



PROJECT NO: JSM-ADMIN/EAP SERVICES– 01/24-25

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE AN ALL INCLUSIVE 24/7 HEALTH AND WELLNESS SERVICES TO DR JS MOROKA MUNICIPALITY FOR A PERIOD OF 36 MONTHS.

SCOPE OF WORK

PROJECT SPECIFICATION: The purpose of this project is to appoint a suitably qualified and experienced Service Provider to provide an inclusive Employee Health and wellness Programme for all employees. The services of the programme must be able to assist employee with any life matter they have and aim to assist to resolve any challenges they might have and improve upon the quality of life of our employees and their family members. The Service Provider must have passion for wellness and only affiliate with reputable councils and partners.

1. PROJECT SCOPE

The successful bidder must be able to provide the following services:

- a) Psychological support in the form of telephonic and face to face counselling
- b) Onsite group trauma and crisis intervention
- c) Financial Wellness support
- d) Legal advice
- e) Family care services
- f) Managerial referral services
- g) Managerial Consulting services
- h) Policy development and review services
- i) Be able to conduct employee satisfaction survey for employees.
- j) Online portal for staff to access information.

Tenderer

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Employer

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- k) Provide regular awareness campaigns.
- l) Health and medical management services
- m) Support services must be offered in all official languages of the country.
- n) Have a clinical and professional support line which is available 24/7 and 365 days per year.
- o) Different modes for obtaining the services e.g Toll free number, USSD number, whatsapp and email
- p) Provide quarterly reports on service usage, trends and recommendations for improving the work environment.
- q) Attend onsite wellness programs as and when required.
- r) Provide branded and marketing/ promotional material.
- s) Maintain confidentiality of services provided to employees.

2. EXPERTISE REQUIRED

- (i) The successful bidder and its personnel must have sound knowledge of the Occupational Health and Safety Act, Compensation for Occupational Injuries and Diseases Act and Employment Equity Act.

Qualifications of the key personnel performing Counselling services:

- a) Registered with Health Professional Council of South Africa (HPCSA) or
- b) Registered Employee assistance Professionals Association of South Africa (EAP –SA Registration)

3. TIME FRAMES, DELIVERABLES AND DURATION OF APPOINTMENT

Within the specified time frame, the Service provider is expected to submit reports and have the following in place which includes, but not limited to, the following outputs:

- 3.1 Support services must be offered in all official languages of the country.
- 3.2 Have a clinical and professional support line which is available 24/7 and 365 days per year.
- 3.3 Different modes for obtaining the services e.g Registered business line, whatsapp and email
- 3.4 Provide quarterly reports on service usage, trends and recommendations for improving the work environment.
- 3.5 Attend onsite wellness programs as and when required.
- 3.6 Provide branded and marketing/ promotional material.
- 3.7 Maintain confidentiality of services provided to employees.

The total duration of the appointment will be for a period of 36 months based on good performance.

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PRICING INSTRUCTIONS

PREAMBLE TO BILL OF QUANTITIES

1. General

The pricing instructions describe the criteria and assumptions which will be assumed in the Contract that the Tenderer has taken into account when developing his prices. The Bills of Quantities record the service provider's rates for providing supplies, services, Project management and delivery works in accordance with the Scope of Work.

2. Documents Mutually Explanatory

The documents forming the Contract are to be taken as mutually explanatory of one another. The Bill of Quantities forms an integral part of the Contract Documents and shall be read in conjunction with the Tender Data, Contract Data, Scope of Work, and Special Conditions of Contract.

3. Definitions

For the purpose of this Bill of Quantities, the following words shall have the meanings hereby assigned to them:

Unit : The unit of measurement for each item of work as defined in the Scope of Work.

Quantity: The number of units of work for each item.

Rate : The payment per unit of measurement at which the service provider contracts to do the Work.

Amount: The product of the quantity and the rate tendered for an item.

Sum : An amount contracted for an item, the extent of which is described in the Bill of Quantities, the specifications or elsewhere but the quantity of work of which is not measured in any units.

4. Descriptions

Descriptions in the Bill of Quantities are abbreviated and comply generally with those in the Standardised Specifications. Standardised Specification, read together with the relevant clauses of the Scope of Work, set out what ancillary or associated activities are included in the rates for the operations specified. Should any requirements of the measurement and payment clause of the applicable Standardised Specification, or the Scope of Work, conflict with the terms of the Bill, the requirements of the Standardised Specification or Scope of Work, as applicable, shall prevail.

5. Net Measurements

Quantities supplied will be checked against the order made by the client as a tool of measurements..

6. Quantities

There are no quantities supplied thus quantities will be determined by the client's request and rates thereof will apply per item requested.

7. Currency

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All rates and sums of money quoted in the Bill of Quantities shall be in Rand and whole cents. Fractions of a cent shall be discounted.

8. Value Added Tax

Value Added Tax shall be excluded from the rates and sums contracted for the various items of work included in the Bill of Quantities. VAT will be added as a single entry to the summary.

9. Rates and Prices

9.1 General

- a) The service provider must price each item in the Bill of Quantities in BLACK INK. Reproduced computer printouts of the Bills of Quantities will not be acceptable.
- b) The rates and prices to be inserted in the Bill of Quantities shall cover all the services and incidentals for the work described under the several items. Such prices and rates shall cover all costs and expenses that may be required in and for the execution of the work described, and shall cover the cost of all general risks, liabilities and obligations set forth or implied in the documents on which the tender is based, as well as overhead charges and profit. Reasonable prices shall be inserted as these will be used as a basis for assessment of payment for additional work that may have to be carried out.
- c) A price or rate is to be entered against each item in the Bill of Quantities, whether the quantities are stated or not. An item against which no price is entered will be considered to be covered by the other prices or rates in the Bill. The Contractor will not be paid for items against which no rate or lump sum has been entered in the Bill of Quantities.
- d) Should the service provider group a number of items and contract one lump sum for such group of items, this single lump sum shall apply to that group of items and not to each individual item.
- e) Should the service provider indicate against any item that compensation for such item is included in another item, the rate for the item included in another item shall be deemed nil.
- f) A submission may be regarded as non-responsive if any rates or lump sums in the Bill of Quantities are, in the opinion of the Employer, unreasonable or out of proportion.

9.2 “Rate only” items

The service provider shall fill in a rate (in the rate column) against all items where the words "rate only" appear in the quantity, which rate will constitute payment for work which may be done in terms of this item. **For the purpose of this tender, total rates added to summary (vat exclusive) will be used to determine price scored using the procurement point system.**

9.3 Arithmetic

Excepting where Sum Amounts are required or where Provisional Sums have been indicated, the Contractor shall enter an applicable rate in the Rate Column of the Bill of Quantities for each scheduled item. He shall also enter an appropriate sum in the Amount column for each scheduled item, by determining in the applicable line item the product of the Quantity and the Unit Rate.

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If there is an error in the line item resulting from the product of the unit rate and the quantity, the rate shall be binding and the error of extension as entered in the tender offer will be corrected by the Employer in determining the Contract Price.

Where there is an error in addition, either as a result of other corrections required by this checking process or in the Tenderer's addition of prices, such error will be corrected by the Employer in determining the Contract Price.

10. Variation in Text

No alteration, erasure or addition is to be made in the text of the Bill of Quantities. Should any alteration, erasure or addition be made, it will not be recognized; the original wording of the Bill of Quantities will be adhered to.

11 Contract Specific

The application of a Contract Price Adjustment factor will apply to this Contract.

In Clause 46.2, line 3, after "Clause 46.3" insert:

"But including new rates or prices fixed in terms of Clause 37.1

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