

THE PUBLIC SERVICE SECTOR EDUCATION TRAINING AUTHORITY

REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR THE PROVISION OF AN EMPLOYEE WELLNESS PROGRAM TO THE PSETA FOR THE PERIOD OF THREE (3) YEARS.

Closing Date:

Closing Time: By close of Business

No late applications will be accepted

Board members: Mr T Tshefuta (Chairperson) | Ms C Brink | Mr L Nzimande
Mr NN Maesela | Mr PB Makhafane | Mr MI Napo
Ms T Molefe-Sefanyetso | Mr PB Moopelwa | Ms L Dladla | Ms N Nzimande
Ms N Silinyana | Mr M Ramakgale

CEO: Ms B Lerumo

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1. INTRODUCTION

The Public Service Sector Education and Training Authority (PSETA) is a Sector Education and Training Authority (SETA) established in terms of section 9(1) of the Skills Development Act 97 of 1998 as amended and is classified as a National Public Entity under schedule 3A of the Public Finance Management Act, 1 of 1999. The PSETA is mandated to oversee the provision of quality public service education and training that meets the current and future needs of all its stakeholders that are in the business of government namely government departments like DIRCO, Home Affairs, parliament, provincial legislatures, transversal skills across other government departments, public entities and parastatals.

2. BACKGROUND & CONTEXT

The PSETA is committed and dedicated to putting its employees first. As the employer of choice, PSETA continuously provides platforms for employees to receive support to be productive in their personal and professional life. Unsatisfactory job performance, absenteeism, lateness, accidents are often early warning signs of deeper personal, professional and environmental problems. PSETA recognises that early detection and appropriate interventions to address personal, professional and environmental stressors can prevent or alleviate poor performance, accidents and absenteeism.

To this end, PSETA has a Policy on Employee Wellness which aims to create a formal mechanism to assist employees in the management of personal problems that have a direct bearing on their performance. However, the PSETA currently does not have an in house Employee Wellness Office or Practitioner, This function is coordinated in the Human Resources Department.

3. RATIONALE AND PURPOSE

The rationale behind appointing a service provider for the provision of an Employee Wellness Programme is to support and improve the performance of PSETA by helping its employees to deal with their personal and work-related problems and challenges effectively.

In addition to the above, the purpose is also to provide consultancy support and guidance for the management to assist them with monitoring their employee's job performance, intervening early, and where necessary, to take appropriate action to correct the situation.

The PSETA appreciates the role and support family members play in employee's life, therefore extends the service to immediate family members. The programme aims to provide extra support for employees in managing the circumstances of domestic life before these begin to impact on work.

4. SCOPE OF WORK

- Establish and maintain an employee work-life balance through wellness programmes and its activities;
- Establish and Maintain a holistic approach to support the employees in managing work, personal and social challenges
- Provide employees and their immediate family members with a comprehensive resources to help them deal with life challenges; and
- Provide management with practical resources to support employees with personal and work-related challenges when they impact on an employee's performance and wellbeing.

5. METHODOLOGY AND APPROACH

REFERENCE OF SERVICE COMPONENTS	SERVICE DESCRIPTION
SERVICES 1: COUNSELLING SERVICE	
• Toll free telephonic supportive counselling	• Professional Support Line Service

	Via a 24/7/365 Call Centre. A 24-hour multilingual, psychological counselling service to be available to all eligible employees and immediate family members.
• Personal Face to Face Counselling	• 6-8 Personal Counselling Sessions per employee - Face to face counselling for employees and family members. sessions to be close to the employee/family member residence or place of work.
• Critical Incidence Services (Trauma debriefing)	• A Critical Incident service - offering prompt and professional trauma debriefing and counselling services to employees exposed to incidents of trauma.
• Electronic on-line advisory services and promotional material	• Access to a comprehensive Online Wellness Programme. The programme includes an integrated suite of email and web-based health management applications including interactive disease management tools; a selection of health and wellness information; as well as personalised information on a range of employee wellbeing related topics such as stress management, substance abuse, and trauma management. Printable resources. • Custom-designed and continuing communication programmes to correctly position the EWP, ensure understanding and encourage all employees to use the service.

SERVICE 2: LIFE MANAGEMENT SERVICES

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| <ul style="list-style-type: none"> • Life management services: <ul style="list-style-type: none"> • Debt management and advocacy • Money management (Budgeting) • Legal advice and guidance • Family Care | <ul style="list-style-type: none"> • A legal wellbeing service that provides PSETA employees with detailed practical information, education, counselling, resources and referrals on a broad range of legal matters, consumer affairs and social benefits. Assistance on labour law matters is excluded from the service. • Financial wellbeing: This component of the service will assist employees who have queries relating to finances and debt. • Family care support: It will focus on the provision of information and guidance on a broad range of family related issues. |
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ANNUAL OFFERINGS AND AD HOC SERVICES

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| <ul style="list-style-type: none"> • Wellness Screening/ Employee Health Day | <ul style="list-style-type: none"> • Service rendering will include medical health screening of employees where the service provider will be responsible for coordinating the event. |
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• Awareness education and Training	• Awareness presentations to PSETA Staff on different health and wellness related issues. Awareness events to be coordinated from the service provider's side.
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6. TIME LINES OF THE PROJECT

The duration of the contract will be for a period of three (3) years.

7. QUALITY AND REPORTING REQUIREMENTS

The Employee Wellness Program Service Provider will report directly to the Human Capital Management Manager who will also monitor the quality of the performance of the service provider.

8. PRICING

8.1. COSTING

A cost analysis must be given to cover the full project amount. The proposed project pricing must be all-inclusive (i.e. including professional fees, venue hire, travel expenses, disbursements and VAT). The PSETA may require a breakdown of rates on any of the items priced and service providers are required to provide same. Incidental costs shall be in line with the National Treasury Instruction Note 1 of 2013/14. Expenditure incurred without the prior approval of the organisation will not be reimbursed. PSETA reserves the right to negotiate the selection/prioritisation of deliverables in line with the contract price.

9. EVALUATION PROCESS

The bids will be evaluated on the 80/20 principle with 80 points being allocated for price and 20 points allocated for specific goal, once the minimum functionality criteria are met.

9.1. The evaluation will be based on:

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Phase 1: Functionality Evaluation		
Phase 2: Preferential Point System		Points
Price		80
Special goals		20
Black owned company	8	
Women	4	
Youth	5	
Disability	3	
Total		100

9.1.1. PHASE 1 – FUNCTIONALITY EVALUATION

Bids must meet the minimum eligibility criteria in respect of functionality of 70 points out of a 100 points that will be awarded for functionality before they are considered further. Any bid that does not meet the minimum eligibility threshold will be automatically disqualified.

The functionality criteria together with the maximum points to be awarded are set out below:

NO	EVALUATION CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	WEIGHT
1	Number of years rendering Employee Wellness Programmes	Minimum of three (3) years in which the company has been rendering Employee Wellness Programmes. Company profile clearly indicating the number of years in business providing employee wellness services. Experience: 0 Years' Experience = 0 Points 1 – 2 Years' Experience = 2 Points 3 – 4 Years' Experience = 4 Points 5 Years' Experience = 5 Points	30
2	Client References	The service provider must have a proven record of rendering the same service. The last three (3) years contactable references. Reference Letters: 0 reference letters = 0 Points 1 – 2 reference letters = 2 Points	10

		3 – 4 reference letters = 3 Points 5 - reference letters = 5 Points	
3	Project Proposal	A detailed project proposal highlighting: - Understanding of terms of reference. - Team composition competencies (please attach CVs and indicate roles of individuals). - Quality Assurance measures (process and control). - Summary of projects executed and completed in the last three years. Proposal not submitted = 0 Points Proposal detailing 1 sub-elements = 1 Points Proposal detailing 2 sub-elements = 2 Points Proposal detailing 3 sub-elements = 3 Points Proposal detailing ALL sub-elements = 5 Points	40
4	Methodology and approach	The service provider must outline the methodology and approach on the following: - Wellness - EWP strategy - Events calendar	20

		Methodology and approach not submitted = 0 Points Methodology and approach submitted 1 of 3 = 1 Points Methodology and approach submitted 2 of 3 = 3 Points Methodology and approach ALL submitted = 5 Points	
	Total		100

9.1.2. PHASE 2 – PREFERENTIAL POINT SYSTEM SCORING

10 . FORMAT OF THE BID SUBMISSION

- 10.1 Company profile indicating all the requirements as per the evaluation criteria
- 10.2 Track record and experience
- 10.3 Submission of all applicable documents as indicated below:
- 10.4 Certified copy of doctor's certification with medical practice number.
- 10.5 Certified copies of the director's ID's document(in order claim points for disability as per SBD 6.1)
- 10.6 Certified copy of BB-BEE certificate or sworn affidavit
- 10.7 Valid Tax compliance status (TCS) PIN or proof of exemption from SARS;
- 10.8 Copy of the registration document of the organisation (CIPC);
- 10.9 Copy of the Central Supplier Database registration.

11 IMPORTANT MANDATORY INFORMATION FOR BIDDERS

- 11.1 Proposals must be submitted electronic, the requestion (RFQ) number must be indicated on the line subject.

- 11.2 A valid Tax compliance status (TCS) PIN or proof of exemption from SARS.
- 11.3 All Standard Bidding documents (SBD) documents must be completed and signed.
- SBD 1
 - SBD 4
 - SBD 6.1
 - Proof of registration on Central Supplier Database.

NB: Please note that failure to submit documents requested on section 11(11.3) will render the proposal disqualified.

Bid applications must be submitted to:

Bid proposals must be submitted to:

Ms Ursula Mathonsi

Manager: Supply Chain Management

The PSETA

Ground Floor, Woodpecker Building

Hillcrest Office Park, Lynwood

Pretoria

No late applications will be accepted.

No electronic bid applications will be accepted.

The Validity periods of the bids is 90 days from the closing date. Please direct all queries to Ms. Ursula Mathonsi via email on ursulam@pseta.org.za or telephonically on 012-4235700

12.10.2023

