



REQUEST FOR PROPOSALS

EMPLOYEE WELLNESS PROGRAMME APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE LEGAL AID SA EMPLOYEE WELLNESS COUNSELLING SERVICES

**PROPOSALS TO BE SUBMITTED BY
NOT LATER THAN**

CLOSING DATE: 31 JULY 2023 AT 11:00 AM

INTRODUCTION

1. BACKGROUND

Legal Aid South Africa is an independent statutory body established by the Legal Aid Act, 1969 (Act 22 of 1969), replaced by the Legal Aid South Africa Act 39 of 2014. Its aim is to render legal aid to indigent persons as widely as possible within its financial means, including providing legal representation and advice at state expense as contemplated in the constitution. Legal Aid South Africa is a high performance organization delivering its constitutional mandate to provide legal assistance to the poor.

Legal Aid SA has a national footprint of 64 Local Offices and 64 Satellite offices established throughout South Africa. Each of these offices are managed by Head of Office who report to the 6 Provincial Executives based at the Provincial Offices. Each Local Office and National Office department is staffed by administrative, legal and paralegal professionals. Legal Aid South Africa employs approximately **2600** staff members.

Executive offices are located in the following areas:

Eastern Cape	Free-State and Northwest province	Gauteng	KwaZulu Natal	Limpopo Mpumalanga	Western Cape/Northern Cape	National Office
Gqeberha	Bloemfontein	Centurion	Pinetown	Polokwane	Stellenbosch	Braamfontein

2. Purpose of the Project

Legal Aid South Africa invites suitably qualified and experienced service providers to submit proposals for the provision of Employee Wellness Programme (“EWP”) for a period of three (3) years.

The Service Provider will be expected to render services for an estimated **2600** employees across all Provincial offices and all divisions based at the local and satellite office.

The Employee Wellness Programme (EWP) will include a series of preventative/ proactive programmes which focus on maintaining a healthy lifestyle and aimed at improving the overall health and general well-being (work fitness) of all employees. All programmes, workshops, activities and exercises initiated under the auspices of this programme are by nature generally voluntary.

The Employee Wellness Program (EWP) is remedial or problem focused and implies reactive/crisis interventions designed to assist employees in the identification and resolution of personal problems which include, but are not limited to; marital, family, emotional, legal, financial, substance abuse, illness or other personal problems that adversely impact upon their health as well as their productivity.

3. SCOPE OF WORK

The scope of this tender is to procure an Employee Wellness Support from an external service provider which has the ability and experience to help organize professionally qualified, registered clinicians and specialists to assist employees in a confidential manner in dealing with stressors that may adversely affect both their personal and occupational functioning. The scope of work is as follows:

- a. **Professional Support Line Service** – A 24-hour, 7 days a week with a dedicated toll-free number telephonic psychological counselling service available for all of the LEGAL AID SA staff members and immediate family members. Even though English is the main language used by employees, it would be preferable if employees have the option of consulting with therapists from any of the 11 official South African languages.
- b. **A dedicated SMS help-line** for “Please call me messages” for off-site employees that do not have access to a land-line.
- c. **Personal Face to Face (or alternatively a digital, virtual consultation if applicable under the circumstances) Counselling** – A maximum of four (4) counselling sessions per employee or family member, per condition, per year. Counselling to be provided by a fully qualified and registered clinician. Should clients require extra treatment, motivations could be written and will be evaluated on a case by case basis.
- d. **Critical Incident Service** – Prompt and professional trauma debriefing and counselling services to employees exposed to incidents of trauma.
- e. **Dreaded diseased education, counselling and support** – Telephonic counselling, on-line programmes and face to face counselling to assist those infected with or affected by the condition. Voluntary Counselling and Testing to be provided.
- f. **Online Wellness Programme** – A 24-hour access to comprehensive web-based programme that includes and is not limited to personalized emails based on individual profiles. The online programme must deliver to the end user experience that incorporates individual wellbeing assessments, comprehensive website portals and a wealth of print resources, as well as professional advisory services covering a holistic wellness spectrum.
- g. **Referral Services to appropriate resources outside the Employee Wellness Programme.** The service provider must have access to an extensive database of approved private and public resources with which employees will be referred if the nature of their requirements falls outside the scope of the EWP. These must be facilitated by a team of suitable qualified professionals including social workers, psychologists, medical, financial and legal practitioners.

h. Account Management and Service promotions

- i. An account manager in consultation with the HR department to develop and implement a plan detailing the effective roll out of the EWP Programme.
- ii. A monthly information corporate wellness newsletter.

3.1 Communication, Reporting and analysis

- a. Monthly, Quarterly and Annual statistical confidential EWP usage report.
- b. Quarter meetings with relevant advisors, HR department to discuss engagement rate.
- c. Presentation of an integrated Annual Report that provides statistical information regarding the number of employees using the EWP as well as highlights critical areas of concern within the organisation and

4. OUTPUTS OF THE ASSIGNMENT

It is important to note that the successful service provider will work under the supervision of a Legal Aid SA representative, abide by Legal Aid SA's Code of Conduct, and other organizational guidelines as governed by the Service Level Agreement (SLA).

DELIVERABLE	KEY PERFORMANCE MEASURE
Professional Support Line Services/Life Management Services/Face to Face/HIV and AIDS Counselling, Education and Support Services	- Provide direct, confidential and unlimited access to 24hour personal support - Assess and provide telephone counselling - Direct the call to the relevant service unit - Minimum four (4) personal counselling sessions per condition per year, per employee and immediate family member. - Professionally qualified and registered Clinicians
Critical Incident	- Trauma defusing to occur within 24hours - Trauma debriefing to occur within 48 – 72 hours
Online Wellness Programme	- Activate the service within 10 working days of being in receipt of the new employee's information. - Electronic communication to staff
Reporting and Analysis	- A monthly/quarterly statistical and data analysis report - Presentation of an integrated Annual Report

DELIVERABLE	KEY PERFORMANCE MEASURE
Implementation and Support	- Conduct Implementation sessions - Pro-active alerting of observed risks/threats to the client - On-going feedback of themes and trends - Complaint handling
Central role of communication	Communicate all developments, issues, concerns, compliments, and other information from the service provider.

5. SUBMISSION OF REPORTS AND PRESENTATION OF FINDINGS

The service provider is expected to submit and present the report/findings per the above outputs at times to be agreed at inception meetings.

6. PRESENTATION OF DELIVERABLES

All deliverables will be presented to the relevant Legal Aid SA team prior to finalization. The service provider will be expected to make all relevant amendments prior to the project being finalized.

7. DURATION

The project is for a period of three (3) years from acceptance of appointment. The service provider is expected to complete the work as per expected outputs highlighted above. The service provider is expected to provide the Legal Aid SA with proposed timelines for each activity.

8. EVALUATION

In order to facilitate a transparent selection process that allows equal opportunity to all bidders, the Legal Aid SA has a policy for the appointment of the service providers that will adhere to. Proposals will be evaluated in terms of the prevailing supply chain policy applicable to the Legal Aid SA.

The following table will demonstrate the criteria to be used for allocation of points for functionality as outlined above. Bids scoring less than **70 points** on functionality will be set aside.

9. ADMINISTRATIVE DOCUMENTS

The following criteria will be employed in the evaluation of proposals: -

9.1 Bidders must ensure that forms SBD 1, 4 and 6.1 are fully completed and signed –

9.2 Bidders must provide proof of their registration on the National Treasury's Central Supplier Database (MAAA), if not yet registered use the following link to register:
<https://secure.csd.gov.za/>

9.3 Valid Quotation (Including fees payable for all service required in the scope of work)

Table 1 – Functionality

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
A. Experience of the Service Provider in Employee Wellness Support (Complete Table A to obtain the corresponding points)	0 to 2 years = 5 points - More than 2 to 5 years = 10 points - More than 5 to 10 years = 15 points - More than 10 years = 20 points	20
B. Number of references and size of companies where similar projects have been undertaken	1. Number of references: 5 points - No reference = 0 1 reference = 1 2 references = 2 3 references = 3 4 references = 4 5 or more references = 5 2. Size of companies served (use 5 references): max. 15 points - Less than 100 employees = 1 point for each company (maximum of 5 points) 100– 500 employees = 2 points for each company (maximum of 10 points) - More than 500 employees = 3 points per company (maximum 15 points) <u>Note: Reference letter must indicate the number of employees to claim the points above.</u> 3. National Footprint = 5 points (If you do not have a national footprint, provide a plan of service) - Plan or national footprint outlined= 5 points - No plan or no national footprint = 0 points <u>Note: Bidders must state in their plan, the number of offices to be availed/referral network.</u>	25
C. Company profile and individual counselling team members' CV's and registration with the relevant statutory bodies. Capacity and professional resources. The team should be a counselling team registered with	- Provide company profile with a valid registration with the Employee Assistance Professionals Association of South Africa: EAPA-SA) = 5 points - No company profile = 0 points - Valid registrations (min. 5 to a max. of 15 as per counselling team proposed) = 5 points - No valid registrations = 0 points	15

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
relevant statutory body. This excludes admin/support personnel. All team members must be registered.	CV's of the counselling team (a minimum of 5 and a maximum of 15) = 5 points <u>NB: A team with less than 5 therapeutic team members will score zero points.</u> <u>Documents must be valid on the closing date of this tender.</u>	
D. Methodology: - Referral System Used - Reporting System - Use of Technology (inline with the scope of work) <i>The bidder must provide examples of a referral system, reports (quarterly, monthly and stats & annual) and use of technology</i>	- Referral System explained and outlined = 10 points - No referral System explained and outlined = 0 points - Examples of Reports Given = 10 points - No examples of Reports Given = 0 points - Use of Technology explained = 10 points - No use of Technology explained = 0 points - Methodology does not meet requirements = 0 points	30
E. Turnaround time for referrals (on the network)	- Non-Responsive (more than 4 days) = 0 points - More than 2 to 4 days Turnaround time = 5 points - Within 1 day to 2 days Turnaround time = 10 points <u>NB: Bidders must state the turnaround time in their proposal, failing which, zero points will be allocated.</u>	10
TOTAL		100

Bidders who score a minimum of 70 above will be evaluated further on price. Bidders who do not meet the minimum threshold will not be evaluated further.

Table A

Name of Referee (Company/Organisation)	Type of Service	Duration of service	Total Months/Years of service
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

NB: The Reference letters submitted will be used to substantiate and calculate the number of years of service stated in Table A above. Reference letters not supporting the stated period, will not be regarded as period of service.

10. TERMS AND CONDITIONS

- a) Legal Aid SA undertakes to pay in full within thirty (30) days, all valid claims for work done to its satisfaction upon presentation of a substantiated claim/invoice.
- b) No payment will be made where there is an outstanding information/work by the service provider/s.
- c) Bidders will be evaluated on the Legal Aid SA SCM Policy on Preferential Procurement in line with the B-BBEE Act as amended to attain the specific goals identified in SBD 6.1 attached: Preference Point System of 80/20 whereby the maximum points are as follows: Price = 80 points and B-BBEE status level of contribution = 20 points
- d) LEGAL AID SA does not bind itself to accept any particular bid/proposal
- e) LEGAL AID SA reserves the right appoint/not to appoint a service provider
- f) LEGAL AID SA expresses that in an event of any service provider being appointed on this contract, there is no expectation that any follow up work on this project will be granted to the same service provider.