



Road Traffic Management Corporation

**APPOINTMENT OF A SERVICE PROVIDER FOR
PROVISION OF AN INTEGRATED EMPLOYEE
HEALTH AND WELLNESS PROGRAM FOR THE
RTMC FOR A PERIOD OF THREE (03) YEARS**

RTMC BID NO: 06/2026/27

Acronym	Meaning
ACEO	Acting Chief Executive Officer
AEM	Acting Executive Manager
AIDS	Acquired Immune Deficiency Syndrome
EAP	Employee Assistance Programme
EAPA-SA	Employee Assistance Professionals Association of South Africa
EHW	Employee Health and Wellness
EHWP	Employee Health and Wellness Programme
E-mail	Electronic Mail
HIV	Human Immunodeficiency Virus
HPCSA	Health Professions Council of South Africa
HRA	Health Risk Assessment
No.	Number
R	Rand (South African currency)
RTMC	Road Traffic Management Corporation
SACSSP	South African Council for Social Service Professions
SLA	Service Level Agreement
Tel	Telephone
WBS	Work Breakdown Schedule
+/-	Plus or minus (approximately)
24/7/365	24 hours a day, 7 days a week, 365 days a year

Term	Definition
Absenteeism	Frequent or habitual absence from work.
Acting Chief Executive Officer	A temporary CEO serving in the position until a permanent appointment is made.
Chronic Disease Management	Ongoing support and education for individuals living with long-term medical conditions.
Critical Incident	A traumatic or highly stressful workplace event.
Employee Assistance Programme	A confidential workplace support program offering counselling and assistance for personal or work-related challenges.
Employee Assistance Professionals Association of South Africa	A professional body promoting standards and best practices in employee assistance programmes.
Employee Health and Wellness	A workplace initiative focused on employees' physical, mental, emotional, and social wellbeing.
Employee Health and Wellness Programme	The structured program that provides health, counselling, and wellness services to employees and their families.
Employer of Choice	An organisation regarded as highly desirable to work for due to its work environment and benefits.
Face-to-Face Counselling	In-person therapy sessions between a client and a qualified therapist.
Health Professions Council of South Africa	The statutory body that regulates health professionals in South Africa.
Health Risk Assessment	A screening tool used to identify potential health risks.
Immediate Family	Employee's spouse or life partner, parent, adoptive parent, grandparent, child, adopted child, grandchild or sibling.
Incapacity Leave	Special leave granted to employees who are medically unfit to perform their duties temporarily or permanently.
Independent Medical Opinion	An assessment conducted by a medical practitioner to determine an employee's fitness for duty.
Induction Programme	An orientation session introducing employees or managers to policies or programs.
Psychosocial Support	Support addressing both psychological (mental/emotional) and social wellbeing.

Term	Definition
Retainer Fee	A fixed monthly payment made to ensure continuous access to services.
Road Traffic Management Corporation	A South African government entity responsible for coordinating and managing road traffic matters nationally.
Service Level Agreement	A formal contract defining service expectations and responsibilities.
South African Council for Social Service Professions	The regulatory authority for social workers and social service professionals in South Africa.
Telephonic Consultation	Counselling or advisory support provided via telephone.
Trauma Debriefing	A structured session provided after a traumatic event to reduce psychological distress.
Utilisation Rate	The percentage or level at which employees use the provided services.
Work Breakdown Schedule	A detailed breakdown of project tasks, deliverables, and costs.

SECTION: 1

CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

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1. **Proprietary Information**

- 1.1 Road Traffic Management Corporation (RTMC) considers this bid and all related information, either written or verbal, provided to the Bidder to be proprietary of RTMC. It shall be kept confidential by the Bidder and its officers, employees, agents, and representatives. The Bidder shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of RTMC.

2. **Enquiries**

- 2.1 All communication and attempts to solicit information of any kind relative to this bid should be channelled to the email below, however the cut-off date will be on the **23 September 2026**.

Name	RTMC
Email Address	Bidadmin@rtmc.co.za

- 2.2 All the documentation submitted in response to this bid must be in English.
- 2.3 The RTMC may respond to any enquiry in its sole discretion and the bidder acknowledges that it will have no claim against the RTMC on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

3. **Validity Period**

- 3.1 Responses to this bid received from bidders will be valid for a period of **120 days** counted from the closing date of the bid.

4. **Supplier Performance Management**

- 4.1 The RTMC views Supplier Performance Management as critical in ensuring value-for-money acquisition and good supplier relations between the RTMC and all its suppliers.
- 4.2 Upon receipt of written notification of an award, the successful Bidder shall be required to conclude SBD 7.2 and the Service Level Agreement (SLA) with the RTMC, which will form an integral part of the agreement. The SLA will be a tool to measure, monitor, and assess the Bidder's performance level and ensure effective service delivery, quality, and value-add to RTMC business.
- 4.3 Should the successful Bidder fail to sign the SBD 7.2 and the SLA when called upon to do so, the RTMC may, without prejudice to any other rights it may have -

4.3.1 cancel the contract that may have been entered into between the successful Bidder and the RTMC, and the successful Bidder shall pay to the RTMC any additional expenses incurred by the RTMC having either:

4.3.1.1 to accept any less favourable Bid or,

4.3.1.2 if new Bids have to be invited, the additional expenditure incurred by the invitation of fresh Bids and/ or by the subsequent acceptance of any less favourable Bidder.

5. Instructions on submission of Bids

5.1 Bids should be submitted as follows:

5.1.1 Technical envelopes

- i. Two (2) copies for technical responses/functional evaluation (one original and one copy)
- ii. PDF soft copy in a memory stick of the technical responses/functional (to be enclosed in the envelope that contains the original document)

5.1.2 Financial envelopes

- i. The pricing schedule should be submitted separately. Two (2) copies (one original and one copy)
- ii. PDF soft copy of a memory stick of the pricing schedule (to be enclosed in the envelope that contains the original document)

5.2 All envelopes to be sealed and endorsed, **RTMC BID 06/2026/27: Appointment of a service provider for provision of integrated employee health and wellness program to the RTMC for a period of three (03) years.**

5.3 The sealed envelope must be placed in the bid box at the Main Reception area of the **RTMC Centurion Gate Business Park, Block D, 146 Akkerboom Street, Zwartkop Centurion**, no later than **11:00am on 02 October 2026**.

5.4 Compulsory Briefing Session: Registration

The online/Virtual compulsory briefing session details are as follows:

5.4.1 Bidders must register for a compulsory briefing session by submitting the necessary information to bidadmin@rtmc.co.za by **16 September 2026 at 14:00pm** to be eligible to participate in the compulsory briefing and the bid process.

5.4.2 The following information is required to register for a briefing session:

- Company Name
- CSD Registration number
- Name and Surname of the Representative

5.4.3 Upon registration, a link will be shared with the bidders to enable them to participate in the stated virtual meeting.

5.4.4 Bidders will be required to log in using their company name thirty (30) minutes before the start of the briefing session to allow for virtual registration. For example, if the session starts at 10:00, bidders can log in at 09:30, and the session will begin promptly at 10:00 am.

5.4.5 After the briefing session, a signed briefing certificate will be emailed to all the bidders who were part of the online/virtual briefing session.

NB: The mentioned briefing certificate must be attached to the bid documents upon submission on the closing date of the bid. (Failing which will invalidate the bid)

5.5 Compulsory Briefing Session: Online/Virtual

5.5.1 The online/Virtual compulsory briefing session will be held on **18 September 2026** at **10:00 am**.

5.6 The envelope must also endorse the Bidder's company name, closing date, and return address.

5.7 All bids submitted must be signed by a person or persons duly authorized thereto.

5.8 Suppose a courier service company is being used to deliver the bid document. In that case, the bid description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the bid box. The RTMC will not be held responsible for any delays where documents are not placed in the bid box before the closing date and time.

5.9 Bid received by email, facsimile, or similar medium will not be considered.

5.10 Where a bid document is not placed in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **Late bids will not be considered.**

5.11 Amended bids may be sent in an envelope marked “**Amendment to Bid**” and should be placed in the bid box before the closing time.

- 5.12 Bidders should check the number of the pages to satisfy themselves that all are included and not duplicated. RTMC will accept no liability regarding anything arising from the fact that pages are missing or duplicated.

6. Undertakings by the Bidder

- 6.1 The Bidder accepts that all costs incurred in preparation, presentation, and any demonstration in relation to this bid shall be for the Bidder's account.
- 6.2 The Bidder hereby offers to render all or any of the services described in the attached documents to the RTMC on the terms and conditions and in accordance with the specifications stipulated in this bid document (and which shall be taken as part of and incorporated into, this proposal at the prices inserted therein).
- 6.3 The Bidder shall prepare for a possible presentation should RTMC require such, and the Bidder shall be notified by 4 (four) days before the presentation date. Such presentation may include a demonstration of products or services as called for by the RTMC in relation to this bid.
- 6.4 The successful Bidder hereby accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the principal(s) liable for the due fulfilment of this contract.
- 6.5 Note that should the bid be accepted, and the Bidder be unwilling or unable to commence the services on the commencement date and / or during the execution of the contract due to circumstances that are within its control, the RTMC shall be entitled, without prejudice to any other rights it may have –
- 6.5.1 to terminate the contract or
 - 6.5.2 claim specific performance from the successful bidder and
 - 6.5.3 claim damages from the successful bidder.
- 6.6 The Bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response that the price (s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents and that the price (s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accepts that any mistakes regarding price (s) and calculations will be at his/her risk.

7. RTMC's Rights

- 7.1 The RTMC reserves the right not to accept the lowest bid or any bid in part or whole. RTMC typically awards the contract to the Bidder, who proves to be fully capable of handling the contract and whose bid is technically acceptable and financially advantageous to RTMC.
- 7.2 The RTMC also reserves the right to award this bid as a whole or in part without furnishing reasons.
- 7.3 The RTMC reserves the right to conduct a site visit at the premises of the offices or any client sites if required.
- 7.4 The RTMC reserves a right to amend any bid conditions, validity period, or specifications or extend the closing date of the bid before the initially stated closing date. Bidders will be advised in writing of such amendments in good time.
- 7.5 The RTMC reserves the right to request all relevant information, agreements, and other documents to verify information supplied in the bid response. The bidder hereby consents to the RTMC to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.
- 7.6 RTMC reserves the right to verify authenticity of all the submitted documentation.
- 7.7 The RTMC acknowledges and agrees that all data and Personal Information provided by the Bidder to the RTMC, or to which the RTMC may be exposed, shall constitute Personal Information.
- 7.8 The RTMC hereby undertakes–
 - 7.8.1 In favour of the Bidder that it shall at all times strictly comply with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) and any other legislation related to the protection of Personal Information.
 - 7.8.2 To use its best efforts to keep Personal Information confidential and shall not disclose any Personal Information to any other person except as required by law, save to the extent set out in this bid;
 - 7.8.3 At the RTMC's option, return or destroy any Personal Information once it is no longer required to perform its obligations under this bid or any directly related purpose and
 - 7.8.4 not process Personal Information for any purpose other than to perform its obligations under this bid.

7.9 The RTMC reserves the right to reject a proposal for the award of a contract if the recommended bidder has committed a corrupt or fraudulent act in competing for the particular contract; or

7.9.1 Cancel a contract awarded to a supplier of goods or services –

- i. if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract; or
- ii. if any official or other role player committed any corrupt or fraudulent act during the bidding process or the execution of that contract that benefited that supplier.

7.10 The RTMC reserves the right to disregard the bid of any bidder if that bidder, or any of its directors –

- (i) have abused the institution's supply chain management system
- (ii) have committed fraud or any other improper conduct in relation to such system; or
- (iii) have failed to perform on any previous contract.

7.11 RTMC will inform the relevant treasury of any action taken in terms of paragraph (7.10).

7.12 **The RTMC will never request any compensation in whatever form; from any supplier to be awarded a contract. Suppliers are hereby advised not to fall for these scammers.**

8. SPECIAL INSTRUCTIONS TO BIDDERS

8.1 Bidders shall provide complete and accurate answers to the questions posed in this document.

8.2 Bidders must substantiate their response to all questions, including details on how their proposal/solution will address specific functional/technical requirements. All documents, as indicated, must be supplied as part of the bid response.

8.3 RTMC reserves the right to include any additional related items on the contract that are not part of the bid document.

8.4 The RTMC will not be held responsible for any costs incurred in preparing and submitting bid documents.

8.5 RTMC reserves the right to verify the information bidders provide; any misrepresentation will lead to the Bidder's disqualification.

- 8.6** The bidder is expected to provide a dedicated Service or Account Manager for the duration of the tender /project.
- 8.7** To prevent the abuse of SCM system, RTMC will under no circumstances allow or promote bid rigging (or collusion bidding) from any bidder. For instance, bidders who submit bid documents on their own, and enter into Joint Venture Agreement or any other Agreement with another company using the same company, irrespective of either declared on SBD 4 or not. Both bidders will be disqualified should such be identified.
- 8.8** It is the responsibility of the bidder to formally inform or communicate with the RTMC on any administrative changes or amendments after their appointment into the panel which may have negative impact on execution of the contract, where necessary, the RTMC reserves the right to conduct due diligence.

SECTION: 2

SPECIFICATION DETAILS AND FUNCTIONALITY REQUIREMENTS

SECTION 2: TECHNICAL REQUIREMENTS/ SPECIFICATION

1. PURPOSE

- 1.1 The purpose of this bid is to invite suitably qualified service providers to provide the Integrated Employee Health and Wellness Program services to the RTMC for a period of three (03) years.

2. BACKGROUND

- 2.1 The Road Traffic Management Corporation (Hereafter referred to as "RTMC"), was established in terms of section 3 of the Road Traffic Management Corporation Act No. 20 of 1999. The Act aims to establish powers, and resources and eliminate the fragmentation of responsibilities for all road traffic management across the various levels of Government.
- 2.2 The RTMC currently has a staff complement of two thousand two hundred and seven (2207) employees and traffic trainees, with an anticipated growth to +/- three thousand (3000) employees in the next year. The service provider should have the capacity to render the Employee Health and Wellness services to employees and their immediate family members Nationally including people with disabilities.
- 2.3 The RTMC would like to hereby appoint suitably service providers to provide the Integrated Employee Health and Wellness Program services to the RTMC for a period of three (03) years.

3. SCOPE OF WORK

3.1 The service provider should provide the following services, which also accommodate people with disabilities:

3.1.1 Professional Support Line Services 24/7/365 staffed by experienced psychologists, social workers and registered therapists in different language groups that facilitate professional, efficient, and effective service delivery nationally.

3.1.2 Offer direct, unlimited, and confidential access to a 24-hour multilingual counselling service, including text or WhatsApp, tailored to assist individuals and their immediate family members and all the people living in the same household, in the management of day-to-day personal and work-related difficulties at no cost to individuals. These should be inclusive of therapeutic/spiritual and or motivational counselling services.

3.1.3 Qualified and **registered** psychologists, social workers and counselling to provide counselling services which can be provided by agreement on or off-site, as required.

3.1.4 Have the capacity to deliver face-to-face counselling services by experienced psychologists, social workers and therapists of the highest quality, for all referrals made.

3.1.5 Employees and their immediate family members as well as all the people living in the same household must have access to this network when they are on business or on holiday anywhere in South Africa.

3.1.6 Provide up to **eight (8) personal face-to-face** therapeutic/ spiritual and/or motivational counselling sessions available per issue, near the residence or place of work of each person that reside in the same household as the employee as well as immediate family.

3.1.7 Offer disease and disability management, Counselling, Education, and Support Services.

3.1.8 In the event of the employees having exhausted their normal sick leave cycle due to ill health, it is expected that they apply for temporary or permanent incapacity leave or their services be terminated on medical reasons as and when required.

For the above to be considered, **qualified medical practitioners** must be commissioned to conduct independent medical opinions to determine whether the affected employees are fit to continue with their normal duties or not. As a result, the

service provider will be expected to source the said services without compromising any standards thereto.

3.1.9 Issue monthly and quarterly utilisation reports, statistical reviews, and presentations detailing the quantity, quality, efficiency, and outcome of the EHWP service, supplemented with employee satisfaction.

3.1.10 Annual evaluation reports are to be provided, as specified.

3.1.11 A dedicated Account Manager must ensure that the EHWP is appropriately integrated into the company's overall employee health and wellness service and is professionally and appropriately always managed.

3.1.12 Implementation and marketing of EHWP: Customer-designed programs which will ensure that all employees have an understanding and the confidence to use EHWP services. This should include:

- Consultancy to design appropriate communication material (i.e., brochures, booklets, digital and wallet cards/fridge magnets etc.)
- Organisational consultancy to ensure the effective implementation of EHWP.
- Promotion of the EHWP at relevant sites and locations supplemented with posters, digital and or other communication channels to enhance utilization and provide information.
- Onsite visibility of affiliates or employees during inductions and important calendar events of the RTMC.

3.1.13 Conduct orientation sessions to managers on identifying and referring troubled employees within the first three (3) months of appointment.

3.1.14 Provide empowerment solutions to RTMC employees as per the identified critical themes/trends.

3.1.15 Provide on-site de-briefing sessions within the first forty-eight (48) hours in the event of a critical incident, followed by individual therapeutic trauma counselling by qualified therapists, as an integral part of EHWP.

3.1.16 Conduct Health Screening to employees during the Employee Health and Wellness days as and when required.

3.1.17 Provide a comprehensive HIV and AIDS program, which includes voluntary counselling and testing as and when required.

3.1.18 The service is to be supported by an e-care service to disseminate monthly health and wellness information aligned to the National Health Calendar, to promote healthy lifestyles and empower employees.

4. REPORTING

4.1 The service provider shall provide monthly, quarterly and annual reports to management. The reports should be comprehensive, with accurate analysis, interpretation of trends, problem profiles, supplemented by employee satisfaction surveys and possible interventions.

4.2 Quarterly meetings shall be held to discuss reports and the interventions planned.

5. DELIVERABLES

5.1 Accessible, confidential telephonic services available 24 hours a day, 7 days a week, in all South African languages taking into consideration people with special needs, with all calls answered by qualified therapists.

5.2 Confidential counselling available telephonically, virtually or face-to-face, per person, per issue, as needed, conveniently near the client's home or workplace catering for all South African languages including the sign language.

5.3 All counselling sessions conducted by qualified therapists. The turnaround times for face-to-face counselling are scheduled within 72 hours of the referral or request.

5.4 Accessible life management service, comprising of legal, financial, and family services.

- Employees provided with telephonic legal advice, as well as referrals to appropriate legal services and bodies.
- Provision of the financial wellness workshops to assist employees to navigate through their financial difficulties.
- Provision of empowerment solution sessions to capacitate employees to cope with pressures experienced within their families (such as but not limited to the following: challenges with child-rearing practices, children with special needs, teenage challenges, elderly care etc.)

- 5.5 Prompt response to Critical Incidence Stress Management Service requests and professional individual, group trauma debriefing and counselling services to employees experiencing trauma. Services provided immediately, with the first contact conducted within twelve (12) to forty-eight (48) hours.
- 5.6 The number of managerial/supervisory and employee inductions programs conducted within the first three (3) months of signing the Service Level Agreement. The service should cater for individual management support, empower the existing manager-employee relationships, referral support services, as well as the provision of conflict resolution and mediation services.
- 5.7 Employees provided with wallet cards/ fridge magnets and digital marketing during the first three months of appointment. Posters delivered to the project manager within the first three months of appointment.
- 5.8 Assist with the review of the Employee Health and Wellness policy for the RTMC.
- 5.9 Implement and promote the EHWP services taking the following into account:
- Design the appropriate marketing material (digital brochures, wallet cards/ fridge magnets, posters etc) in consultation with the end user.
 - Consultation for the effective implementation of the EHWP.
 - Advice and review of the Employee Health and Wellness Policy for the RTMC as and when required.
 - Onsite visibility of affiliates or employees marketing and promoting the EHWP at various offices and consider the high-tech and various social media platforms that are currently used by the general South African population.
 - Recommend empowerment solutions for employees that is cost-effective upon request from the RTMC.
- 5.10 Submission of monthly, quarterly and annual reports by the 3rd of each month. All reports must be comprehensive, with statistics, accurate analysis, interpretations of trends, problem profiles, supplemented with employee satisfaction data and recommended interventions. The report must be supported by evidence.

6. STANDARDS AND QUALITY ASSURANCE

The service provider should:

- 6.1 Provide a clear, detailed, and defined methodology on how to deliver an effective EHWP (EAP) service for the RTMC.
- 6.2 Demonstrate an understanding of applicable legislation as well as knowledge of various cultural, racial, religious, and economic diversity in South Africa.
- 6.3 Outline the current infrastructure that will enable them to deliver the services. Examples include but not limited to the following:
 - a. Staff compliment
 - b. Call Centre Infrastructure
 - c. Systems/Tools
- 6.4 Demonstrate knowledge and understanding of RTMC with a broader understanding of pertinent issues that relate to the environment within which the RTMC operates.
- 6.5 Demonstrate their ability to innovate and define new approaches that will embed the services of EAP within RTMC and enable a more productive and balanced workforce and improved culture as an Employer of Choice.

SECTION: 3

EVALUATION CRITERIA

1. EVALUATION CRITERIA

The bid will be evaluated in the following stages:

(a) Stage 1 – Standard Compliance Requirements

Bidders are expected to submit and comply with all the required Standard Compliance Requirements. Failure to comply with these requirements will invalidate the bid. Below are the Standard Compliance requirements.

- i. Bidders are required to submit bid documents as follows:
 - one original,
 - one hard copy
- ii. PDF soft copy in a clearly marked/ labelled memory stick. Documents submitted on soft copy must be the same documents as the hard copy (original).
- iii. In case of a Joint Venture (JV), Consortium, Teaming Agreement, or similar relationship/agreement, bidders must submit standard bidding documents i.e.
 - o SBD 1, one consolidated SBD 1 for Joint Venture (JV), Consortium, Teaming Agreement, or similar relationship/agreement **signed by the authorized person(s)** (Proof of authority must be submitted e.g. company resolution) and
 - o SBD 4 for each entity/company in the JV or any agreement, for each of the entities in an agreed business relationship accompanied by a signed agreement by all the parties concerned.
 - o SBD 6.1 for each entity/company in the JV or any agreement, for each of the entities in an agreed business relationship accompanied by a signed agreement by all the parties concerned.
- iv. All returnable bid documents must be **signed by the authorized person(s)** (Proof of authority must be submitted e.g. company resolution)
- v. The layout of the required documents is set up in table 1.1
- vi. **NB:** *To prevent the abuse of the SCM system, RTMC will under no circumstances allow or promote bid rigging (or collusion bidding) from any bidder. For instance, bidders who submit bid documents on their own, and enter into a Joint Venture Agreement or any other Agreement with another company using the same company, irrespective of either declared on SBD 4 or not. Both bidders will be disqualified should such be identified.*

- vii. Bidder(s) must be registered with National Treasury Centralised Supplier Database (CSD) – CSD report or CSD MAAA Reference Number.
- viii. Compulsory briefing session certificate must be completed and enclosed with the tender documents.

(b) Stage 2 – Mandatory Requirements

Bidders who fail to meet the mandatory requirements will be disqualified from further evaluation.

(c) Stage 3 - Functionality Evaluation

This process comprises of written responses/ proposals, which consists of **100 points**.

Bidders will be required to score a minimum of **70 points** in order to qualify for a stage 4.

(d) Stage 4 – Price and Specific Goals Evaluation

Bidders will be evaluated on 80/20 Preference Point System (i.e., 80 points for price and 20 points for specific goals).

1.1 STAGE 1 – STANDARD COMPLIANCE REQUIREMENTS

TABLE 1.1

STANDARD COMPLIANCE REQUIREMENTS	COMPLY (YES / NO)
RETURNABLE BID DOCUMENTS	
Total number of copies submitted – Two (2) (1 original and one copy) All the documentation under the bid proposal is to be converted and submitted in a PDF within a memory stick	
Proof of CSD Registration. (CSD number or report) Registration on CSD (available on www.csd.gov.za)	
Compulsory Briefing Session Certificate	
SBD 1: Invitation to bid and company information	
SBD 4: Declaration of interest	
SBD 6.1: Preference points claim form	
FINANCIAL PROPOSAL	
Total number of copies submitted – (Two (2) one original and one copy) All the documentation under the financial proposal is to be converted and submitted into a PDF within a memory stick.	
Pricing Schedule (Annexure B) NB. Bidders are required to complete the attached provided Pricing schedule – (either as issued or on the company letterhead)	

NB: Failure to comply with the above requirements will lead to a disqualification of the bid.

1.2 STAGE 2 – MANDATORY REQUIREMENTS

NOTE: A BIDDER WHO FAILS TO MEET THE BELOW MANDATORY REQUIREMENTS WILL BE DISQUALIFIED FROM FURTHER EVALUATION

ITEM	DESCRIPTION	COMPLY (YES / NO)
1.	Health Professional Council of South Africa (HPCSA) Registration or South African Council for Social Service Professions (SACSSP). The bidder to submit proof of registration of their therapists/ lead/ technical/ health professionals. Compliance requirement: A valid certificate as proof of registration must be provided.	
2.	The bidder should be in good standing with the Health Professional Council of South Africa (HPCSA) and/or the Employee Assistance Program Association of South Africa (EAPA-SA). Compliance requirement: A valid certificate as proof of registration must be provided.	

1.3 STAGE 3 – FUNCTIONALITY CRITERIA

DESCRIPTION	POINTS
A. NATIONAL FOOTPRINT	20
The bidder must have the capacity to render the Employee Health and Wellness Program to approximately two thousand two hundred and seven (2207) employees on 24/7/365 days nationally. The bidder must have a national footprint for accessibility to all employees, immediate family members, and all the people living in the same household in all the nine (9) provinces of South Africa. • The bidder must have presence in ALL nine (9) Provinces = 10 Points • The bidder / affiliate must have practiced for a period not less than 5 years = 10 Points Compliance requirement: If service is to be insourced, provide proof of affiliation branches/ networks/ associates/ partnerships/ agreements/ memorandum of understanding. (The services must have been rendered for a minimum of five (5) years). OR If service is to be outsourced, give details of the following: • Details of the company (Attach proof of registration with relevant bodies as indicated on Mandatory requirements) • Details of team members • A reference letter where the bidder renders or has rendered similar services. (The services must have been rendered for a minimum of five (5) years). NB: No points will be awarded if the bidder does not have presence in ALL nine (9) Provinces and if the bidder / affiliate is less than 5 years in practice.	

B. REFERENCES OF SIMILAR WORK DONE (EHWP SERVICES)	40
The bidder must provide details of similar work completed in relation to EHWP services. The minimum number of employees should not be less than one thousand (1000). • 1 to 3 reference letters = 15 Points • 4 to 6 reference letters = 25 Points • 7 reference letters and above = 40 Points Compliance requirement: Bidders are expected to attach copies of reference letters from Organisations / entities where similar services are currently and previously rendered. The following details must at least be reflected in the content of the reference letter/s: - • Name and short description of similar service rendered • Addresses where the services are rendered • Duration of service / project / contract, • Value of the contract / project, • Size of the organisation serviced (number of employees) • Contactable References. (Letter of references in letterhead of the clients signed by authorized persons. Signature date on the reference letter must be from 2018 to date/ onwards) AND attach a copy of the purchase order/ proof of appointment/ a copy of Service Level Agreement (SLA) or contract to the reference letter as supporting document. Bidders are required to complete the attached template to reflect similar work done. The above details must be fully completed as provided on the attached template. Bidders MUST ensure that information provided is accurate and correct as the RTMC reserves the right to conduct reference checks.	
C. QUALIFICATIONS, SKILLS AND EXPERIENCE OF THE TEAM	40
The bidder must provide CV's and Academic qualifications of the following key resources that would form part of the EHWP Team. (1) Account Manager = 20 Points • 5 years of experience or more in similar work (attach CV x 1) • Any Qualification B Degree/ Diploma (Attach copies of Academic Qualification/s)	

Compliance requirement: Attach CV, Copies of relevant Academic Qualification(s) NB: Any submission less than the required experience and qualifications will not be allocated points. (2) 1 x Clinical Case Managers/ Therapists Affiliated to HPCSA or SACSSP = 5 Points • 5 years of experience or more in similar work/ EHWP (attach CVs x 1) • Any Qualification B Degree/ Diploma in the following fields: Psychology / Social Work / Counseling / Nursing (Attach copies of relevant Academic Qualification/s) • Valid Affiliation to HPCSA or SACSSP Compliance requirement: Attach CV, copies of Academic Qualification(s) and valid Affiliation certificates (HPCSA or SACSSP) (Both therapists must comply fully in order to qualify for points). NB: Any submission less than the required number will not be allocated points. (3) 3 x Consultants / Specialists = 15 Points • 5 years of experience or more in similar work (attach CVs x 3) • Any Qualification B Degree/ Diploma in the following fields: Psychology / Social Work / Counseling / Nursing (Attach copies of relevant Academic Qualification/s) • Valid Affiliation to HPCSA or SACSSP Compliance requirement: Attach CVs, copies of Academic Qualification(s) and Affiliation certificates (All three (3) specialists / consultants must comply fully in order to qualify for points). NB: Any submission less than the required number will not be allocated points.	
TOTAL	100

Summary Table: Minimum scores per functional area	
The service provider must score at least the following minimum points on each sections. Failure to score the minimum required points in any one of the subsection, will lead to a disqualification.	
A	Full 20 points
B	At least 15 points
C	At least 35 points
Total minimum points	70 points

NB: BIDDERS ARE EXPECTED TO SCORE A MINIMUM OF SEVENTY (70) POINTS IN ORDER TO QUALIFY FOR STAGE 4.

2. STAGE 4 – PRICE AND SPECIFIC GOAL EVALUATION

Bidder/s who qualify for this stage will be evaluated using the PPPFA and the one scoring highest points will be awarded bid:

CRITERIA	MAXIMUM POINTS
Price	80
Black Owned Company	10
Women Owned Company	3
Youth Owned Company	3
*Company owned by people living with disabilities	4
Grand Total	100

*Letter from a medical practitioner confirming disability must be submitted when these points are claimed.

SECTION: 4
ANNEXURE AND
STANDARD BIDDING
DOCUMENTS

See the attached SBD
forms.

(All SBD forms must be
signed)

BIDDING DOCUMENTS: GENERAL INFORMATION

1. The bidding forms are drawn up so that certain essential information is to be furnished in a specific manner. Any additional shall be provided in the enclosed questionnaire(s) or a separate annexure.
2. The bidding forms should not be retyped or redrafted; photocopies may be prepared and used. Additional offers may be made for any item, but only on a page photocopy. Additional offers made in any other manner may be disregarded.
3. Bidding forms not filled in using a computer and printer shall be completed in black ink.
4. Bidders shall check the numbers of the pages and satisfy themselves that all are included and duplicated. No liability shall be accepted regarding claims arising from the fact that pages are missing or duplicated.
5. If attached, the forms regarding the Preference Points Claim shall be completed and submitted with the completed bid.
6. Firm bid prices and delivery periods are preferred. Consequently, bidders shall clearly state whether prices and delivery periods will remain firm for the duration of the contract.
7. If non-firm prices are submitted, the bidding documents should clearly state this.
8. Where items are specified in detail, the specifications from an integral part of the bidding document and bidders shall indicate in the space provided whether the items offered are to specification.
9. Regarding the paragraphs where the items offered are strict to specification, bidders shall insert the words "as specified."

- 10.** In cases where the items are not to specification, the deviations from the specifications shall be indicated.
- 11.** The bid prices shall be given in the units shown.
- 12.** All prices shall be quoted in South African currency.