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REQUEST FOR QUOTATION (RFQ)

RFQ	RFQ/HC/2025/10248285/17
RFQ ISSUE DATE	05 AUGUST 2025
RFQ DESCRIPTION	APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO RENDER EMPLOYEE ASSISTANCE PROGRAMME (EAP) FOR SABC FOR A PERIOD OF 3 YEARS
CLOSING DATE & TIME	20 AUGUST 2025 AT 12H00PM

Submissions must be electronically emailed to RFQSubmissions@sabc.co.za on or before the closing date of this RFQ.

For queries, please contact Porcia Ntozini via email: Tenderqueries@sabc.co.za

The SABC requests your quotation on the services listed above. Please provide us with all the information as requested and return your quotation on the date and time stipulated above. Late and incomplete submissions will invalidate the quote submitted.

SUPPLIER NAME: _____

POSTAL ADDRESS: _____

TELEPHONE NO: _____

FAX NO.: _____

E MAIL ADDRESS: _____

CONTACT PERSON: _____

CELL NO: _____

SIGNATURE OF BIDDER: _____

NOTES ON QUOTATIONS AND PROPOSALS SUBMISSION

1. All electronic submissions must be submitted in a **PDF** format that is protected from any modifications, deletions, or additions.
2. Financial/pricing information must be presented in a **separate** attachment from the Technical / Functional Response information.
3. The onus is on the Bidder to further ensure that all mandatory and required documents are included in the electronic submission.
4. All submissions should be prominently marked with the following details in the email subject line:
 - RFQ Number and bidders' name.
 - Bidders are advised to email electronic submissions at least thirty minutes before the bid closing time to cater for any possible delay in transmission or receipt of the bid. The onus is on bidder to ensure that the bid is submitted on time via email
 - Tender submission emails received after submission date and time will be considered late bid submissions and will not be accepted for consideration by SABC.
 - SABC will not be responsible for any failure or delay in the email transmission or receipt of the email including but not limited to:
 - receipt of incomplete bid
 - file size
 - delay in transmission receipt of the bid
 - failure of the Bidder to properly identify the bid
 - illegibility of the bid; or
 - Security of the bid data.

NB: THE BIDDER SHOULD ENSURE THAT WETRANSFER LINKS AND GOOGLE DROP BOX EXPIRE AFTER 30 DAYS OF THEIR SUBMISSIONS INSTEAD OF SEVEN DAYS

1. FIRST PHASE – MANDATORY DOCUMENTS

All bid respondents must submit mandatory documents that comply with all mandatory requirements. Bids that do not fully comply with the mandatory requirements will be disqualified and will not be considered for further evaluation.

MANDATORY REQUIREMENT		COMPLY/ NOT COMPLY
1.1	Psychologist with valid registration with HPCSA and equivalent e.g. Social Worker registered with SA Council for Social Service Profession.	
1.2	Bidder to provide a valid proof of insurance for public and professional liability insurance amounting to a minimum of 5 million rand. NB: EAPA standard 10 “All EAP professionals must have a professional liability insurance to take all necessary precautions for addressing legal challenges concerning service delivery”.	

BIDDERS MUST PROVIDE A VALID AND ACTIVE CERTIFICATE AT THE TIME OF THE CLOSING OF THE BID. NON-SUBMISSION OF THE MANDATORY DOCUMENTS WILL RESULT IN AUTOMATIC DISQUALIFICATION.

2. REQUIRED DOCUMENTS

- 2.1 Submit proof Central Supplier Database (CSD) registration
- 2.2 Proof of Valid TV License Statement for the Company; all active Directors and Shareholder must have valid TV Licenses.
- 2.3 (Verification will also be done by the SABC internally).
- 2.4 Valid Tax Clearance Certificate or SARS “Pin” to validate supplier’s tax matters
- 2.5 Original or Certified copy of Valid BBBEE Certificate (from SANAS accredited Verification Agency)
- 2.6 Certified copy of Company Registration Document that reflect Company Name, Registration number, date of registration and active Directors or Members.
- 2.7 Certified copy of Shareholders’ certificates.
- 2.8 Certified copy of ID documents of the Directors or Members.

**NB: NO CONTRACT WILL BE AWARDED TO ANY BIDDERS WHO’S TAX MATTERS ARE NOT IN ORDER.
NO CONTRACT WILL BE AWARDED TO ANY BIDDERS WHO’S TV LICENCE STATEMENT ACCOUNT IS NOT VALID.
NO CONTRACT WILL BE AWARDED TO ANY BIDDER WHO IS NOT REGISTERED ON THE CSD**

3. BACKGROUND

The SABC aspires through its Health and Wellness programmers to create a safe and healthy working environment that promotes:

- Value-driven employee performance; and
- Professional and personal growth of all employees at all organisational levels.
- The SABC Workplace Wellness seeks to:
- Strategically invest and improve the quality of life of all employees by providing health and psychosocial cognition of employees as a totality.
- Alleviate the impact of everyday work, personal and family problems; and
- Ensure legal compliance with legislative and regulatory occupational frameworks requirements.

4. REQUIREMENTS AND SCOPE OF SERVICES

SABC requires the following services as part of its Health and Wellness Related Services:

- **Employee Assistance Programme**

A comprehensive Employee Assistance Programmer service is required for SABC employees, their immediate family members and their household members. For this purpose, an immediate family member is defined as any member of the family that has a close and direct relation with a SABC employee. These include parents, stepparents, grandparents, children (biological/adopted) and siblings that are financially dependent on the SABC employee.

Household family member is any individual who does not fall in any of the above categories but shares the same household with a SABC employee example live in nanny, housekeeper and gardener.

SABC believes that sustained peak performance requires a truly engaged and healthy employee. The SABC Employee Assistance Programmer deals with a broad range of occupational health, physical, spiritual, psychological and socio-economic problems that affect the employee's wellbeing, behaviors and performance capability.

Apply EAPA standards and best practice as well as DPSA framework for Public Service when providing the following:

- 24 hours a day telephonic counselling in all official languages including sign language with a suitably qualified counsellor.
- Provide employees with various options of accessing EAP services like toll free, use of on app, call-back and emails.
- Face-to-face counselling (up to minimum of 6 sessions). Be able to refer employees to affiliates (across all geographical location) who are professionally qualified in line with the SABC requirements.
- Life Management Service including legal, financial and family care telephonic guidance.
- Trauma debriefing within 48-72 hours.
- Trauma diffusion within 24 hours

- Individual and Group Counselling sessions for but not limited to:
- Stress
- Financial issues
- Personal/family/ Organisational issues (team dynamics and conflict resolutions)
- Emotional impact sessions for managers and employees
- Legal advice and support
- Occupational issues such as group grievances, retrenchment, relationships.
- Life skills and psychosocial related training/workshops
- Referrals for rehabilitation e.g. substance abuse
- Research on behavioural tendencies
- Conflict management and resolutions as well as team dynamics interventions
- Managerial consultancy
- Group sessions should cater for issues that pertain to organizational issues and the sessions to be conducted onsite, offsite, virtually and were SABC deemed necessary.
- Vicarious trauma – providing debriefing for grief and loss and ongoing debriefing to employees (e.g. News, Sales, Radio etc.) are exposed to high level of stress /traumatic scenes/experiences in their respective jobs.
- Bereavement and various loss.
- Workplace bullying, harassment and Gender-based violence.
- Cyber bullying.
- Disaster and crisis support.

The EAP will cover the total of 2000 personnel which includes permanent staff, independent contractors and interns across all nine (9) Provinces.

- **Executive Wellness Programme**

A comprehensive Executive Wellness Programmer is required to assist in addressing the senior management level employees' health and well-being-related matters. The programmer also intends to create and maintain healthy organizational leadership that contributes towards sustainable performance management by controlling identified health risks.

5. SCOPE OF SERVICES- EMPLOYEE ASSISTANCE PROGRAMME

5.1 Psychosocial support:

- The bidder must provide emotional support services for employees, their immediate family members and their household members.
- Children seven (7) years and older should receive child /play therapy with the consent of a parent.
- A maximum of eight (8) face-to-face, virtual counselling and/or telephonic sessions must be provided per person, per incident, per year.

- If a referral is done to an institution outside the scope of services whereby an employee will incur costs, e.g. psychiatric institutions and rehabilitation institutions etc.; the bidder must verbally and in writing, inform the employee accordingly and report this to the Head of Health and Wellness.

5.2 Psychosocial services including but not limited to:

- Individual face-to-face, virtual and/ or telephonic counselling (health, psychosocial, relationship, marital and work-related).
- Family counselling (group and/ or individual) and including bereavement counselling
- Individual and group bereavement counselling.
- Financial advice/coaching (including garnishee order/debt counselling/rehabilitation and investigations).
- Legal advice and support (excluding court representation and labor relations matters).
- Pre and Post Retirement programmer and counselling support.

5.3 Substance abuse management programmer and support.

5.4 Unlimited personal support line (telephonic)

5.5 Group trauma debriefing

(Critical Incident Management) - Provide on-site, offsite, virtual and were SABC deemed necessary assistance in the event of a traumatic incident as and when required.

5.6 Team vicarious trauma debriefing

Trauma debriefing and regular vicarious trauma of all the identified teams based on the nature of their jobs.

Managerial services (including formal referrals by managers):

- Manage end to end managerial referral processes which include referred cases, reference number, tracking of case progress, intermediate feedback to the referrer and formal report.
- Provide guidance for managers/referrers on how to deal with employees presenting with behavior patterns suggestive of underlying psychosocial issues.

5.7 Assist with voluntary formal, informal (assisted referral) and self-referral.

5.8 Interactive Digital Tools

- Interactive Wellness APP that allows employees to access comprehensive health, wellness and disease management content and interactive offerings (i.e. ask the professional).
- Access to chat therapy and connected calendars to book online sessions with the network of affiliates.

5.9 Capacity Building

- To develop wellness-related training material for both managers and employees and have toolkits readily available.
- Provide the trainer training to SABC wellness consultants and Human Resource Business Partners upon request.

- Provide Wellness related psych-social training to SABC employees (service to be able to reach all personnel across all provinces).

5.10 Confidentiality

Confidentiality is the cornerstone of both EAP and other components of the Employee Wellness Programmer (EWP). The bidder should at all times be consistent with relevant professional codes of ethics and practices as set out by the relevant professional bodies and/or other related statutory and regulatory provisions including Health Professional Council of South Africa (HPCSA), Protection of Personal Information Act (POPIA) and the Employee Assistance Professionals Association of South Africa (EAPASA). This further entails that personal/identifying details including the nature of psychosocial problems of individuals who accessed various support on their own should not be provided to SABC, unless written consent is provided by the individual as a "need-to-know" basis.

5.11 Conditions of Services

The bidder must ensure that:

- Telephonic and face-to-face and/or virtual support is offered through a countrywide network of professional Employee Assistance Programmer affiliates. All the affiliates must be registered with the relevant professional bodies.
- The telephone service is staffed by registered professionals (i.e. psychologists, social workers and registered counsellors) and is personally answered 24 hours a day/7 day a week/365 days per year.
- The toll-free number provides employees with language options in all eleven (11) official languages of South Africa.
- Bidder must have a Call Centre with a minimum of 10 call center Clinicians which is a physical location and with a minimum of 5 defined seats occupied at all times; and
- Bidder to have an automated call login in system that is able to generate reports, dashboards and referral workflows.
- Bidder must have a wellness website and innovative and interactive app.

5.12 Access to Services

The bidder must ensure that the following mediums are used to allow access to services:

- Telephone; the toll-free number should be free and/or not limited to the landline.
- Email. A dedicated email address must be made available to SABC. The dedicated email address must have an automated response that indicates expected turn-around times.
- Independent dedicated email address for gender-based violence and trauma related matters.
- Any or all of the following: Microsoft Teams, Zoom and Webex.
- "Please call me" service. A 10-digit cellular phone number must be made available to SABC employees.

- Retention of the current SABC toll-free number and cellphone number (This should also function as WhatsApp number); and Interactive WhatsApp service.

5.13 Customer Services

The following forms part of the customer service that must be provided to SABC:

- **Record keeping and document management:**
 - Ensure that electronic, as well as paper-based, confidential client information, will be stored and maintained safely.
 - Have an efficient and effective administrative process/procedure for audit purposes and for managing all medical files, results, enquiries and claims; and
 - Ensure that document management processes and procedures (retention of files and destruction) are in place.
- **Reporting:**

Provide monthly, quarterly, annual and ad-hoc reports per region, division and department (and/or other variables as may be requested by SABC Wellness Manager). The confidentiality of employee information must be taken into consideration. Reports must reflect utilisation and identified trends.
- **Formal referral report**

Formal referral reports to be made available to the referring manager upon conclusion of the intervention. The report should update the manager on progress made with all formal referrals.

5.14 National Footprint

The bidder must have a national footprint of affiliates listed below within the major towns of the regions where SABC operates. The affiliates must be registered with relevant professional bodies:

- Clinical/counselling psychologists,
- Registered counsellors
- Social workers

The service should be available in the eleven (11) official languages including South African sign language, and the national footprint of the service provider needs to be able to accommodate SABC employees at remote sites across the country including team building engagements.

5.15 Account Management

SABC requires a dedicated Key Account Manager who will be responsible for the following:

- Ensuring delivery of services in line with the agreed Services Agreement.
- Conducting relevant assessments for SABC to ensure that the project plan will address the identified risks and needs of the SABC.
- Developing an integrated project plan which is aligned with the SABC Wellness strategic objectives.

- Coordination of training and any wellness projects implemented with SABC Wellness.
- Building relationships with the SABC Wellness and HR team within different regions and ensure high visibility within those regions.
- Providing a sample of the implementation plan as part of the bid submission.
- Meetings on a monthly and quarterly basis to present the reports prepared, Service Relationship Review meetings on an annual basis and Ad hoc meetings, as and when required; and
- Review the SABC Employee Assistance Programme strategy in consultation with SABC wellness team on an annual basis.
- Be able to travel and be part of provincial wellness activations/ days, launch and roadshow etc.

5.16 Marketing and Awareness

The bidder must provide the following services related to marketing and awareness:

- Marketing and awareness campaigns
 - The bidder must create awareness of and promote wellness services and other related issues within SABC. This will be done through providing employees with relevant virtual, online, and e-learning wellness information to cater for all employees (including those working from home), as well as printed wellness information material for employees who may not have easy online access (such as posters, brochures, videos, articles, banners, etc.).
 - The bidder must assist in creating awareness through education, information sessions and awareness campaigns. The bidder must drive, coordinate and implement Health Calendar Days Campaigns in line with the National Health Calendar as informed by SABC risks. A minimum of one awareness campaign must be held per month, per region virtually/onsite nationally as per the health risk profile of the organisation; and
 - The bidder must drive monthly electronic awareness, and provide desk drops, teasers and newsletters.
 - The bidder must provide wallet cards/ ewallet cards and other promotional/marketing items outlining the access points of the service per annum.

5.17 Specialized Wellness Interventions

The successful bidder must:

- Roll out proactive, preventative and integrated psychosocial wellness interventions as informed by the report trends or wellbeing surveys into the top five presenting problems such as stress, relationship issues, organizational issues, mental health, and trauma etc.
- Offer virtual, and where required, financial management programme, financial education and coaching, credit advice and monitoring, debt management and retirement planning.
- Offer virtual (including on-site, as and when required) lifestyle, physical activity and stress management programmes.

5.18 Monitoring and Evaluation

The bidder must provide the following services related to monitoring and evaluation:

- The bidder must provide SABC with feedback from users of the Employee Assistance Programme through conducting client satisfaction surveys, telephone surveys or web-based surveys after the delivery of services.
- Conducting Behavioural Risk Management survey including for SABC to ensure that the project plan will address the identified risks for the duration of the contract.
- The successful bidder must be able to demonstrate return on investment from all interventions implemented annually.

6. SABC REQUIREMENTS FROM BIDDERS FOR EMPLOYEE ASSISTANCE PROGRAMME

Bidders are required to submit their responses to all the requirements in this paragraph.

7. COMPANY PROFILE, INFRASTRUCTURE AND RESOURCES

Bidders must provide:

- A company profile, organisational structure and detailed infrastructure to render the services as outlined in 5.1 to 5.18
- Full Key Account Manager.

8. CAPABILITY

- Bidder to provide proof of registration with EAPA-SA in the service provider category.
- Bidder to provide Curriculum Vitae and proof of registration with HPCSA and/or SACSSP/EAPA-SA for a minimum of **ten (10)** Call Centre Clinicians. The Curriculum Vitae and proof of registration should be submitted for each call centre consultant.
- The Bidder must provide a Curriculum Vitae, qualifications and valid registration of membership at the relevant body for the key Accounts Manager.

9. NATIONAL FOOTPRINT

- Provide a summary of the bidder's database of network of affiliates across the nine (9) regions. The bidder to confirm that national footprint can provide services in line with the minimum ratio of 1: 30 per each region.
- The qualified clinical/counselling psychologists, registered counsellors and social workers should be scattered in all areas where employees and family members can easily access the sessions at the affiliate's practice rooms that are closer to place of residence or work.
- Bidder must be able to offer services in the eleven official languages and including South African sign language (where possible).

10. RECORD KEEPING MANAGEMENT

- Describe how electronic, as well as paper-based, confidential client information, will be stored and maintained.
- A detailed description of how to efficiently and effectively administrative process / procedure for audit purposes and for managing all employees; and
- Describe how records will be retained for 5-year period after the contract expiration and how it will be destroyed then after as stipulated by the legislation.

11. REFERENCE LETTERS

- Provide reference letters from at least three (3) contactable clients to whom similar services have been provided to in the past five (5) years. The reference letters must include company name, contact person name and designation, phone number, email address, duration of the contract, a brief description of the services rendered as well as the level of satisfaction with the service rendered.
- The identified reference should authenticate the reference letter with a company stamp or transfer the information onto their companies' letterhead.
- **Please note:**
The SABC may contact the clients for a reference check. It is therefore important to ensure that the clients listed on the schedule are contactable.

12. ABSENTEEISM MANAGEMENT & REPORTING

This is a critical aspect of proactive wellness service, and the service provider should have systems and ability to provide detailed organisational and individual report of all high-risk employees including but not limited to the following.

- Reasons for absenteeism
- Identifications of drivers and triggers to absenteeism
- Identification of employees at risk for long term absence
- Proposed absenteeism management interventions
- The absenteeism management must be geared towards ensuring an early return to work and addressing employee's

sickness absenteeism from a holistic approach. The absenteeism management program must be results driven.

13. Quarterly and as and when required reporting) and the minimum requirements are as follows:

Based on the available data, the report structure must incorporate the following:

- Absenteeism rate (Planned and Unplanned absenteeism) for the reporting period at organizational and departmental level
- Absenteeism cost (Planned and Unplanned absenteeism for the reporting period at organizational and departmental level
- Long-term vs short term absenteeism ratio.
- Absenteeism analysis and trends with regards to:
 - Days of week
 - Duration
 - Age bands
 - Gender
 - Occupational categories
 - Trends e.g. days of the week, frequency etc.
 - Identified high risk employees

14. TRAINING AND DEVELOPMENT

The training topics include but are not limited to the following:

- Emotional impact sessions
- Financial management
- Mental and behavioral disorders
- Absenteeism and incapacity management
- Participate in Monthly, Quarterly Wellness Forums
- Resilience and Stress Management
- Manager and Employee Training

15. REQUIREMENTS FOR EAP SPECIALIST AND AFFILIATES

Employee Assistance Practitioner(s) must be:

- Registered Psychologist or Equivalent (e.g. Social Worker) registered with HPCSA or with the SA Council for Social Service Profession and
- Registration with EAPA will be required.

16. COMMUNICATION AND MARKETING

Provide innovative EAP, Marketing and Communication Strategy not limited to the following.

- Brochures
- Fliers
- Posters (EAP and Clinic Posters)
- Videos

- Wallet cards and any other marketing material
- Electronic awareness tools, programmes e.g. customized apps and innovative use of digital platforms
- Tools to conduct wellness assessment (organisation and individuals)

17. SITE EVALUATION

- The personnel (Key Accounts and Onsite Therapist) to be onsite
- Call Centre location and must have a minimum of 10 call center Clinicians suitably qualified. All their qualifications should be available and displayed during the site visit.
- Demonstration of System used in the Call Centre and measurement used to ensure data security.
- Demonstrate a system used to analyses absenteeism data and generate a report
- Staff presentation – uniform (professional outlook) and presentation
- File management
- SOPs on case management and turnaround times, cross referrals etc.
- Administration – filling & records archives
- Call center operating times
- Interactive Digital App and demonstrate functionality
- Marketing and service launch strategies (show samples of the items used to market the services)
- Show case systems used for monthly, quarterly, annual and dashboard reporting.
- Highlight any value-added services that will enhance the service

18. RFQ VALIDITY PERIOD

This bid will remain valid **90 (ninety) days** from the date of closing.

19. COSTING

The indicative costing should reflect a detailed cost breakdown, and any direct or indirect costs associated with the rendering of services.

20. DURATION OF THE CONTRACT

Three (3) years

21. LOCATION

Eastern Cape, Free State, Gauteng, Kwa-Zulu Natal, Limpopo, Mpumalanga, Northwest, Northern Cape & Western Cape.

22. SECOND PHASE: FUNCTIONALITY / TECHNICAL EVALUATION CRITERIA

- The tender submission will be technically evaluated out of 100
- A minimum threshold of **87 out of a maximum of 100** has been set.
- Bidders achieving less than the set threshold will be declared non-responsive and therefore will not continue forward for evaluation of Price.

Evaluation area	Evaluation Criteria	Min. Points	Max. Points
Company Profile with EAP relevant services and the companies that they have rendered a service to.	< 5 years = 2 points 5-9 years = 3 points > 10 years = 5 points (Please provide details in your company profile)	2	5
EAP reference letters	Bidder to provide the reference letter(s) on client letter head with telephone numbers and email address describing EAP work done, term of contract, including contactable references (Reference letters must not be for the service rendered more than 5 years ago) 5 and more letters from clients = 15 points 3 - 4 letters from clients = 10 points 2 letters from client(s) = 5 points NB: Non-submission of client reference letter(s) will be scored at zero. Reference letters that don't meet all above criteria will be scored zero.	5	15
Infrastructure	Proof that the wellness Service Provider has the National footprint. Bidders to provide or indicate the network of their affiliates in every Province. A list indicating the numbers of contactable affiliates per Province. minimum of 5 contactable affiliates per Province. = 30	30	30

Functionality i.e. Ability to provide the following services	Please provide a comprehensive EAP management plan and implementation plan in line with EAPA standard 6 including return on investment. The areas of focus must include but are not limited... CORE EAP SERVICES - Individual and Group Counseling sessions for but not limited to: - Psychosocial - Financial & Legal support - Personal/family - Occupational/ Organizational issues - Workplace harassment, substance abuse etc. FORMAL AND INFORMAL REFERRALS - Service Provider must have a comprehensive management plan and process flow including case management. EXECUTIVE WELLNESS PROGRAMME - Bidder to provide an outline and overview of executive wellness programmer that include executive medicals and additional components including value added items. SHORT-TERM INTERVENTION PLAN - To provide a detailed and a cost-effective intervention plan which include objectives and targeted intervention plan. RETURN ON INVESTMENT (ROI) - The Bidder must outline demonstratable ROI linked to the cost benefit analysis associated with productivity, absenteeism and employee wellness outcomes.	25	25
Communication & marketing	Please provide a comprehensive EAP marketing strategy and Socialization Plan in accordance with EAPA standard 23 which stipulates that implementation plan must include marketing of the EAP services. It must include but not be limited to the following: - Promotional items - Digital / electronic marketing e.g. newsletters etc. - App intake and socialisation	5	5
Innovative Digital App	A Bidder to provide detailed information and description of the dedicated digital platform designed for EAP services through a mobile application.	10	10
Value added services	Bidder to provide any value-added services to SABG: - Without financial implications = 15 points - With financial implications = 0 point	5	5

Resources	Clinical Psychologist/ Social Worker • CV • Certified copy of the qualifications (certified within 3 months at the time of submission) • Proof of valid membership with the following professional bodies: ○ HPCSA, South African Council for Social Service Professions ○ PSYSSA (Psychological Society of South Africa) or ○ SAACP (The South African Association for Counselling Psychology) ○ Employee Assistance Professionals Associations Key Accounts Manager • Bidder to submit a CV and qualifications (certified within 3 months at the time of submission)	5	5
Total	87	100	

NB: Threshold: To be evaluated further, bidders must score a minimum of 87 out of a maximum of 100 points.
Bidders who obtain less than 87 points will not be evaluated further.

PHASE 3- EVALUATION CRITERIA – SITE VISIT

Evaluation Area	Evaluation Criteria	Points
Presentation	Bidders to prepare a 15-minute presentation highlighting core EAP services and functionality of the systems	15
Resources on site	Bidders to ensure that the following requirements are in place during the site visit: the following areas: - All 10 Call Centre Clinicians to be onsite - A complete file to be provided with all the submitted CV's and qualifications (certified within 3 months at the time of submission)	35
Call Centre operations	Demonstrate the call center functionality and absenteeism reporting system. - System used in the call centre needs to demonstrate the following - Call Logging system - Access security - Clinicians must have a username and password - Call logging - call/emails/ App. - Workflows and escalations - Call Details - Reference number, Caller names/ caller ID (for confidentiality), Category, Type/urgency, reason, text box for summary, status/progress, agent assigned to the call – date and time, notifications for status update (email and SMS) - Dashboard - Clinicians to have sight of calls assigned to them, with date, time and type of call. - Reporting - Listing and graphical reports (excel and PDF) - Calls per month, quarter, year - Resolution time – against SLA target - Calls per category and status - Calls per agent - Visible branding - Call centre data security and backup systems Absenteeism reporting systems Demo and interpretation: - Importing of data - Analysis - Dashboard - Full sample report	40
Digital platform	Bidder to demonstrate - The process of onboarding Service Provider into an app - Client registrations and logins - App and user functionality - Any added value that can be derived from the digital platform	10

Evaluation Area	Evaluation Criteria	Points
Data Management	- Overall, EAP data management - On-site data analysis process - General security and confidentiality measures for electronic information and hard copy - Source documents kept in the client case files - Electronic database system ability to interface with other systems	25
Reports	- A Bidder to provide a sample of the following reports: - A sample of a referral report - A sample of Monthly/ Quarterly and Annual reports EAP utilisation and intervention report	5
Policies and Procedures	- Site written Standard Operation Procedures (SOPs)/procedures - Referral protocols to the affiliates - Management of critical and high-risk cases - Case Management protocols - Client report generation and dissemination protocols - None Disclosures Agreements/ Confidentiality Protocols	5
Total		135

23. PRICE AND SPECIFIC GOALS

- The 80/20 preference point system will apply to evaluate responses
- The award of the tender / RFQ to will be based on functionality evaluation.
- The Price and BEE (Specific goals) will be applicable to award the highest scoring bidder

24. PRICE AND (SPECIFIC GOALS) APPLICATION DURING CONTRACT IMPLEMENTATION

a. PRICE

The **80/20** preference point system

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

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

Where:

- P_s = Points scored for comparative price of bid under Consideration
 P_t = Comparative price of bid under consideration
 P_{min} = Comparative price of lowest acceptable bid

b. BEE (SPECIFIC GOALS)

SPECIFIC GOALS	80/20
EME/SME 51% owned by Black people	10
51% owned by Black people;	5
51% owned by Black people who are women	3
Black Youth	2

- **NB: All tenders will be issued to the market with all specific goals, and these will be scored in accordance with the evidence as submitted by the bidder. The bidder who does not meet the specific goals will not be disqualified but score zero.**

c. ADJUDICATION USING A POINT SYSTEM

- The bidder obtaining the highest number of total points will be awarded the contract.
- Preference points shall be calculated after process has been brought to a comparative basis considering all factors of non-firm prices.
- Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

d. OBJECTIVE CRITERIA

- The SABC reserves the right not to award this tender to any bidder based on the proven poor record of accomplishment of the bidder in previous projects within the SABC.
- The SABC will not award contract/s to the bidders who are blacklisted or have committed other acts of fraud and misrepresentation of facts e.g., tax compliance, company financials, etc. will be eliminated from the bid process.
- The SABC reserves the right not to award this tender to any bidder who fails the financial stability assessment.
- No SABC former employees shall be awarded contracts with the SABC within **12 months** after termination of employment with the SABC.
- Should employees resign or retire from the employment of the SABC and become directors of other businesses tendering with the SABC, such tender shall not be considered until the cooling off period of 12 (**Twelve**) months has expired.
- Should the employee be dismissed from the SABC employment, such employee shall be prohibited from conducting business with SABC for a period of **5 (Five)** years from the date of dismissal.
- Should the employee be found guilty in a court of law due to criminal conduct/act, such employee will not be considered to do/conduct business with SABC, until the criminal record has been legally expunged.
- The SABC shall not procure any goods, services, works or Content from any Board member or Board member owned business, to ensure that suppliers competing for the SABC's business have confidence in the integrity of SABC's selection process.

- Should the SABC's Board members no longer serve on the SABC Board but become directors of other companies, the SABC shall not conduct business with those companies until the cooling off period of **12 (Twelve)** months has expired.
- Should the Board member be found guilty in a court of law due to criminal conduct/act, such Board member will not be considered to do/conduct business with SABC, until the criminal record has been legally expunged.

25. COMMUNICATION

Respondents are warned that a response will be disqualified should any attempt be made by a tenderer either directly or indirectly to canvass any officer(s) or employees of SABC in respect of a tender, between the closing date and the date of the award of the business.

All enquiries relating to this RFQ should be emailed three days before the closing date.

26. CONDITIONS TO BE OBSERVED WHEN TENDERING

- The Corporation does not bind itself to accept the lowest or any tender, nor shall it be responsible for or pay any expenses or losses which may be incurred by the Tenderer in the preparation and delivery of his tender. The Corporation reserves the right to accept a separate tender or separate tenders for any one or more of the sections of a specification. The corporation also reserves the right to withdraw the tender at any stage.
- No tender shall be deemed to have been accepted unless or until a formal contract / letter of award is signed by both parties.
- **The Corporation reserves the right to:**
 - Make a selection solely on the information received in the submissions
 - Enter into negotiations with any one or more of preferred bidder(s) based on the criteria specified in the evaluation of this tender.
 - Contact any bidder during the evaluation process, in order to clarify any information, without informing any other bidders. During the evaluation process, no change in the content of the RFQ shall be sought, offered or permitted.
 - Cancel this RFQ or any part thereof at any time.
- Should a bidder(s) be selected for further negotiations, they will be chosen on the basis of the greatest benefit to the Corporation and not necessarily on the basis of the lowest costs, aligned to the BEE & Price.

27. Cost of Bidding

The Tenderer shall bear all costs and expenses associated with preparation and submission of its tender or RFQ, and the Corporation shall under any circumstances be responsible or liable for any such costs, regardless of, without limitation, the outcome of the bidding, evaluation, and selection process.

28. PAYMENT TERMS

SABC will effect payment sixty (60) days after the service provider has rendered the service and submitted an invoice / statement.

END OF RFQ DOCUMENT

Annexed to this document for completion and return with the document:

Annexure A - Declaration of Interest

Annexure B - **SBD 6.1 Form**

Annexure C - Consortiums, Joint Ventures and Sub-Contracting Regulations

Annexure D - Previous completed projects/Current Projects

Annexure E- SBD 4 Form

Annexure F - Pricing Schedule

ANNEXURE A

DECLARATION OF INTEREST

1. Any legal or natural person, excluding any permanent employee of SABC, may make an offer or offers in terms of this tender invitation. In view of possible allegations of favoritism, should the resulting tender, or part thereof be awarded to-
 - (a) any person employed by the SABC in the capacity of Tenderer, consultant or service provider; or
 - (b) any person who acts on behalf of SABC; or
 - (c) any person having kinship, including a blood relationship, with a person employed by, or who acts on behalf of SABC; or
 - (d) any legal person which is in any way connected to any person contemplated in paragraph (a), (b) or (c),

it is required that:

The Tenderer or his/her authorized representative shall declare his/her position *vis-à-vis* SABC and/or take an oath declaring his/her interest, where it is known that any such relationship exists between the Tenderer and a person employed by SABC in any capacity.

Does such a relationship exist? [YES/NO]

If YES, state particulars of all such relationships (if necessary, please add additional pages containing the required information):

	[1]	[2]
NAME	:	
POSITION	:	
OFFICE WHERE EMPLOYED:		
TELEPHONE NUMBER	:	
RELATIONSHIP	:	

2. Failure on the part of a Tenderer to fill in and/or sign this certificate may be interpreted to mean that an association as stipulated in paragraph 1, *supra*, exists.z
3. In the event of a contract being awarded to a Tenderer with an association as stipulated in paragraph 1, *supra*, and it subsequently becomes known that false information was provided in response to the above question, SABC may, in addition to any other remedy it may have:
 - recover from the Tenderer all costs, losses or damage incurred or sustained by SABC as a result of the award of the contract; and/or
 - cancel the contract and claim any damages, which SABC may suffer by having to make less favorable arrangements after such cancellation.

SIGNATURE OF DECLARANT

TENDER NUMBER

DATE

POSITION OF DECLARANT

NAME OF COMPANY OR TENDERER

SBD 6.1**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022**

This preference form must form part of all the tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the Organ of state**

a) The applicable preference point system for this tender is the **80/20** preference point system.

is tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the Organ of state:**

The maximum points for this tender are as follows:

SPECIFIC GOALS	80/20
EME/SME 51% owned by Black people	10
51% owned by Black people;	5
51% owned by Black people who are women	3

Black Youth	2
--------------------	----------

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The Organ of state reserves the right to request a tender, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation.
- (b) **“price”** means an amount of money tendered for goods or services and includes all applicable taxes less all unconditional discounts.
- (c) **“Rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes.
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“The Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 \mathbf{Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)}
 \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING

PROCUREMENT**3.2.1. POINTS AWARDED FOR PRICE**

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 or 90/10

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \quad \text{or} \quad Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for a tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system: or
- (b) Any other invitation for the tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the Organ of state)	Number of points claimed. (80/20 system) (To be completed by the tenderer)
---	---	--

SMMEs (inclusive of QSEs and EMEs) 51% owned by Black people	10	
51% owned by Black people;	5	
51% owned by Black people who are women	3	
Black Youth	2	

NB: All tenders will be issued to the market with all specific goals, and these will be scored in accordance with the evidence as submitted by the bidder. The bidder who does not meet the specific goals will not be disqualified but score zero

Source Documents to be submitted with the tender or RFQ

Specific Goals	Acceptable Evidence
B-BBEE	Valid BEE Certificate / Affidavit (in case of JV, a consolidated scorecard will be accepted)
Black Women Owned	Certified ID Documents of the Owners/shareholder
Black Youth owned	Certified ID Documents of the Owners
EME or QSE 51% Black Owned	Annual Financial/ Management Accounts/ B-BBEE Certificate / Affidavit/ Certified ID Documents of the Owners/shareholder
51% Black Owned	CIPC Documents / B-BBEE Certificate/Affidavit/ Certified ID Documents of the Owners/shareholder
South African Enterprises	CIPC Documents

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorized to do so on behalf of the company/firm, certify that the points

claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct.
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form.
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct.
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering 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 favorable arrangements due to such cancellation.
 - (d) recommend that the tenderer or contractor, its shareholders, and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted 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, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

.....

ANNEXURE C

CONSORTIUMS, JOINT VENTURES AND SUB-CONTRACTING REGULATIONS

1. CONSORTIUMS AND JOINT VENTURES

- 1.1 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- 1.2 A trust, consortium or joint venture will qualify for points for their B-BBEE status level 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 tender.

2 SUB-CONTRACTING

- 2.1 A person awarded a contract may only enter a subcontracting arrangement with the approval of the organ of state.
- 2.2 A person awarded a contract in relation to a designated sector may not subcontract in such a manner that the local production and content of the overall value of the contract is reduced to below the stipulated minimum threshold.
- 2.3 A person awarded a contract may not subcontract more than 30% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level of contributor than the person concerned, unless the contract is subcontracted to an EME that has the capability and ability to execute the subcontract.

3 DECLARATIONS OF SUB-CONTRACTING

- 3.1 Will any portion of the contract be sub-contracted? YES / NO
- 3.2 If yes, indicate:
- 3.2.1 The percentage of the contract will be sub-contracted%
- 3.2.2 The name of the sub-contractor
- 3.2.3 The B-BBEE status level of the sub-contractor.....
- 3.2.4 whether the sub-contractor is an EME YES / NO

SIGNATURE OF DECLARANT

TENDER NUMBER

DATE

POSITION OF DECLARANT

NAME OF COMPANY OR TENDERER

ANNEXURE "D"

Previous completed Host-to-Host projects (*preferably provide a detailed company profile, detailed the above-mentioned information*)

Project Descriptions	Client	Contact no	Contact person	Email address	Period of projects	Value of

Current Host-to-Host projects (preferably provide a detailed company profile, detailed the below mentioned information)

Project Descriptions	Client	Contact no	Contact person	Email address	Period of projects	Value of

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 interest¹ 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

- 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**

¹ 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.

2.2.1 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 consortium² 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.

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.

² 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.

- 3.6 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.

PRICING SCHEDULE

			Monthly Fee	Year 1	Year 2	Year 3	Total
	Detail	Units					
1.	EAP services and unlimited Training and Marketing	2000 Personnel per month					
2.	Absenteeism analysis and reporting (as and when required)						
3	Executive medical programme (as and when required)						
4	Executive coaching (as and when required)						
	SUB-TOTAL						
	VAT						
	Total Contract Value						