



**SOUTH AFRICAN TOURISM**

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RFQ-10-HC-21

Date: 16 August 2021

Dear Bidder

**Subject Matter: Request for a proposal for the appointment of an Employee Wellness Service Provider for a period of three years.**

South African Tourism Board (SA Tourism) was established by section 2 of the Tourism Act No 72 of 1993 and continues to exist in terms of section 9 of the new Tourism Act No 3 of 2014. South African Tourism is a schedule 3 A Public Entity in terms of schedule 3 of the Public Finance Management Act 1 of 1999.

The mandate of SA Tourism in terms of the Tourism Act is to provide for the development and promotion of sustainable tourism for the benefit of the Republic, its residents and its visitors. It is common cause that tourism is a key strategic industry in terms of The National Tourism Sector Strategy documents as it supports governments' objectives of alleviating the triple challenges of unemployment, poverty and inequality.

Section 217 of the Constitution of the Republic of South Africa, 1996, prescribes that goods and services must be contracted through a system that is fair, equitable, transparent, competitive and cost-effective and also confers a constitutional right on every potential supplier to offer goods and services to the public sector when needed.

Having regard for the aforementioned SA Tourism is hereby extending an invitation to your firm, as part of a competitive bidding process, to submit a technical and cost proposal for the for the management of an Employee Wellness Programme (EWP) for a period of three (3) years.

1. The scope of services will therefore need to include, but will not be limited to, at least the following:

The programme would be a confidential referral service with a certified employee assistance provider. The service provider should be an experienced specialist with at least 5 years' experience on a range of issues with an international footprint, including but not limited to; counseling on social, legal and financial matters, as well as health management issues.

The SA Tourism currently has offices in the following countries with current head count of 186 staff members taking into account future growth of up to 202, however, the number may fluctuate from month to month:

| Country | Total Staff |
|---------|-------------|
| Angola  | 1           |
| France  | 4(6)*       |
| Germany | 4(7)*       |

|              |       |
|--------------|-------|
| UK           | 7(8)* |
| Netherlands  | 5(6)  |
| Australia    | 5     |
| India        | 5     |
| China        | 6(7)* |
| Nigeria      | 4(5)* |
| Japan        | 2     |
| USA          | 3(7)* |
| South Africa | 162   |

\*Full staff compliments when vacancies are filled

The project entails the design, implementation and management of an Employee Wellness Programme. The programme is aimed at all SA Tourism staff members. It is intended to serve the following purpose:

- Assisting individual staff members and their immediate families in overcoming personal and work-related problems that are likely to affect their performance.
- Create a caring and healthy working environment in which individual staff members feel valued.
- Promote a healthy living of employees and by extension, their immediate family members
- Improve organizational performance by ensuring that staff members have the necessary support system in place which will enable them to reach their maximum potential.
- Conducting HIV/AIDS Awareness Programmes (Survey Analysis) and be able to provide basic awareness and education with relevant material.
- Offers integrative therapies as an option
- Teach and provide access to self-help tools like breath work, meditation, yoga, etc. in order to assist with dealing with anxiety, managing energy levels and burnout, improving sleep, boosting immunity, dealing with trauma and various other things
- Deliver preventative tools to maintain mental health in order to avoid getting to the point where an employee is in crisis/needs counselling - for example resilience training and Cognitive Behavioral Therapy training
- Be able to provide in-person or video counselling services to country office staff by qualified counsellor/psychologist if and when required.

## 1.1 Deliverables

Implementation of an Employee Wellness Programme (EWP) to SA Tourism staff members that focuses on the following:

Psychological support services in relation to employees' mental, social, physical and spiritual wellbeing, including the provision of confidential counselling and referral services for the employee and the immediate family on any of the following areas;

- Bereavement and loss - individual and group support
- Family and relationship problems
- Marital problems
- Divorce
- Physical and emotional abuse
- Work related issues
- Anxiety, depression and suicidal tendencies
- Financial planning and financial difficulties
- Interpersonal communication
- Alcohol, gambling and substance abuse etc.
- To provide a minimum of 6 counselling sessions per person, per condition, per year and per family member
- To provide multilingual, confidential, unlimited access and 24 hours, 7 days a week service
- Only professional qualified, registered clinicians and specialist will render services
- To respond within 1 hour on critical incidents
- Provide online health and wellness information to staff members.

- Provide a programme that will include an education component on lifestyle management.
- Provide an annual programme of planned wellness activities (Provide Calendar) which include but not limited to:
  - Flu Vaccination
  - Voluntary counseling and testing (VCT)
  - Personal Health Assessments (PHA) and Personal Stress assessments (PSA)
  - Health Screening (Blood pressure, Sugar levels, Cholesterol)
  - Mental Health Awareness
  - Cancer Screening and awareness
  - Conduct HIV/AIDS Awareness Programmes (Survey Analysis) and be able to provide basic awareness and education with relevant material.
  - Any other wellness initiatives deemed relevant and applicable

Development and Implementation of Work Life Balance programme inclusive of:

- Financial fitness
- Retirement planning
- Stress and fatigue management
- Work - life balance

#### Management Training

- Comprehensive initial briefing and training sessions for managers and HR specialists
- Training of managers on EWP case referral and management
- Management support services through management systems on absenteeism and leave management

#### Staff Training

- Comprehensive initial briefing and training sessions for all SAT employees
- Training of staff on optimal use of the services

#### Reporting

- Prepare and provide SA Tourism management with quarterly and annual reports
- Provide feedback on issues that are of high risk and have potential to bear negative impact towards the organization
- Recommend intervention/s that will normalize wellness throughout the organization

#### Innovation in Employee Wellness

With the advent of the 4IR and the acceleration of technological innovation, wellness apps have gained prominence.

Potential bidders are to demonstrate and provide examples of how they have used technology to provide wellness interventions and services to employees.

## 2. Format of proposals

Bidders must complete and return all the necessary standard bidding documents (SBD's) attached to this request for technical and financial proposals.

Bidders are advised that their proposals should be concise, written in plain English and simply presented in the same order as indicated below: -

- (a) Cover letter introducing your firm and credentials, capacity, capability and experience for this assignment;
- (b) National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax status;
- (c) Valid certified copy of B-BBEE certificate;

- (d) Bidders must have specific experience and submit at least three recent references (in a form of written proof(s) on their client's letterhead including relevant contact person(s), office telephone & fax number, website and email address) where similar work were undertaken.
- (e) Overview of the methodology your firm will apply for this assignment;
- (f) Project approach and plan which outlines the activities to be undertaken during the process bearing in mind that SA Tourism requires the entire process to be finalised as rapidly as possible;
- (g) Outline of the qualifications and related experience of the proposed candidate who will be assigned to the matter;
- (h) Financial proposal to deliver the assignment including any other cost SA Tourism should be aware off for the successful completion of the assignment;
- (i) Declaration of Interest - SBD 4;
- (j) Preference Point Claim Form - SBD 6.1;
- (k) Declaration of Bidder's Past Supply Chain Management Practices - SBD 8; and
- (l) Independent Bid Determination - SBD 9.

### 3. Cost structure and project plan:

Bidders must submit the total bid price for the assignment based on the skills, resources and time allocated to the project. Bidders should also propose innovation in their technical proposals to keep the cost to a minimum where SA Tourism will still benefit from the best possible qualitative outcome. SA Tourism reserves the right to request additional information or clarity on cost proposals prior to the evaluation thereof.

### 4. Evaluation Method

The evaluation process of bids will comprise of the following phases:

| Phase 1                                                       | Phase 2                                          | Phase 3                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Administration and Mandatory bid requirements</b>          | <b>Functionality</b>                             | <b>Price and B-BBEE</b>                                                                                                                                                                                                                                                                                                                                          |
| Compliance with administration and mandatory bid requirements | Bids will be evaluated in terms of functionality | <p>The bidders that have successfully progressed through to Phase 2 will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act,</p> <p>80 points will be awarded for price while 20 points will be allocated for preference points for BBBEE as prescribed in the regulations.</p> |

### 5. Functionality Scoring Points

#### 5.1 Points awarded for functionality:

| EVALUATION CRITERIA                                                                                                                                                                  | Rating |   |   |   |   | Weight |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---|---|---|---|--------|
|                                                                                                                                                                                      | 1      | 2 | 3 | 4 | 5 |        |
| The Bids will be evaluated on a scale of 1 - 5 in accordance with the criteria below. The rating will be as follows: 1 = Very poor, 2 = Poor, 3 = Good, 4 = Very good, 5 = Excellent |        |   |   |   |   |        |
| Bidders relevant experience to the assignment specifically demonstrating capacity and capability pertaining to Employee Wellness<br>5 years up to 7 = 3<br>+ 7 years up to 10 = 4    |        |   |   |   |   | 20     |

|                                                                                                                                                                                                                                                                                                                                                                                                                               |            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| more than 10 years = 5                                                                                                                                                                                                                                                                                                                                                                                                        |            |
| <b>Methodology and approach:</b><br>Bidders must provide a detailed description of how they intend executing the assignment from inception to completion. This must include, as a minimum, a project plan with clear time frames, skills, tools and resources utilised in each area, nature of compliance checks conducted, how the bidder intends on delivering on the services required by SA Tourism etc.                  | 35         |
| <b>Company track record:</b><br>The bidder is required to provide three (3) contactable client references where its services can be verified. References should be presented in a form of a written letter on an official letterhead from clients where similar services have been provided and should not be older than seven (3) years. No appointment letters from clients will be accepted as reference letters.          | 15         |
| <b>Innovation in Wellness:</b><br><br>The bidder is required to demonstrate how they have innovated in the wellness space in order to ensure they provide world class wellness offerings in the digital age.                                                                                                                                                                                                                  | 10         |
| <b>Expertise and experience of proposed resource to be assigned to the project:</b><br><br>Proven experience of proposed personnel to be deployed to the project. Detailed CVs of proposed team must be submitted which must elaborate on areas that they were involved in.<br><br>Number of years' experience of the proposed team member in:<br><br>5 years up to 7 = 3<br>+ 7 years up to 10 = 4<br>more than 10 years = 5 | 20         |
| <b>TOTAL POINTS FOR FUNCTIONALITY</b>                                                                                                                                                                                                                                                                                                                                                                                         | <b>100</b> |
| <b>A threshold of 75/80 % is applicable.</b>                                                                                                                                                                                                                                                                                                                                                                                  |            |

**“functionality”** means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder.

- I. Bids will be evaluated strictly according to the bid evaluation criteria stipulated in this section.
- II. Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements. The official responsible for scoring the respective bids will evaluate and score all bids based on bid submissions and the information provided.
- III. The score for functionality will be calculated in terms of the 1 - 5 rating scale as shown in the functionality criteria matrix under paragraph 5.1.
- IV. The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These scores will be added and expressed as a fraction of the best possible score for all criteria.
- V. The points for functionality and the points for B-BBEE level of contribution will be added together and the proposal from the bidder which meets the highest score will be deemed the preferred proposal.

## 5.2 Awarding of Points for Price and Broad-Based Black Economic Empowerment

The bidders that have successfully progressed through to Phase 3 (bidders who meets the minimum threshold for functionality of 60%) will be evaluated in accordance with the 80/20 preference point

system contemplated in the Preferential Procurement Policy Framework Act, 2000 and the Preferential Procurement Regulations of 2017.

80 points will be awarded for price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations.

Points for B-BBEE level of contribution will be awarded in accordance with the below table: -

| B-BBEE Status Level of Contributor | Number of Points |
|------------------------------------|------------------|
| 1                                  | 20               |
| 2                                  | 18               |
| 3                                  | 14               |
| 4                                  | 12               |
| 5                                  | 8                |
| 6                                  | 6                |
| 7                                  | 4                |
| 8                                  | 2                |
| Non-compliant contributor          | 0                |

### **5.3 Adjudication and Final Award of Bid**

The successful bidder will usually be the service provider scoring the highest number of points for comparative price and BBEE level of contribution or it may be a lower scoring bid on justifiable grounds or no award at all.

## **6 National Treasury Centralized Supplier Registration and B-BBEE Certificates**

All bid submissions must include a copy of successful registration on National Treasury's Centralized Supplier Database (CSD) with a valid tax clearance status and an original or certified copy of a B-BBEE verification certificate (if you have been assessed).

Proposals which does not include these documents will not be considered.

## **7. Deadline for submission**

All proposals must be e-mailed, in PDF format, to [leratod@southafrica.net](mailto:leratod@southafrica.net) no later than 14h00 on Monday, 23 August 2021 and should remain valid for at least 1 month after the closing date.

## **8. Confidentiality**

The request for a technical and cost proposal and all related information shall be held in strict confidence by bidders and usage of such information shall be limited to the preparation of the bid. All bidders are bound by a confidentiality agreement preventing the unauthorized disclosure of any information regarding SA Tourism or of its activities to any other organization or individual. The bidders may not disclose any information, documentation or products to other clients without written approval of SA Tourism.

## **9. Terms of engagement**

Prior to commencing with the assignment, the successful bidder might be required to meet with the Ms Lerato Shawane to align the final statement of work (SOW) and criteria for approval.

## **10. Payments**

No advance payments will be made in respect of this assignment. Payments shall be made in terms of the deliverables as agreed upon and shall be made strictly in accordance with the prescripts of the PFMA (Public Finance Management Act, 1999. Act 1 of 1999).

The successful bidder shall after completion of the contract, invoice SA Tourism for the services rendered. No payment will be made to the successful bidder unless an invoice complying with section 20 of VAT Act No 89 of 1991 has been submitted to SA Tourism.

Payment shall be made into the bidder's bank account normally 30 days after receipt of an acceptable, valid invoice.

## **11. Non-compliance with delivery terms**

The successful bidder must ensure that the work is confined to the scope as defined and agreed to. As soon as it becomes known to the bidder that they will not be able to deliver the services within the delivery period and/or against the quoted price and/or as specified, SA Tourism's Audit and Risk Committee must be given immediate written notice to this effect.

## **12. Retention**

Upon completion of the assignment and / or termination of the agreement, the successful bidder shall on demand hand over to SA Tourism's Audit and Risk Committee all documentation, information, etc. relevant to the assignment without the right of retention.

## **13. Cost**

The bidder will bear all the costs associated with the preparation of the response and no costs or expenses incurred by the bidder will be borne by SA Tourism.

## **14. Cancellation of the request for a technical and cost proposal**

SA Tourism may, prior to the award of the bid, have the right to cancel the bid if:

- (a) Due to changed circumstances, there is no longer a need for the service; or
- (b) Funds are no longer available to cover the part and/or total envisaged expenditure; or
- (c) No acceptable bids are received.

SA Tourism reserves the right to withdraw this request for technical and cost proposals, to amend the term or to postpone this work by email notice to all parties who have received this request.

## **15. Clarification**

Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning this request for technical and cost proposals, is to be requested in writing. From: The Sourcing Manager.

Thanking you and looking forward to your proposal in this regard.

Yours in Tourism

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