

PROVISION OF AN EMPLOYEE WELLNESS SERVICE/ EMPLOYEE ASSISTANCE PROGRAMME

1. INTRODUCTION AND BACKGROUND

- 1.1 The Eastern Cape Gambling and Board (ECGB) is a statutory body established by the Eastern Gambling and Betting Act, 1997 (as amended), (the Act).
- 1.2 The mandate of the ECGB is to regulate or control all gambling activities within the Eastern Cape Province. This includes the issuing and revocation of gambling licenses, exclusion of problem gamblers, and protection of the public against unscrupulous gambling practices and control of illegal gambling activities in the Province.
- 1.3 In line with the Eastern Cape Gambling Board's (ECGB) Employee Wellness Policy and its commitment to ensuring the well being of its staff the organisation needs to procure the services of an Employee Assistance Programme for a period of three years. The purpose of the Employee Assistance Programme is to offer confidential assistance to employees who have the potential to be adversely affected by personal problems. The total number of staff is 69.

2. SERVICE SPECIFICATION

The ECGB would require that the EAP provide the following service:

- 24-hour support line to employees and family members living under one roof providing support in but not limited to the following areas:
 - Financial well being
 - Legal well being
 - Family care and support services
 - HIV / Aids counselling
 - Emotional counselling etc.
- Professional Face to Face counselling or telephonic counselling up to 8 sessions per incident
- Critical Incident Stress Debriefing sessions (up to 5 per annum)
- Managerial Consultancy, managerial referral and training services
- EAP Orientation Sessions for staff
- Orientation, training and consultation to managers and supervisors on health and wellness and employee performance related concerns
- Educational awareness sessions on health and wellness topics on a quarterly basis
- Online wellness programme and professional advisory services
- Data management system for reporting purposes
- Provision of wellness reports to management
- A dedicated client relationship manager
- Advice and input into the ECGB's employee wellness policy and annual wellness plan
- Provision of promotional material linked to national health calendar and on any other health topic deemed relevant.

- Monitoring, reporting and evaluation services

A successful service provider will have to enter into a three-year contract with ECGB.

3. SPECIAL CONDITIONS

Your written proposal must contain the following information: -

- 3.1 The completed Tender Submission forms attached to these terms of reference. Please ensure the **full** completion of these original forms. **Failure to complete these forms will result in the non-acceptance of your proposal.**
- 3.2 Certified copy of BBBEE status.
- 3.3 A Valid SARS tax clearance certificate must be attached. **Failure to submit a Valid Tax Clearance Certificate will result in disqualification of the bid.**
- 3.4 Letters of References where such services have been previously conducted.
- 3.5 Unique security Personal Identification Number (PIN) from SARS or latest Centralised Supplier Database (CSD) full report.

Contact Details

Enquiries concerning SCM and completion of SBD forms:

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APPROVED BY



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