



## REQUEST FOR QUOTATION (RFQ)

### Request Details

RFQ Number	<b>RFQ No: DLCA/30/2025</b>
Request Specifications	To appoint a suitable service provider to provide Employee Health and Wellness Programme for Driving Licence Card Account (DLCA) for a period of 12 months.
Delivery address	459B Tsitsa Street, Erasmuskloof Pretoria 0048
Billing address	459B Tsitsa Street, Erasmuskloof Pretoria 0048

### Closing details

Closing date of quote	07 November 2025 at 11H00
Quotes to be hand delivered to:	459B Tsitsa Street, Erasmuskloof Pretoria 0048

### Quotation Return Instructions

- 1 Please ensure that the quote is hand delivered.
- 2 Prices quoted should include all costs including delivery costs and VAT.
- 3 Please ensure that the invoice/delivery note is submitted to DLCA on the day of delivery of goods or services, for payment thereafter.
- 4 **For any enquiries please contact:  
Tyron Mkhari - 012 347 2522**



## REQUEST FOR QUOTATION (RFQ)

### Requirement list

Quantity	Item description
	To appoint a suitable service provider to provide Employee Health and Wellness Programme for Driving Licence Card Account (DLCA) for a period of 12 months.
	<b>NB: Terms of Reference attached.</b>

### Conditions

- DLCA does not bind itself into accepting the lowest quote nor making an appointment from presentations, proposals/quotations received.
- DLCA reserves the right, at its sole discretion, to cancel this request for proposals, presentations and quotations or not to make any appointment at all and also reserves the right to appoint more than 1 service provider.
- DLCA reserves the right to negotiate the quoted amount with the winning bidder.
- The DLCA reserve the right not to award the tender.
- Should this transaction exceed R30k including all applicable taxes, the 80/20 point system will be applied as follows (80 price; 20 Preference points).
- Preferential procurement principles will be applied according to the stated policies of the department.
- Any conditions imposed by the Service Provider that is restrictive or contrary to any part of these Terms of Reference will automatically disqualify the Service Provider.
- The Service provider will be held liable for any damage or loss suffered by the entity, because of the Service Provider's own or his/her employees' negligence or intent, which originated at the site.
- The Service Provider will have to pay damages or replace any stolen item damaged or stolen due to the negligence or intent of the Service Provider's own employees.
- The Service Provider must, at his/her own expenses, take out sufficient insurance against any claims, cost, loss and/or damage ensuing from his/her obligations and shall ensure that such insurance remains operative for the duration of this agreement.
- A copy of such insurance bid must be handed to the DLCA Representative on commencement of the service. Evidence that such insurance premiums have indeed been paid, or is being sought must be furnished on request.
- Any shortcomings in this specification must be identified by the service provider prior to the awarding of the bid and raised with the DLCA for rectification and agreement.
- Any shortcomings identified by the service provider after the bid has been awarded and that would have had an impact on the bid price will be for the account of the service provider

Compiled by ..... 

Date: 04/11/2025 .....

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**TERMS OF REFERENCE FOR EMPLOYEE HEALTH AND WELLNESS PROGRAMME FOR DRIVING LICENCE CARD ACCOUNT FOR A PERIOD OF 12 MONTHS**

**1. INTRODUCTION AND BACKGROUND**

The Driving Licence Card Account (DLCA) is a Trading Entity of the Department of Transport responsible for production and delivery of driving licence cards in South Africa.

**2. PURPOSE**

The purpose of this Terms of Reference (TOR's) is to invite potential qualified service providers to submit proposals for the provision of employee health and wellness programme to the DLCA. The primary goal of the EWP is to inform and skill employees to take ownership of their wellbeing and to provide them with the necessary support and interventions to make informed decisions regarding their work and personal lives.

**3. SCOPE OF WORK**

Reference of Service Components	Service Description
<b>Services 1: Counselling Service</b>	
Toll-free telephone supportive counselling:	• Professional Support Line Service (24/7/365) for employees and immediate family members. The service shall be available in 11 official languages.

<p>Personal Face-to-Face Counselling and 3 hours dedicated to onsite Counselling on a monthly basis</p> <p>Model of 6-8 counselling sessions per employee per issue annually with additional two sessions at the discretion of the service provider.</p> <p>Face-to-Face Counselling for employees and family members</p>	<ul style="list-style-type: none"> <li>• 6-8 Personal Counselling (Face-to-Face) - sessions per person per year (per condition/incident) close to employee/family member residence or place of work.</li> <li>• Support and counselling/rehabilitation for victims and perpetrators.</li> <li>• Support and counselling for victims of unfair discrimination, disabilities, homophobic, xenophobic and tribalism etc.</li> <li>• Bereavement Counselling</li> </ul>
<p>Critical Incidence Services (Trauma debriefing)</p>	<p>A <b>critical incident service</b>: offering prompt and professional trauma debriefing and counselling services to employees exposed to incidents of trauma.</p>
<p>Electronic on-line advisory services</p>	<p>Access to comprehensive online wellness 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 personalised information on a range of employee well-being related topics such as stress management, substantiate abuse and trauma management.</p> <p>Printable resources to be made available.</p>

<b>Service 2: Life Management Services</b>	
<p>Life Management Services:</p> <p>Financial and Debt management and advocacy</p> <p>Money management (Budgeting)</p> <p>Legal Advice and Guidance</p> <p>Family Care</p> <p>Alcohol, Drugs and Gambling Management</p>	<p><b>Life Management Services</b></p> <p>A <b>legal well-being</b> service provider will provide DLCA 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.</p> <p><b>Financial wellbeing:</b> This component of the service will assist employees who have queries relating to finances and debt management</p> <p><b>Family Care Support:</b> It will focus on the provision of information and guidance on a broad range immediate 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, community resources, pre-school programmes and care-giving guidance, information and advice on alcohol management.</p> <p>Information and advice on alcohol, drugs and gambling management.</p>
<b>Service 3: Incapacity Solutions</b>	
Incapacity solutions	Representation on incapacity panels for advice and support.
<b>Service 4: Unfair Discrimination and Sexual Harassment Support Programme</b>	
Sexual Harassment	<ul style="list-style-type: none"> <li>• Provide trauma Counselling and victim empowerment.</li> </ul>
Unfair Discrimination (Gender, Race,	<ul style="list-style-type: none"> <li>• Mandatory Counselling for perpetrators.</li> </ul>

Disability etc.)	
<b>Service 5: Annual Employee Health Screening</b>	
Wellness Screening	<p><b>The services to be rendered will include but not limited to the following:</b></p> <ul style="list-style-type: none"> <li>• Weight</li> <li>• Height</li> <li>• Body Mass Index</li> <li>• Blood Pressure &amp; pulse readings</li> <li>• Full lipid screening</li> <li>• Glucose levels</li> <li>• Provide appropriate health action recommendation based upon the results of each employee’s screening results</li> </ul> <p><b>The service provider will be responsible to manage the following:</b></p> <ul style="list-style-type: none"> <li>• Employee registration</li> <li>• Data capturing of each employee’s results directly after their assessment</li> <li>• Wellness assessment activities</li> </ul>
<b>Service 6: Medical Health Assessments bi-annually</b>	
Medical Risk Appraisal	<p><b>The services to be rendered will include but not limited to the following:</b></p> <ul style="list-style-type: none"> <li>• Personal and family medical history</li> <li>• Exercise and nutrition management</li> <li>• Health habits</li> </ul>

Physical Assessment	<ul style="list-style-type: none"> <li>• Cardiovascular</li> <li>• Height, weight, Body Mass Index (BMI), waist and ratio</li> <li>• Resting and effort Electrocardiogram (ECG)</li> </ul>
	<ul style="list-style-type: none"> <li>• Lung function screening</li> <li>• Eye testing</li> <li>• Ear, nose and throat</li> </ul>
<b>Service 7: Awareness Education &amp; Training (12 sessions per annum)</b>	
<p>Awareness sessions entail the following:</p> <ul style="list-style-type: none"> <li>• Employee Awareness Sessions.</li> <li>• Managerial Awareness Sessions</li> <li>• Wellness Interventions with a specific focus on: <ul style="list-style-type: none"> <li>o Social-psycho specialists (As and when required even on a group level)</li> <li>o On-site Counselling (monthly per site)</li> </ul> </li> </ul>	<p><b>The services to be rendered will include but not limited to the following:</b></p> <ul style="list-style-type: none"> <li>• Awareness presentations for managers, supervisors and employees and others who may need to be involved such as Human Capital, SHE personnel and Wellness Committee members as follows: Socio-Psychologists <ul style="list-style-type: none"> <li>o Incapacity Training</li> <li>o Diversity Training</li> </ul> </li> </ul>
<b>Service 8: Restructuring, Retrenchment and Support Services</b>	
Restructuring, retrenchment and support services	<ul style="list-style-type: none"> <li>• Effective and efficient programme to assist in the management of people, organizational change to provide support, change surveys, training, group dynamics, and group and leadership coaching</li> </ul>

<b>Service 9: Conflict Management Intervention</b>	
Conflict Management: To be done by Industrial Psychologists	<ul style="list-style-type: none"> <li>Respond to the adverse conflict risks within the organization prior to them impacting negatively on productivity and service excellence.</li> <li>Build capacity for managers to use the service and to identify distressed employees and refer them to appropriate resources.</li> <li>One-on-one and group support interventions</li> <li>Referral (Employee-to-employee and Employer-to-Manager)</li> </ul>
<b>Service 10: Programme Management</b>	
Complaints Management	<ul style="list-style-type: none"> <li>The service provider will address all EWP related as per SLA complaints received from the DLCA.</li> </ul>

#### 4. EVALUATION CRITERIA

4.1 **Stage 1:** Compliance check of Mandatory Requirements;

4.2 **Stage 2:** Functional Evaluation Criteria

4.3 **Stage 3:** Price and Preference Points Evaluation

##### Stage 1: Compliance check of Mandatory Requirements

DOCUMENTS TO BE SUBMITTED			Yes/No
No.	Please note; the items marked with an (X) are mandatory requirements and failure to meet the requirements will result in your bid being disqualified.		
1.	X	Proof of registration with the Employee Assistance Professionals Association of South Africa (EAPA-SA). A valid membership certificate must be provided.	
2.	X	Proof of registration of key staff with the Health Professional Council of South Africa (HPCSA). A valid certified proof of certificates must be provided.	
3.	X	Staff compliment: SACSSP registered Social worker certificate	

4.	X	Staff compliment: NCR registered Debt counsellor certificate	
5.	X	Staff compliment: SANC registered Nurse certificate	

**17.2 Stage 2: Functional Evaluation Criteria**

Bids must fully comply with all the Mandatory Requirements for the Stage 1: Compliance check of Mandatory Requirements in order to qualify for Stage 2: Functional Evaluation and those bids which failed to comply with all the requirements of Stage 1 will be invalidated or disqualified from the process.

Item No	Evaluation Criteria	Description	Weight (%)
1.	Number of years rendering Employee Wellness Programmes	<p>Minimum of three (3) years in which the company has been rendering Employee Wellness Programmes. Client reference letters indicating the number of years in business providing employee wellness services.</p> <p><b>Bidders Experience</b></p> <p>No Years' Experience = 0 Points                      3 Years' Experience = 10 Points                      4 – 5 Years' Experience = 20 Points                      6 Years' Experience = 30 Points</p> <p><b>(letters must be in a company letterhead, signed with contact details, service rendered and period of contract)</b></p>	30
2.	Client References	<p>The service provider must have experience in servicing employees between 80 or more.</p> <p>The last three (3) contactable references indicating the number of employees per reference excluding the DLCA.</p> <p><b>Bidders Reference Letters</b></p> <p>No reference letters = 0 Points                      1– 2 reference letters = 10 Points                      3 – 4 reference letters = 20 Points</p>	30

		5 - reference letters = 30 Points <b>(letters must be in a company letterhead, signed with contact details, service rendered and period of contract)</b>	
3.	<b>Methodology and approach</b>	<b>The service provider must outline the methodology and approach as per the scope of work/service offering on the following:</b>  Methodology and approach not submitted = 0 Points Methodology and approach submitted 1 of 4 = 10 Points Methodology and approach submitted 1 of 7 = 20 Points Methodology and approach ALL submitted = 30 Points	<b>30</b>
4	<b>Business continuity Plan</b>	The bidder should provide a plan on how they will manage business disruption events  No Plan = 0 Point Plan submit = 10 Points	<b>10</b>
		<b>TOTAL</b>	<b>100</b>

**NB:** Functional assessments' minimal acceptable requirements on functionality is 70 points or greater.

TOTAL SCORE = 100

After considering the functional evaluation criteria, a bidder is considered to have passed Stage 2 (Functional Requirements) if the TOTAL score is equal to, or greater than 70 points.

## **5. CLARIFICATION**

- a. The DLCA may request clarity of further information regarding any aspect of the bid. The service provider should supply the requested information within forty-eight (48) hours after the request has been made.

## **6. SPECIAL CONDITIONS**

- a. DLCA does not bind itself to make any selection from the proposals, or quotations received.
- b. DLCA reserves the right, at its sole discretion, to cancel this request for proposals and/or not to make any selection of the service provider/s at all.
- c. All prices quoted must be VAT inclusive and in SA Rands.
- d. DLCA will not make any upfront payments before the rendering of services.
- e. Upon the award of the quote, the successful service provider shall enter into an agreement with DLCA. Said agreement shall be in a format prescribed by DLCA.
- f. The successful bidder shall provide the service required based on the set timelines and as per the schedule to be provided by DLCA.
- g. A pricing schedule with one of the specified elements omitted from the costing may be considered non-responsive.

## **7. CONTRACT PERFORMANCE**

- a. The performance of the service provider shall be reviewed quarterly during the period of the contract.
- b. Should the performance be deemed unsatisfactory, DLCA reserve the right not to renew the contract.
- c. If it is found that information provided is false including the breach of the General Condition of Contract, The DLCA reserves the right to terminate this contract with immediate effect.

## 8. PERIOD OF WORK

The contract will be for a period of 12 months.

## 9. FORMAT AND SUBMISSION OF THE PROPOSAL

Service providers must submit the following documents:

- a. A detailed written proposal indicating the project plan, the team members to be allocated to DLCA and their qualification and relevant experience.
- b. Provide and attach a copy of service provider's unique personal identification number (PIN) issued by SARS
- c. Service providers must also submit recent CSD Report.
- d. Provide and attach a copy of a valid BBBEE Certificate from an Accredited Verification Agency or a Sworn Affidavit.
- e. SBD forms must be completed in full and signed in all a. respects by bidders. Failure to comply will invalidate a RFQ.
- f. Submission of contactable references in company letterhead, for similar projects completed.

## 9. ENQUIRIES

[tyron.mkhari@dlca.gov.za](mailto:tyron.mkhari@dlca.gov.za)

[contact: 012 347 2522](tel:0123472522)

[Quotations@dlca.gov.za](mailto:Quotations@dlca.gov.za)

## 10. PAYMENT TERMS

Payments will be made monthly, as agreed upon appointment of the successful service provider.

## ANNEXURE A – PRICING SCHEDULE

Name of components	R
1.Counselling Service	
2.Life Management Services	
3.Incapacity Solutions	
4.Unfair Discrimination and Sexual Harassment Support Programme	
5.Annual Employee Health Screening	
6.Medical Health Assessments bi-annually	
7.Awareness Education & Training (12 sessions per annum)	
8.Restructuring, Retrenchment and Support Services	
9.Conflict Management Intervention	
10.Programme Management	
Other cost	
<b>Total Bid Price</b>	