



Province of the
EASTERN CAPE
OFFICE OF THE PREMIER

REQUEST FOR QUOTATION FOR

**APPOINTMENT OF A COMPETENT EXTERNAL SERVICE PROVIDER TO ASSIST
WITH THE 24HR EMPLOYEE WELLNESS SUPPORT PROGRAMME FOR A PERIOD
OF 12 MONTHS**

1. PURPOSE

The purpose of this Request for Quotation (RFQ) is to appoint a service provider to render a 24-hour wellness support service to four-hundred and eleven (411) departmental employees and their immediate family members.

2. BACKGROUND

The Employee Wellness of the Office of the Premier- EC is implementing the DPSA Integrated Employee Health and Wellness Strategy for the Public Service. The strategy focuses on the implementation of four (4) functional areas which includes the following:

Pillar	Elements
HIV and AIDS and TB Management	Treatment care and support, Prevention and Human Rights and Access.
Occupational Health and Safety Management	Occupational Health and safety management, Environmental management, & Risk and quality management
Health & Productivity Management	Injury on duty and incapacity due to ill health, Mental Health / psychosomatic illness management, and disease management & Chronic illnesses.
Wellness Management	Individual physical and Psych-social wellness, Organizational wellness and work life balance

3. SCOPE OF WORK

3.1 The successful bidder shall be responsible for provision of the following services:

- 3.1.1 Provide professional counselling services by registered professionals to OTP staff through direct counselling, telephone counselling and access to medical advice (including diet, fitness, & mental health) 24 hours a day, seven days a week. A toll-free line must be provided by the service provider for telephone counselling.
- 3.1.2 Referral of OTP staff and/or their immediate family members to private and public institutions if the nature of their requirement falls outside the scope of the Employee Wellness

Programme.

- 3.1.3 Assist with the maintenance of the employee's wellbeing as an ongoing process, after the employee has been released from the institution, he/she would have been referred to by the appointed service provider. This assistance will be in accordance with the appointed service provider's model of short-term interventions.
- 3.1.4 Assist Office of the Premier with organizational climate survey.
- 3.1.5 Assist with Trauma debriefing where necessary.
- 3.1.6 Assist with marketing of the EW programme.

4. EXPECTED DELIVERABLES

The successful service provider must provide the following outputs:

Reference of Service Components	Outsourced services
Toll free telephonic supportive counselling The Service shall be available 24/7/365 to employees and their immediate family members (as defined in the Determination and Directive on Leave of Absence). It will be offered in the four (4)	• Professional Support Line Service via a 24/7/365 Call Centre A 24-hour multilingual, psychological counselling service, available to all employees their immediate family members in a range of language options. • This service shall always be customized, confidential and provided by professionals registered with the Health Professions Council of South Africa (HPCSA) and the South African Council for Social Service Professions (i.e. Clinical Psychologists and Social Workers). • The counselling line will be toll-free, unlimited and will cover information, therapeutic assistance and support on an extensive range of psychological, social and wellbeing related issues. The focus will be on delivering relevant therapeutic support to address psychosocial challenges, enhance understanding of personal health status, assess health risks, and empower individuals to make informed and positive lifestyle choices. Appropriate operational procedures and clinical protocols shall be followed.

Personal Face to Face Counselling	6 (six) Personal Counselling (face to face) employees may access up to six sessions per condition or incident, per year. These sessions will be provided close to the individual's residence or place of work, where short-term psychological counselling is deemed appropriate. Each session will last approximately one hour, conducted by fully qualified and registered counsellors.
Critical Incidence Services (Trauma debriefing)	• The Critical Incident Service providing prompt and professional trauma debriefing and counselling to employees exposed to traumatic events for a maximum of six incidents. • Each eligible incident may include up to six group debriefing and/or trauma counselling sessions per year, delivered by qualified registered professionals.
Awareness Sessions: • EWP employee awareness sessions • EWP Managerial awareness sessions.	• Market the wellness programme to employees, managers and supervisors • Awareness sessions are 45 minutes in duration; the number of briefing sessions shall be agreed with the appointed service provider beforehand. • Awareness and communication will use innovative approaches including the sessions to reach out all the employees on a continuous basis including at planned induction sessions. • 12 Virtual awareness sessions, addressing issues aligned to the National Health calendar starting from January 2026 to December 2026.
Life management services (Life Skills Programme): • Debt management and advocacy • Money management (Budgeting) • Stress Management • Legal advice and guidance • Family Care	• Life Management Services - The appointed service provider will provide access to a telephonic Life Management service offering information and assistance on legal problems, financial concerns, stress and family matters.
Marketing and communication	• Custom-designed and continuing communication programmes to correctly position the EWP, ensure understanding and encourage all employees to use the service. This will include:

	• Consultancy to design appropriate communication materials (i.e. a brochure and wallet cards). Promotional material will consist of: • 411 Wallet cards • 411 English Brochures/pamphlets • 150 Manager/supervisor, HR user guides (booklets and hand- outs)
Organisational Climate Survey	• Conduct an online organizational climate survey to determine employee needs/ satisfaction as to build a business case • Appointed service provider will communicate the results of the survey to employees

5. DURATION OF THE ASSIGNMENT

The successful bidder will enter into a Service Level Agreement (SLA) with the ECOTP for a period of twelve (12) months.

6. COMMUNICATION AND REPORTING

- 6.1 Provide and present a comprehensive Employee Wellness Management report to the department at least once a month to the Senior Manager: HRM & Manager Employee Relations & Employee Wellness. Other meetings can be called by either party as considered necessary.
- 6.2 The report should include information analysis in respect of work life issues, behavioural risks and the implementation and / or maintenance of successful bidder's work based or linked counselling and support services.
- 6.3 The successful bidder is required to nominate a contact person or project manager with whom the department may liaise in respect of contract execution.
- 6.4 The prospective service provider shall, within reasonable time inform OTP in writing of any changes made during the contract.

7. CONDITIONS OF THE CONTRACT

- 7.1 The extent of the coverage of services to be rendered and the expected delivery standards will be outlined in the SLA between the service provider and the department.
- 7.2 The successful bidder must ensure that referrals are made to registered counselling

practitioners/Psychologists operating in localities, nearest to the ECOTP offices, within the province.

- 7.3 The successful bidder must submit a project plan indicating how the Scope of Work and Expected Deliverables as outlined in paragraph 3 and 4 above, will be executed.
- 7.4 All personnel that will render counselling and advisory services must be duly registered with the relevant statutory bodies e.g. HPCSA and SACSSP and must have at least five (5) years' experience.

8. SPECIAL CONDITIONS OF THE BID

- 8.1 Bidders must submit the following information required to render the services outlined in paragraph 3 and 4 above:
 - 8.1.1 A utility bill, valid lease agreement / letter from the chief or letter from the councillor indicating the location of the premises or offices where business will be conducted.
 - 8.1.2 A 24-hour toll free number for landlines and cellular phones, a whatsapp number, an SMS number and an email address as proof of points of contact to enable secure confidential communication. This information will be verified during the evaluation stage.
 - 8.1.3 Bidders must be registered with Employee Assistance Professional Association of South Africa (EAPA SA) as an EAP Service Provider. **Certificate of active registration with EAPA SA must be attached.**
 - 8.1.4 Bidders must have at least two registered counsellors as key personnel in its permanent establishment as stated below:
 - a. A Psychologist registered with the Health Professions Council of South Africa (HPCSA); and
 - b. A Counsellor registered with the HPCSA or the South African Council for Social Service Professions (SACSSP).
 - 8.1.5 For personnel registered with the HPCSA, proof of valid / active annual registration with this statutory body must be submitted. For those registered with the SACSSP, a valid / active registration certificate or a registration card must be submitted.
 - 8.1.6 Bidders must complete **Annexure A** for tract record with contactable details of at least three (3) client organisations where counselling and advisory services were undertaken. Signed client reference letters confirming the nature and duration of each assignment must be submitted as proof. The following requirements in respect of these engagement must be met:
 - a. The engagements must have occurred in the past five (5) years as at the

closing date of the RFQ.

- b. In at least one client organisation, the engagement must be for a minimum of unbroken period on twelve (12) months.

NOTE: FAILURE TO COMPLY WITH ALL THE ABOVE REQUIREMENTS WILL RESULT IN DISQUALIFICATION OF THE BID.

9. BID PRICING STRUCTURE

- 9.1 Bidders must submit their financial proposals on a **FIXED RATE** for the duration of the contract. Pricing schedule must be completed and signed.
- 9.2 All prices must be inclusive of VAT whether or not the bidder is registered for VAT. Where suppliers are VAT registered, all rate proposed must be VAT inclusive and presented in accordance with the stipulations of the VAT Act (Act no 89 of 1991). In the event that the bidder does not include VAT, such bidder must absorb any cost escalations, with the contractually agreed prices not allowed to increase. No payment of VAT will be made to a supplier that quoted VAT that cannot prove its VAT registration at the point of invoicing.

10. CONFIDENTIALITY & LOGISTICAL INFORMATION

The information provided by OTP must be kept confidential until publication. Service providers are expected to comply with information security; Protection of State Information Act Sec 4 of Act 84 of 1982 prohibits disclosure of protected documents.

11. EVALUATION CRITERIA

In terms of new Preferential Procurement Regulations (PPR) 2022, pertaining to the Preferential Procurement Policy Framework Act, (Act No. 5 of 2000), responsive bids will be evaluated using 80/20 preference point system and specific goals. Eighty (80) points will be allocated for price, and twenty (20) points will be allocated for specific goals tabulated in the table below:

CRITERIA	POINTS
Price and Specific goals	80 / 20
Price Points	80 Points
Specific Goals	20 Points
SPECIFIC GOALS ALLOCATION	

Who had no franchise in national elections before the 1983 and 1993 Constitution	3
Who is Women	5
Who has a disability (Attach disability assessment report from a medical professional or proof from South African Social security Agency (SASSA))	5
Who is youth	5

12. PRICING SCHEDULE

NO.	DESCRIPTION	QUANTINTY	UNIT PRICE	TOTAL
1.	Toll free telephonic supportive counselling (Financial Wellbeing, Legal wellbeing, Family care & Managerial support.	Unlimited 24/7/365 days care counselling services to employees and immediate family members		
2.	Personal Face to Face Counselling	6 X 60 minutes sessions per employee per year		
3.	Critical Incidence Services (Trauma debriefing in cases related to loss or death of significant, crime, accident at work & home and violence at home or work.	9 Critical Incident Stress Debriefing sessions (Group Trauma Counselling)		
4.	Awareness Sessions	2 Orientation session & Onboarding for Supervisors & Manager Training 12 Virtual Sessions as informed by WHO calendar		
5.	Life management services	4 Sessions on Chronic / Disease Management (Diabetes, Hypertension, TB, HIV, Cancer & Weight loss resources		
6.	Marketing and communication	411 Wallet cards & Broucher		
7.	Organisational Climate Survey	1		

SUB TOTAL	
VAT	
GRAND TOTAL	

All prices must be VAT inclusive (if applicable) and must be quoted in South African Rand (ZAR)

ANNEXURE B– BIDDERS MUST FULLY COMPLETE THE FOLLOWING TABLE INDICATING THEIR TRACK RECORDS AND REFERENCES

NO.	COMPANY / CLIENT'SNAME	VALUE OF THE ORDER	DESCRIPTION OF WORK	CONTACTABLE REFERENCES		
				NAME OF CONTA CT PERSON S	WORK E- MAIL ADDRESS	WORK TELEPHONE NUMBERS
1.						
2.						
3.						
4.						
5.						

Bidders Name: _____

Date: _____

Signed by: _____

Signature: _____

PREPARED BY:

Bongiwe Nqala

5 December 2025

DATE:

APPROVED BY:

Nomasango Malgas

05 December 2025

DATE: