



**SPECIFICATION FOR EHW 24 HOUR COUNSELLING SERVICE FOR  
OTP EMPLOYEES AND THEIR IMMEDIATE FAMILIES.**

**DATE :25.10.2023**

|             | <b>Description: Provision of professional EHW service for OTP for period of one 1 year – 24hour/365-day EHW counselling service from 1 February 2024 to 31 December 2024 for 365 employees and immediate family.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |               |
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| <b>ITEM</b> | <b>DESCRIPTION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>QTY</b>    |
|             | <b>SERVICE: COUNSELLING SERVICE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |               |
|             | <p><b>Provision of Professional Counselling Service 24Hrs/365 days to OTP staff through direct counselling face to face, telephone counselling and access to medical advice including nutrition, fitness, and mental health.</b></p> <p>The service shall be available in 3 official languages with national network matching Office of the Premier – Eastern Cape geographic map.</p> <p><b>Professional Support Line Service via a 24/7/365 Call center –</b></p> <p>A 24-hour multilingual, psychological counselling service will be available to all eligible employees and immediate family members in a range of language options. The service will be customized, confidential and provided by registered professionals (i.e Clinical Psychologists registered social workers registered counsellors).</p> | 365 Employees |
|             | <p><b>EXPECTED DELIVERABLES</b></p> <p>Toll- free telephonic supportive counselling line 24/7/365 days for employees and their immediate families ( as defined in the determination of leave) .</p> <p>The service shall be available in 3 official languages with national network matching Office of the Premier- Eastern Cape geographic map.</p> <p><b>PERSONAL FACE TO FACE COUNSELLING .</b></p>                                                                                                                                                                                                                                                                                                                                                                                                             |               |

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|  | Custom designed and continuing communication programme to market EWP ensuring utilisation and encourage employees access the service freely and easily: | 04  |
|  | This will include consultancy to design appropriate communication material (broacher & wallet cards)                                                    |     |
|  | Market material designed in English and isiXhosa will include:                                                                                          |     |
|  | Wallet cards, Broacher and Pamphlets                                                                                                                    | 365 |
|  | Manager / Supervisor, HR user guide on the service offering & referral process (mini booklet and handouts).                                             | 150 |
|  | Referral Posters                                                                                                                                        | 30  |
|  | <b>SERVICE: ORGANISATIONAL CLIMATE SURVEY</b>                                                                                                           |     |
|  | Organisational climate survey to be conducted before to enquire the needs of the department and employees as to build a case for EHW.                   | 01  |
|  | Appointed service provider will communicate results of survey to OTP management                                                                         |     |

| Name & Surname of Official | Signature                                                                                                                    | Date       |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------|------------|
| Bongiwe Nqala              | Contacts: 082 3887964<br>083 401 9900<br> | 04.01.2024 |

