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523 Stanza Bopape Street | 5th Floor | Provisus Building | Arcadia



PanSALB
PAN SOUTH AFRICAN LANGUAGE BOARD

Request for Proposals (RFP)

The provision for an Employee Wellness Programme to the Pan South African Language Board (PanSALB)

Description	: EMPLOYEE WELLNESS PROGRAMME
Bid Number	: RFQ072025
Responsible Unit	: Human Resource Management (HR)
Address	: Pan South African Language Board 5 th Floor Provisus Building 523 Stanza Bopape Street Arcadia Pretoria 0007
Technical Enquiries	
Tel	: +27 (0) 12 341 9638/9651
E-mail	: dikeledi@pansalb.org
Contact Person	: Ms. DL Nkhona
SCM Enquiries	
Tel	: +27 (0) 12 341 9638/9651
E-mail	: zola@pansalb.org
Contact Person	: Mr. Zola Nkosi
Closing Date	: 22 July 2025 Time: 12H00



1. INTRODUCTION

The Pan South African Language Board (PanSALB) is a Constitutional entity envisioned in Section 6 of the Constitution. PanSALB was established in terms of the PanSALB Act 1995(Act 59 of 1995 as amended in 1999) to promote and create conditions for the development and use of all official languages, Khoe , Nama and San Languages as well as the Sign Language (South African Sign Language), and to promote and ensure respect for all languages commonly used by communities in South Africa, including German, Greek, Gujarati, Hindi, Portuguese, Tamil, Telegu, and Urdu and Arabic, Hebrew, Sanskrit and other languages used for religious purposes in South Africa.

2. BACKGROUND

The PanSALB is committed and dedicated to putting its employees first. As the employer of choice, PanSALB continuously provides platforms for employees to receive support to be productive in their personal and professional life. Unsatisfactory job performance, absenteeism, lateness, and accidents are often early warning signs of deeper personal, professional, and environmental problems.

PanSALB recognizes that early detection and appropriate interventions to address personal, professional, and environmental stressors can prevent or alleviate poor performance, accidents, and absenteeism. To this end, it has put in place an Employee Wellness Programme (EWP) which seeks to empower employees with life skills in order to cope with difficult life and work-related issues so that work performance is not affected.

3. PURPOSE

The purpose of the Employee Wellness Programme is to support Wellness Office initiatives and improve the performance of PanSALB by helping its employees deal with their personal and work-related problems and challenges earlier, and more effectively. It also provides consultancy support and guidance for managers and supervisors to assist them with monitoring their employee's job performance, intervening early, and where necessary, to take appropriate action to correct the situation.



4. INVITATION FOR PROPOSAL

Proposals are hereby invited for the Provision of an Employee Wellness Programme to the Pan South African Language Board (PanSALB) for a period of three (3) years.

5. SCOPE OF WORK

The service provider will amongst other assist PanSALB with the following services based on fixed monthly service fee:

- Employee and manager orientations;
- The EWP should cover the member, spouse, and family member;
- Provide PanSALB with quarterly and annual reports;
- 24-hour consulting services;
- Absenteeism;
- Incapacity;
- Stress Management;
- Management consulting (assisting managers in dealing with a problem employee)
- Financial Management including debt counseling under the National Credit Act, garnishee orders, financial literacy training);
- Training on change management;
- Legal services;
- Care consulting (Personal problems such as sexuality problems, gambling, drugs, alcohol, family, relationship, marital, parent-child difficulties, emotional problems, suicide, anger, violence etc.)
- Work related problems;
- Health and Wellness including HIV/AIDS;
- VCT Pre-Counselling, (HIV/AIDS Tests);
- Interactive Online wellness portal;
- Psychological counselling (referrals) (mental health disorders, anxiety, depression, issues relating to bereavement and loss;
- The service provider should have a National footprint in the 9 provinces; and
- A service provider should be able to render services regarding employee wellness days in line with the EW Calendar. (Amongst others, Youth Day, World Aids Day, Drug Awareness Week, Cancer Awareness, 16 Days of activism, National women's day, secretaries' day, etc.



6. EVALUATION CRITERIA

Bid will be evaluated in three (3) phases:

PHASE 1: PRE-QUALIFICATION CRITERIA

This entails initial screening of bid responses received at close of bid. During this phase, bid responses are registered and to ascertain the number of bid responses received before the closing date and time and to verify if the bidders submitted all mandatory requirements. The following mandatory documents should be submitted to qualify for the next phase of evaluation:

- Valid original SARS tax clearance certificate;
- Affidavit or Certified B-BBEE Certificate;
- Complete and Signed SBD 1,4,6.1;
- CSD Report

PHASE 2: FUNCTIONAL EVALUATION CRITERIA

The evaluation of the functional / technical detail of the proposal will be based on the following criteria:

CRITERIA	WEIGHT	SCORE
<p>A. Company Experience</p> <p>(Scores will be allocated based on the number of years of experience in the same field of work)</p> <p>1. Experience key staff (assigned site personnel) in relation to the scope of work</p>	40	<p>1 = Proof of 2 registered professionals. 2 = Proof of 4 registered professionals. 3 = Proof of 6 registered professional. 4 = Proof of 8 registered professionals. 5 = Proof of 10 or more registered professionals.</p>
<p>B. Relevant or similar work carried out (reference letters)</p> <p>Scores will be based on number of projects the company manages currently or have managed before and at least a minimum of two reference letters must be submitted</p> <p>2. Service Provider Competency and Experience</p>	40	<p>1 = Proof of 2 projects 2 = Proof of 4 projects 3 = Proof of 6 projects 4 = Proof of 8 projects 5 = Proof of 10 or more projects</p>

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C: Completed Projects	20	1 = Proof of 2 letters 2 = Proof of 4 letters 3 = Proof of 6 letters 4 = Proof of 8 letters 5 = Proof of 10 or more letters
3. References from Clients of Completed projects		

Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of 70% and less than 70% on any of the individual criteria will be eliminated from further evaluation.

PHASE 3: PREFERENTIAL PROCUREMENT REGULATION OF 2022

As per the Preferential Procurement Regulations of 2022 in terms of the 80/20 Points system, the 20 points for Specific goals for the entity are allocated as follows:

1. 100% Women Ownership = 5 points
2. 100% SMME/EME = 10 points
3. 100% owned by Youth = 3 points
4. 100% owned by disabled individuals = 1 point
5. Locality = 1 point (Municipal Bill or Account Statement to be attached as proof)

7. INSTRUCTION FOR RESPONDING TO THE RFP

SUBMISSION OF RFP RESPONSES TO THE RFP

Responses to RFP must be submitted to PanSALB @ **12H00** midday, South African time on **22 July 2024** at the following address:

quotations@pansalb.org

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LATE SUBMISSION

A Response to RFP shall be late if it is received by PanSALB at any time after the closing date and time indicated in the paragraph above.

A late submission shall be clearly marked as late and shall not be accepted for consideration by PanSALB.

RESPONSES TO THE RFP FORMAT

All responses to the RFP must be submitted in two sealed envelopes/boxes; the first envelope/box shall have the technical, compliance, and BBBEE response and the second envelope/box shall only have the financial response. Bidders must ensure that they do not indicate any financial information in the first envelope/box. PanSALB may disqualify Bidders who fail to adhere to this requirement.

8. PRICE

All service pricing should be inclusive of all taxes and payment shall be made in South African Rand;

The total amount should be carried out on the Standard Bidding Form (SBD1).

9. Payment Terms

The PanSALB undertakes to pay valid tax invoices in full within thirty (30) days from the statement date for services rendered; and

All supporting documents for services rendered should be submitted together with the tax invoices as and when a service has been rendered.

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10. BID VALIDITY

A Proposal shall remain valid for ninety (90) days after the closing date of the submission of proposals. A Proposal that is valid for a shorter period may be rejected by the PanSALB for non-responsiveness.

In exceptional circumstances, the PanSALB may solicit the bidder's consent to an extension of the period of the validity of the bid. The request and responses thereto shall be made in writing. A bidder that has been granted the request will neither be required nor permitted to modify the Proposal.

11. Signatories

All responses to this RFP should be signed off by the authorized signatories of the bidder.

12. SPECIAL TERMS AND CONDITIONS

The PanSALB reserves the right to accept or reject any submission in full or in part, and to suspend this process and reject all proposals or part thereof, at any time prior to the awarding of the contract, without thereby incurring any liability to the affected bidders.

This bid and the contract will be subject to the General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the PFMA. The special terms and conditions of contract are supplementary to that of the general conditions of the contract.

Where, however, the special conditions of contract are in conflict with the general conditions of contract, the general conditions of contract will prevail.

The original valid Tax Clearance Certificate should be submitted together with the completed bid.

Failure to comply with the above-mentioned conditions will invalidate the bid.

Certified copies of the company registration documents or proof of ownership of the company or agency i.e. Shareholders Certificates must be submitted.

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13. CLARIFICATIONS / ENQUIRIES

Telephonic requests for clarification will not be considered. Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference or any other aspects concerning the bid is to be requested in writing (letter or e-mail) from the below contact persons. The bid reference number should be mentioned in all correspondence.

QUERIES

Ms. DL Nkhona

Email: dikeledi@pansalb.org

URL: [Http://www.pansalb.org](http://www.pansalb.org)