



REQUEST FOR BID

The South African Qualifications Authority (SAQA) invites all Interested parties to submit bids for requirements stipulated below:

DOCUMENT NUMBER:	RFQ2026/27-24
RFB ISSUE DATE:	26 May 2026
RFB CLOSING DATE AND TIME:	01 June 2026 @ 11:00
RFB VALIDITY PERIOD	90 Days (from RFQ closing date)
DESCRIPTION:	To appoint a professional service provider for employee wellness services to SAQA for 36 months.
PERIOD	36 months
RESPONSES/SUBMISSIONS	All responses/submissions should be sent to rfq@saqa.org.za
ENQUIRIES	Please direct all enquiries to: Mr Kyle Govender – 083 628 3320 E-Mail Address: kgovender@saqa.org.za

SECTION 1: TERMS OF REFERENCE

1. INTRODUCTION

- 1.1 The National Qualifications Framework (NQF) Act, 67 of 2008 mandates SAQA to oversee the further development and implementation of the NQF, advance its objectives, and co-ordinate the three Sub-Frameworks.
- 1.2 The objectives of the NQF are designed to contribute to the full personal development of each learner and the social and economic development of the nation at large.
- 1.3 By implication, therefore, SAQA as the custodian of the NQF plays an influential role in the entire education and training sector.

2. PURPOSE

- 2.1 SAQA intends to appoint a service provider for Employee Wellness Services for a period of 36 months.

3. SCOPE OF WORK

- 3.1 The appointed service provider will deliver a comprehensive **Employee Wellness Programme (EWP)** in line with SAQA's service level standards. The scope of services includes, but is not limited to, the following, **as and when required**:
 - 3.2 **Employee Assistance Programme (EAP)**
 - 3.11 Provision of as and when needed counselling services on various conditions (up to 8 sessions per person per year, per condition) for employees and household family members.
 - 3.12 Trauma debriefing and critical incident support within 12–48 hours of exposure.
 - 3.13 24/7 confidential helpline and crisis call services.
 - 3.14 Qualified and registered psychologists to deliver all counselling.
 - 3.3 **Health Management**
 - 3.3.1 On-site nurse services (quarterly or as required) for health screening (BMI, cholesterol, glucose, blood pressure and related tests).
 - 3.3.2 Annual flu vaccines.
 - 3.4 **Wellness Management**
 - 3.4.1 Provision of monthly wellness newsletters that are aligned to the health awareness calendar.
 - 3.4.2 Provision of wellness information sessions for staff as required.
 - 3.5 **Wellness Interventions**
 - 3.5.1 Organisation of wellness days where employees have access to fun activities and wellness related interventions.
 - 3.5.2 Outsourcing permitted where services are not directly offered by the provider.
 - 3.6 **Workshops (Targeted interventions)**
 - 3.6.1 The service provider is expected to develop and implement targeted programs or interventions aimed at addressing specific challenges. This will include but are not limited to:

- Health and wellbeing days (Men and women)
- Stress management
- Gender based violence.
- Financial planning
- Physical Training

3.7 Incapacity Management

3.7.1 Assistance with incapacity cases, including arrangement of second medical opinions.

3.8 Programme Management and Administration

3.8.1 Dedicated account manager and case management team.

3.8.2 Ongoing liaison with SAQA HR, including quarterly utilisation and ad hoc reporting.

4. SERVICES LEVELS AND APPLICABLE PENALTIES

Minimum Service Level	Target	Penalty
Provide employee wellness services as agreed, as and when needed	100% compliance as agreed	10% of invoice per incident where compliance is not met.
Quarterly reporting as agreed	100% compliance as agreed	10% of invoice per incident where compliance is not met.
Quality of wellness service as agreed	100% compliance as agreed	10% of invoice per incident where compliance is not met.

5. EVALUATION CRITERIA

The bid will be evaluated in two (2) stages:

- a) Stage 1: Administrative requirements
- b) Stage 2: Mandatory requirements
- c) Stage 3: Price and preference points.

5.1. STAGE 1: ADMINISTRATIVE REQUIREMENTS

Bidders must ensure that all standard bid documents are signed, and the Central Supplier Database (CSD) report or Unique Number or Supplier number from the CSD is attached to the proposal.

NB: BIDDERS ARE TO COMPLY WITH THE RFQ SPECIAL CONDITIONS

5.2. STAGE 2: MANDATORY REQUIREMENTS

5.2.1 Bidders must comply with all mandatory requirements to qualify to be evaluated for Price and Preference Points evaluation,

5.2.2 Bids who do not comply with the following mandatory requirements will be disqualified by SAQA:

Document	Mark (X) for Attached documents
Provide proof of registration with the Employee Assistance Professional Association of South Africa (EAP-SA). A valid membership certificate must be provided.	
Provide a minimum of two (2) formal reference letters from clients where Employee Wellness Services were rendered. The reference letters should: <ul style="list-style-type: none"> • Be on the client's letterhead. • Be signed. • Indicate the work done 	

5.3. STAGE 3: PRICE AND PREFERENCE POINTS

All bidders that have passed the administrative requirements will be evaluated in terms of the 80/20 system prescribed by SAQA in line with PPR 2022 as follows:

- i. **80** Points for pricing.
- ii. **15** preference points for the company that has at least 51% black ownership.
- iii. **5** preference Points for the company that has at least 30% black woman ownership.

Bidder's must submit the certified B-BBEE Certificates copies/Sworn Affidavits indicating ownership percentage to claim the preference points.

5.4. PRICE SCHEDULE

- 5.4.1 Bidders to provide pricing for evaluation purposes.
- 5.4.2 The quoted rates will be applicable for the duration of the contract, including escalations for the following years.
- 5.4.3 SAQA will be requesting the services through an email request, and the successful bidder should be able to deliver within 1 week.
- 5.4.4 The below services will be requested on an as and when needed basis.
 In cases where SAQA requires additional wellness services, a quotation will be sourced from the successful service provider for consideration and SAQA is not obliged to procure such from the successful service provider. If SAQA deems the quote to be expensive or excessive it will reject the Quote.

NAME OF BIDDER		BID NUMBER: SAQA RFQ2026-27-24	
Specifications Services to be provided on an as and when required basis	Number (estimated for evaluation purposes only)	Unit cost in Rands	Total cost incl of all applicable taxes
Provision of Employee Assistance (EAP) counselling services.	5 Employees per month	R.....	R.....
Provision of health screening	120 Employees per year	R.....	R.....
Provision of Flu vaccines	30 Employees per year	R.....	R.....
Provision of monthly wellness newsletters	Monthly	R.....	R.....
Provision of wellness information sessions	Monthly	R.....	R.....
The provision of wellness interventions for wellness days.	100 Employees per quarter	R.....	R.....
Provision of Incapacity Management services.	1 Employee per year	R.....	R.....
Total for year 1 Inclusive of all Applicable Taxes			
Total for year 2 Inclusive of Applicable Taxes and Escalations			
Total for year 3 Inclusive of Applicable Taxes and Escalations			
Grand Total for a period of 3 years			

6. RFQ Special Conditions

- 6.1. Bidders should submit the recent National Treasury (CSD) Central Supplier Database's report.
- 6.2. Bidders are required to submit an original or certified copy of the B-BBEE certificate or Sworn Affidavit as per the B-BBEE Act. The SANAS Logo should be visible on the B-BBEE Certificate.
- 6.3. Bidders must complete, sign, and submit the attached SBD 4 and SBD 6.1 forms.
- 6.4. The proposal and required documents must be submitted using the PDF format only, through email to rfq@saqa.co.za
- 6.5. In Instances, where brand names are mentioned, SAQA will accept equivalent items that have similar specifications.
- 6.6. The National Treasury's General Conditions of Contract (GCC) will apply and is enforceable on this RFQ.
- 6.7. The RFQ will be evaluated in terms of the 80/20 system prescribed by the Preferential Procurement Policy Framework Act (PPPFA).

7. PROTECTION OF PERSONAL INFORMATION

- 7.1. In this clause, the words "personal information", "processing" and "responsible party" have the meanings ascribed to them in the Protection of Personal Information Act, 2013 (Act No.4 of 2013).
- 7.2. SAQA will comply with the Protection of Personal Information Act, 2013 (Act No.4 of 2013, (POPIA) by lawfully processing personal information submitted by bidders in accordance with the conditions of lawful processing as set out in POPIA.
- 7.3. All bidders must comply with their obligations as set out in POPIA for which they are a Responsible Party before sharing any information with SAQA.
- 7.4. SAQA will not be held liable for any non-compliance with the provisions of POPIA or unlawful processing or sharing of information by a bidder.