



REQUEST FOR PROPOSALS

EMPLOYEE WELLNESS PROGRAMME APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE LEGAL AID SA EMPLOYEE WELLNESS COUNSELLING SERVICES

**PROPOSALS TO BE SUBMITTED BY
NOT LATER THAN
21 July 2022**

1. INTRODUCTION

BACKGROUND

Legal Aid South Africa is an independent statutory body established by the Legal Aid Act, 1969 (Act 22 of 1969), replaced by the Legal Aid South Africa Act 39 of 2014. Its aim is to render legal aid to indigent persons as widely as possible within its financial means, including providing legal representation and advice at state expense as contemplated in the Constitution. Legal Aid South Africa is a high-performance organisation delivering its constitutional mandate to provide legal assistance to those who cannot afford a legal representative.

Legal Aid SA has a national footprint of 64 Local Offices established throughout South Africa. Each of these offices are managed by a Head of Office who reports to the 6 Provincial Executives based at the Provincial Offices. Each Local Office and National Office department is staffed by administrative, legal and paralegal professionals. Legal Aid SA employs approximately **2,700** staff members.

Provincial Offices are in the following areas:

Gauteng	KwaZulu-Natal	Free State / North West	Eastern Cape	Northern Cape/Western Cape	Limpopo/Mpumalanga
Centurion Braamfontein (Head Office)	Pinetown	Bloemfontein	Gqeberha	Stellenbosch	Polokwane

2. Purpose of the Project

Legal Aid SA invites suitably qualified and experienced service providers to submit proposals for the provision of the Employee Wellness Programme (“EWP”) for a period of three (3) years. The contract of the current service provider is expiring at the end of November 2022.

The Service Provider will be expected to render services for an estimated **2,700** employees across all Provincial Offices and all divisions based at the Local and Satellite Offices.

The EWP will include a series of preventative/proactive programmes which focus on maintaining a healthy lifestyle, aimed at improving the overall health and general well-being (work fitness) of all employees. All programmes, workshops, activities and exercises initiated under the auspices of this programme are by nature generally voluntary.

The EWP is remedial or problem-focused and implies reactive/crisis interventions designed to assist employees (including immediate family members) in the identification and resolution of personal problems. This includes any psychological problem that may adversely affect the health, well-being and personal functioning and productivity.

3. Scope of work

The scope of this tender is to procure an Employee Wellness Support from an external service provider which has the ability and experience to help organise professionally qualified, registered clinicians and specialists to assist employees in a confidential manner in dealing with stressors that may adversely affect both their personal and occupational functioning. The scope of work is as follows:

- a. **Professional Support Line Service** – A 24-hour, 7 days a week with a dedicated toll-free number telephonic psychological counselling service available for all the Legal Aid SA staff members and immediate family members. Even though English is the main language used by employees, it would be preferable if employees have the option of consulting with therapists in any of the 11 official South African languages.
- b. **A dedicated SMS helpline** for “Please call me messages” for off-site employees that do not have access to a landline.
- c. **Personal Face to Face (or alternatively a digital, virtual consultation if applicable under the circumstances) Counselling** – A maximum of four (4) counselling sessions per employee or family member, per condition, per year. Counselling to be provided by a fully qualified and registered clinician. Should clients require extra treatment, motivations could be written and will be evaluated on a case by case basis.
- d. **Critical Incident Service** – Prompt and professional trauma debriefing and counselling services to employees exposed to incidents of trauma.
- e. **HIV/AIDS and other dreaded disease education, counselling and support** – Telephonic counselling, online programmes and face to face counselling to assist those infected with or affected by the condition. Voluntary Counselling and Testing to be provided.

- f. **Online Wellness Programme** – A 24-hour access to comprehensive web-based programme that includes and is not limited to personalised emails based on individual profiles. The online programme must deliver to the end user experience that incorporates individual well-being assessments, comprehensive website portals and a wealth of print resources, as well as professional advisory services covering a holistic wellness spectrum.
- g. **Referral services to appropriate resources outside the Employee Wellness Programme.** The service provider must have access to an extensive database of approved private and public resources to which employees will be referred if the nature of their requirements falls outside the scope of the EWP. These must be facilitated by a team of suitable qualified professionals including social workers, psychologists, medical, financial and legal practitioners.
- h. **Account Management and Service promotions**
- i. An account manager in consultation with the HR department to develop and implement a plan detailing the effective roll out of the EWP.
 - ii. A monthly information corporate wellness newsletter.
- i. **Communication, Reporting and Analysis**
- Monthly, Quarterly and Annual statistical confidential EWP usage report.
 - Quarterly meetings with relevant advisors, HR department to discuss engagement rate.
 - Presentation of an integrated Annual Report that provides statistical information regarding the number of employees using the EWP and highlights critical areas of concern within the organisation.

4. Outputs of the assignment

It is important to note that the successful person will work under the supervision of a Legal Aid SA representative, abide by Legal Aid SA's Code of Conduct, and other organisational guidelines.

DELIVERABLE	KEY PERFORMANCE MEASURE
<ul style="list-style-type: none"> Professional Support Line Services/Life Management Services/Face to Face/HIV and AIDS Counselling, Education and Support Services 	<ul style="list-style-type: none"> Provide direct, confidential and unlimited access to 24-hour personal support Assess and provide telephone counselling Direct the call to the relevant service unit Maximum four (4) personal counselling sessions per condition per year, per employee and immediate family member. Professionally qualified and registered Clinicians
<ul style="list-style-type: none"> Critical Incident 	<ul style="list-style-type: none"> Trauma defusing to occur within 24 hours Trauma debriefing to occur within 48 – 72 hours

DELIVERABLE	KEY PERFORMANCE MEASURE
<ul style="list-style-type: none"> Online Wellness Programme 	<ul style="list-style-type: none"> Activate the service within 5 working days of being in receipt of the new employee's information. Electronic communication to staff
<ul style="list-style-type: none"> Reporting and Analysis 	<ul style="list-style-type: none"> A monthly statistical and data analysis report A quarterly statistical and data analysis report Presentation of an integrated Annual Report
<ul style="list-style-type: none"> Implementation and Support 	<ul style="list-style-type: none"> Conduct implementation sessions Pro-active alerting of observed risks/threats to the client On-going feedback of themes and trends Complaint handling
<ul style="list-style-type: none"> Central role of communication 	<ul style="list-style-type: none"> Communicate all developments, issues, concerns, compliments, and other information from the service provider.

5. Submission of reports and presentation of findings

The service provider is expected to submit and present the report/findings per the above outputs at times to be agreed at inception meetings.

6. Presentation of deliverables

All deliverables need to be presented to the relevant Legal Aid SA team prior to finalisation.

7. Duration

The project will commence on **01 December 2022** and end on **30 November 2025**. The service provider is expected to complete the work as per expected outputs highlighted above. The service provider is expected to provide Legal Aid SA with proposed timelines for each activity.

8. Evaluation

In order to facilitate a transparent appointment process that allows equal opportunity to all bidders, Legal Aid SA has a policy for the appointment of the service providers, to which it will adhere. Legal Aid SA will evaluate proposals in terms of the prevailing supply chain policy applicable to Legal Aid SA and the Preferential Procurement Regulations (2017).

8.1 Mandatory requirements

The bidder is required to supply the following documentation:

- Statutory body registrations (e.g., HPCSA) for health care professionals that form part of the project team and that will be providing therapeutic services to employees (maximum of 5 members).

The following table will demonstrate the criteria used when allocating points for functionality as outlined above. Legal Aid SA will disqualify and discontinue further evaluation of bids scoring less than **80 points out of 100** on functionality.

8.2 Functionality evaluation

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
1. Experience of the Service Provider in Employee Wellness Support	<p>Bidder must provide evidence on their experience and an in-depth track record of employee wellness programmes of work done in the last five (5) years with specific focus on:</p> <ul style="list-style-type: none">• Employee Wellness Programme and its psychological aspects (10 points)• Work-Life balance initiatives (10 points)• Wellness programme management and reporting (5 points)• Failure to provide relevant information to the above will result in 0 points for each aspect not provided in this sub-criterion	25
2. References	<p>Bidder must provide contactable references detailing EWP work carried out and not older than three (3) years. Reference letters to include duration of contract with the company as well as the quality of services rendered.</p> <ul style="list-style-type: none">• No references = 0 points• 1 Reference = 4 points• 2 References = 8 points• 3 References = 12 points• 4 References = 16 points• 5 References or more = 20 points	20
3. Size of companies that EWP has been provided for	<ul style="list-style-type: none">• Less than 500 employees = 1 point• 500 – 1000 employees = 5 points• More than 1000 = 10 points• Failure to provide relevant information to the above will result in 0 points for this sub-criterion	10

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
4. Company profile	<p>The company profile should cover the following:</p> <ul style="list-style-type: none"> • Background and history of the company in relation to the service required (2 points) • Footprint in all the 9 provinces (10 points) <p>NB: Failure to indicate footprint in all 9 provinces will result in 0 points allocated</p> <ul style="list-style-type: none"> • Project team responsible for this programme (3 points) <p>Provide company profile, registrations and CVs of the team members (maximum 5 CVs), and registration with the relevant statutory bodies</p> <ul style="list-style-type: none"> • Failure to provide relevant information to the above will result in 0 points for each aspect not provided in this sub-criterion 	15
5. Methodology: <ul style="list-style-type: none"> • Referral System • Reporting System 	<ul style="list-style-type: none"> • Referral System explained with examples provided and outlined = 10 points • Examples of monthly, quarterly and annual reports provided = 10 points <p><i>The bidder must provide examples of referral system, reports and use of technology</i></p> <ul style="list-style-type: none"> • Failure to provide relevant information to the above will result in 0 points for each aspect not provided in this sub-criterion 	20
6. Turnaround time for referrals from when a query is received by the service provider	<ul style="list-style-type: none"> • Non-responsive (more than 2 days) = 0 points • More than 1-2 days turnaround time = 5 points • 0 to 24 hours turnaround time = 10 points 	10
TOTAL		100

Bidders who score a minimum of **80 points** or more will be further evaluated on the preferential points system.

- 80/20 Preference point system will be applied.
- Bidders who score less than 80 points of the 100 points for functionality will be disqualified, and will not be evaluated further.
- The bids that would have achieved 80 points or more from the functionality evaluation will be further evaluated on the 80/20 points system where 80 points are for pricing, and 20 points are for preferential procurement requirements.
- Preferential points will be awarded in terms of the B-BBEE Status level of contribution which must be substantiated as follows (please refer to Form SBD 6.1 for more details):-

- Bidders must submit a valid B-BBEE status level verification certificate, which must be issued by a Verification Agency accredited by SANAS or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE.

9. Payments

- a) Legal Aid SA undertakes to pay in full within thirty (30) days, all valid claims for work done to its satisfaction upon presentation of a substantiated claim/invoice.
- b) No payment will be made where there is an outstanding information/work by the service provider/s.

10. Administrative compliance

The following criteria will be employed in the evaluation of proposals: -

- 10.1 Bidders must ensure that forms SBD 1, SBD 3.1, SBD 4 and SBD 6.1 are fully completed and signed.
- 10.2 Bidders must provide proof of their registration on the National Treasury's Central Supplier Database, if not yet registered use the following link to register:
<https://secure.csd.gov.za>
- 10.3 A company profile.
- 10.4 Quotation (including fees payable and all applicable taxes for the services required in the scope of work) for the duration of three (3) years.

11. Bid conditions

- 11.1 Bidder must provide a brief summary of their company profile related to the required service, key personnel for the project (max. 5) and evidence of experience relevant to the requirements.
- 11.2 Bidders who have scored more than 80 points for functionality may be requested to attend a meeting where they will be given the opportunity to present their proposal to the Bid Evaluation Committee.
- 11.3 Legal Aid SA reserves the right to award the bid to one or more service providers.
- 11.4 Legal Aid SA reserves the right to award the bid in whole or only partially.
- 11.5 The General Conditions of Contract as stipulated by the National Treasury will be applicable.
- 11.6 Legal Aid SA reserves the right not to award the bid.