



**TERMS OF REFERENCE (TOR) FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER PROFESSIONAL WELLNESS COUNSELLING SERVICES FOR A PERIOD OF THIRTY SIX (36) MONTHS AT THE DEPARTMENT OF COMMUNICATIONS AND DIGITAL TECHNOLOGIES (DCDT)**

**1. PURPOSE**

The purpose of this terms of reference is to appoint a service provider to render professional counselling services for the duration of thirty six (36) months to the departmental employees as well as their immediate family members (i.e: parents, grand-parents, siblings, spouse, life-partner, children, adoptive children).

**2. OBJECTIVES OF THE PROJECT**

The objectives of the counselling and wellness services are to:

- Assist employees and their immediate family members to cope with the changes in terms of leadership, systems, processes, work challenges etc.
- Address personal problems including all types of relationships, financial, legal, religious/spiritual, psychological, health, and childcare issues.
- Transform employees' and their immediate family members' mental state.
- Render support and care.
- Rehabilitate and enhance individual performance/productivity.
- Reduce absenteeism.
- Improve morale.
- Impact on the retention strategy of the organization.
- Awareness information on health and wellness.

The appointed professional counsellors should be able to assist employees and or their immediate family members with their psycho-social, work-life balance, mental state and effectively reduces confusion,





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and assisting the employees to make effective decisions leading to positive changes in their attitude and/or behaviour.

The services are to be available 24/7 and applicable in all official languages.

### **3. SCOPE OF WORK**

**3.1** The target group is a total of ±333 employees (include their immediate family members) who are primarily based in Pretoria. The staff complement will always fluctuate based on appointments, transfers and resignations.

**3.2** **The prospective service provider would be expected to provide the following:**

- 3.2.1 Face-to-face counselling services;
- 3.2.2 Telephonic/ virtual counselling services;
- 3.2.3 Trauma (critical incident) support and debriefing;
- 3.2.4 Managerial referral
- 3.2.5 Awareness.

### **4. OUTPUTS/DELIVERABLES**

The following requirements will be expected from the prospective service provider:

#### **4.1 FACE TO FACE/ VIRTUAL/TELEPHONIC COUNSELLING SERVICES**

This form of counselling services could be initiated by either the employee, immediate family members, colleague, and/or manager. It is aimed at providing initial therapeutic counselling services to resolve difficult and/or distress in their lives e.g. psychosocial problems, psychological emotional support, work related or home crisis and stress related interventions. The counselling service or psychotherapy should be rendered at the venue and time conducive for support and rehabilitation.





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- The range of areas typically expected to be managed through the counselling services which should be available 24/7 available in all official languages include (but not limited to):
  - Personal issues,
  - Job Stress,
  - Relationship stress,
  - Childcare, parenting issues,
  - Harassment,
  - Substance abuse,
  - Separation and loss,
  - Balancing work and family,
  - Family violence,
  - Retirement or lay-off assistance,
  - Wellness and fitness promotion (such as weight control, nutrition, exercise, or smoking).

#### **4.2 TRAUMA (CRITICAL INCIDENT) SERVICE**

A critical incident is a sudden, unexpected and overwhelming event that is out of the range of expected experiences. It may lead to a feeling of intense fear, helplessness, horror and completely out of control. After such an abnormal event, most people experience reactions that are disturbing and difficult to accept.

This service will provide prompt and professional trauma debriefing and counselling services to employees exposed to incidents of trauma. This will include on-site incidents containments, debriefing and counselling to assist both employees and their immediate family members to competently manage to recover from trauma. Provision of a high level support, coping skills, training and assistance to recognize post trauma symptoms and to provide guidance for referral are important components of trauma response service.

**Critical incidents may be one or a combination of the following available 24/7 in all official languages but not limited to:**

- Accidents (such as traffic accidents).
- High jacking.





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- Hostage-taking or kidnapping.
- Natural or man-made catastrophes.
- Physical assaults.
- Rapes and sexual abuse or assaults.
- Armed or terrorist attacks.
- Torture,
- Bereavement, (etc.)

#### 4.3 **MANAGERIAL REFERRAL**

Managerial referrals support the identified needs within the Department. The target recipient of this services and support are managers, team leaders and supervisors. Referral is instituted by the supervisor or manager either as a result of having identified behavioral conduct of an employee which negatively affects the employee's performance and conduct. The manager/ employer would thus be provided with a detail report of the outcome of the intervention and what measures to put in place in order to assist the employee cope with the situation.

**This service includes dealing with issues such as (but not limited to):**

- Absenteeism.
- Retrenchment or restructuring support.
- Relationship/ interpersonal conflicts.
- Motivation of subordinates.
- Discipline.
- Provision of performance feedback.
- Managing diversity. (etc)

#### 5. **REPORTING ARRANGEMENT**

The successfully appointed service provider will report to the Directorate Employee Health and Wellness on a monthly basis regarding type's interventions as well as the outcome of the interventions to determine whether it has been successful. The Project Manager: EWH is Mr **Tony Shakwane** and shall be contacted at 012 427 8551.





## **6. CONTRACT PERIOD**

The contract shall be valid for a period of thirty-six (36) months as from the date of signing of the service level agreement by both parties.

## **7. SERVICE LEVEL AGREEMENT AND PAYMENT**

It will be expected of the successful service provider to sign a service level agreement with the Department prior to the commencement of any work. The successful service provider will be paid upon submission of monthly invoice and monthly report of interventions. Payment will be effected within 30 days after receipt of a detailed report and invoice from the service provider.

## **8. INTELLECTUAL PROPERTY RIGHTS**

- 8.1** The Department will become the owner of all information, documents advice and reports collected and compiled by the consultant/firm/service provider in the execution of this agreement.
- 8.2** The copyright of all documents will vest in the Department and may not be reproduced or distributed or made available without the written consent of the Department.
- 8.3** All information, documents and reports must be regarded as confidential and may not be made available to any unauthorized person or institution without the written consent of stakeholders.

## **9. SUB-CONTRACTING ARRANGEMENTS**

The Department reserves the right to approve the consultants/sub-contractors offered by the service provider. The replacement of consultants/sub-contractors during the contract period must be approved by the Department.

## **10. MANDATORY REQUIREMENTS**

- 10.1** Prospective bidders must submit their bid proposals including the following:





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- Valid and up to date registration of professional personnel at the Health Professions Council of SA and/or SACSSP– e.g. psychologists, nurses, doctors, social workers, etc
- Minimum of 3 years' experience in psychotherapy and counselling; (captured within the CVs and profiles)
- Proposals must be on a retainer fee pricing model

**NB: Failure to adhere to mandatory requirements will lead to disqualification of the bid.**

## 11. EVALUATION CRITERIA

### Phase I: Awarding of points on functionality to Service Providers

Bidders will be evaluated based on functionality, the minimum threshold for functionality is **60 points**. Bidders who fail to meet the minimum threshold will be disqualified and will not be evaluated further for price and preference points for BBEE.

Service Providers will be evaluated on the following evaluation criteria, weights and values:

Values ranging from 1 - poor, 2 - average, 3 - good, 4 - very good and 5 – excellent, will apply

No	Category	Weights			
1	The service provider's relevant experience in EAP. NB: Service provider must provide proof of appointment letters and signed off reference letters for the worked rendered in the past 10 years, indicating the duration of the contract including the start and end dates, scope of the project and contactable references, failure to submit the bidder will forfeit points	40			
	0-1year	>1-2years	3 -5 years	>5-7years	>7 years





	1	2	3	4	5	
2	Capacity to render the services (personnel or affiliates registered with the service provider)					20
	1-3 qualified personnel	4-9 qualified personnel	10-15 qualified personnel	16-20 qualified personnel	21 or more qualified personnel	
	1	2	3	4	5	
3	Capability to render multi-disciplinary interventions <ul style="list-style-type: none"> <li>• EWH Advocacy materials</li> <li>• EAP (face-to-face and virtual counselling)</li> <li>• Crisis Management (24 telephonic services in all languages)</li> <li>• Work life Services (weight, tobacco, substance abuse, etc)</li> <li>• Wellness Management (coaching)</li> </ul> A point will be allocated for each of the above. NB: CVs of team members must possess the above skills					40
	<b>Total</b>					<b>100</b>
	<b>Technical threshold score</b>					<b>60</b>

Phase II: Evaluation in terms of the 80/20 preference point system  
 Only Service Provider(s) that have scored at least the minimum threshold for functionality (**60**) will be evaluated in terms of the 80/20 preference point system as prescribed in the Preferential Procurement Policy Framework Act and its associated Regulations.

**12. TERMS AND CONDITIONS**

- 13.1** The service provider must preferably be a single legal entity with all other necessary expertise secured via sub-contract, or under a joint venture





- arrangement. The Department will enter into single contracts with multiple individuals or firms for appointment to the list of approved suppliers and the delivery of the work set out in these Terms of Reference.
- 13.2 The Department also reserves the right to appoint any other person to undertake any part of the Task. Should the contract between the Department and the service provider be terminated by either party due to reasons not attributable to the service provider, the service provider will be remunerated for the appropriate portion of work completed up to a maximum amount of not more than the total fee bid by the service provider for the appropriate phase of the project during which the appointment was terminated.
  - 13.3 The department reserves that right to award the bid to one or more service providers
  - 13.4 The individuals proposed for professional work on the project shall remain on the project unless the Department grants permission to change the proposal. Such permission will only be granted in exceptional circumstances.
  - 13.5 No material or information derived from the bid submission or the provision of the services under the contract may be used for any purposes other than those of the Department or its SOE's, except where authorized in writing to do so.
  - 13.6 Copyright of all documents and electronic aids, software programmes
  - 13.7 Prepared or developed in terms of this appointment shall vest in the DCDT.
  - 13.8 Foreign firms providing proposals must become familiar with local conditions and laws and take them into account in preparing their proposals.
  - 13.9 The costs of preparing proposals and of negotiating the contract will not be reimbursed.
  - 13.10 The Department reserves the right to negotiate price with the preferred bidders.
  - 13.11 The service provider and its affiliates are disqualified from providing goods, works and services to any private party to this Agreement, or to any eventual project that may result, directly or indirectly from these services.
  - 13.12 Individuals and firms may not contact the Department on any matter pertaining to their bid from the time when bids are submitted to the time the contract is awarded. Any effort by a bidder to influence bid evaluation,





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bid comparisons or bid award decisions in any manner, may result in rejection of the bid concerned.

13.13 The department reserves the right not to award the bid should it deem fit not to award.

13.14 The bidders will be bidding for a fixed price during the contract period

13.15 The Department reserves the right to contact any bidder to seek clarity on any matter included in the bid documents

### 13. ENQUIRIES

Bidders may ask for clarification on these Terms of Reference or any of its Annexure before the deadline for the submission of the bid.

**Enquiries may be directed to:** Mr. Tony Shakwane at 012 427 8551  
([tshakwane@dtps.gov.za](mailto:tshakwane@dtps.gov.za))

