



MUNICIPAL INFRASTRUCTURE SUPPORT AGENT

REQUEST FOR QUOTATION

SPECIFICATIONS FOR THE PROVISION OF EMPLOYEE HEALTH AND WELLNESS MANAGEMENT SERVICES AT MUNICIPAL INFRASTRUCTURE SUPPORT AGENT (MISA)

1. Period: 12 months.

2. Objectives of the services

2.1 The integrated wellness programme should address and monitor the following key areas:

- a) **Prevention of Harm** which requires support employee health and psychological wellbeing through the prevention of harm and identification of potential hazards.
- b) **Promotion of Health** to optimize health and psychological wellbeing, by encouraging a culture of wellness, inclusive of mind, body, and spirit.
- c) **Resolution of Occurrences or Harm** to support employee health and psychological wellbeing through the respectful resolution of occurrences or taking corrective action against potential harm.
- d) **Organizational Culture** to promote a work environment of psychological wellbeing by monitoring employee engagement and perception of the workplace.
- e) **Sustainability & Continual Improvement** to assesses the work environment on a continual basis to improve employees' psychological wellbeing.

INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)							
BID NUMBER:	MISA/REQ/01347/2026/2027	CLOSING DATE:	30 JULY 2026	CLOSING TIME:	11:00am		
DESCRIPTION	THE PROVISION OF EMPLOYEE HEALTH AND WELLNESS MANAGEMENT SERVICES AT MUNICIPAL INFRASTRUCTURE SUPPORT AGENT (MISA)						
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)							
1303 Heuwel Avenue							
Riverside Office Park, Letaba House							
Centurion,							
Pretoria							
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO				TECHNICAL ENQUIRIES MAY BE DIRECTED TO:			
CONTACT PERSON	Ms. Mandy Batyi			CONTACT PERSON	Ms. Kenosi Mathole		
TELEPHONE NUMBER	012 848 5300			TELEPHONE NUMBER	012 848 5300		
FACSIMILE NUMBER				FACSIMILE NUMBER			
E-MAIL ADDRESS	tenders@misa.gov.za			E-MAIL ADDRESS	tenders@misa.gov.za		
SUPPLIER INFORMATION							
NAME OF BIDDER							
POSTAL ADDRESS							
STREET ADDRESS							
TELEPHONE NUMBER	CODE		NUMBER				
CELLPHONE NUMBER							
FACSIMILE NUMBER	CODE		NUMBER				
E-MAIL ADDRESS							
VAT REGISTRATION NUMBER							
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA		
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ No		
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]							
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]		
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS							
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?					☐ YES ☐ NO		
DOES THE ENTITY HAVE A BRANCH IN THE RSA?					☐ YES ☐ NO		
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?					☐ YES ☐ NO		
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?					☐ YES ☐ NO		
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?					☐ YES ☐ NO		
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.							

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

.....

DATE:

.....

SERVICE PROVIDER'S DISCLOSURE

10.1.1 PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the Service Provider to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

20.1.1 Service Provider's declaration.

- 2.1 Is the Service Provider, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise,

employed by the state?

YES/NO

- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

- 2.2 Do you, or any person connected with the Service Provider, have a relationship with any person who is employed by the procuring institution? **YES/NO**

- 2.2.1 If so, furnish particulars:

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

.....
.....
2.3 Does the Service Provider or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:
.....
.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The Service Provider has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the Service Provider, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the Service Provider with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the Service Provider was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....

Signature

.....

Date

.....

Position

.....

Name of Service Provider

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

Inconvenience

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

2. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

3. The applicable preference point system for this tender is the **90/10** preference point system.
4. The applicable preference point system for this tender is the **80/20** preference point system.
5. Either the **90/10 or 80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$Ps = 80 \left(1 + \frac{Pt - Pmin}{Pmin} \right)$	or	$Ps = 90 \left(1 + \frac{Pt - Pmin}{Pmin} \right)$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ \mathbf{Ps = 80 \left(1 + \frac{Pt - Pmax}{Pmax} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 + \frac{Pt - Pmax}{Pmax} \right)} \end{array}$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Who are women (51% or more)	5	
Who has disability	5	
Who is a youth (18 to 35 years) (51% or more owned)	5	
B-BBEE status level contributors from level 1 to 2 which are QSE or EME	5	
Total scored points	20	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- | | |
|--|--------------------------|
| Partnership/Joint Venture / Consortium | ☐ |
| One-person business/sole propriety | ☐ |
| Close corporation | ☐ |
| Public Company | ☐ |
| Personal Liability Company (Pty) Limited | ☐ |
| Non-Profit Company | ☐ |
| State Owned Company | ☐ |

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

- (a) disqualify the person from the tendering process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:	
DATE:	
ADDRESS:	
	
	
	

3. Mandatory requirements

3.1 Key personnel must be professionally registered with HPSA.

3.2 All bidders should complete all SCM SBD forms attached herewith.

4. Scope of work

The successful bidder is expected to provide Employee Health and Wellness programmes aligned to the DPSA Employee Health and Wellness Strategic Framework to alleviate and assist in eliminating workplace and workforce problems by providing supportive, diagnostic, referral, and counselling treatment services to MISA employees covering the following areas:

NO.	SERVICES	QUANTITY
1.	Professional Psycho-Social Support Services via a 24/7/365 toll-free Call centre	1x counselling services session per employee
2.	Short term Psycho-Social counselling service (six (6) sessions per incident per employee–maximum of twelve (12) face-to-face sessions per annum)	1x counselling services session per employee
3.	Critical Incident Stress Debriefing or Trauma Response Services (Group)	1x debriefing session per group of 25 employees
4.	Referral for psychological symptoms or mental health disorders (e.g., depression, stress, anxiety).	referrals as per the cases identified
5.	Minimum of three (3) Team Enrichment sessions per year (e.g., in the form of stress management, alcohol and substance abuse, marriage/relationship enrichment, personal financial management and preparation for retirement sessions, etc. (per session).	3x Group sessions per annum.
6.	Coaching/ Leadership and management skills sessions for MISA management	4x workshop/ information sessions per annum.
7.	Conduct one annual Climate Survey questionnaire, online participation and developing a comprehensive report with implementation plan. Presentation of the report to the MISA.	1 Report
8.	Submit utilization report.	12x monthly reports and 1x annual report

5. Evaluation

The following criteria and weights will be applied when bids are evaluated on functionality:

	REQUIRED COMPETENCIES	POINTS
1.	Company Experience: A minimum of five (5) years' experience is required in providing EHWP services with minimum three (3) relevant projects handled supported by reference letters from contactable and verifiable references on the company's letterhead. Experience: 5 years – 6 years = 5 points Above 6 years = 10 points Projects: 3 - 5 projects = 5 points More than 5 projects = 10 points	20
2.	Team Leader Qualification Degree / Honours Degree / Post Graduate Diploma / master's degree in clinical and/or counselling psychology and proof of registration with HPCSA • Degree / B- Tech = 1 points • Honours Degree = 3 points • Master's degree or higher = 5 points	5
	Experience No. of years' experience in field of Clinical and/or Counselling Psychology as mental health wellness specialist at supervisory level and managing EHW programme 5 years – 6 years = 2 points >6 years <10 years = 5 points 10 years < 15 years = 10 points 15 years and above = 15 points	15
3.	Resource 1 (Professional) Qualifications Degree / Honours Degree / Postgraduate Diploma/ master's degree in clinical and counselling psychology and proof of registration with HPCSA Degree and proof of registration with HPCSA = 1 points	5

	Hons Degree/ Postgraduate Diploma and proof of registration with HPCSA = 3 points Master's Degree and proof of registration with HPCSA = 5 points	
	Experience No. of years' experience in field of Clinical and/or Counselling Psychology as Mental Health Wellness Specialists: 5 years = 3 points Above 6 but less than 10 years = 5 points 10 years but less than 15 years = 7 points 15 years and above = 10 points	10
4.	Resource 2 (Professional)	
	Qualifications Degree / Honours Degree / Postgraduate Diploma/ master's degree in clinical and counselling psychology and proof of registration with HPCSA Degree and proof of registration with HPCSA = 1 points Hons Degree/ Postgraduate Diploma and proof of registration with HPCSA = 3 points Master's Degree and proof of registration with HPCSA = 5 points	5
	Experience No. of years' experience in field of Clinical and/or Counselling Psychology as Mental Health Wellness Specialists: 5 years = 3 points Above 6 but less than 10 years = 5 points 10 years but less than 15 years = 7 points 15 years and above = 10 points	10
5.	Resource 3 (Professional)	
	Qualifications Degree / Honours Degree / Postgraduate Diploma/ master's degree in clinical and counselling psychology and proof of registration with HPCSA Degree and proof of registration with HPCSA = 1 points Hons Degree/ Postgraduate Diploma and proof of registration with HPCSA = 3 points Master's Degree and proof of registration with HPCSA = 5 points	5
	Experience No. of years' experience in field of Clinical and/or Counselling Psychology as Mental Health Wellness Specialists: 5 years = 3 points Above 6 but less than 10 years = 5 points 10 years but less than 15 years = 7 points 15 years and above = 10 points	10
6.	Project Plan/ Proposal: The project plan/ proposal should cover services as listed in the scope of work above as well as the DPSCA Employee Health and Wellness Strategic Framework. - Services no.1 – no.4 = 3 points each - Services no.5 – no.8 = 2 points each	15
	TOTAL =	100

6. Pricing schedule

Service	Milestones	Activities	Costs for each service (Incl VAT) Year 1	Total costs for each service (Including VAT)
1	Professional Psycho-Social Support Services via a 24/7/365 toll-free Call Centre	1 Session per person	R	R
2	Short term Psycho-Social counselling service (six (6) sessions per incident per employee – maximum of twelve (12) face-to-face sessions per annum)	1 Session per person	R	R
3	Critical Incident Stress Debriefing or Trauma Response Services (Group)	1 Session per group of 25	R	R
4	Referral for psychological symptoms or mental health disorders (e.g., depression, stress, anxiety).	For every case referred	R	R
5	Minimum of three (3) Team Enrichment sessions per year (e.g., in the form of stress management, alcohol and substance abuse, marriage/relationship enrichment, personal financial management and preparation for retirement sessions, etc. (per session).	3x Group sessions per annum - (cost per each group session)	R	R
6	Coaching/ Leadership and management skills sessions for MISA management	4x workshop/ information sessions per annum - (cost per workshop)	R	R
7	Conduct one annual Climate Survey questionnaire, online participation and developing a comprehensive report with implementation plan. Presentation of the report to the MISA.	1x Climate Survey Report and implementation plan	R	R
8	Contract management fee	Monthly (Please cost per annum)	R	R
Total price			R	R