



REQUEST FOR PROPOSAL

FOR

HEALTH AND WELLNESS SERVICES

Issue Date: 31 July 2026

Response Deadline: 12 August 2026 @ 09:00am

1. INTRODUCTION

The Technology Innovation Agency (TIA) was established in terms of the TIA Act, 2008 (Act No. 26 of 2008), with the objective of stimulating and intensifying technological innovation to improve economic growth and the quality of life of all South Africans. In line with the approved TIA 2.0 Corporate Strategy, TIA is repositioning itself as both an innovation curator and a curator within the National System of Innovation, with a stronger focus on strategic partnerships, capability building, organisational agility, culture renewal, digital transformation, and measurable socio-economic impact. The Employee Wellness Programme must therefore be a strategic enabler of TIA 2.0 by supporting a resilient, psychologically safe, high-performing and engaged workforce able to deliver on the Agency's evolving mandate.

2. BACKGROUND

- 2.1. TIA seeks to appoint a suitably qualified and experienced service provider to deliver an integrated Employee Wellness Programme for eligible employees and their immediate family members, aligned to TIA 2.0, the Employee Value Proposition, culture renewal priorities and the wellness risks identified through recent wellness reporting.
- 2.2. The wellness programme must respond to the current challenges reflected in the HRRESCO wellness report, including elevated levels of work-related stress and anxiety, low morale, perceived lack of trust between employees and managers, conflict and team-dynamics concerns, workplace bullying and harassment allegations, work overload, burnout, work-life imbalance, confidentiality concerns, financial wellness pressures, family-related concerns and health-risk indicators such as hypertension, cholesterol, obesity and stress.
- 2.3. The appointed service provider will be expected to provide proactive, confidential, data-driven and preventative wellness services that strengthen employee resilience, leadership capability, psychological safety, culture alignment, change readiness and workforce stability .

Please note that:

- (i) The costs of preparing the proposal and of negotiating the contract are not reimbursable as a direct cost of the project;
- (ii) TIA is not bound to accept any of the Proposals submitted;

- (iii) The decision to award a contract is based on experience, qualifications and price to achieve the outlined requirements and specific goals.
- (iv) **For background information about TIA, vendors must visit our website at: www.tia.org.za**

3. SCOPE OF WORK

The Service provider must be able to provide a 24 Hour, 7/365 days toll free help line and Call me back services, WhatsApp call centre with suitable qualified professionals. Provide psychosocial services inclusive but not limited to the following:

- 3.1. Provide a wellness programme that will be an enabler to the organisation's initiatives, including culture renewal, change management, leadership development, employee engagement, psychological safety, workforce resilience and the evolving capability requirements of the Agency.
- 3.2. Develop and implement targeted interventions addressing work-related stress and anxiety, burnout, low morale, work-life imbalance, conflict management, bullying and harassment awareness, trust-building, change fatigue, leadership communication and employee resilience.
- 3.3. Provide executive and senior-management wellness support, including coaching, confidential counselling, resilience support, leadership soft-skills development and wellness optimisation interventions to enable leaders to role-model TIA values and support employees through organisational transition.
- 3.4. Offer hybrid and accessible wellness channels, including toll-free, WhatsApp, email, virtual, onsite and regional support, with clear communication to employees on confidentiality, access routes and available services.
- 3.5. Provide preventative health-risk management interventions, including wellness days, health screenings, lifestyle coaching and awareness campaigns addressing chronic ailments, physical activity, substance abuse and chronic disease management.
- 3.6. Provide data analytics, dashboards, trend analysis and practical recommendations that link wellness utilisation, presenting problems, absenteeism risk, engagement indicators and organisational culture themes to the TIA 2.0 people agenda.

The services may include:

- Counselling in all official languages
- Bereavement and loss

- Family and relationship problems
- Work related interventions (performance, conflict and group and team dynamics etc.)
- Psychological and mental health related conditions
- Chronic and life-threatening diseases, awareness management and support,
- Financial management and planning
- Self- empowerment and improvement programmes
- Interpersonal communication
- Prevention and management programmes in relations to (Alcohol, gambling and substance abuse etc.)
- Legal advisory services
- Health Risk Assessment and lifestyle management
- Provide an annual program of planned wellness activities including wellness days and online webinars
- Monthly and quarterly reports
- Board Presentations
- Health awareness information and desk- drops
- Presentations on wellness events throughout the year or during staff addresses
- Management and Employee Referral Services
- Employee and Managers training on a range of wellness topics
- Mediation sessions
- Senior Management Team Engagements
- Monthly webinars as and when required.
- Team interventions

4. MINIMUM REQUIREMENTS

- a) A minimum of five (5) years of experience in Employee Health and Wellness Service Provision
- b) CVs of team members must be attached
- c) A functional 24 Hours, 7/365 days toll free call centre
- d) Demonstrated experience in delivering integrated wellness, organisational culture, change management, leadership coaching, psychological safety, resilience, employee engagement and health-risk management interventions in complex public-sector, science, technology, innovation or similar environments.

5. REPORTING REQUIREMENTS

- The Service Provider shall provide signed monthly, quarterly and annual reports to management with a comprehensive accurate analysis and interpretation of trends.
- They shall proactively identify and report potential red flags for intervention.
- Reports must specifically identify wellness trends, including change fatigue, morale, psychological safety, leadership capability, conflict and team dynamics, work-life balance, stress, burnout, confidentiality concerns and health-risk patterns.
- The Service Provider must provide evidence-based recommendations and action plans that enable HR, EXCO and relevant governance committees to monitor progress against the Employee Value Proposition, culture renewal, leadership development and employee wellbeing priorities.
- Attend the Employee Benefits Committee on a quarterly basis.

6. DURATION OF CONTRACT

The duration of the contract shall be 24 months with a possibility to renew for a further 12 months depending solely on TIA's discretion. All service providers must include pricing for the third year to inform TIA's renewal decision.

7. PROPRIETARY INFORMATION

TIA considers this Request for Proposal (RFP) and all related information, either written or verbal, which is provided to the Bidder, to be proprietary to TIA. It shall be kept confidential by the Bidder and its officers, employees, agents and representatives.

The Bidder shall not disclose, publish, or advertise this specification or related information in part or as a whole to any third party without the prior written consent of TIA. This applies regardless of whether the recipient of this RFP responds with a proposal or not.

8. Enquiries & Responses

All communication and enquiries regarding this proposal shall be submitted in writing to mapule.msiza@tia.org.za with "Health and Wellness" as the subject.

9. Medium of Communication

All documentation submitted in response to this RFP must be in English.

10. Verification of Documents by the service provider

Respondents should check the numbers of the pages to satisfy themselves that none is missing or duplicated. No liability will be accepted by TIA in regard to anything arising from the fact that pages are missing or duplicated.

11. Submission of RFPs

The proposal should be submitted via e-mail to: mapule.msiza@tia.org.za

12. General Terms and Conditions

The Respondent is responsible for all costs incurred in the preparation and submission of the proposal.

Kindly note that TIA is entitled to:

- 9.1 Amend any RFP conditions, validity period, specifications, or extend the closing date and/or time of RFPs before the closing date. All Respondents, to whom the RFP documents have been issued, will be advised in writing of such amendments in good time;
- 9.2 Verify any information contained in a proposal;
- 9.3 Not to appoint any bidder;
- 9.4 Vary, alter, and/or amend the terms of this RFP, at any time prior to the finalisation of its adjudication hereof;
- 9.5 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a proposal, or cancellation of any subsequent contract.
- 9.6 TIA reserves the right not to accept the lowest proposal or any proposal in part or in whole. TIA normally awards the contract to the Bidder who proves to be fully capable of handling the contract and whose Proposal is technically acceptable and/or financially advantageous to TIA. Appointment as a successful contractor shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement within 30 days from the appointment date, TIA shall be entitled to appoint the contractor who was rated second, and so on.

- 9.7 TIA also reserves the right to award this RFP as a whole or in part without furnishing reasons.
- 9.8 TIA also reserves the right to cancel or withdraw from this RFP as a whole or in part without furnishing reasons and without attracting any liability.
- 9.9 The Bidder hereby offers to render all of the services described in the attached documents (if any) to TIA on the terms and conditions and in accordance with the specifications stipulated in this RFP documents (and which shall be taken as part of, and incorporated into, this proposal at the prices inserted therein).
- 9.10 This proposal and its acceptance shall be subject to the terms and conditions contained in this RFP document.
- 9.11 The Respondent shall prepare for a possible presentation should TIA require such and the Respondent shall be notified thereof no later than 4 (four) days before the actual presentation date.
- 9.12 Failure to comply with any of the terms and conditions as set out above will invalidate the Proposal.
- 9.13 TIA's decision on proposals received shall be final and binding
- 9.14 TIA may disregard any submission if that bidder, or any of its directors:
- 9.14.1 Abused the Supply Chain Management (SCM) system of any Government
- 9.14.2 Department / Institution.
- 9.14.3 Committed proven fraud or any other improper conduct in relation to such systems.
- 9.14.4 Failed to perform on any previous contract and the proof thereof exists.
- 9.14.5 Restricted from doing business with the public sector if such a supplier obtained preferences fraudulently or if such supplier failed to perform on a contract based on specific goals.

13. **Mandatory requirements**

Proposals will be eliminated under the following conditions:

- If they are not registered on the Central Supplier Database
- If the service provider is not Tax compliant by the time TIA appoints.
- If valid proof of registration with the relevant professional regulatory body as a wellness service provider (Team must have multidisciplinary team members within the health profession e.g. a combination of Psychologist, Psychiatrist social worker, Nurses etc.)- Certified copies not attached
- If valid proof of registration with Employee Assistance Programme South Africa
Certified copy not attached

- Late submissions

14. Evaluation criteria

14.1. First Stage evaluation criteria

Table 12.1

Adjudication categories and criteria	Weight	Maximum Score
1. Experience of the bidder in Employee Health and Wellness, with proven ability to design and implement integrated wellness programmes aligned to organisational strategy, culture renewal, and data-driven wellness reporting (Attach company profile) 9-10 years of experience = 5 7-8 years of experience = 4 5-6 years of experience = 3 3-4 years of experience = 2 0-2 years of experience = 1	0.4	5
2. Proof of registration with a relevant professional regulatory body as a wellness service provider attach certificates as proof Yes = 5 No = 0	0.1	5
4. Positive reference letters (not older than 8 years) or case studies from previous clients demonstrating measurable impact in wellness utilisation, mental health support, culture improvement, leadership support, employee engagement, health-risk management and reporting to executive or board-level structures	0.2	5

5 reference letters = 5		
3-4 reference letters = 3		
1-2 reference letters = 2		
0 reference letters = 0		
5. Experience of the proposed multidisciplinary team, including clinical wellness professionals, organisational development/change specialists, leadership coaches. Points will be allocated based on the average years of relevant experience reflected in the CVs: 9-10 years of experience = 5 7-8 years of experience = 4 5-6 years of experience = 3 3-4 years of experience = 2 0-2 years of experience = 1	0,3	5
Total weighted score/Maximum possible score	1.0	
Minimum qualifying score (expressed as percentage)		70%

a. Second stage evaluation in terms of 80/20 (Specific goals)

Table 12.2

Bidders who met the 70% threshold will be evaluated further based on 80/20 specific goals as below:

Specific Goal	Points	Proof
At least 51% Black ownership	5 0	Central Supplier Database report
Less than 51% Black ownership		
At least 51% Black Women ownership	5 0	Central Supplier Database report
Less than 51% Black Women ownership		
At least one of the owners is Black youth ownership	5 0	Certified ID
No Black youth ownership		
At least one of the owners has a disability/disabilities	5 0	Letter from a Doctor confirming the disability
No owner with a disability		
Total points for specific goals	20	
Price	80	Quotation
Total	100	

SBD 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise,

employed by the state?

YES/NO

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

2.2

Full Name	Identity Number	Name of State institution

Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?

YES/NO

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read, and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices,

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....

Signature

Date

.....

Position

Name of bidder

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE
GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT
OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 90/10 preference point system.

- b) The applicable preference point system for this tender is the 80/20 preference point system.
- c) Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 or 90/10

$$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right) \quad \text{or} \quad Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 or 90/10

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \quad \text{or} \quad Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system)	Number of points allocated (80/20 system)	Number of points claimed (90/10 system)	Number of points claimed (80/20 system)
	(To be completed by the organ of state)	(To be completed by the organ of state)	(To be completed by the tenderer)	(To be completed by the tenderer)
At least 51% Black ownership		5		
Less than 51% Black ownership		0		
At least 51% Black Women ownership		5		
Less than 51% Black Women ownership		0		
At least one of the owners is Black youth ownership		5		
No Black youth ownership		0		
At least one of the owners has a disability/disabilities		5		
No owner with a disability		0		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of
company/firm.....

4.4. Company registration number:
.....

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[Tick applicable box]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the
company/firm, certify that the points claimed, based on the specific goals as

advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

- (a) disqualify the person from the tendering process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

