

<b>RFQ Number</b>	NO-28/2023
<b>Issue Date</b>	16 May 2023
<b>Closing Date</b>	22 May 2023, by no later than 23:30pm
<b>Submission Instruction on or before the closing date and time</b>	<p>Please forward your responses either via email or hand delivered on or before the closing date as follows:</p> <p>via email - <a href="mailto:mmokaila@seda.org.za">mmokaila@seda.org.za</a></p> <p>OR</p> <p><u>Hand delivered</u></p> <p>Small Enterprise Development Agency (Seda) The Fields Office Block A 1066 Burnett Street Hatfield 0833</p> <p>Contact Details Mr M Mokaila at Tel: (012) 441-1000 or (012) 441- 1171</p>

## Terms of Reference

### 1. Description

Request to appoint a Service Provider to provide an Integrated “Employee Health and Wellness Programme” (EWP) to about **seven hundred and eleven (711)** staff members of the Small Enterprise Development Agency (Seda) for twenty-four (24) months.

### 2. Background:

The National Small Business Act 29 of 2004 gave Small Enterprise Development Agency (Seda) the mandate to coordinate and provide non-financial support services to Small Enterprises through a network of its Branches and Service Providers. Seda has fifty-seven (57) Branches nationally and provides business development services to potential and existing entrepreneurs.

### 3. **The objectives of the Employees Wellness Programme:**

- Seda acknowledges that its employees are the most important asset of the organisation. Therefore, the health and wellness of the employees should be taken care of at all times to enhance their resilience and performance, enabling the organisation to realise its strategic goals and objectives optimally.
- To demonstrate care and support for the welfare of all employees, Seda invests in an Employee Wellness Programme (EWP) to ensure that employees who have health and wellness concerns that may affect their well-being and performance could have access to a wide range of wellness services, and thus be encouraged to voluntarily seek assistance on a confidential basis.
- The intention of this project is to procure the services of a competent “Employee Wellness” service provider who will become a business partner to Seda in offering integrated wellness services.

#### 4. Purpose

This project aims to appoint a competent service provider to offer an integrated Employee Wellness Programme to all seven hundred and eleven (711) Seda staff nationally (including their dependents).

#### 5. SCOPE OF WORK

##### 5.1. The service provider must be able to render the following integrated health and wellness services for twenty-four (24) months:

- Telephone Counselling Services - (24/7/365) (in all eleven (11) South African official languages);
- Provide EWP services access via SMS, WhatsApp, and “call back” service (and any other safe and reliable communication method);
- Face to face Counselling Services (up to six (6) sessions per individual per incident/case (including immediate family members and dependents);
- Life management services:
  - ✓ Legal Advice (excluding legal services);
  - ✓ Financial Wellness Consultation and Advice;
  - ✓ Family Matters Advice/Counseling (e.g. parenting, adoption, divorce, teenage pregnancies, bereavement and loss etc.);
  - ✓ Relationships matters;
  - ✓ Stress Management Advice/Counseling.
  - ✓ Change Management Counseling and Support; and
  - ✓ Substance misuse/substance use disorder/Addiction (e.g. alcohol, drugs, gambling etc.).
- Management Consultation (Managerial Consultancy);
- Critical Incident Response Service (e.g. robbery, hijacking, death of loved ones etc.);
- Trauma counselling services (including on-site debriefing should the need arise);
- 24/7/365 Call Centre infrastructure (dedicated call centre with a dedicated number);

- Provide a National Network of Multi-disciplinary professionals (e.g. Qualified Social Workers, Psychologists, Occupational Therapists, Financial Advisors/Consultants, Doctors, Professional Nurses, Dietitians/ Nutritionists, Health Advisors/Promoters, Legal Advisors, Optometrists etc.);
- Reporting system (Monthly, Quarterly and Annually);
- Communication: Develop a customised and relevant Wellness Marketing Strategy;
- HIV & AIDS Counselling, Education and Support Services;
- EWP Orientation Sessions (Managers and Employees);
- General Health and Medical Advice (Telephonic);
- Chronic Disease Management (Telephonic advise and support);
- Career / work-related matters (excluding Labour and ER-related matters); and
- Absenteeism and Incapacity Management / Consultancy (Telephonic).

## 5.2. Communication and Reporting:

### Confidentiality:

The service provider shall maintain confidentiality at all times. No one at Seda should have access to personal information regarding any employee or dependent without the employees' written consent

The service provider shall present reports as follows:

- ✓ Monthly service utilisation statistics are to be submitted by the 5<sup>th</sup> of each month;
- ✓ Quarterly performance and utilisation-based reports; and
- ✓ Annual statistics and trends analysis with recommendations.

## 5.3. General Requirements

- A “24/7/365 days” Call Centre infrastructure with a dedicated call center number and Call Centre Agents with the capacity to communicate in all eleven (11) South African official languages; and
- Dedicated and capable Account Manager.

## 6. Project Deliverables

- Compile and submit an EWP (Monthly, Quarterly & Annually) reports which should include the following:
  - a) A Brief description of services rendered;
  - b) Number of people, gender and provincial representation breakdown;
  - c) Challenges experienced during service delivery;
  - d) Successes;
  - e) Observations/analysis; and
  - f) Recommendation.

## 7. Time Frames

A period of twenty-four (24) months from the date of signing the contract by all parties.

## 8. Information required in the proposal

- a) Company Profile;
- b) Proof of relevant National Multi-disciplinary Professionals in all the provinces;
- c) Proof of affiliation with the Employee Assistance Professional Association(EAPA);
- d) Previous experience in conducting “EWP” projects. At least five (5) traceable references with contact details;
- e) Call Center details of previous “EWP” projects;
- f) Detailed Cost Breakdown; and
- g) Project Plan.

## 9. Evaluation of the Proposal

### 9.1 Phase 1: SCM Document Assessment Criteria

The following pre-qualification criteria will form the basis of the evaluation all price proposals and failure to comply will result in the elimination of the price quotation for further evaluation:

- Submission of completed and signed SBD 4; and
- Submission of completed and signed SBD 6.1 documents.

## 9.2 Phase 2: Functionality Criteria

The following criteria will be used for evaluating all price quotations that met the pre-qualification criteria on the basis of functionality where price quotations must score a minimum of **(70 points)** for functionality to qualify for further evaluation in terms of the 80/20 preference points system.

Functionality Criteria	Points Allocation
<p><b>1. Experience / Track Record</b></p> <p>For the purpose of this request, the Service Provider will have to provide details of experience and expertise in conducting Corporate Integrated Employee Health &amp; Wellness Programmes for Small Enterprises or Government Departments and/or Private Sector Organisations.</p> <p><u>A minimum of six (06) projects / or organisations with references and contact details are required:</u></p> <ul style="list-style-type: none"> <li>○ 1 - 2 Projects = 10 points</li> <li>○ 3 - 4 Projects = 15 points</li> <li>○ 5 - 6 Projects = 20 points</li> </ul>	<p><b>20</b></p>
<p><b>2. Technical Ability</b></p> <ul style="list-style-type: none"> <li>• Provide Company Profile with Corporate Employee Wellness (EWP) as its core business/function, and a <u>minimum of five (5-yrs) in Corporate Wellness services.</u> <ul style="list-style-type: none"> <li>○ 1 - 2-yrs = 10 points</li> <li>○ 3 - 4-yrs = 15 points</li> <li>○ 5-yrs and above = 20 points</li> </ul> </li> <li>• Provide proof of call center infrastructure with a dedicated</li> <li>• Help-line number</li> <li>• Provide proof of staff compliment across all nine (9) Provinces;</li> </ul>	<p><b>20</b></p> <p><b>5</b></p> <p><b>5</b></p> <p><b>10</b></p>

<ul style="list-style-type: none"> <li>Curriculum Vitae (CV's) of the Facilitator/Account Manager, highlighting experience in conducting Employee Wellness;</li> </ul>	10
<ul style="list-style-type: none"> <li>Programme / Services at Corporate level;</li> </ul>	10
<ul style="list-style-type: none"> <li>Describe the Employee Wellness Programme methodology and approach that will be used in delivering this service; and</li> </ul>	10
<ul style="list-style-type: none"> <li>Provide a detailed Project Plan with time frames.</li> </ul>	10
<b><u>Total Points:</u></b> <b><i>A FUNCTIONALITY SCORE OF LESS THAN SEVENTY (70) POINTS WILL ELIMINATE THE PROPOSAL FOR FURTHER EVALUATION</i></b>	100

### 9.3. Phase 3: Preference Points System

Only qualifying price quotations that achieved the minimum points for functionality will be evaluated further on the 80/20 preference points system described in the Preferential Procurement Regulations, as follows:

	Preference Point Criteria	Points Allocation
1.	Price	80
2.	Broad-Based Black Economic Empowerment Status Level of Contribution	20
<b>Total Points</b>		<b>100</b>

## 10. TERMS AND CONDITIONS

- a. Price quotations submitted must be inclusive of all costs and applicable taxes (VAT) and be valid for a period of at least 30 days.
- b. The hourly rates of consultants must be in accordance with the rates issued and determined by the South African Institute of Chartered Accountants, Department of Public Service and Administration or the body regulating the profession of the consultant (if applicable).

- c. Consultant's travel arrangements must be in line with government's travel cost containment measures [air travel, vehicle hire, accommodation rates, claiming kilometres according to the rates set by the Department of Transport] (if applicable).
- d. No late price quotations will be accepted under any circumstances.
- e. Suppliers/service providers submitting price quotations must be registered on the National Treasury Central Supplier Database (CSD).
- f. Failure to submit a valid Sworn Affidavit (EME) or an original/certified valid B-BBEE Status Level Verification Certificate (other than EME or QSE) will result in no preference points being awarded for B-BBEE.
- g. Suppliers/service providers must complete and return all the required documents, failing which, the supplier/service provider's quotation will be declared invalid.
- h. This RFQ is subject to the National Treasury's General Conditions of Contract (GCC) that can be accessed on the following link:

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf>

**Seda wishes to thank you in advance for your price quotation.**