



Road Traffic Management Corporation

**APPOINTMENT OF A SERVICE PROVIDER
TO PROVIDE EMPLOYEE HEALTH AND
WELLNESS (EHW) PROGRAM SERVICES
TO RTMC**

RTMC BID NO: 11/2022/23

CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

1. **Proprietary Information**

Road Traffic Management Corporation (RTMC) considers this bid and all related information, either written or verbal, which is 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 **06 April 2023**.

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**

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 Supplier Performance Management is viewed by the RTMC as critical component in ensuring value for money acquisition and good supplier relations between the RTMC and all its suppliers.
- 4.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude SBD 7.2 and Service Level Agreement (SLA) with the RTMC, which will form an integral part of the agreement. The SLA will serve as a tool to measure, monitor and assess the Bidder 's performance level and ensure effective delivery of service, 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

- Two (2) copies for technical responses/functional evaluation (1 Original and 1 copy)
- PDF soft copy in a memory stick of the technical responses/functional (to be enclosed in the envelope which contains the original document)

5.1.2 Financial envelopes

- Pricing schedule should be submitted separately Two (2) copies (1 Original and 1 copy)
- PDF soft copy in a memory stick of the pricing schedule (to be enclosed in the envelope which contains the original document)

5.2 All envelopes to be sealed and endorsed, **RTMC BID 11/2022/23: Appointment of a service provider to provide Employee Health and Wellness (EHW) program services to 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 Eco Origin Office Park, Block F, 349 Witch-Hazel Street, Highveld, Centurion Ext 79, 0157** by no later than **11:00am on 13 April 2023.**

5.4 **Compulsory Briefing session: Online/Virtual**

5.4.1 The online/Virtual compulsory briefing session will be held on **29 March 2023 at 10:00am.**

5.4.2 Bidders are required to register for a compulsory briefing session by submitting necessary information to bidadmin@rtmc.co.za by not later than **27 March 2023 at 14:00pm** in order to be eligible to participate in the compulsory briefing and the bid process.

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 on the stated virtual meeting.

5.4.4 Bidders will be required to login using their company name, thirty (30) minutes before the starting time of the briefing session to allow for a virtual registration. Example, if the session starts at 10:00am bidders will be allowed to login at 09:30am and session will start promptly at 10:00am. No bidder/s will be allowed in the briefing session past the starting time.

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 on the bid documents upon submission on the closing date of the bid. (Failing which will invalidate the bid)

5.5 The bidder's company name, closing date and the return address must also be endorsed on the envelope.

5.6 All bids submitted must be signed by a person or persons duly authorised thereto.

5.7 If a courier service company is being used for delivery of the bid document, 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 closing time.

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

5.9 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.**

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

5.11 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by RTMC in regard to 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 account of the bidder.

- 6.2 The bidder hereby offer 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 documents (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 thereof no later than 4 (four) days before the actual presentation date. Such presentation may include demonstration of products or services as called for by the RTMC in relation to this bid.
- 6.4 The successful bidder hereby accept 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 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 claim damages from the successful bidder.
- 6.6 The bidder furthermore confirm 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 accept that any mistakes regarding price(s) and calculations will be at his/her risk.

7. RTMC's Rights and Obligations

- 7.1 The RTMC reserves the right not to accept the lowest bid or any bid in part or in whole. RTMC normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is technically acceptable and/or financially advantageous to the 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 at any client sites if so required.
- 7.4 The RTMC reserves a right to amend any bid conditions, validity period, specifications, or extend the closing date of bid prior to 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 gives consent to the RTMC to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.
- 7.6 The RTMC acknowledge and agree 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.
- 7.7 The RTMC hereby undertakes–
- 7.7.1 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;
 - 7.7.2 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;
 - 7.7.3 at the RTMC's option, return or destroy any Personal Information once it is no longer required for the purposes of performing its obligations under this Bid or any directly related purpose; and
 - 7.7.4 not process Personal Information for any purpose other than to perform its obligations under this bid.

8. SPECIAL INSTRUCTIONS TO BIDDERS

- 8.1** Bidders shall provide full and accurate answers to the questions posed in this document.
- 8.2** Bidders **must** substantiate their response to all questions, including full 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** The RTMC reserves the right to sign a Service Level Agreement (SLA) with the service provider to supplement services in an agreement in this regard.

- 8.4** RTMC reserves the right to include any additional related items on the contract that are currently not part of the bid document.
- 8.5** The RTMC will not be held responsible for any costs incurred in the preparation and submission of bid documents.
- 8.6** RTMC reserves the right to verify information provided by bidders and any misrepresentation will lead to disqualification of the bidder.

SECTION: 2

SPECIFICATION DETAILS AND FUNCTIONALITY REQUIREMENTS

SECTION 2: TECHNICAL REQUIREMENTS/ SPECIFICATIONS

1. PURPOSE

The purpose of this bid is to invite reputable service provider to provide the Employee Health and Wellness (EHW) Program services to 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 Corporation currently has a staff complement of approximately one thousand nine hundred (1900) employees and traffic trainees, with an anticipated growth of $\pm$ 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.

2.3 The RTMC would like to hereby appoint reputable service providers to provide employee health and wellness (EHW) program services to employees/trainees and their immediate family members for a period of three (03) years.

3. SCOPE OF WORK

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

- 3.1.1 Professional Support Line Services 24/7/365 staffed by experienced psychologists and social workers in different language groups that facilitate professional, efficient, and effective service delivery on a national basis.
- 3.1.2 Offer direct, unlimited, and confidential access to a 24-hour online/telephonical multilingual counselling service, tailored to assist individuals, their immediate family members and (all the people living under one roof) in the management of day-to-day personal and work-related difficulties at no cost to individuals.
- 3.1.3 Fully qualified, trained, and registered psychologists and social workers 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 and social workers of the highest quality to employees.
- 3.1.5 Employees and their immediate family members must have access to this network when they are on business or on holiday elsewhere in the country.
- 3.1.6 Provide up to a maximum of eight (8) personal face-to-face counselling sessions available per issue, near the residence or place of work of each person entitled to use the scheme.
- 3.1.7 Offer chronic disease Counselling, Education, and Support Services.
- 3.1.8 New recruits (traffic trainees) are subjected to intensive training in order to qualify as traffic officers and upskilling programmes for those that are in the employ of RTMC, therefore, the service provider will be expected to provide/source the following services: onsite emergency services, medical practitioners, health risk assessments, arrangements with nearby health care facilities (hospitals) and other related professional services as and when required to support the initiative.
 - RTMC conducts events and training offsite nationally, therefore the service provider will be expected to provide those services.
 - In the event of the employees having exhausted their normal sick leave cycle as a result of ill health, it is expected that they apply for temporary or permanent incapacity leave or are boarded on medical reasons as when required.
 - For any of the above to be considered, accredited medical practitioners must be commissioned to conduct an independent medical assessment to determine whether the affected employees qualify 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 quarterly utilization reports, statistical reviews, and presentations detailing the quantity, quality, efficiency, and outcome of the EHWP service.

- 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 promotion of EHWP: Customer-designed programs which will ensure that all employees have an understanding and courage to use EHWP services. This should include:
- Consultancy to design appropriate communication materials (i.e., brochures, booklets, and wallet cards etc.)
 - Organisational consultancy to ensure the effective implementation of EHWP.
 - Promotion of the EHWP at relevant sites and locations supplemented with leaflets and with other communications to encourage use and provide information.
- 3.1.13 Offer training sessions for managers on identifying and referring troubled employees.
- 3.1.14 Offer training for RTMC employees that is cost-effective and accredited as per identified critical themes or trends.
- 3.1.15 Provide on-site de-briefings in the event of a critical incident, and a therapeutic trauma counselling by a qualified therapist, as an integral part of EHWP.
- 3.1.16 Conduct quarterly Health Risk Assessments to employees during the Employee Health and Wellness days.
- 3.1.17 Provide a comprehensive program for communicable diseases, which includes among others voluntary counselling and testing.
- 3.1.18 The service is to be supported by an e-care service to disseminate health and wellness information on an ongoing basis and to facilitate self and management referrals.
- 3.1.19 Provide mobile clinic and ambulance services at the traffic training academy, as and when required.
- 3.1.20 The service should be backed up by an interactive health and wellness database that aims to empower individuals to make informed decisions regarding their own health and wellness.
- 3.1.21 Clinicians responding to face-to-face counselling requests within 24 hours.
- 3.1.22 Access to a life management service, comprising of legal, financial, and family services, which assists employees to deal with their daily challenges.
- 3.1.23 Access to a Critical Incident Stress Management Service offering prompt and professional individual and group trauma debriefing and counselling services that assists to minimise the impact of trauma.
- 3.1.24 Increased utilizations of services offered reflected in the trend analysis reports, which are responded through appropriate skills training.
- 3.1.25 Provide guidance on the existing functional Employee Health and Wellness policy.

3.1.26 Employees issued with wallet cards and the distribution of the monthly health letters linked to the National department of health Calendar.

4. REPORTING

4.1 The service provider shall provide quarterly reports to management. The reports should be comprehensive, with accurate analysis, interpretations of trends, problem profiles and possible interventions.

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

5. STANDARDS AND QUALITY ASSURANCE

The service provider should:

- 5.1 Provide a clear, detailed, and defined methodology on how to deliver an effective EHWP (EAP) service for the RTMC.
- 5.2 Demonstrate an understanding of applicable legislation as well as knowledge of various cultural, racial, religious, and economic diversity in South Africa.
- 5.3 Outline the current infrastructure that will enable them to deliver the services. Examples include (but are not limited to) the following:
 - a. Staff compliment
 - b. Call Centre Infrastructure
 - c. Systems/Tools
- 5.4 Demonstrate knowledge and understanding of RTMC with a broader understanding of pertinent issues that relate to the environment within which the RTMC operates.
- 5.5 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 lead to bidders being disqualified from evaluation. Below are Standard Mandatory requirements

- Bidders are required to submit 2 copies [One (1) Original plus one (1) Copy] and PDF soft copy in a memory stick. Documents submitted on soft copy must be the same documents as the hard copy (original). RTMC will not take responsibility for any disqualifications due to documents submitted on a soft copy, but not included on the original.
- All standard bidding documents must be duly completed and signed by authorised person. In case of a JV, Consortium or similar relationship/arrangements; bidders must submit standard bidding documents for entities in an arranged business relationship and accompanied by an agreement.
- Bidders must be registered with National Treasury Centralised Supplier Database.
- Compulsory briefing session certificate

(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 two steps:

- Step 1 will be on written responses/ proposals which consists of **60 points**.

NB: Bidders will be required to score a minimum of **40 points** in order to qualify for step 2.

- Step 2 will be on presentation which consist of **40 points**.

NB: Bidders will be required to score a minimum of **30 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 Preference Points Evaluation** Bidders will be evaluated on an 80/20 (i.e., 80 points on Price, 10 points on B-BBEE and 10 points for Specific Goals).

1.1 STAGE 1 – STANDARD COMPLIANCE REQUIREMENTS

NOTE: BIDDERS WHO FAIL TO COMPLY WITH BELOW STANDARD COMPLIANCE REQUIREMENTS WILL BE DISQUALIFIED FROM FURTHER EVALUATION. STANDARD COMPLIANCE REQUIREMENTS	Comply (Yes / No)
ENVELOPE ONE (1)	
Total Number of copies submitted – Two (2) (1 original and 1 copy) PDF soft copy in a memory stick	
Proof of CSD Registration. (CSD number or report) Registration on CSD (available on www.csd.gov.za)	
Compulsory Briefing Session Certificate	
SBD1: Invitation to bid and company information	
SBD4: Declaration of interest	
ENVELOPE TWO (2)	
Total Number of copies submitted – Two (2) (1 original and 1 copy) PDF soft copy in a memory stick	
SBD 3.1: Pricing schedule	
SBD6.1: Preference points claim form	

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

1.2 STAGE 2 – MANDATORY REQUIREMENTS

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 proof of registration must be provided for evaluation.	

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

1.3 STAGE 3 – FUNCTIONALITY CRITERIA

NB: FUNCTIONAL EVALUATION WILL BE SPLIT INTO TWO (2) STEPS. i.e. - STEP 1 – WRITTEN RESPONSE AND STEP 2 – PRESENTATION

STEP 1

Step 1 will be based on written proposals and shall be evaluated based on the following parameters for functionality:

DESCRIPTION	POINTS
A. National Footprint	10
The bidder is expected to have the capacity to render the Employee Health and Wellness Program to approximately one thousand nine hundred (1900) employees on 24/7/365 days nationally (Have a national footprint for accessibility to all employees and their immediate family members in all the nine (9) provinces of South Africa). The bidder must have presence in ALL nine (9) Provinces = 10 points Compliance requirement: If service is to be insourced, provide proof of affiliation branches/ networks/ associates/ partnerships/ agreements/ memorandum of understanding 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 render(s) or have rendered similar services. (The services must have been rendered from 2015 onwards)	
B. References of Similar Work Done (EHWP Services)	20
The bidder must provide details of similar work completed in relation to EHWP services: • 1 to 3 reference letters= 10 points • 4 to 6 reference letters = 15 points • 7 reference letters and above = 20 points	

Compliance requirement: Bidders are expected to attach reference letters where similar services are currently and previously rendered. The following details must at least be reflected in the content: - • Name and short description of similar service rendered /involved in • Role and Responsibilities, • Duration of involvement, • Contract Value • Contactable References. NB: Failure to indicate all the above requirements of the reference letters will lead to bidders not obtaining points.	
C. Qualifications, Skills and Experience of the Team	30
The bidder must provide CV's and Academic qualifications of the following key resources that would form part of the EAP Team and must fall under the following categories (Resource/s to be submitted must compose of the below targets in order to qualify for points) • Black Youth or • Women or • People Living with Disabilities (attach medical certificate/ report which is not older than 12 months issued by/ certified by Medical Practitioner) (1) Account Manager = 15 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 NB: Any submission less than the required experience and qualifications will not be allocated points (2) 2 x Clinical Case Managers/ Therapists Affiliated to HPCSA or SACSSP = 10 points • 4 years of experience or more in similar work/ EAP (attach CVs x 2) • Any Qualification B Degree/ Diploma (Attach copies of relevant Academic Qualification/s)	

Compliance requirement: Attach CV, copies of Academic Qualification 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 = 5 points • 5 years of experience or more in similar work (attach CVs x 3) • Relevant Qualification B Degree/ Diploma (Attach copies of relevant Academic Qualification/s) • Valid Affiliation to HPCSA or SACSSP Compliance requirement: Attach CVs, copies of Academic Qualification 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	
STEP ONE SUB TOTAL	60

NB: BIDDERS WILL BE REQUIRED TO SCORE A MINIMUM OF 40 POINTS IN ORDER TO QUALIFY FOR STEP 2.

STEP 2: PRESENTATIONS

A. PRESENTATION	40
1. Outline summary displaying extensive knowledge and experience in the provision of an Integrated and confidential Employee Health and Wellness with specific reference to the following elements = 10 Points ✓ Company Profile (Reflect the uniqueness of your product / value proposition) = 2 points ✓ Outline challenges and interventions made to all clients you rendered similar service and how can that be beneficial to RTMC = 4 points ✓ Give a brief profile of RTMC and interpretation of our requirements = 2 points ✓ Should the bidder be appointed how will you implement the programme from start to end = 2 points	

2. Outline and give a high-level overview of all items listed under the scope of work by illustrating capability/mechanism to address issues specified. (Refer to scope of work).

- **Marketing and Communication = 5 points**
 - ✓ Design and provide an Integrated EHWP to employees of the Corporation and their immediate family members = **2 points**
 - ✓ Design and distribute posters, wallet cards, fridge magnets, brochures and pamphlets to market the program = **1 point**
 - ✓ Distribute health and wellness tips (preferably electronic or web-based access) on a monthly basis in according to the Annual Health and Wellness Calendar to all employees = **2 points**
- **Training and Education = 2 points**
 - ✓ Provide an induction program to management and employees of the RTMC to enhance utilization rate of the program = **1 point**
 - ✓ Provide training and education on communicable diseases = **1 point**
- **Health Assessments = 2 points**
 - ✓ Conduct the Health Risk Assessments on communicable diseases, including HIV Counselling and Testing quarterly to ensure a healthy corporation = **2 points**
- **Counselling services = 6 points**
 - ✓ Provide up to a maximum of eight (8) face-to-face counselling sessions in an official South African language that the client is conversant with, at a place that is close to where the employee works or stays = **2 points**
 - ✓ Provide unlimited telephonic consultations to assist RTMC employees with personal problems hindering job performance, in an official South African language that the client is conversant = **1 point**
 - ✓ Provide spiritual counselling = **1 point**
 - ✓ Provide 24hours trauma services = **1 point**
 - ✓ Motivational services = **1 point**
- **Reporting, Online Health and Wellness Health care information = 2 points**
- **Primary Health care centre = 5 points**
 - ✓ Nursing services = **2 points**

Provide the Primary Health Care Services at a College with a professional nurse onsite for five working days. ✓ Medical practitioner = 2 points Medical practitioner that visits once a week ✓ Ambulance services = 1 point As and when required basis. • Value-add services and Innovation etc. = 3 points NB: Bidder is expected to give narrative or brief description of each item listed above and supporting documents such as leaflets, pictures, brochures, forms, etc. Provide and outline current capacity and capabilities including existing infrastructure e.g., call center, telephonic services, technology capability and other current resources that would be made available to the RTMC in the provision of EHWP (EAP) services. (Bidder to provide supporting documents) = 5 points															
<table border="1"> <thead> <tr> <th>Value</th><th>Description</th></tr> </thead> <tbody> <tr> <td>5- Excellent</td><td>Meets and exceeds the functionality requirements</td></tr> <tr> <td>4- Very Good</td><td>Above average compliance to the requirements</td></tr> <tr> <td>3- Good</td><td>Satisfactory and should be adequate for stated element</td></tr> <tr> <td>2- Average</td><td>Compliance to the requirements</td></tr> <tr> <td>1- Below Average</td><td>Does not comply to the requirements</td></tr> <tr> <td>0- Non-Compliant</td><td>Does not comply to the requirements</td></tr> </tbody> </table>	Value	Description	5- Excellent	Meets and exceeds the functionality requirements	4- Very Good	Above average compliance to the requirements	3- Good	Satisfactory and should be adequate for stated element	2- Average	Compliance to the requirements	1- Below Average	Does not comply to the requirements	0- Non-Compliant	Does not comply to the requirements	
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0- Non-Compliant	Does not comply to the requirements														
STEP TWO SUB TOTAL	40														
OVERALL TOTAL FOR FUNCTIONALITY	100														

Bidders will be required to make a presentation before the evaluation committee, however at least a minimum of **30 points** must be scored during the presentation.

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

1.5 STAGE 4 – PRICE AND B-BBEE (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
B-BBEE Level	10
Black Owned Company	5
Women Owned Company	5
Grand Total	100

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 furnished in the enclosed questionnaire(s) or in a separate annexure.
2. The bidding forms should not be retyped or redrafted but photocopies may be prepared and used. Additional offers may be made for any item, but only on a photocopy of the page in question. 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 none are missing or duplicated. No liability shall be accepted in regard to claims arising from the fact that pages are missing or duplicated.
5. The forms in respect of Preference Points Claim, if attached, 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 or not.
7. If non-firm prices are submitted, this fact should be clearly stated in the bidding documents.
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 or not.
9. In respect of the paragraphs where the items offered are strictly 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.