 5th of each month.
- 5.5.2 Quarterly performance and utilisation-based reports.
- 5.5.3 Annual statistics and trends analysis with recommendations.

5.6 General Requirements

- 5.6.1 A 24/7/365 days Call Centre infrastructure with a dedicated call number and Call Centre Agents with the capacity to communicate in all eleven (11) South African official languages.
- 5.6.2 Dedicated and capable Account Manager.

6. Project Deliverables

- 6.1 Compile and submit an EWP (monthly, quarterly & annual) report which should include the following:

6.1.1 A brief description of services rendered;

- 6.1.1.1 Number of employees reached, gender, and provincial representation breakdown.
- 6.1.1.2 Challenges experienced during service delivery.
- 6.1.1.3 Successes.
- 6.1.1.4 Observations/analysis
- 6.1.1.5 Recommendation.

7. Time Frames

- 7.1 A period of twelve (12) months from the date of signing the contract by all parties.

8. Information required in the proposal:

- 8.1 Company profile.
- 8.2 Proof of relevant national multi-disciplinary professionals in all the provinces.
- 8.3 Proof of affiliation with the Employee Assistance Professional Association of South Africa (EAPA-SA).
- 8.4 Previous experience in conducting EWP projects. At least six (6) traceable references with contact details;
- 8.5 Call Centre details of previous EWP projects.
- 8.6 Detailed cost breakdown.
- 8.7 Project Plan.

9. Evaluation of Price Quotations/Proposals**9.1 Phase 1: SCM Document Assessment Criteria**

The following assessment will form the basis of the evaluation all price quotations and failure to comply may result in the elimination of the price quotation for further evaluation:

- Submission of completed and signed SBD 4; and
- Submission of completed and signed SBD 6.1 documents.

9.2 Phase 2: Pre-qualification Criteria

The following pre-qualification criteria will form the basis of the evaluation all price quotations, and failure to comply will result in the elimination of the price quotation for further evaluation:

- Proof of affiliation with the Employee Assistance Professional Association of South Africa (EAPA-SA).

9.3 Phase 3: Functionality Criteria

The following criteria will be used for evaluating all price quotations/proposal that met the pre-qualification of which a score of a minimum of **(70 points)** for functionality to qualify for further evaluation.

	Functionality Criteria	Points Allocation
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1.	Experience / Track Record For this request, the service provider will have to provide details of experience and expertise in conducting Corporate Integrated Employee Wellness Programs for small enterprises or government departments and/or private sector organisations. <u>A minimum of six (06) projects / or organisations with references and contact details are required:</u> <ul style="list-style-type: none"> ➤ 1 - 2 Projects = 5 points ➤ 3 - 4 Projects = 10 points ➤ 5 - 6 Projects = 20 points 	20
2.	Technical Ability and Capability	
	Provide Company Profile	20
	Provide proof of staff compliment across all nine (9) provinces	10
	Provide proof of call centre infrastructure with a dedicated Manager	5
	24/7/365 Helpline number	5
	Curriculum Vitae (CVs) of the Facilitator/Account Manager, highlighting experience in conducting Employee Wellness activities, incl. EAPA-SA registration	10
	Programme / Services at the Corporate level	10
	Describe the Employee Wellness Program methodology and approach that will be used in delivering this service	10
	Provide a detailed Project Plan with time frames.	10
Total Points: <i>A FUNCTIONALITY SCORE OF LESS THAN SEVENTY (70) POINTS WILL ELIMINATE THE PROPOSAL FOR FURTHER EVALUATION</i>		100

9.4 Phase 4: Preference Points System

Only qualifying price quotations that achieved the minimum points for functionality will be evaluated further on the 80/20 preference points system as follows:

	Preference Point Criteria	Points Allocation
1.	Price	80
2.	Specific Goals as per the SBD 6.1	20
Total Points		100

Specific Goals and points claimed are indicated per table below:

The specific goals allocated points in terms of this RFQ									Number of points allocated (80/20 system)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Micro Enterprise									8	
Small Enterprise									6	
Medium Enterprise									3	
Large Enterprise									1	
BBBEE Level Ownership									6	
L1	L2	L3	L4	L5	L6	L7	L8	L0		
6	5.25	4.50	3.75	3	2.25	1.5	0.75	0		
Targeted Group: Youth									2	
Target Group: Non-Youth									1	
Spatial: Rural and Townships									4	
Spatial: City									1	

10. TERMS AND CONDITIONS

- a) Price quotations submitted must be inclusive of all costs and applicable taxes (VAT) and be valid for a period of at least 30 days.
- a. The hourly rates of consultants must be in accordance with the rates issued and determined by the South African Institute of Chartered Accountants, Department of Public Service and Administration or the body regulating the profession of the consultant (if applicable).
- b. Consultant's travel arrangements must be in line with government's travel cost containment measures [air travel, vehicle hire, accommodation rates, claiming kilometres according to the rates set by the Department of Transport] (if applicable).
- c. No late price quotations will be accepted under any circumstances.
- d. Suppliers/service providers submitting price quotations must be registered on the National Treasury Central Supplier Database (CSD).
- e. Failure to submit a valid Sworn Affidavit (EME) or an original/certified valid B-BBEE Status Level Verification Certificate (other than EME or QSE), CIPC, Copy of Utility Bill/Lease Agreement/Title Deed will result in no preference points being awarded for Specific Goals.

- f. Suppliers/service providers must complete and return all the required documents, failing which, the supplier/service provider's quotation will be declared invalid.
- g. This RFQ is subject to the National Treasury's General Conditions of Contract (GCC) that can be accessed on the following link:

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf>

Seda wishes to thank you in advance for your price quotation.