



Request for Proposals (RFP)

The Provision of Employee Wellbeing Programme Services for five (5) years to the CSIR

RFP No. 3635.1/14/05/2026

Date of Issue	Tuesday, 21 April 2026	
Compulsory Online Briefing Session	Date and time	Date: Tuesday, 05 May 2026 Time: 13h00-14h45
	MS Teams Link	Microsoft Teams meeting Join: https://teams.microsoft.com/meet/31383562264089?p=ydmomsdq2DAKE4hgbp Meeting ID: 313 835 622 640 89 Passcode: ij23C3uv
Enquiries	Strategic Procurement Unit	E-mail: tender@csir.co.za
	Please use RFP No and RFP Description as subject reference	
Last date for submission of enquiries/clarifications	Friday, 08 May 2026	
Electronical Submission	tender@csir.co.za (If tender submission exceeds 25MB multiple emails can be sent)	
CSIR business hours	08h00 – 16h30	
Category	Professional Services	
Closing Date and Time	Date: Thursday, 14 May 2026	
	Time: 16h30 (Late submissions will not be considered)	

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RFP STRUCTURE

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SECTION A

GENERAL RFP TERMS AND CONDITIONS

1 INTRODUCTION

The Council for Scientific and Industrial Research (CSIR) is one of the leading scientific research and technology development organisations in Africa. In partnership with national and international research and technology institutions, the CSIR undertakes directed and multidisciplinary research and technology innovation that contributes to the improvement of the quality of life of South Africans. The CSIR's main site is in Pretoria while it is represented in other provinces of South Africa through regional offices.

2 SUBMISSION OF PROPOSALS

2.3 All proposals are to be submitted electronically to tender@csir.co.za. No late proposals will be accepted.

2.4 All proposals will only be considered if received by the CSIR before the closing date and time (***as indicated on the cover page***). The CSIR business hours are between **08h00** and **16h30**.

2.5 All proposal submissions are to be clearly subject referenced with the **RFP number and RFP Description**. Proposals must consist of two parts, each of which must be sent in two separate emails with the following subject:

PART 1: Technical Proposal (Please indicate the RFP number on each file/folder)

PART 2: Pricing Proposal, Specific Goals claim documentation: RFP No.: (Please indicate the RFP number on each file/folder)

2.6 Proposals submitted must be signed by a person or persons duly authorised.

2.7 Proposals submitted at incorrect email address, will not be accepted for considerations and where practicable, will be returned unopened to the Bidder(s).

- 2.8 Proposals received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, will be returned unopened to the Bidder(s).
- 2.9 All dates and times in this bid are South African standard time.
- 2.10 Any time or date in this bid is subject to change at the CSIR's discretion. The establishment of a time or date in this bid does not create an obligation on the part of the CSIR to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if the CSIR extends the deadline for bid submission (the Closing Date and Time) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.
- 2.11 Documents submitted via cloud solutions such as: WeTransfer, Google Drive, Dropbox, etc. will not be considered.
- 2.12 The naming / labelling syntax of files or documents must be short and simple.
- 2.13 The CSIR will award the contract to qualified bidder(s) whose proposal is determined to be the most advantageous to the CSIR, taking into consideration the technical (functional) solution, price, specific goals and objective criteria.

3 COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the RFP Conditions or setting of counter conditions by Bidders or qualifying any RFP Conditions will result in the invalidation of such bids.

4 FRONTING

- 4.1 Government supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemn any form of fronting.

- 4.2 The Government, in ensuring that Bidders conduct themselves in an honest manner will, as part of the RFP evaluation processes, conduct or initiate the necessary enquiries / investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the CSIR may have against the Bidder / contractor concerned.

5 PRICING PROPOSAL

- 5.1 Pricing must be provided in South African Rand (including all applicable taxes less all unconditional discounts).
- 5.2 Prices that are subject to escalation and exchange rate fluctuations are to be clearly indicated, with the currency and Return on Investment (ROI) used in the quotation must be clearly indicated.
- 5.3 Price should include additional cost elements such as travel cost, freight, insurance until acceptance, duty where applicable, etc.
- 5.4 Payment will be according to the [CSIR Payment Terms and Conditions](#).
- 5.5 Please provide a detail pricing using a Pricing Schedule outlined under **Annexure D**.
Pricing must strictly be in accordance with the Pricing Schedule.

6 APPOINTMENT OF SERVICE PROVIDER

- 6.1 The contract will be awarded to the bidder who scores the highest total number of points during the evaluation process, except where the law permits otherwise.
- 6.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement, CSIR reserves the right to appoint an alternative supplier.

- 6.3 Awarding of contracts will be published on the same platform where the bid was published, and no regret letters will be sent to unsuccessful bidders.

7 SERVICE LEVEL AGREEMENT

Upon award the CSIR and the successful bidder will conclude an agreement in line with applicable form of contract (i.e. Draft Supplier Agreement) regulating the specific terms and conditions applicable to the services being procured by the CSIR.

8 ENQUIRIES AND CONTACT WITH THE CSIR

Any enquiry regarding this RFP shall be submitted in writing to CSIR to the email and format outlined in the table on the cover page of this RFP document.

Any other contact with CSIR personnel involved in this tender is not permitted during the RFP process other than as required through existing service arrangements or as requested by the CSIR as part of the RFP process.

9 MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFP must be in English.

10 CORRECTNESS OF RESPONSES

10.1 The bidder must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work / items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.

10.2 The bidder accepts that any mistakes regarding prices and calculations will be at their own risk.

11 VERIFICATION OF DOCUMENTS

11.1 Bidders should check the numbers of the pages to satisfy themselves that none is missing or duplicated. No liability will be accepted by the CSIR in regard to anything arising from the fact that pages are missing or duplicated.

- 11.2 Pricing schedule and specific goals credentials should be submitted with the proposal, but as a separate document and no such information should be available in the technical proposal.

12 RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL

A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid. In the event that the CSIR allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and the CSIR will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

13 ADDITIONAL TERMS AND CONDITIONS

- 13.1 A bidder shall not assume that information and/or documents supplied to CSIR, at any time prior to this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.
- 13.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 13.3 In case of proposal/s from a joint venture, the following must be submitted together with the proposal/s:
- A joint venture agreement signed by both parties clearly indication the lead partner, including split of work;
 - Copy of a valid certificate or consolidated B-BBEE score card;
 - The Tax Compliance Status (TCS) or CSD Report of each joint venture partner;
 - Proof of ownership/shareholder certificates / copies; and
 - Company registration certificate/s.

- 13.4 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.
- 13.5 No goods and/or services should be delivered to the CSIR without an official CSIR Purchase order or signed supplier agreement. The CSIR purchase order number must be quoted on the invoice. Invoices without CSIR purchase order numbers will be returned to supplier.
- 13.6 Failure to comply with any of the terms and conditions as set out in this document will invalidate the Proposal.

14 SPECIAL CONDITIONS

The CSIR reserves the right to:

- 14.1 Extend the closing date of this RFP;
- 14.2 Correct any mistakes before closing date and time of the tender that may have been in the Bid documents or occurred at any stage of the tender process;
- 14.3 Verify any information contained in the bidder's submission;
- 14.4 Request documentary proof regarding the bidder's submission;
- 14.5 Carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the product/service offered by the bidder(s) or verify any information whether before or after the adjudication of this RFP;
- 14.6 Award this tender to a bidder that did not score the highest total number of points, only in accordance with Section 2(1)(f) of the PPPFA (Act 5 of 2000);
- 14.7 Request audited financial statements or other documents for the purpose of a due diligence exercise to determine if the bidder will be able to execute the contract;
- 14.8 Award this RFP as a whole or in part;

14.9 Award this RFP to multiple bidders;

14.10 Cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such;

14.11 Post tender negotiate on any elements on the bid, including but not limited to technical, transformation, price, and contractual terms and conditions;

14.12 Not to award a contract to a bidder who is associated with a security breach that materially adversely affects other entities or if any directors or officers of a bidder are formally charged of fraudulent or illegal conduct which, would harm the CSIR's reputation by its continued association with the bidder.

15 CONFLICT OF INTEREST, CORRUPTION AND FRAUD

15.1 The CSIR reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of CSIR or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")

- a. engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
- b. seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- c. makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in

order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;

- d. accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity;
- e. pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
- f. has in the past engaged in any matter referred to above; or
- g. has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

16 MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

16.1 The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that the CSIR relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.

16.2 It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by the CSIR against the bidder notwithstanding the conclusion of the Service Level Agreement between the CSIR and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

17 PREPARATION COSTS AND LIMITATION OF LIABILITY

The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing the CSIR, its employees or agents

CSIR Tender Documentation
under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

A bidder participates in this bid process entirely at its own risk and cost. The CSIR shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Bidder's participation in this Bid process.

18 INDEMNITY

If a bidder breaches the conditions of this bid and, as a result of that breach, the CSIR incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds the CSIR harmless from any and all such costs which the CSIR may incur and for any damages or losses the CSIR may suffer.

19 PRECEDENCE

This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

20 TAX COMPLIANCE

No tender shall be awarded to a bidder who is not tax compliant. If a recommended bidder is not tax compliant, the bidder will be notified in writing of their non-compliant status and the bidder will be requested to submit written proof from SARS of their tax compliant status or proof that they have made an arrangement to meet their outstanding tax obligations within seven (7) working days. Should they fail to do so CSIR will reject their bid.

The CSIR reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award or has submitted a fraudulent Tax Clearance Certificate to the CSIR, or whose verification against the CSD proves non-compliant. The

CSIR further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

21 TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. The CSIR reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another government institution.

22 GOVERNING LAW

South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

23 CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with the CSIR's examination and evaluation of a Tender.

No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by the CSIR remain proprietary to the CSIR and must be promptly returned to the CSIR upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

Throughout this bid process and thereafter, bidder(s) must secure the CSIR's written approval prior to the release of any information that pertains to (i) the potential work or

activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

24 AVAILABILITY OF FUNDS

Should funds no longer be available to pay for the execution of the responsibilities of this bid, the CSIR may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the performance of the services and minimize further expenditure: Provided that the successful bidder shall thereupon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.

25 PERSONAL INFORMATION

- 25.1 Each Party consents to the other Party holding and processing “personal information” (as defined in the POPI Act) relating to it for legal, personnel, administrative and management purposes (including, if applicable, any “special personal information” relating to him/her, as defined in the POPI Act). Notwithstanding the generality of the aforesaid, each Party hereby undertakes to comply with all relevant provisions of the POPI Act and any other applicable data protection laws. The bidder further agrees to comply with all CSIR’s reasonable internal governance requirements pertaining to data protection.
- 25.2 Each Party consents to the other Party making such information available to those who provide products or services to such parties (such as advisers, regulatory authorities, governmental or quasi-governmental organisations and potential purchasers of such Party or any part of their business).
- 25.3 While performing any activity where a Party is handling personal information as a “responsible party” (as defined in the POPI Act), each Party undertakes that it will process the personal information strictly in accordance with the terms of the POPI Act, this Contract, and the other Party’s instructions from time to time, and take appropriate operational measures to safeguard the data against any unauthorised access.

25.4 Each Party acknowledges that in the course of conducting business with each other, each Party intends to maintain and process personal information about the other Party in an internal database. By signing this Contract, each Party consents to the maintenance and processing of such personal information.

Where relevant, the bidder shall procure that all of its personnel, agents, representatives, contractors, sub-contractors and mandataries shall comply with the provisions of this clause 25 (Personal Information). The CSIR shall be entitled on reasonable notice to conduct an inspection or audit bidders compliance with the requisite POPI Act safeguards.

26 DISCLAIMER

This RFP is a request for proposals only and not an offer document. Answers to this RFP must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, bidders shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFP. The CSIR makes no representation, warranty, assurance, guarantee or endorsements to bidder concerning the RFP, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the bidder or any other party in connection therewith.

SECTION B

EVALUATION METHODOLOGY

27 TERMS OF REFERENCE

This RFP is for the provision of the Employee Wellbeing Programme to the CSIR. The service offering must include all requirements as set out in **Annexure B**.

28 EVALUATION CRITERIA

The CSIR has set minimum standards that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Elimination Criteria (Phase 1)	Technical/Functional Evaluation Criteria (Phase 2)	Price and Preference Points Evaluation (Phase 3)	Objective Criteria
Only bidders that comply with ALL the criteria set on paragraph 28.1 on Phase 1 below will proceed to Technical/Functional Evaluation (Phase 2).	Bidder(s) are required to achieve a predetermined minimum threshold on each of the individual criteria, and a predetermined minimum threshold on 100 points overall. Only bidder(s) who met and/or exceeded the minimum threshold points on Phase 2 below will proceed to Price and Preference Points Evaluation. (Phase 3)	Bidder(s) will be evaluated out of 100 points i.e. 80 points for Price and 20 points for Preference Points.	The CSIR reserves the right to award this tender to a bidder that did not score the highest total number of points in accordance with Section (2) (1) (f) of the PPPFA (Act 5 of 2000).

28.1 Elimination Criteria (Phase 1)

Proposals will be eliminated under the following conditions:

- a) Bidder that submitted late bids will not be considered.
- b) Bidder that submitted to the incorrect location or email address will not be considered (Only electronic submission to tender@csir.co.za would be considered).
- c) Bidder that is listed on the NT database of restricted suppliers will not be considered.
- d) Bidder that is registered on the NT Register of Tender Defaulters will not be considered.
- e) Bidder that fails to attend the compulsory online briefing session will not be considered.

- f) Bidder that fails to submit all mandatory returnable documents as specified in this RFP document, Annexure F, Proposal Form and List of Returnable Documents.

28.2 Technical/Functional Evaluation Criteria (Phase 2)

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

#	Functional Factors	Criteria Description	Weighting (%)
1	Company Profile	<p>Bidder must submit a detailed company profile.</p> <p>Bidder must submit a company profile indicating the company's age, capability and capacity.</p> <p>Track record indicating that the company has been rendering the services stipulated in Annexure B (Scope of Services) for at least 10 years.</p> <p>The company must have experience with servicing organisations with at least 1000 employees.</p>	10
2	Key assignment staff experience	<p>Bidder must submit CVs of the following key staff members as indicated on Annexure F:</p> <p>CV, including the number of years of experience the key staff have within the scope of services as stipulated in Annexure B (Scope of Services)</p> <p>Experience will be vetted</p> <p>The bidder must submit a clear and detailed project organogram representing the structure of the team proposed for this engagement.</p> <p>1. EWP Executive/Director (MBA or Masters or higher qualification in EWP, Coaching, Human Resources, Social Work or Psychology field).</p> <p>2. EWP Manager (Masters' or higher in EWP, Coaching, Social Work or Psychology field).</p>	30

		<p>3. Client Relationship Manager (Honours or higher in EWP, Business Administration, Social Work, Psychology, Marketing and Communications).</p> <p>4. Call Centre Team leader (Master's Degree in Psychology, Drama Therapy or Clinical Social Work)</p>	
3	Client references	<p>Bidder must submit at least three (3) reference letters from different clients.</p> <p>References must be on the referees' letterheads, with contact information for vetting purposes, and for services provided for any period from 2021 to 2026. The Services provided must be aligned to the scope of work as indicated in Annexure B.</p> <p>Reference letters must be dated, signed, and the duration must be provided with a start and end date</p>	10
4	Methodology and Process Flow	<p>Bidder must submit a methodology paper detailing the following:</p> <p>Process model indicating process flow, Counselling Services, Life Management Services, Marketing and Communication Services, Complaints Management.</p> <p>Methodology must demonstrate that the service provider has the capacity to render the services for the duration of the contract as outlined in the scope of service.</p> <p>A. Counselling Services</p> <p>1. Call Centre available 24 hours a day, 7 days a week, and 365 days a year.</p>	30

		<ol style="list-style-type: none"> 2. National footprint of diverse clinicians registered with professional bodies. 3. The service provider shall utilise the CSIR's EWP telephone number. (0800 222 615) 4. Call centre staff and clinicians should be proficient in all South African languages. 5. 6 sessions, per incidence, per case. <p>B. Life Management (Online Services)</p> <ol style="list-style-type: none"> 1. Debt management and advocacy 2. Money management (Budgeting) 3. Legal advice and guidance 4. Family Care <p>C. Marketing and Communication</p> <ol style="list-style-type: none"> 1. Custom-designed and continuing communication programmes to correctly position the EWP. 2. Adopt existing CSIR EWP branding and design. 3. Branding and design completed in a Maximum of 6 weeks from the inception of contract. <p>D. Complaints Management</p> <ol style="list-style-type: none"> 1. The service provider will address all complaints received. 	
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		<p>2. All complaints must be addressed and completed timeously with documented evidence of root cause(s), corrections made, corrective action and closure.</p> <p>3. Completion of complaints management process in a maximum of 4 weeks.</p>	
5	Online Support	<p>The bidder must submit evidence to support their online support portals and resources.</p> <p>Where there are electronic devices/apps/online page and Dashboard etc.</p>	5
6	Redacted reports	<p>Bidder must submit at least three (3) Redacted Reports for three 3 different time intervals (Monthly, Quarterly and Annual).</p> <p>Comprehensive reports with programme performance indicators (e.g.</p> <ol style="list-style-type: none"> 1. Number of people who interacted with the Employee wellness programme including demographics, 2. Which services were utilised, 3. Presenting issues, 4. Method of access (self-referral or other) 5. Utilisation rate, 6. Number of complaints were received, 7. Trends identified, 8. Possible impact on the organisation, 9. Recommended interventions, 10. Return on investment, etc. 	15
TOTAL (%)			100

Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of **70%** and less than **50%** on each of the individual criteria will be eliminated from further evaluation on Price and Preference Points Evaluation.

Refer to **Annexure C (Technical Evaluation Matrix/Rubrics)** for the scoring ranges/rubrics that will be used to evaluate functionality.

28.1 Price and Preference Points Evaluation (Phase 3)

Only Bidders that have met meet minimum thresholds on Technical/Functional Evaluation will be evaluated for price and preference points. Price and Preference Points will be evaluated as per **Annexure H: Preference Points Award Form**.

29 OBJECTIVE CRITERIA

The CSIR reserves the right to award this tender to a bidder that did not score the highest total number of points in accordance with Section (2) (1) (f) of the PPPFA (Act 5 of 2000)", under the following conditions:

- The directors, shareholders or officers of the bidder must not be formally charged of fraudulent or illegal conduct which could harm the CSIR's reputation by associating with the bidder.

30 NATIONAL TREASURY CENTRAL SUPPLIER DATABASE (CSD) REGISTRATION

Respondents are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information. Business may not be awarded to a Respondent who has failed to register on the CSD. Only foreign suppliers with no local registered entity need not register on the CSD. In order to enable the CSIR to verify information on the CSD, Respondents are required to provide the unique registration reference number.

Before any negotiations will start with the winning bidder it will be required from the winning bidder to:

- be registered on National Treasury's Central Supplier Database (CSD). Registrations can be completed online at: www.csd.gov.za;
- provide the CSIR of their CSD registration number.

Annexure A

Standard Bidding Document (SBD) 1

PART A: INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE CSIR					
BID NUMBER:	RFP No:3635.1/14/05/2026	CLOSING DATE:	14 May 2026	CLOSING TIME:	16H30
DESCRIPTION	RFP for the provision of Employee Wellbeing Programme Services for five (5) years to the CSIR				
BID RESPONSE DOCUMENTS MAY BE SUBMITTED ELECTRONICALLY TO THE EMAIL ADDRESS BELOW					
The CSIR requires that all tender submissions be submitted electronically to tender@csir.co.za . Should tender file size exceed 25MB, bidders may submit tender in multiple emails. Use the tender number RFP No:3635.1/14/05/2026 and description of the tender as the subject on your email.					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Supply Chain Management		CONTACT PERSON	Supply Chain Management	
TELEPHONE NUMBER	012 841-2911		TELEPHONE NUMBER	012 841-2911	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	tender@csir.co.za		E-MAIL ADDRESS	tender@csir.co.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
1 ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS/SERVICES/WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ENCLOSE PROOF]		2 ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS/SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? YES NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B: TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED – (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE.

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
 (Proof of authority must be submitted e.g. company resolution)

DATE:

Annexure B

Scope of Services for the Provision of Employee Wellbeing Programme Services for five (5) years to the CSIR

RFP No. 3635.1/14/05/2026

1. INVITATION FOR PROPOSAL

Proposals are hereby invited for the Provision of the Employee Wellbeing Programme (EWP) services to the CSIR.

The purpose of this Request for Proposal (RFP) is to obtain capability, pricing and general information on the business of potential Contractors for the CSIR to determine the Contractor most capable of providing the required service.

This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the CSIR.

This RFP does not constitute an offer to do business with the CSIR but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

Responses to this Request for Proposal (RFP) (hereinafter referred to as a Bid or a Proposal) are requested from suitably qualified entities (hereinafter referred to as a Respondent or Bidder) for the provision of the Employee Wellbeing Programme to the CSIR.

2. PROPOSAL REQUIREMENTS

All proposals are to be submitted in PDF format as specified in this RFP document. However, bidders are welcome to submit additional / alternative Information over and above the originally specified documents.

2.1. Technical Proposal

The following must be submitted as part of the **technical** proposal:

- a. The Bidder must submit a company profile indicating the company's age, capability and capacity. Track record indicating that the company has been rendering the services stipulated in Annexure B (Scope of Services) for at least 10 years. The company must have experience with servicing organisations with at least 1000 employees.
- b. The must submit CVs of the following key staff members as indicated on Annexure F four (4) CV, including the number of years of experience the key staff have within the scope of services as stipulated in Annexure B (Scope of Services). Experience will be vetted. The bidder must submit a clear and detailed project organogram representing the structure of the team proposed for this engagement.
- c. Bidder must submit at least three (3) reference letters from different clients. References must be on the referees' letterheads, with contact information for vetting purposes, and for services provided for any period from 2021 to 2026. The Services provided must be aligned to the scope of work as indicated in Annexure B. Reference letters must be dated, signed, and the duration must be provided with a start and end date.
- d. The bidder must submit a methodology paper detailing the following: Process model indicating process flow, Counselling Services, Life Management Services, Marketing and Communication Services, Complaints Management.
- e. The bidder must submit evidence to support their online support portals and resources. Where there are electronic devices/apps/online page etc.
- f. The bidder must submit at least three (3) Redacted Reports for three 3 different time intervals (Monthly, Quarterly and Annual).

2.2. Financial Proposal:

The following must be submitted as part of the **financial** proposal:

- a) The bidder must submit a cover Letter.
- b) The bidder must submit a completed Pricing Schedule (**Annexure D**) on official company letterhead.
- c) The bidder must submit a CSD registration report (RSA suppliers only).

3. PROPOSAL SPECIFICATION

3.1. SCOPE OF SERVICE – RETAINER OFFERING

Service offering is for 2426 employees and their immediate family members.

REFERENCE OF SERVICE COMPONENTS	SERVICE DESCRIPTION
SERVICES 1: COUNSELLING SERVICE	
<p>• Toll free telephonic supportive counselling</p> <p>(24/7/365) for employees and immediate family members. The Service shall be available in 11 official languages, with the national network matching CSIR’s geographic map.</p>	<p>• Professional Support Line Service</p> <ul style="list-style-type: none"> - Via a 24/7/365 Call Centre. A 24-hour multilingual, psychological counselling service to be available to all eligible employees and immediate family members. - Provision for call back services.
<p>• Personal Face to Face Counselling</p> <p>Model of 6-8 counselling sessions per employee per issue per year with additional two sessions at the discretion of the service provider. Face to face counselling for employees and family members</p>	<p>• 6 - 8 (six to eight) Personal Counselling (face to face) - sessions per person per year (per condition/incident) close to employee/family member residence or place of work.</p> <p>• Some examples of employee support services to be made available include:</p> <ul style="list-style-type: none"> - Support and counselling for sexual harassment “victims” - Rehabilitation and counselling for sexual harassment “perpetrators” - Support and counselling for victims of unfair discrimination e.g., disabilities, homophobic, xenophobia etc. - Trauma counselling. - Support and counselling for victims and perpetrators of domestic abuse.

	<ul style="list-style-type: none"> - Unfair discrimination (Gender, Race, Disability etc.) - Support and counselling for people going through treatment/recovery from ill-health or injury. <ul style="list-style-type: none"> • Restructuring, Retrenchment, Retirement, Incapacity and Bereavement support services <ul style="list-style-type: none"> ○ One on one Psychosocial counselling (before, during and after traumatic events)
<ul style="list-style-type: none"> • Critical Incidence Services (Trauma debriefing) 	<ul style="list-style-type: none"> • A Critical Incident service - offering prompt and professional trauma debriefing and counselling services to employees exposed to incidents of trauma.
<ul style="list-style-type: none"> • Electronic on-line advisory services 	<ul style="list-style-type: none"> • Access to a comprehensive Online Wellbeing Programme. The Programme includes an integrated suite of email and web-based health management applications including interactive disease management tools; a selection of health and wellness information; a medical encyclopaedia; quizzes, and calculators; as well as personalized information on a range of employee wellbeing related topics such as stress management, substance abuse, and trauma management. Printable resources.
<ul style="list-style-type: none"> • Management consultancy, referral, and support program 	<ul style="list-style-type: none"> • Service provider will provide: <ul style="list-style-type: none"> - A managerial consultancy programme.

	<ul style="list-style-type: none"> - Employee referral service to CSIR managers and the CSIR Medical Centre in support of their people management and employee support responsibilities.
<p>- SERVICE 2: LIFE MANAGEMENT SERVICES</p>	
<ul style="list-style-type: none"> • Life management services: <ul style="list-style-type: none"> • Debt management and advocacy • Money management (Budgeting) • Legal advice and guidance • Family Care 	<ul style="list-style-type: none"> - Life Management Services - A legal wellbeing service that provides CSIR employees with detailed practical information, education, counselling, resources, and referrals on a broad range of legal matters, consumer affairs and social benefits. Assistance on labour law matters is excluded from the service. - Financial wellbeing: This component of the service will assist employees who have queries relating to finances and debt. - A debt mediation process will be available to all employees who present with a negative cash flow situation in those geographies where such mediation is legislatively available. - Family care support: It will focus on the provision of information and guidance on a broad range of family related issues such as: parental guidance, disability benefits, educational and community resources, special needs placement, dependent care, child support, immigration, expatriate adjustment, alternative work arrangements, residential facilities, vocational guidance,

	<p>community resources, preschool programmes and care giving guidance.</p> <ul style="list-style-type: none"> - Wills and Estate planning - Basic contract draft and advise
SERVICE 3: MARKETING AND COMMUNICATION	
<ul style="list-style-type: none"> • Marketing and communication 	<ul style="list-style-type: none"> • Custom-designed and continuing communication programmes to correctly position the EWP, ensure understanding and encourage all employees to use the service. • The service provider must adopt CSIR EWP branding and design. • The service provider shall utilise the CSIR's EWP telephone number. (0800 222 615)
SERVICE 4: PROGRAMME MANAGEMENT	
<ul style="list-style-type: none"> • Programme Management: Client services <p>Strategy and policy development</p>	<ul style="list-style-type: none"> • A dedicated Client Relationship Manager will be appointed to manage the EWP. • The EWP to CSIR. This includes service promotion and marketing, EWP related training, liaison with CSIR's EWP custodians, reporting, organisational consultancy, and complaints resolution. • Development of a group-level health and wellbeing strategy in close collaboration with Programme Leadership through a consultative process involving all Operating Divisions. • Output will be a detailed strategy document outlining the strategic positioning of the Programme, a detailed situational analysis, a

	<p>comparison with international and local best practice, and an action plan.</p> <ul style="list-style-type: none"> • Awareness campaigns will be organised for CSIR staff based on utilisation data.
<ul style="list-style-type: none"> • Reporting Services – monthly, quarterly, and annual reporting 	<ul style="list-style-type: none"> • Reporting: <ul style="list-style-type: none"> - Statistics and calculations - Data Analysis - Engagement Rate - Themes and trends - Value - Benchmarking - Conclusions & recommendations. - Monthly and quarterly reports will be provided to demonstrate the performance of the EWP against desired objectives.
<ul style="list-style-type: none"> • Complaints Management 	<ul style="list-style-type: none"> • The service provider will address all complaints received from CSIR pertaining to the EWP service offering • All complaints will be addressed and completed timeously with documented evidence of root cause(s), corrections made, corrective action and closure.
	<p>Electronic information e.g.:</p> <ul style="list-style-type: none"> - Navigating parenthood - Childcare - Child development - Food and nutrition - Having difficult conversations with your child - Growth stages and transition - Children’s interaction with technology - Effective parenting
<p>SERVICE 5: Prevention of mother to child transmission (PMTCT) - Electronic</p>	

	<p>Electronic information e.g.:</p> <ul style="list-style-type: none"> - Antenatal services - HIV testing during pregnancy - Anti-retroviral treatment - Safe childbirth practices - Appropriate infant feeding - Other postnatal healthcare practices
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3.2. SCOPE OF SERVICE – ADHOC
(Based on budget availability)

Employee wellness screening campaign

The wellness testing campaign will be done on +/- 1250 employees that will be tested in a period of 15 days, with all assessments completed within 30 days of programme commencement. The wellness days schedule will be communicated with the service provider.

The venues and wellness screening hours are as follows:

Area	Address	Wellness Testing Days	Estimate no. of employees
Durban	359 King George V (5th) Avenue, Durban 4000	1 day wellness testing: 08:00 – 13:00	50
Pretoria (Main Campus)	Meiring Naude Road, Pretoria	10 days wellness testing: 08:00 – 16:00	1 000
Johannesburg Cottesloe	Corner Newton and Frost Avenue Cottesloe, Johannesburg	1 day wellness testing: 08:00 – 13:00	40
Johannesburg Carlow Road	Carlow-Corner of Rustenburg and Carlow Road, Johannesburg	1 day wellness testing: 08:00 – 13:00	20
Stellenbosch	11 Jan Celliers Street, Stellenbosch	1 day wellness testing: 08:00 – 13:00	80

Cape Town Rosebank	15 Lower Hope Road, Rosebank, Cape Town	1 day wellness testing: 08:00 – 13:00	60
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REFERENCE OF SERVICE COMPONENTS	SERVICE DESCRIPTION
SERVICE 1: ANNUAL EMPLOYEE HEALTH SCREENING	
Wellness Screening	<p>The service rendering will include determining the following:</p> <ul style="list-style-type: none"> • Weight • Height • Weist circumference • Body Mass Index • Blood Pressure & Pulse readings • Full Lipid Screening • Blood Glucose levels • Cholesterol level • PSA • VCT for HIV • Breast cancer screening • Health education • Mental Health Screening (including Burnout). • Provide appropriate health action recommendation based upon the results of each employee’s screening results. <p>The service provider will be responsible to fully manage the following.</p> <ul style="list-style-type: none"> • Employee registration. • Data capturing of each employee’s results directly after their assessment. • Wellness assessment activities. • Stock control.

	<ul style="list-style-type: none"> • Staff provisioning and comfort breaks. • Storing and transporting of stock after issuing, • Management of any issues that may arise during the assessments and • Protection of all personal information collected in line with the Protection of Personal Information Act 4 of 2013. • Compliance with the relevant provisions of the Protection of Personal Information Act 4 of 2013. <p>A full report on the wellness results of employees, must be provided to CSIR Management to include results per region but not limited to the following:</p> <ul style="list-style-type: none"> • Demographics of the employees tested. • Health overview of the employees tested. • Breakdown of medical schemes employees belong to per region. • Quantum of employees per region not covered by a medical scheme
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Service 2: ANNUAL EXECUTIVE MEDICAL HEALTH ASSESSMENTS – 18 LEADERSHIP MEMBERS (PRETORIA, JOHANNESBURG, DURBAN AND CAPE TOWN)

<ul style="list-style-type: none"> • Medical Risk Appraisal • Physical Assessment 	<ul style="list-style-type: none"> • Personal and family medical history • Nutritional status • Physical activity • Health habits • Neurological • Cardiovascular • Height, weight, BMI, Waist and hip circumference and ratio • Resting and Effort ECG • Lung function screening • Visual and hearing
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	<ul style="list-style-type: none"> • Report writing • Therapist must have not less than 5 years' experience • Evidence based intervention design • Management support • Assist with referrals • Sounding board • Conflict mediation • For personal and work-related issues • Get information • Team cohesion
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3.3. SCOPE OF SERVICE – OTHER ADHOC SERVICES

Psychosocial Webinar 20, sessions per annum (approximately 200 employees per session).

Bidder must also submit a comprehensive learning catalogue clearly stating topic, topic description, learning outcomes and duration.

REFERENCE OF SERVICE COMPONENTS	SERVICE DESCRIPTION
SERVICE 1: AWARENESS EDUCATION AND TRAINING	
<ul style="list-style-type: none"> • Awareness Sessions: • EWP employee awareness sessions. • EWP Managerial awareness sessions. • Wellness Interventions and training: Specialists i.e., Dieticians, Bio kineticists etc. 	<ul style="list-style-type: none"> • Awareness presentations for Eligible Employees, managers, supervisors, and others who may need to be involved, such as HR and Occupational Health personnel and staff committees. • Service utilisation records to also be taken into account when designing content of awareness sessions.

Reference of Service Components	Service Description
SERVICE 2: Employee Wellness Training	
Employee Wellness Training to capacitate Managers, Human Resources and Employee Wellness	
Capacity building for line managers, human resources and employee wellness champions on employee wellbeing and related topics.	
REFERENCE OF SERVICE COMPONENTS	SERVICE DESCRIPTION
SERVICE 3: Face to Face/Hybrid Half Day Employee Wellness Seminar	
Annual Management and Leadership Seminar	
Sourcing thought leaders for seminar speakers and panel members.	
Information pack specific to the theme of the seminar and employee wellbeing in general.	
REFERENCE OF SERVICE COMPONENTS	SERVICE DESCRIPTION
SERVICE 4: RESTRUCTURING, RETRENCHMENT, RETIREMENT AND INCAPACITY SUPPORT SERVICES – PER INTERVENTION OF 10 PEOPLE	
Restructuring, Retrenchment, Retirement and Incapacity support services	<ul style="list-style-type: none"> • Effective and efficient programme to assist management of people aspect of organisational change to provide support, change surveys, training, group dynamics, and leadership coaching
SERVICE 5: CONFLICT MEDIATION – PER INTERVENTION OF 10 PEOPLE	

<p>Conflict management</p> <p>To be done by suitably qualified and experienced industrial psychologists</p>	<ul style="list-style-type: none"> • Identify and respond to the adverse conflict risks within the organisation prior to them impacting negatively on productivity and service excellence. • Build capacity for managers to use the service and to identify distressed employees and refer them to appropriate resources. • One on One and group support interventions • Referral (Employee to Employee and Employer to Manager)
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SERVICE 6: OTHER TESTS PER PERSON

<p>Other Tests</p>	<ul style="list-style-type: none"> • Breast Cancer • Cervical cancer • Testicular cancer • Prostate cancer • Eye Tests • Hearing tests • Oral health • VCT-HIV • (Price PP per test)
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SERVICE 7: ILL HEALTH AND DISABILITY MANAGEMENT CONSULTATION SERVICES – RATE PER HOUR

<p>Ill health management</p> <p>Reasonable accommodation on disability management</p> <p>Prevention</p> <p>Support and recovery</p>	<ul style="list-style-type: none"> • Ill health management in general • Advise on accessibility standards, duty to accommodate and assistive technologies. • Support on mental health impacts of special working arrangements, occupational health and safety legislation and standards, emergency, and continuity plans.
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	<ul style="list-style-type: none"> • Support on back to work adjustment, reintegration and rehabilitation
SERVICE 8: DIVERSITY AND INCLUSION – AWARENESS TRAINING (PER SESSION OF 10 PEOPLE)	
Awareness and training	<ul style="list-style-type: none"> • Breaking down various stereotypes • Diversity awareness training

GENERAL PROVISIONS

Service providers will be expected to hand-over any employee files and any other relevant information as and when requested by the CSIR as per the Electronic Communications & Transactions Act 25 of 2002 and the Protection of Personal Information Act 4 of 2013

Annexure C

Technical Evaluation Matrix/Rubrics

The Provision of Employee Wellbeing Programme Services for Five (5) years to the CSIR

RFP No. 3635.1/14/05/2026

Scoring sheet to be used to evaluate functionality.

No	Criteria	Proof Required	Points Allocation	Weight (%)						
1.	Company Profile	Bidder must submit a detailed company profile. Bidder must submit a company profile indicating the company's age, capability and capacity. Track record indicating that the company has been rendering the services stipulated in Annexure B (Scope of Services) for at least 10 years. The company must have experience with servicing organisations with at least 1000 employees.	No submission or less than ten years' experience of rendering the services stipulated in Annexure B (Scope of Services). No experience with servicing organisations with at least 1000 employee.	0 Points	10					
			10 years' experience of rendering the services stipulated in Annexure B (Scope of Services). Experience with servicing organisations with at least 1000 employees but less than 1500 employees.	5 Points						
			10 years' experience of rendering the services stipulated in Annexure B (Scope of Services). Experience with servicing organisations with at least 1500 employees but less than 2000 employees	7 Points						
			10 years' experience of rendering the services stipulated in Annexure B (Scope of Services). Experience with Servicing organisations with at least 2000 employees or more.	10 Points						
2	Key Assignment Staff Experience	Bidder must submit CVs of the following key staff members as indicated on Annexure F: CV, including the number of years of experience the key staff have within the scope of services as stipulated in Annexure B (Scope of Services) Experience will be vetted The bidder must submit a clear and detailed project organogram representing the structure of the team proposed for this engagement.			10					
			EWP Executive/Director (MBA or Masters or higher qualification in EWP, Coaching, Human Resources, Social Work or Psychology field).	<table border="1"> <tr> <td>No submission or less than 3 years' experience working as an Executive/ Director of an EWP programme.</td> <td>0 Points</td> </tr> <tr> <td>3 but less than 5 years' experience working as an Executive/ Director of an EWP programme.</td> <td>5 Points</td> </tr> <tr> <td>5 but less than 10 years' experience working as an Executive/ Director of an EWP programme.</td> <td>7 Points</td> </tr> <tr> <td>10 or more years' experience working as an Executive/ Director of an EWP programme</td> <td>10 Points</td> </tr> </table>		No submission or less than 3 years' experience working as an Executive/ Director of an EWP programme.	0 Points	3 but less than 5 years' experience working as an Executive/ Director of an EWP programme.	5 Points	5 but less than 10 years' experience working as an Executive/ Director of an EWP programme.
No submission or less than 3 years' experience working as an Executive/ Director of an EWP programme.	0 Points									
3 but less than 5 years' experience working as an Executive/ Director of an EWP programme.	5 Points									
5 but less than 10 years' experience working as an Executive/ Director of an EWP programme.	7 Points									
10 or more years' experience working as an Executive/ Director of an EWP programme	10 Points									

No	Criteria	Proof Required	Points Allocation	Weight (%)								
		EWP Manager (Masters' or higher in EWP, Coaching, Social Work or Psychology field).	<table border="1"> <tr> <td>No submission or less than 3 years' experience working as a Manager of an EWP programme.</td> <td>0 Points</td> </tr> <tr> <td>3 but less than 5 years' experience working as a Manager of an EWP programme.</td> <td>5 Points</td> </tr> <tr> <td>5 but less than 10 years' experience working as a Manager of an EWP programme.</td> <td>7 Points</td> </tr> <tr> <td>10 or more years' experience working as a Manager of an EWP programme.</td> <td>10 Points</td> </tr> </table>	No submission or less than 3 years' experience working as a Manager of an EWP programme.	0 Points	3 but less than 5 years' experience working as a Manager of an EWP programme.	5 Points	5 but less than 10 years' experience working as a Manager of an EWP programme.	7 Points	10 or more years' experience working as a Manager of an EWP programme.	10 Points	10
No submission or less than 3 years' experience working as a Manager of an EWP programme.	0 Points											
3 but less than 5 years' experience working as a Manager of an EWP programme.	5 Points											
5 but less than 10 years' experience working as a Manager of an EWP programme.	7 Points											
10 or more years' experience working as a Manager of an EWP programme.	10 Points											
		Client Relationship Manager (Honours or higher on either or the following in EWP, Business Administration, Social Work, Psychology, Marketing and Communications)	<table border="1"> <tr> <td>No submission or less than 3 years' experience working as a Client Relationship Manager of an EWP programme.</td> <td>0 Points</td> </tr> <tr> <td>3 but less than 5 years' experience working as a Client Relationship Manager of an EWP programme.</td> <td>5 Points</td> </tr> <tr> <td>5 but less than 10 years' experience working as a Client Relationship Manager of an EWP programme.</td> <td>7 Points</td> </tr> <tr> <td>10 or more years' experience working as a Client Relationship Manager of an EWP programme.</td> <td>10 Points</td> </tr> </table>	No submission or less than 3 years' experience working as a Client Relationship Manager of an EWP programme.	0 Points	3 but less than 5 years' experience working as a Client Relationship Manager of an EWP programme.	5 Points	5 but less than 10 years' experience working as a Client Relationship Manager of an EWP programme.	7 Points	10 or more years' experience working as a Client Relationship Manager of an EWP programme.	10 Points	5
No submission or less than 3 years' experience working as a Client Relationship Manager of an EWP programme.	0 Points											
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5 but less than 10 years' experience working as a Client Relationship Manager of an EWP programme.	7 Points											
10 or more years' experience working as a Client Relationship Manager of an EWP programme.	10 Points											
		Call Centre Team leader (Master's Degree in Psychology, Drama Therapy or Clinical Social Work)	<table border="1"> <tr> <td>No submission or less than 3 years' experience working as a Call Centre Team leader of an EWP programme.</td> <td>0 Points</td> </tr> <tr> <td>3 but less than 5 years' experience working as a Call Centre Team leader of an EWP programme.</td> <td>5 Points</td> </tr> <tr> <td>5 but less than 10 years' experience working as a Call Centre Team leader of an EWP programme.</td> <td>7 Points</td> </tr> <tr> <td>10 or more years' experience working as a Call Centre Team leader of an EWP programme.</td> <td>10 Points</td> </tr> </table>	No submission or less than 3 years' experience working as a Call Centre Team leader of an EWP programme.	0 Points	3 but less than 5 years' experience working as a Call Centre Team leader of an EWP programme.	5 Points	5 but less than 10 years' experience working as a Call Centre Team leader of an EWP programme.	7 Points	10 or more years' experience working as a Call Centre Team leader of an EWP programme.	10 Points	5
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3 but less than 5 years' experience working as a Call Centre Team leader of an EWP programme.	5 Points											
5 but less than 10 years' experience working as a Call Centre Team leader of an EWP programme.	7 Points											
10 or more years' experience working as a Call Centre Team leader of an EWP programme.	10 Points											
3	Client references.	<p>Bidder must submit at least three (3) reference letters from different clients.</p> <p>References must be on the referees' letterheads, with contact information for vetting purposes, and for services provided for any period from 2021 to 2026.</p> <p>The Services provided must be aligned to the scope of work as indicated in Annexure B. Reference letters must be dated, signed, and the duration must be provided with a start and end date.</p>	<table border="1"> <tr> <td>No submission or less than three (3) reference letters; Services provided not aligned to the scope of work; reference letter not on the referee's letterhead; not within 2021 to 2026.</td> <td>0 Points</td> </tr> <tr> <td>Three (3) reference letters; Services provided aligned to the scope of work; reference letter on the referee's letterhead; within 2021 to 2026.</td> <td>5 Points</td> </tr> <tr> <td>More than three (3) less than five (5) reference letters; Services provided aligned to the scope of work; reference letter on the referee's letterhead; within 2021 to 2026.</td> <td>7 Points</td> </tr> <tr> <td>Five (5) or more reference letters; Services provided aligned to the scope of work; reference letter on the referee's letterhead; within 2021 to 2026.</td> <td>10 Points</td> </tr> </table>	No submission or less than three (3) reference letters; Services provided not aligned to the scope of work; reference letter not on the referee's letterhead; not within 2021 to 2026.	0 Points	Three (3) reference letters; Services provided aligned to the scope of work; reference letter on the referee's letterhead; within 2021 to 2026.	5 Points	More than three (3) less than five (5) reference letters; Services provided aligned to the scope of work; reference letter on the referee's letterhead; within 2021 to 2026.	7 Points	Five (5) or more reference letters; Services provided aligned to the scope of work; reference letter on the referee's letterhead; within 2021 to 2026.	10 Points	10
No submission or less than three (3) reference letters; Services provided not aligned to the scope of work; reference letter not on the referee's letterhead; not within 2021 to 2026.	0 Points											
Three (3) reference letters; Services provided aligned to the scope of work; reference letter on the referee's letterhead; within 2021 to 2026.	5 Points											
More than three (3) less than five (5) reference letters; Services provided aligned to the scope of work; reference letter on the referee's letterhead; within 2021 to 2026.	7 Points											
Five (5) or more reference letters; Services provided aligned to the scope of work; reference letter on the referee's letterhead; within 2021 to 2026.	10 Points											

No	Criteria	Proof Required	Points Allocation			Weight (%)		
4	Methodology	<p>Bidder must submit a methodology paper detailing the following:</p> <p>Process model indicating process flow, Counselling Services, Life Management Services, Marketing and Communication Services, Complaints Management.</p> <p>Methodology must demonstrate that the service provider has the capacity to render the services for the duration of the contract as outlined in the scope of service.</p> <p>A. Counselling Services</p> <ol style="list-style-type: none"> 1. Call Centre available 24 hours a day, 7 days a week, and 365 days a year. 2. National footprint of diverse clinicians registered with professional bodies. 3. The service provider shall utilise the CSIR's EWP telephone number. (0800 222 615) 4. Call centre staff and clinicians should be proficient in all South African languages. 5. 6 sessions, per incidence, per case. <p>B. Life Management (Online Services)</p> <ol style="list-style-type: none"> 1. Debt management and advocacy 2. Money management (Budgeting) 3. Legal advice and guidance 4. Family Care <p>C. Marketing and Communication</p> <ol style="list-style-type: none"> 1. Custom-designed and continuing communication programmes to correctly position the EWP. 2. Adopt existing CSIR EWP branding and design. 3. Branding and design completed in a Maximum of 6 weeks from the inception of contract. <p>D. Complaints Management</p> <ol style="list-style-type: none"> 1. The service provider will address all complaints received. 2. All complaints must be addressed and completed timeously with documented evidence of root cause(s), corrections made, corrective action and closure. 3. Completion of complaints management process in a maximum of 4 weeks. 	<p>A. Counselling Services</p> <ol style="list-style-type: none"> 1. No submission or bidder does not meet all the requirements under A (1-5). 0 Points 2. Bidder meets all the requirements under A (1-5). 5 Points 3. Bidder meets all the requirements under A (1-5) and bidder service offering exceeds 6 sessions, per incidence, per case but less than 8 sessions at no additional cost. 7 Points 4. Bidder meets all the requirements under A (1-5) and bidder service offering 8 or more sessions, per incidence, per case at no additional cost. 10 Points <p>B. Life Management Services (Online)</p> <ol style="list-style-type: none"> 1.No submission or bidder does not meet all the requirements under B (1-4) 0 Points 2. Bidder meets all the requirements under B (1-4). 5 Points 3. Bidder meets all the requirements under B (1-4). Bidder service offering includes assistance with sourcing reputable service providers for Life Management services, where face-to-face consultations are required. 7 Points 4. Bidder meets all the requirements under B (1-4)). Bidder service offering includes assistance with sourcing reputable service providers for Life Management services, where face-to-face consultations are required and has a mechanism to verify if further support is required. 10 Points <p>C. Marketing and Communication Services</p> <ol style="list-style-type: none"> 1. No submission or bidder does not meet all the requirements under C (1-3). 0 Points 2. Bidder meets all the requirements under C (1-3). 5 Points 3. Bidder meets all the requirements under C (1-3) and branding and design completed in less than 6 weeks but than 4 weeks 7 Points 4. Bidder meets all the requirements under C (1-3) and branding and design completed in 4 weeks or less. 10 Points <p>D. Complaints Management</p> <ol style="list-style-type: none"> 1. No submission or bidder does not meet all the requirements under D (1-3). 0 Points 2. Bidder meets all the requirements under D (1-3). 5 Points 3. Bidder meets all the requirements under D (1-3) and complaints management process completed in less than 4 weeks but more 3 weeks 7 Points 4. Bidder meets all the requirements under D (1-3) and complaints management process completed in 3 weeks or less. 10 Points 	7.5	7.5	7.5	7.5	30

No	Criteria	Proof Required	Points Allocation		Weight (%)
5	On-line support	The bidder must submit evidence to support their online support portals and resources, where there are electronic devices/apps/online page and Dashboard etc.	No online support options available to participate in the programme.	0 Points	5
			1-2 online support options available to participate in the programme.	5 Points	
			3 online options available to participate in the programme including a dashboard.	7 Points	
			More than 3 online options available to participate in the programmes including a dashboard.	10 Points	
6	Redacted reports	<p>Bidder must submit at least three (3) Redacted Reports for three 3 different time intervals (Monthly, Quarterly and Annual).</p> <p>Comprehensive reports with programme performance indicators (e.g.</p> <ol style="list-style-type: none"> 1. Number of people who interacted with the Employee wellness programme including demographics, 2. Which services were utilised, 3. Presenting issues, 4. Method of access (self-referral or other) 5. Utilisation rate, 6. Number of complaints were received, 7. Trends identified, 8. Possible impact on the organisation, 9. Recommended interventions, 10. Return on investment, etc. 	No submission or less than three (3) reports submitted. Redacted report(s) submitted do not include the minimum requirements from 1-8	0 Points	15
			Three (3) reports submitted (Monthly, Quarterly and Annual). Redacted report(s) submitted include the minimum requirements from 1-8.	5 Points	
			Three (3) reports submitted (Monthly, Quarterly and Annual). Redacted report(s) submitted include the requirements from 1-9.	7 Points	
			Three (3) reports submitted (Monthly, Quarterly and Annual). Redacted reports submitted include all the requirements from 1-10.	10 Points	
Total Points					100

Annexure D

Pricing Schedule

Professional Services

RFP for the Provision of Employee Wellbeing Programme Services for Five (5) years to the CSIR

RFP No:3635.1/14/05/2026

****All factors that influence the costing of services must be disclosed/ All conditions underpinning costing must be disclosed****

The retainer scope (fixed fee) of services for Employee staff complement of approximately 2426 includes the following

- Counselling services
- Life management services
- Marketing and Communication services
- Program management services
- PMTCT services
- Complaints management services

Service Component	Quantity of employees	Rate per person	Monthly Cost	Total Cost	Year 1 (Excl. VAT)	Year 2 (Excl. VAT)	Year 3 (Excl. VAT)	Year 4 (Excl. VAT)	Year 5 (Excl. VAT)
Retainer Services (fixed fee)	2426								
Sub-Total									
15% VAT									
Total									

Adhoc Service - Medical Tests

Service Component		Quantity of employees	Rate per person	Year 1 (Excl. VAT)	Year 2 (Excl. VAT)	Year 3 (Excl. VAT)	Year 4 (Excl. VAT)	Year 5 (Excl. VAT)
Executive Medical Health Assessments including Pathology	Female	18						
	Male							
Employee Health Risk Assessments Weight, Height, Waist circumference BMI, Blood Pressure & Pulse readings, Full Lipid Screening, Blood Glucose levels, Cholesterol level		1250						
Breast Cancer		1000						
Cervical Cancer		1250						
Testicular Cancer		800						
Eye Tests		1250						
Hearing Tests		1250						
Oral Health		1250						
VCT – HIV		1250						

Adhoc Service -Training Packages including

Service Component	Package Per Person	Rate per Year 1 (Excl. VAT)	Rate per Year 2 (Excl. VAT)	Rate per Year 3 (Excl. VAT)	Rate per Year 4 (Excl. VAT)	Rate per Year 5 (Excl. VAT)
Annual Management and Leadership Hybrid Seminar (Full day)						
Annual Management and Leadership						

Service Component	Package Per Person	Rate per Year 1 (Excl. VAT)	Rate per Year 2 (Excl. VAT)	Rate per Year 3 (Excl. VAT)	Rate per Year 4 (Excl. VAT)	Rate per Year 5 (Excl. VAT)
Hybrid Seminar (Half Day)						
HR, Line Managers and Employee Wellness Champions (Full day)						
HR, Line Managers and Employee Wellness Champions (Half Day)						
Restructuring and retrenchment and support services (per intervention of 10 people)						
Conflict Mediation (per intervention of 10 people)						
Disability Management training (per training session of 10 people)						

ADHOC SERVICES - ONSITE COACHING AND COUNSELLING (ONCE A MONTH)

Service Component	Daily Rate	Daily Rate for Year 1 (Excl. VAT)	Daily Rate for Year 2 (Excl. VAT)	Daily Rate for Year 3 (Excl. VAT)	Daily Rate for Year 4 (Excl. VAT)	Daily Rate for Year 5 (Excl. VAT)
Financial Advisor (Full day)						
Financial Advisor (Half-Day)						
Clinical Psychologist (Full day)						
Clinical Psychologist (Half-Day)						

ADHOC SERVICES – TRAINING, AWARENESS AND WEBINARS (RATE PER HOUR)

Service Component	Hourly Rate	Hourly Rate for Year 1 (Excl. VAT)	Hourly Rate for Year 2 (Excl. VAT)	Hourly Rate for Year 3 (Excl. VAT)	Hourly Rate for Year 4 (Excl. VAT)	Hourly Rate for Year 5 (Excl. VAT)
Online Psychosocial Webinars (20 sessions per annum for 1 hour each)						
Awareness, education and training session						

Annexure E

Table of Key Assignment Staff

RFP No. 3635.1/14/05/2026

Position	Name & Surname	Qualification	Years of Experience	Area of Expertise	Is the CV attached? (to verify) Yes/No
EWP Executive/Director					
EWP manager					
Client relationship manager					
Team Leader					

Annexure F

Proposal Form and List of Returnable Documents

RFP for the Provision of Employee Wellbeing Programme Services for Five (5) years to the CSIR

RFP No. 3635.1/14/05/2026

I/We _____
[name of entity, company, close corporation or partnership] of [full address]

_____ carrying on business trading/operating as

represented by _____ in my capacity as

_____ being duly authorised thereto by a Resolution of the Board of Directors or Members or Certificate of Partners, dated _____ to enter into, sign execute and complete any documents relating to this proposal and any subsequent Agreement. The following list of persons are hereby authorised to negotiate on behalf of the abovementioned entity, should CSIR decide to enter into Post Tender Negotiations with shortlisted bidder(s).

FULL NAME(S) CAPACITY SIGNATURE

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

I/We hereby offer to supply the abovementioned Services at the prices quoted in the schedule of prices in accordance with the terms set forth in the documents listed in the accompanying schedule of RFP documents.

I/We agree to be bound by those conditions in CSIR's:

General RFP Terms and Conditions; and [CSIR's Purchasing Terms and Conditions](#) or

Any other standard or special conditions mentioned and/or embodied in this Request for Proposal.

I/We accept that unless CSIR should otherwise decide and so inform me/us in writing of award/intent, this Proposal [and, if any, its covering letter and any subsequent exchange of correspondence], together with CSIR's acceptance thereof shall constitute a binding contract between CSIR and me/us.

I/We further agree that if, after I/we have been notified of the acceptance of my/our Proposal, I/we fail to enter into a formal contract if called upon to do so, or fail to commence the supply of Services within 4 [four] weeks thereafter, CSIR may, without prejudice to any other legal remedy which it may have, recover from me/us any expense to which it may have been put in calling for Proposals afresh and/or having to accept any less favourable Proposal.

I/We accept that any contract resulting from this offer will be for a period as determined by the CSIR.

Furthermore, I/we agree to a penalty clause/s which will allow CSIR to invoke a penalty against us for non-compliance with material terms of this RFP including the delayed delivery of the Services due to non-performance by ourselves, failure to meet Subcontracting.

I/we agree that non-compliance with any of the material terms of this RFP, including those mentioned above, will constitute a material breach of contract and provide CSIR with cause for cancellation.

ADDRESS FOR NOTICES

The law of the Republic of South Africa shall govern any contract created by the acceptance of this RFP. The domicilium citandi et executandi shall be a place in the Republic of South Africa to be specified by the Respondent hereunder, at which all legal documents may be served on the Respondent who shall agree to submit to the jurisdiction of the courts of the Republic of South Africa. Foreign Respondents shall, therefore, state hereunder the name of their authorised representative in the Republic of South Africa who has the power of attorney to sign any contract which may have to be entered into in the event of their Proposal being accepted and to act on their behalf in all matters relating to such contract.

Respondent to indicate the details of its domicilium citandi et executandi hereunder:

Name of Entity:

Facsimile:

Address:

NOTIFICATION OF AWARD OF RFP

As soon as possible after approval to award the contract(s), the successful Respondent [**the Service provider**] will be informed of the acceptance of its Proposal. Unsuccessful Respondents may be advised in writing of the name of the successful Service provider and the reason as to why their Proposals have been unsuccessful, for example, in the category of price, delivery period, quality, B-BBEE or for any other reason.

VALIDITY PERIOD

CSIR requires a validity period of **90 [Ninety calendar Days from closing date]** against this RFP. Bidders are to note that they may be requested to extend the validity period of their bid, at the same terms and conditions, if the internal evaluation process has not been finalised within the validity period. However, once the adjudication body has approved the process and award of the business to the successful bidder(s), the validity of the successful bidder(s)' bid will be deemed to remain valid until a final contract has been concluded.

NAME(S) AND ADDRESS / ADDRESSES OF DIRECTOR(S) OR MEMBER(S)

The Respondent must disclose hereunder the full name(s) and address(s) of the director(s) or members of the company or close corporation [**C.C.**] on whose behalf the RFP is submitted.

1. Registration number of company / C.C.

2. Registered name of company / C.C.

3. Full name(s) of director/member(s) Address/Addresses ID Number(s)

RETURNABLE DOCUMENTS

Returnable Documents means all the documents, Sections and Annexures, as listed in the tables below.

a) **Mandatory Returnable Documents**

Failure to provide any Mandatory Returnable Documents at the closing date and time of this bid will result in a Respondent’s disqualification. Bidders are therefore urged to ensure that all these documents are returned with their Proposals.

Please confirm submission of the mandatory Returnable Documents detailed below by so indicating [**Yes** or **No**] in the table below:

MANDATORY RETURNABLE DOCUMENTS	SUBMITTED [Yes/No]
Bidder must submit a fully completed Annexure F - Table of Key assignment staff that will be deployed for the duration of this project.	
In the case of subcontracting arrangements, bidder must submit a copy of the signed subcontracting agreement.	
Bidder must submit a valid registration certificate of the Health Professional Council of SA (HPCSA) or South African Council for Social Service Professions (SACSSP) for EWP Manager – As listed on Annexure F.	
Bidder must submit a valid registration certificate of the Health Professional Council of SA (HPCSA) or South African Council for Social Service Professions (SACSSP) for Call centre team leader - As listed on Annexure F.	
Bidder must submit a list of all national network of affiliates (Name/Surname, Qualification/ Professional Registration Body and number /Province).	

b) **Essential Returnable Documents**

In addition to the requirements of section (a) above, Respondents are further required to submit with their Proposals the following **essential Returnable Documents** as detailed below.

Essential Returnable Documents required for evaluation purposes:

Failure to provide any essential Returnable Documents used for purposes of scoring a bid, by the closing date and time of this bid will not result in a Respondent’s disqualification. However, Bidders will receive an automatic score of zero for the applicable evaluation criterion. Bidders are therefore urged to ensure that all these documents are returned with their Proposals.

Please confirm submission of these essential Returnable Documents by so indicating [Yes or No] in the table below:

ESSENTIAL RETURNABLE DOCUMENTS USED FOR SCORING	SUBMITTED
<p>Annexure D: Pricing Schedule - Bidder must submit a fully completed pricing schedule as issued with the RFP and a quotation on official company letterhead in line with pricing schedule</p>	
<p>Annexure H: Preference Points Award Form in Terms of the Preferential Procurement Regulations 2022 (Mandatory documents to claim preference points)</p> <ul style="list-style-type: none"> • Valid copy of BBBEE certificate/ sworn affidavit <ul style="list-style-type: none"> ✓ In case of unincorporated trust, consortium or joint venture, they must submit their consolidated B-BBEE scorecard with their <u>individual B-BBEE Certificate or Sworn Affidavit.</u> ✓ In case of sub-contracting both parties must submit copies of their valid BBBEE certificates. <p>NB: Non-submission or invalid submission will result in zero points. Should the individual entity’s B-BBEE Certificate or Sworn Affidavit of the unincorporated trust, consortium or joint venture parties <u>be invalid</u>, the joint venture scorecard will also be invalid.</p>	
<p>Bidder must submit Company Profile</p>	
<p>Bidder must submit Client reference letters</p>	
<p>Bidder must submit the Up-to-date CV of key staff indicating experience – EWP Executive/director</p>	

Bidder must submit the Up-to-date CV of key staff indicating experience – EWP Manager.	
Bidder must submit the Up-to-date CV of key staff indicating experience – Client Relationship Manager.	
Bidder must submit the Up-to-date CV of key staff indicating experience – Call Centre Team Leader.	
Bidder must submit methodology and service process/model	
Bidder must submit available on-line support option	
Bidder must submit three (3) redacted report for different intervals (Monthly, Quarterly, annual)	

Other Essential Returnable Documents:

Failure to provide other essential Returnable Documents may result in a Respondent’s disqualification. Bidders are therefore urged to ensure that all these documents are returned with their Proposals.

Please confirm submission of these essential Returnable Documents by indicating Yes or No in the table below

<u>OTHER</u> ESSENTIAL RETURNABLE DOCUMENTS	SUBMITTED [Yes/No]
Annexure A: Standard Bidding Document (SBD) 1 Form	
Annexure F: Proposal Form and List of Returnable documents (<i><u>This document</u></i>)	
Annexure G: Certificate of Acquaintance with RFP, Terms & Conditions & Applicable Documents	
Annexure I: Standard Bidding Document (SBD) 4 Form	
Annexure J: RFP Declaration and Breach of Law Form	
Employee Assistance Professionals Association of SA (EAPA-SA) for key staff will be an added advantage. A valid membership certificate must be provided.	
Liability cover of at least R50 million relevant to the whole scope of services offered. Letter of intent from an authorised insurance provider will also be accepted.	
Bidder must submit a valid letter of good standing relevant to the scope of work with the Department of Labour (COIDA) or any other private insurer.	

In the case of Joint Ventures, bidder must submit a copy of the signed Joint Venture Agreement.	
Bidder must submit MBA or master's or higher qualification in EWP, Coaching, human resources, social work or psychology field for EWP Executive/Director.	
Bidder must submit master's degree or higher in EWP, Coaching, Social work or Psychology field for EWP Manager.	
Bidder must submit Honours degree or higher in EWP, social work, psychology, business administration, marketing and communications, etc.) for Client Relationship Manager	
Bidder must submit Master's degree or higher in Psychology, Drama Therapy or Clinical Social Work for the Call Centre Team Leader.	

CONTINUED VALIDITY OF RETURNABLE DOCUMENTS

The successful Respondent will be required to ensure the validity of all returnable documents, including but not limited to its Tax Clearance Certificate and valid B-BBEE Verification Certificate, for the duration of any contract emanating from this RFP. Should the Respondent be awarded the contract [**the Agreement**] and fail to present CSIR with such renewals as and when they become due, CSIR shall be entitled, in addition to any other rights and remedies that it may have in terms of the eventual Agreement, to terminate such Agreement forthwith without any liability and without prejudice to any claims which CSIR may have for damages against the Respondent.

SIGNED at _____ on this ____ day of _____ 20____

SIGNATURE OF WITNESSES AND NAME OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE:

Name: _____

Designation: _____

Annexure G

Certificate of Acquaintance with RFP, Terms & Conditions & Applicable Documents

RFP No. 3635.1/14/05/2026

RFP for the Provision of Employee Wellbeing Programme Services for Five (5) years to the CSIR.

By signing this certificate the Respondent is deemed to acknowledge that he/she has made himself/herself thoroughly familiar with, and agrees with all the conditions governing this RFP. This includes those terms and conditions contained in any printed form stated to form part hereof, including but not limited to the documents stated below. As such, CSIR will recognise no claim for relief based on an allegation that the Respondent overlooked any such condition or failed properly to take it into account for the purpose of calculating tendered prices or any other purpose:

Should the Bidder find any terms or conditions stipulated in any of the relevant documents quoted in the RFP unacceptable, it should indicate which conditions are unacceptable and offer alternatives by written submission on its company letterhead, attached to its submitted Bid. Any such submission shall be subject to review by CSIR's Legal Counsel who shall determine whether the proposed alternative(s) are acceptable or otherwise, as the case may be. A material deviation from any term or condition may result in disqualification.

Bidders accept that an obligation rests on them to clarify any uncertainties regarding any bid which they intend to respond on, before submitting the bid. The Bidder agrees that he/she will have no claim based on an allegation that any aspect of this RFP was unclear but in respect of which he/she failed to obtain clarity.

The bidder understands that his/her Bid will be disqualified if the Certificate of Acquaintance with RFP documents included in the RFP as a returnable document, is found not to be true and complete in every respect.

SIGNED at _____ on this ____ day of _____ 20____

SIGNATURE OF WITNESSES AND NAME OF WITNESSES

1 _____

Name _____

2 _____

Name _____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE:

Name: _____

Designation: _____

Annexure H

Preference Points Award Form in Terms of the Preferential Procurement Regulations 2022

The Provision of Employee Wellbeing Programme Services for Five (5) years to the CSIR

RFP No. 3635.1/14/05/2026

This preference form must form part of all bids invited. It contains general information and serves as a claim form for the preference points allocated on the basis of specific goals outlined in point 3 below.

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF SPECIFIC GOALS, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to this bid:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included), The lowest acceptable tender will be used to determine the applicable preference point system.

1.2 Points for this bid shall be awarded for:

- (a) Price; and
- (b) Preference Points based on specific goals.

1.3 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
Preference Points	20
Total points for Price and Preference Points must not exceed	100

- 1.4 Failure on the part of a bidder to submit proof of preference points together with the bid, will be interpreted to mean that preference points are not claimed.
- 1.5 The CSIR reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the CSIR.

2. POINTS AWARDED FOR PRICE

2.1 The 80/20 preference points systems

A maximum of 80 points is allocated for price on the following basis:

80/20

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

P_{min} = Price of lowest acceptable bid

3. PREFERENCE POINTS AWARDED

3.1 In terms of Regulation 4 (2) and 4 (2) of the Preferential Procurement Regulations, preference points may be awarded to a bidder for the specific goal specified for the tender in accordance with the table below:

3.2 Specific goals must be determined per tender.

Specific Goals	Preference Points
Black Ownership	10
Black Women Ownership	10
Total	20

3.3 Total preference points per specific goal to be determined per tender.

3.3.1. Total preference points per specific goal to be awarded as follows:

3.3.1.1. Preferential points for black ownership will be awarded as follows:

Black Ownership	% of Preferential points
Bidder with 100% black ownership	100%
Bidder with 51% to 99% black ownership	50%
Bidder with less than 51% black ownership	0%

3.3.1.2. Preferential points for black women ownership will be awarded as follows:

Black Women Ownership	% of Preferential points
Bidder with 100% black women ownership	100%
Bidder with 30% to 99% black women ownership	50%
Bidder with less than 30% black women ownership	0%

3.4. Joint Ventures, Consortiums and Trusts

A trust, consortium or joint venture¹, will qualify for preference points as a legal entity (Incorporated), provided that the entity submits its valid B-BBEE certificate. Only valid BBEE certificates issued by SANAS accredited verification agency will be considered for allocation of points.

A trust, consortium or joint venture will qualify for preference points as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid. Only valid consolidated BBEE certificates issued by SANAS accredited verification agency will be considered for allocation of points.

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. The CSIR will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement. Furthermore, in bids where unincorporated joint venture and/or consortium/sub-contractors are involved, each party must submit a separate TCS PIN and CSD number.

The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement

¹ Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

3.5. Sub-contracting

A bidder must not be awarded preference points if it is indicated in the tender documents that such a bidder intends sub- contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.

A bidder awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the bidder concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

4. BID DECLARATION

Bidders who claim points in respect of specific goals **must** submit the following documents:

Mandatory documents to claim preference points	Submitted	
	Yes	No
Valid copy of BBBEE certificate/ sworn affidavit to claim Black Ownership and Black Woman Ownership, preference points ²	√	√

DECLARATION WITH REGARD TO COMPANY/FIRM

Name of company/firm:.....

VAT registration number:.....

Company registration number:.....

I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the documents submitted to claim preference points based on the specific goals are valid, and I / we acknowledge that:

- i) The information furnished is true and correct;

² In case of unincorporated trust, consortium or joint venture, they must submit their consolidated B-BBEE scorecard with submitting their **individual B-BBEE Certificate or Sworn Affidavit**, and each party must submit a separate TCS PIN and CSD number. In case of sub-contracting both parties must submit copies of their valid BBBEE certificates

- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 3 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 3, the contractor may be required to furnish further documentary proof to the satisfaction of the CSIR that the awarded are correct;
- iv) If any document is obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the CSIR may, in addition to any other remedy it may have –
 - (a) disqualify the person from the bidding process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution.
- v) If the CSIR is of the view that a bidder submitted false information regarding a specific goal, it must—
 - (a) inform the bidder accordingly; and
 - (b) give the bidder an opportunity to make representations within 14 days as to why the tender may not be disqualified or, if the tender has already been awarded to the bidder, the contract should not be terminated in whole or in part.
- vi) After considering the representations referred to in subregulation (v)(b), the CSIR may, if it concludes that such information is false—
 - (a) disqualify the bidder or terminate the contract in whole or in part; and
 - (b) if applicable, claim damages from the bidder.

<p>WITNESSES</p> <p>1.</p> <p>2.</p>
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<p>.....</p> <p>SIGNATURE(S) OF BIDDERS(S)</p>
<p>DATE:</p>
<p>ADDRESS.....</p>

Annexure I

Standard Bidding Document (SBD) 4

RFP No. 3635.1/14/05/2026

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest³ in the enterprise, employed by the state? YES / NO

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

³ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? YES /NO

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? YES /NO

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, the undersigned, (name).....in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium⁴ will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

⁴ Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

..... Signature Date
..... Position Name of bidder

Annexure J

DECLARATION BY BIDDER AND BREACH OF LAW FORM

The Provision of Employee Wellbeing Programme to the CSIR

RFP No. 3635.1/14/05/2026

NAME OF ENTITY: _____

We _____ do hereby certify that:

1. CSIR has supplied and we have received appropriate responses to any/all questions [as applicable] which were submitted by ourselves for RFP Clarification purposes;
2. we have received all information we deemed necessary for the completion of this Request for Proposal [RFP];
3. we have been provided with sufficient access to the existing CSIR facilities/sites and any and all relevant information relevant to the Services as well as CSIR information and Employees, and has had sufficient time in which to conduct and perform a thorough due diligence of CSIR's operations and business requirements and assets used by CSIR. CSIR will therefore not consider or permit any pre- or post-contract verification or any related adjustment to pricing, service levels or any other provisions/conditions based on any incorrect assumptions made by the Respondent in arriving at his Bid Price.
4. at no stage have we received additional information relating to the subject matter of this RFP from CSIR sources, other than information formally received from the designated CSIR contact(s) as nominated in the RFP documents;
5. we are satisfied, insofar as our entity is concerned, that the processes and procedures adopted by CSIR in issuing this RFP and the requirements requested from Bidders in responding to this RFP have been conducted in a fair and transparent manner; and
6. furthermore, we declare that a family, business and/or social relationship **exists / does not exist** [delete as applicable] between an owner / member / director / partner / shareholder of our entity and an employee or board member of the CSIR Group including any person who may be involved in the evaluation and/or adjudication of this Bid.
7. In addition, we declare that an owner / member / director / partner / shareholder of our entity **is / is not** [delete as applicable] an employee or board member of the CSIR.

8. If such a relationship as indicated in paragraph 7 exists, the Respondent is to complete the following section:

FULL NAME OF OWNER/MEMBER/DIRECTOR/
PARTNER/SHAREHOLDER: ADDRESS:

Indicate nature of relationship with CSIR:

[Failure to furnish complete and accurate information in this regard may lead to the disqualification of a response and may preclude a Respondent from doing future business with CSIR]

9. We declare, to the extent that we are aware or become aware of any relationship between ourselves and CSIR [other than any existing and appropriate business relationship with CSIR] which could unfairly advantage our entity in the forthcoming adjudication process, we shall notify CSIR immediately in writing of such circumstances.
10. We accept that any dispute pertaining to this Bid will be resolved through the Ombudsman process and will be subject to the Terms of Reference of the Ombudsman. The Ombudsman process must first be exhausted before judicial review of a decision is sought.
11. We further accept that CSIR reserves the right to reverse an award of business or decision based on the recommendations of the Ombudsman without having to follow a formal court process to have such award or decision set aside.

BREACH OF LAW

12. We further hereby certify that I/we (the bidding entity and/or any of its directors, members or partners) have/have not been [delete as applicable] found guilty during the preceding 5 [five] years of a serious breach of law, including but not limited to a breach of the Competition Act, 89 of 1998, by a court of law, tribunal or other administrative body. The type of breach that the Respondent is required to disclose excludes relatively minor offences or misdemeanours, e.g. traffic offences. This includes the imposition of an administrative fine or penalty.

Where found guilty of such a serious breach, please disclose:

NATURE OF BREACH:

DATE OF BREACH: _____

Furthermore, I/we acknowledge that CSIR reserves the right to exclude any Respondent from the bidding process, should that person or entity have been found guilty of a serious breach of law, tribunal or regulatory obligation.

SIGNED at _____ on this _____ day of _____ 20____

For and on behalf of _____ duly authorised hereto	AS WITNESS:
Name:	Name:
Position:	Position:
Signature:	Signature:
Date	Registration No of Company/CC
Place	Registration Name of Company/CC