

# **TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE EMPLOYEE ASSISTANCE PROGRAMME WITHIN THE DEPARTMENT OF MINERAL AND PETROLEUM RESOURCES FOR A PERIOD OF THIRTY-SIX (36) MONTHS SUBJECT TO PERFORMANCE REVIEW**

## **1 BACKGROUND**

- 1.1 The Department of Mineral and Petroleum Resources is obliged in terms of the Public Service Regulations, 2016 Part IV to ensure that working hours and conditions support effective and efficient service delivery, while considering employees' personal conditions, since personal problems can affect job performance which in turn may jeopardize service delivery. The Department of Mineral and Petroleum Resources is committed to its employees personally and professionally. Therefore, an Employee Assistance Programme must be implemented to help troubled employees to cope with and manage their personal and work-related problems. The Department currently has plus/minus 1154 employees and the services will be required for the DMPR offices in the sites listed in a table below:

**Table 1: List of sites (NB: The location of sites might change.)**

| Province          | Office                                  |
|-------------------|---|
| 1. Gauteng        | Pretoria (HQ): Trevena Campus           |
| 2. Gauteng        | Braamfontein                            |
| 3. Mpumalanga     | Witbank                                 |
| 4. Free State     | Welkom                                  |
| 5. Limpopo        | Polokwane x 2 (Landros Mare & 101 Dorp) |
| 6. Northwest      | Klerksdorp, Rustenburg and Mafikeng     |
| 7. Northern Cape  | Kimberly and Springbok                  |
| 8. Eastern Cape   | X2 Port Elizabeth and East London       |
| 9. Western Cape   | Cape Town                               |
| 10. KwaZulu Natal | Durban                                  |

## **2. CONTRACT PERIOD**

- 2.1 The duration of the contract shall be for a period of thirty-six (36) months from the date of signing of the service level agreement .

## **3. OBJECTIVE**

- 3.1 The specific objective of this project/ assignment is to assist DMPR employees to manage personal and work-related problems to reduce absenteeism, unsatisfactory work performance, and loss of concentration on the job, emotional outburst, and improper conduct.

## **4. SCOPE OF WORK**

- 4.1 The appointed service provider will be required to perform additional tasks beyond those listed below, as the nature of the Employee Assistance Programme (EAP) necessitates flexibility:

- 4.1.1 Counselling services,
- 4.1.2 Trauma debriefing,
- 4.1.3 Provide mediation services between employees and management and provide a report thereof.
- 4.1.4 Provide effective counselling to DMPR employees and their immediate families as and when required.
- 4.1.5 Provide emotional impact session as and when required.
- 4.1.6 Provide awareness to employees on EAP related matters and EAP Coordinators.
- 4.1.7 Provide quarterly awareness articles aligned to operational plans and the National Health Calendar.
- 4.1.8 Facilitate at least one workshop quarterly or when required.
- 4.1.9 Assist or work with DMPR EAP Coordinator to coordinate EAP initiatives,
- 4.1.10 Provide 24 hours, 7 days a week telephonic contact services and available counselling, referral and advisory services to employees in Head Office and Regional Offices.

- 4.1.11 The Service Provide will provide EAP services to plus/minus 1154 employees in Head Office (Pretoria) and Regional Offices i.e. Polokwane x2, Braamfontein, Welkom, Klerksdorp, Rustenburg, Mafikeng, Springbok, Port Elizabeth, East London, Witbank, Durban, Cape Town and Kimberley.
- 4.1.12 Provide 24-hour telephonic contact to DMPR employees and their immediate families.

## **5. DELIVERABLES OR PROJECT OUTPUT AND/OR OUTCOME**

### **5.1 The successful provider is expected to:**

- 5.1.1 Provide counselling to DMPR employees in their language of preference.
- 5.1.2 Provide counselling to DMPR employees at a convenient place (not at a place far from place of residence or workplace.)
- 5.1.3 Provide group counselling to DMPR employees when requested to do so.
- 5.1.4 Maintain the DMPR toll free telephone number

## **6 EVALUATION CRITERIA**

**This bid will be evaluated in four stages, i.e., functionality, mandatory requirements, administrative compliance, and point scoring system.**

### **6.1 Gate 01 – Mandatory requirements**

The following requirements are mandatory. Bidders who do not comply with the mandatory requirements will be disqualified.

- 6.1.1 The company must be registered with the Employee Assistance Professional Association of South Africa (EAPASA).
- 6.1.2 Team members must be registered with Health Professional Council of South Africa ( HPCSA)

## 6.2 Gate 02 – Functionality

6.2.1 Bidders will be scored in terms of the functional requirements indicated in the table below. The corresponding points and weightings will be used to calculate the overall score a bidder has achieved. The minimum threshold for this bid is 70%. Bidders who score less than 70% will be disqualified. Only bidders that score 70% or more will be considered further.

| NO | EVALUATION CRITERIA  | SCORING   | WEIGHT                               |
|----|--|---|--------------------------------------|
| 1  | <p><b>COMPANY EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>The Service provider should have a minimum of three years' experience in providing Employee Assistance Program services and registration with</li> </ul> <p>NB: Testimonial/s or Reference Letter/s should be included with contact details for verification purposes.</p> | <ul style="list-style-type: none"> <li>5 years + = 5 points</li> <li>4 years = 4 points</li> <li>3 years = 3 points</li> <li>2 years = 2 points</li> <li>1 year = 1 point</li> </ul>      | <p><b>15</b></p> <p>15</p>           |
| 2  | <p><b>TEAM LEADER QUALIFICATIONS AND EXPIRIENCE</b></p> <p><b>Team leader qualification</b></p> <ul style="list-style-type: none"> <li>The team leader should have a three-year degree with a major in Clinical Psychology or Psychiatry.</li> </ul>   | <ul style="list-style-type: none"> <li>NQF 9 or above = 5 points</li> <li>NQF 8= 4 points</li> <li>NQF 7= 3 points</li> <li>NQF 6= 2 points</li> <li>NQF 5 and below = 1 point</li> </ul> | <p><b>25</b></p> <p>13</p> <p>12</p> |

|          |   |   |                                      |
|----------|---|---|--------------------------------------|
|          | <p><b>Team leader experience</b></p> <ul style="list-style-type: none"> <li>The team leader must have a minimum of 4 years' experience in providing EAP services.</li> </ul> <p>NB: A comprehensive CV of the team leader who will be involved in the project should be attached, indicating qualifications and experience in similar projects.</p>   | <ul style="list-style-type: none"> <li>6+ years' experience = 5 points</li> <li>5 years' experience = 4 points</li> <li>4 years' experience = 3 points</li> <li>3 years' experience = 2 points</li> <li>2- year experience = 1 point</li> </ul> |                                      |
| <b>3</b> | <p><b>TEAM MEMBERS</b></p> <p><b>Team members qualification</b></p> <ul style="list-style-type: none"> <li>Team members should have a three-year degree in Clinical Psychology, Psychiatry or Social Work.</li> </ul> <p><b>Team members experience</b></p> <ul style="list-style-type: none"> <li>The team members must have a minimum of three years' experience in providing EAP services</li> </ul> | <ul style="list-style-type: none"> <li>NQF 9 or above = 5 points</li> <li>NQF 8 = 4 points</li> <li>NQF 7 = 3 points</li> <li>NQF 6 = 2 points</li> <li>NQF 5 and below = 1 point</li> </ul>  | <p><b>25</b></p> <p>13</p> <p>12</p> |

|          |   |  |           |
|----------|---|--|-----------|
|          | <p>NB: Comprehensive CVs of team members that will be involved in the project indicating qualifications and experience in similar projects as well as certified copies of qualifications should be attached.</p>  | <ul style="list-style-type: none"> <li>• 5+ years' experience = 5 points</li> <li>• 4 years' experience = 4 points</li> <li>• 3 years' experience = 3 points</li> <li>• 2 years' experience = 2 points</li> <li>• 1 year experience = 1 point</li> </ul> |           |
| <b>4</b> | <p><b>DETAILED PROJECT PLAN</b></p> <p>Service providers should submit a detailed project plan with time frames on how they intend to deliver the required service. The project plan should include the following:</p> <p><b>Counselling services</b> - Counselling services should be addressed amongst others:</p> <ul style="list-style-type: none"> <li>• Toll free telephonic supportive counselling (24/7/365) for employees and families.</li> <li>• Retention of the current DMPR toll free number.</li> <li>• Model of 6 counselling sessions per employee per issue per year</li> </ul> | <p>20+2 /20 of listed = 5 points</p> <p>20+1 /20 of listed = 4 points</p> <p>20/20 listed = 3 points</p> <p>15-19 /20 of listed = 2 points</p> <p>0-14 /20 of listed = 1 point</p>   | <b>15</b> |

with the option to extended sessions as and when required on a pre-approval basis, by the EWP manager.

- Face to face counselling for employees and families. Seventy percent (70%) of all cases will be face to face counselling.
- The service should be available in the eleven official languages, and the national footprint of the service provider needs to be sound to accommodate DMPR employees at remote sites across the country. The availability of affiliates needs to match the DMPR geographical map.
- Trauma debriefing as per the business times of DMPR is important 24/7/365. After – hour access to this type of service is critical.
- Electronic on-line advisory services.
- Management Advisory Services.
- SMS call back system.
- Reports on individual formal referral cases will follow the following format:
  - Formal report after second session.

- Final report after final session.
- Regular progress feedback in between to EWP managers/managers/ referring agent. The latter may be in the form of an e-mail or telephone call.

**Marketing and Communication:**

Respondents must provide the following:

- Category 1: Examples of posters, wallet cards, brochures, pamphlets, booklets, handbooks and any other branded communication material utilized at other companies.
- Category 2: Example of a communication strategy and plan that has been drafted and implemented at a company similar to DMPR.
- Category 3: Example of a marketing strategy and plan that has been drafted and implemented at a company similar to DMPR.

**Reporting:** provide samples of report(s) previously generated. Sample report(s) to be provided for each of the following aspects:



|          |  |   |           |
|----------|--|---|-----------|
|          | <ul style="list-style-type: none"> <li>• Reports on individual formal referral cases.</li> <li>• Quality assurance processes - generation of statistics and trend analysis reports.</li> <li>• Monthly, quarterly trend reports, as well as annual reports.</li> <li>• Employee satisfaction surveys; and</li> <li>• Demonstration of Return-on-Investment model.</li> <li>• <b>Lifestyle Management</b> - Lifestyle management services which include legal and financial services but is not limited to this.</li> </ul> |   |           |
| <b>5</b> | <b>Infrastructure</b><br><br>The Service provider should have a call center, consulting rooms, material and equipment to use in awareness presentations as well as transport to Head Office and Regional Offices   | 5+2/5 of listed = 5 points<br>5+1/5 of listed =4 points<br>5/5 of listed = 3 points<br>4/5 of listed = 2 points<br>3-/5 of listed = 1 point | <b>20</b> |

**Formula:  $\frac{A}{B} \times 100 = C\%$**

**B**

Where: A = Total score for the bid under consideration

B = Maximum possible score

C = Percentage score for the bid under consideration

### **6.3 Gate 03 - Administrative compliance**

- (i) Compliance to the specification / Terms of Reference.
- (ii) Fully completed SBDs (Duly signed and dated) listed hereunder.
  - SBD 1
  - SBD 4
  - SBD 6.1
- (iii) The following will be regarded as non-compliance.
  - Price amendments / other amendments without signature/initials.
  - Use of correctional fluid
  - Completion of the bid document in coloured ink other than black ink

### **6.4 Gate 04 – Point Scoring System**

Bids will be evaluated on the 80/20 preference point system as outlined in the Preferential Procurement Regulation of 2022.

- Price points = 80
- Preferential points = 20

- 6.4.1 The bidder that scores the highest points in this phase will be awarded the tender.
- 6.4.2 Should more than one bidder score the same number of points; the award will be made to the bidder who scores more points on specific goals.
- 6.4.3 Should there be more than one bidder who scores the same number of points overall and the same points on specific goals, the award will be made to the bidder who scored the highest points on functionality.
- 6.4.4 Should there be more than one bidder who scores the same number of points in all aspects, the bid will be determined by the drawing of the lot.
- 6.4.5 The preferential points will be allocated in terms of the Departmental objectives on specific goals. Points allocation on specific goals are tabulated hereunder.
- 6.4.6 Bidders who do not submit proof (means of verification) of specific goals claimed will not qualify for preference points for specific goals.

| Specific Goal                          | Number of points<br>(80/20 Preference System) | Means of Verification  |
|--|---|--|
| Enterprise owned by Black people       | 4   | Identity documents and CIPC document   |
| Enterprise owned by Women              | 4   | Identity documents and CIPC document   |
| Enterprise owned by Youth              | 4   | Identity documents and CIPC document   |
| Enterprise owned by disabled persons   | 4   | Medical certification  |
| Enterprise owned by SMMEs (QSE or EME) | 4   | B-BBEE certificate issued by a SANAS accredited Agency or DTIC, or Sworn affidavit |

**NB:** “Ownership = 51% of the company share. Designated group/person that is part of the entity directorship but has less than 51% share = points will be calculated on a pro-rata basis in relation to the share/s held by the designated group/persons.

|                                      |  |
|--------------------------------------|--|
| E.g. Number of women directors       | = 01   |
| Shares owned by women                | = 20%  |
| Specific goal for women              | = 4 points                                       |
| Points claimable for women ownership | = $\frac{20 \times 4}{100} = 0.8 \text{ points}$ |

## 7 REPORTING REQUIREMENTS

7.4 This project will be implemented in line with the Scope of work and will be managed based on the following:

7.4.1 Service provider will report to the Director: Employment Relations Management or delegated official.

- 7.4.2 Service provider will be expected to provide various reports monthly, quarterly, and annually (e.g., service utilization report) in a form of Portable Document Format (PDF) or Microsoft standard format, as well as provide any other project-related report/s as requested by the Department.
- 7.4.3 Service provider will be expected to provide all the project management documents in line with the DMPR methodology.

## **8 WORK PLAN AND METHODOLOGY**

- 8.1 The service provider should provide detailed project plan with time frames on how they intend to deliver on the required service.
- 8.2 The service provider's technical proposal should clearly demonstrate that they understood the TOR requirements, have adequate infrastructure (offices with contact number and physical address) to execute the project within the stipulated turnaround times.
- 8.3 The Service provider should have a call center, consulting rooms, material and equipment to use in awareness presentations as well as transport to Head Office and Regional Offices.
- 8.4 Proposal should also include detailed implementation approach.
- 8.5 Must clearly indicate technology readiness and network coverage.

## **9. ROLE AND RESPONSIBILITY**

### **9.1 The Department will be responsible for:**

- 9.1.1 The Department will be responsible for providing Internet facilities and Notice Boards for the service provider to disseminate EAP related articles to DMPR employees

### **9.2 The Service provider will be responsible for:**

- 9.2.1 The service provider will be expected to submit monthly and quarterly reports. Hold monthly meetings with DMPR-EAP Coordinator to discuss Monthly written reports.

- 9.2.2 The service provider will be expected to attend monthly and quarterly meetings or as requested or arranged by the Department. Hold quarterly meetings with DMPR EAP Coordinator to discuss Quarterly written reports.
- 9.2.3 Monthly and quarterly reports should contain a general evaluation of the program and recommendation, and
- 9.2.4 Comprehensive, accurate analysis and interpretations of the problem profile and possible interventions
- 9.2.5 The appointed service provider shall report to the DMPR-EAP Coordinator.

## **10. CONFIDENTIALITY OF INFORMATION**

- 10.1 All information shared with the service provider during the bidding process and implementation of this project should remain the property of DMPR and should be kept with the highest confidentiality and cannot be used or shared for any other purpose.

## **11. PAYMENT**

- 11.1 The Department will not make an upfront payment to a successful service provider. Payments will only be made in accordance with the delivery of service that will be agreed upon with the agency responsible for procurement.

## **12. TAX CLEARANCE CERTIFICATE**

- 12.1 Bidders must ensure compliance with their tax obligations.
- 12.2 Bidders are required to submit their unique personal identification number (pin) issued by SARS to enable the state organ to view the taxpayer's profile and tax status.
- 12.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website [www.sars.gov.za](http://www.sars.gov.za).
- 12.4 A bidder may also submit a printed TCS together with the proposal.
- 12.5 In proposals where consortia / joint ventures / sub-contractors are involved, each party must submit separate proof of TCS / pin / CSD number.

- 12.6 Where no TCS is available but the bidders is registered on the central supplier database (CSD), a CSD number must be provided

### **13. COST/PRICING**

- 13.1 Provide fixed price quotation for the duration of the contract.
- 13.2 Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project. The total cost must be VAT inclusive and should be quoted in South African Rands (i.e. ZAR.
- 13.3 Costing should be aligned with the project activities / project phases
- 13.4 Bidders should provide hourly rates as prescribed by Department of Public Service and Administration (DPSA), Auditor- General (AG) or the body regulating the profession of the consultant.
- 13.5 Bidders should provide (Subsistence & Travel (S&T)) rates that are in aligned to the National Treasury instruction note as follows:
- (i) Hotel Accommodation – R1550 per night per person, including breakfast, dinner and parking.
  - (ii) Air travel must be restricted to economy class.
  - (iii) Claims for kilometres may not exceed the rates approved by the Automobile Association of South Africa.

### **14 CONDITIONS OF THE CONTRACT**

- 14.1 The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 14.2 Any patents or copyright developed from this project will belong to the Department.
- 14.3 The service provider will sign a confidentiality agreement regarding the protection of DMPP information that is not in the public domain.
- 14.4 Appointment may be subject to positive security screening results by the State Security Agency.
- 14.5 The successful service provider will be required to sign a service level agreement (SLA)
- 14.6 Performance of the EAP service provider will be reviewed after a period of 6 months to evaluate the effectiveness of the Programme.

## **15. FORMAT OF SUBMISSION OF PROPOSAL**

- 15.1 Bidders are requested to submit **two (02) copy** of technical proposals plus the original.
- 15.2 Service providers are requested to index their proposals for easy reference.

## **16. PRE-BID MEETING / BRIEFING SESSION DETAILS**

- 16.1 A non-compulsory briefing session will be held virtually on 19 November 2025 at 10:00.

**Microsoft Team**

**Meeting ID: 314 125 699 649 8**

**Passcode: Fa7nj7Y7**

- 16.2 The Department shall supply statistical info during the briefing session.

## **17. CLOSING DATE**

- 17.1 Proposals must be submitted on or before **04 December 2025 at 11:00** at the Department of Minerals and Petroleum Resources, at Building 2C, Trevenna Campus, C/o Meintjies and Francis Baard Street, Schoeman St, Sunnyside, 0007

## **18. ENQUIRIES**

- 18.1 **All general enquiries relating to bid documents should be directed to:**

Ms. Lucia Nkhethoa

Tel No: (012) 444 3778

E-mail: [Lucia.Nkhethoa@dmpr.gov.za](mailto:Lucia.Nkhethoa@dmpr.gov.za)

- 19.2 **Technical enquiries can be directed to:**

Mr Lufuno Nemudzivhadi

Tel: 012 444 3549/ Cell: 063 505 4364

Email: [Lufuno.Nemudzivhadi@dmpr.gov.za](mailto:Lufuno.Nemudzivhadi@dmpr.gov.za)