



ANNEXURE A SCOPE OF REQUIREMENTS

CEF SOC Employee Wellness Program aims to provide its employees with a program that will ensure that employees achieve a work/life balance. The service provider should be able to offer 24 hours proactive and reactive wellness services for all employees and their immediate family members **including CEF sponsored external bursars on an “as and when” required basis.** It must be noted that CEF has a total of +/-120 day and shift workers located at their offices in Sandton, Simba complex and some outside Gauteng provinces.

Life-related problems can affect employees' mental, physical, and emotional health, and if not attended timely, may result in life-threatening cases. Hence, CEF SOC realized that fostering a wellness program improves employee health behaviour, increases productivity, improves employee engagement, reduces stress level which ultimately leads to a productive workforce and excellent employee retention.

The appointed service provider key responsibilities will include:

- Trauma interventions (workplace and personal critical incident debriefing and counselling).
- Death of a family member, miscarriage, domestic violence, sexual, physical and emotional abuse, rape, assault, hijacking, accidents, emotional problems, psychiatric disorders or abnormal behaviours.
- Face to face counselling services. Up to six (6) face to face counselling sessions per incident.
- Stress management program.
- Alcoholic/Narcotics/Gambling anonymous assessments and referrals
- Counselling and Dealing with Addictions.
- Mental & dread disease specialists.
- Bereavement consultant.



- Unlimited 24/7/365 care centre counselling services for employees and family members.
- 24/7/365 hours professional toll-free support line
- Unlimited Telephonic emotional /psychosocial counselling
- Unlimited telephonic legal and financial advice and assistance (during business hours)
- Brief and short-term counselling
- Trauma and critical incident response and support (defusing and debriefing) limited to two (2) sessions per annum. If additional sessions are required, the pricing in pricing schedule below shall apply.

Reports:

- A quarterly report of the utilization of the services.



ANNEXURE B EVALUATION CRITERIA

Phase 1 – Mandatory requirements

At this phase bidders must submit the required supporting documents to substantiate compliance to the following requirement. It must be noted that if the Bidder does not meet any of the requirements, the bidder will be disqualified and not be evaluated further.

Description	Comply	Not comply
1. The bidder must submit proof of registration with the health professional council of South Africa (HPCSA)		
Substantiate/comments		



Phase 2: Functionality evaluation

Bidders will be evaluated according to the technical evaluation criteria below. Minimum Technical Threshold is **75%**. It must be noted that if the Bidder does not meet the **75%** minimum threshold, the bidder will be disqualified and not be evaluated further.

1. Experience of the Bidder			
<u>Details of past projects:</u> The bidder must demonstrate experience in offering Employee wellness program (EAP).			
The bidder must submit as proof signed reference letters detailing similar work rendered to past or current clients.			
These letters must be on a client's letterhead and must include the client's name and client's contact details.			
5 and more reference letters	5	Signed reference letters on client letter head and with contactable details	30%
4 reference letters	4		
3 reference letters	3		
2 reference letters	2		
1 reference letter	1		
No reference letter submitted /irrelevant letters submitted	0		



2. Experience of the Business manager /project lead

The business manager must have proven knowledge and experience of managing wellness projects, including providing relevant reports and suggesting wellness initiatives.

The bidder must submit a CV of their lead demonstrating their years of working experience.

NB: The bidder must clearly indicate who their team lead is for ease of evaluation

Bidder's team lead has 10 and more years of relevant experience	5	CV of the Bidder's team lead	20%
Bidder's team lead has > 5 years but less than 10 years of relevant experience	4		
Bidder's team lead has 5 years of relevant experience	3		
Bidder's team lead has >3 but less than 5 years relevant experience	2		
Bidder's team lead has 3 years relevant experience	1		
Bidder's team lead has less than 3 years relevant experience	0		



3. Experience of the support resource (i.e., Project coordinator/Administrator)

The project coordinator/administrator must have proven knowledge and experience of coordinating wellness projects.

The bidder must submit a CV of their support resource demonstrating their years of working experience.

NB: The bidder must clearly indicate who their support resource is for ease of evaluation

Bidder's team lead has 5 and more years of relevant experience	5		10%
Bidder's team lead has > 3 years but less than 5 years of relevant experience	4		
Bidder's team lead has 3 years of relevant experience	3		
Bidder's team lead has >1 but less than 3 years relevant experience	2		
Bidder's team lead has 1-year relevant experience	1		
Bidder's team lead has less than 1-year relevant experience	0		



4. Bidder's well programme (i.e. EAP/EWP)

Bidder must submit in their proposal details of what their EAP/EWP program entails and offers

Bidder has a Comprehensive EAP solution	5	Bidder's Employee wellness /Assistance Programme	40%
Bidder has an average EAP solution	3		
Bidder has a poor EAP solution	1		
No details of Bidder's EAP solution provided	0		



Phase 3: Commercial evaluation (Based on price and specific goals)

CEF (SOC) Ltd will utilise the following formula in its evaluation of commercial offers:

[Weighted score 80 points]

$$PS = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where:

Ps = Score for the Tender under consideration

Pt = Price of Tender under consideration

Pmin = Price of lowest acceptable Tender

Preference points/specific goals criteria

[Weighted score 20 points]

Specific goals / Preference Points Claim

Evaluation Criteria	Final Weighted Scores
Price	80
Specific goals	20
TOTAL SCORE:	100

A maximum of 20 points will be awarded to a tenderer for specific goals specified for the tender/RFQ as follows:

Specific goals	Points
Historically disadvantaged individual (HDI)	
Enterprises with ownership of 51% or more by person/s who are black	10
Enterprises with ownership of 51% or more by person/s who are women	5
Enterprises with ownership of 51% or more by person/s who are youth	3
Enterprise with ownership of 10% or more by person/s with disability	2
Total	20

Tenders must submit their B_BBEE certificate issued by an authorized body or person or a B_BBEE sworn affidavit to claim preference points.

The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

The contract must be awarded to the tenderer scoring the highest points.

If two or more tenders score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for specific goals, and if two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots.



ANNEXURE C PRICING SCHEDULE

YEAR 1(2023-2024)

CAPACITATED FEES-FIXED COSTS

Description	Number of CEF employees including bursar students	Rate per capita/Cost per employee per month (Excl. VAT)	Total fixed cost per month (Excl.VAT)	Total fixed cost per month (Incl.VAT)	Total cost per annum (Incl. VAT)
1. Employee Assistance programme (EAP/EWP)-Core services including quarterly services usage reporting (based on total CEF employees)	120				



ADDITIONAL SERVICE OFFERINGS-on an “as and when required” basis.

Description	Number of visits per annum	Total cost per visit (Excl. VAT)	Total cost per visit (Incl. VAT)	Total cost per annum (Incl. VAT)
2. Visits annually	1			

Description	Estimated Number of cases per annum	Cost per case assessment (Excl.VAT)	Cost per case assessment (Incl.VAT)	Total cost per annum (Incl. VAT)
3. Individual sick leave case assessments				
3.1 Short/desktop sick leave analysis	2			
3.2 Detailed sick leave analysis and recommendations	1			
3.3 Incapacity case	1			



Description	Estimated Number of sessions per annum	Cost per session (Excl. VAT)	Cost per session (Incl. VAT)	Total cost per annum (Incl. VAT)
4. Group Critical Incident Stress Debriefing Session	2			

Description	Estimated Number of Interventions per annum	Cost per Training /workshop (Excl. VAT)	Cost per Training /workshop (Incl. VAT)	Total cost per annum (Incl. VAT)
5. Workshops and Training interventions				
5.1. Wellness Awareness sessions- initiatives (1 hour)	2			
5.2 Wellness Information session (2 hours)	3			
5.3 Half Day Wellness education (morning until noon)	1			

Description	Estimated number of employees on site per wellness day	Cost per test (Excl. VAT)	Cost per test (Incl. VAT)	Total Cost (Incl. VAT)
6. Wellness days and Health Risk Assessments				
6.1. Health Risk Assessment –Including Blood pressure, Glucose, Cholesterol, BMI per test	50			



6.2 Voluntary HIV counselling and Testing per test	50			
6.3 All in one HRA and HCT test per test	50			

Description	Total cost per annum (Incl. VAT)
Total cost estimate Year 1(2023-2024)	



YEAR 2(2024-2025)

CAPACITATED FEES-FIXED COST

Description	Number of CEF employees including bursar students	Rate per capita/Cost per employee per month (Excl. VAT)	Total fixed cost per month (Excl.VAT)	Total fixed cost per month (Incl.VAT)	Total cost per annum (Incl. VAT)
1. Employee Assistance programme (EAP/EWP)-Core services including quarterly services usage reporting (based on total CEF employees)	120				



ADDITIONAL SERVICE OFFERINGS-on an “as and when required” basis.

Description	Number of visits per annum	Total cost per visit (Excl. VAT)	Total cost per visit (Incl. VAT)	Total cost per annum (Incl. VAT)
2. Visits annually	1			

Description	Estimated Number of cases per annum	Cost per case assessment (Excl.VAT)	Cost per case assessment (Incl.VAT)	Total cost per annum (Incl. VAT)
3. Individual sick leave case assessments				
3.1 Short/desktop sick leave analysis	2			
3.2 Detailed sick leave analysis and recommendations	1			
3.3 Incapacity case	1			



Description	Estimated Number of sessions per annum	Cost per session (Excl. VAT)	Cost Per session (Incl. VAT)	Total cost per annum (Incl. VAT)
4. Group Critical Incident Stress Debriefing Session	2			

Description	Estimated Number of Interventions per annum	Cost per Training /workshop (Excl. VAT)	Cost per Training /workshop (Incl. VAT)	Total cost per annum (Incl. VAT)
5. Workshops and Training interventions				
5.1. Wellness Awareness sessions- initiatives (1 hour)	2			
5.2 Wellness Information session (2 hours)	3			
5.3 Half Day Wellness education (morning until noon)	1			

Description	Estimated number of employees on site per wellness day	Cost per test (Excl. VAT)	Cost per test (Incl. VAT)	Total Cost (Incl. VAT)
6. Wellness days and Health Risk Assessments				
6.1. Health Risk Assessment –Including Blood pressure, Glucose, Cholesterol, BMI per test	50			



6.2 Voluntary HIV counselling and Testing per test	50			
6.3 All in one HRA and HCT test per test	50			

Description	Total cost per annum (Incl. VAT)
Total cost estimate Year 2(2024-2025)	



YEAR 3(2025-2026)

CAPACITATED FEES-FIXED COSTS

Description	Number of CEF employees including bursar students	Rate per capita/Cost per employee per month (Excl. VAT)	Total fixed cost per month (Excl.VAT)	Total fixed cost per month (Incl.VAT)	Total cost per annum (Incl. VAT)
1. Employee Assistance programme (EAP/EWP)-Core services including quarterly services usage reporting (based on total CEF employees)	120				



ADDITIONAL SERVICE OFFERINGS-on an “as and when required” basis.

Description	Number of visits per annum	Total cost per visit (Excl. VAT)	Total cost per visit (Incl. VAT)	Total cost per annum (Incl. VAT)
2. Visits annually	1			

Description	Estimated Number of cases per annum	Cost per case assessment (Excl.VAT)	Cost per case assessment (Incl.VAT)	Total cost per annum (Incl. VAT)
3. Individual sick leave case assessments				
3.1 Short/desktop sick leave analysis	2			
3.2 Detailed sick leave analysis and recommendations	1			
3.3 Incapacity case	1			



Description	Estimated Number of sessions per annum	Cost per session (Excl. VAT)	Cost Per session (Incl. VAT)	Total cost per annum (Incl. VAT)
4. Group Critical Incident Stress Debriefing Session	2			

Description	Estimated Number of Interventions per annum	Cost per Training /workshop (Excl. VAT)	Cost per Training /workshop (Incl. VAT)	Total cost per annum (Incl. VAT)
5. Workshops and Training interventions				
5.1. Wellness Awareness sessions- initiatives (1 hour)	2			
5.2 Wellness Information session (2 hours)	3			
5.3 Half Day Wellness education (morning until noon)	1			

Description	Estimated number of employees on site per wellness day	Cost per test (Excl. VAT)	Cost per test (Incl. VAT)	Total Cost (Incl. VAT)
6. Wellness days and Health Risk Assessments				
6.1. Health Risk Assessment –Including Blood pressure, Glucose, Cholesterol, BMI per test	50			



6.2 Voluntary HIV counselling and Testing per test	50			
6.3 All in one HRA and HCT test per test	50			

Description	Total cost per annum (Incl. VAT)
Total cost estimate Year 3(2025-2026)	

SUMMARY OF THE COSTING

Description	Total cost (Incl. VAT)
Total cost estimate Year 1(2023-2024)	
Total cost estimate Year 2(2024-2025)	
Total cost estimate Year 3(2025-2026)	
Total offer to CEF (All inclusive) =Year 1 + Year 2 + Year 3 costs	