

HEAD OFFICE
Hosken's House
45 Mooi Street
Johannesburg
2091
Private Bag X105
Melville, 2109
Tel:(011) 372 3300

EASTERN CAPE
Waverley Office Park
3 - 33 Philip Frame Road
Chiselhurst
East London, 5200
Tel: (043) 726 8314
Fax: (043) 726 8302

FREE STATE
Motheo TVET College
National Artisan Academy
R657+P3, Ehrlich Park
Bloemfontein, 9312
Tel: (051) 430 5072
Fax: (051) 430 5080

GAUTENG
112 Main Street
9th Floor
Marshalltown
Johannesburg CBD
Tel: (011) 403 1301/2/3/6
Fax: (086) 614 8781

KWAZULU-NATAL
Kent House
1 Neptune Road
Westville
Durban, 3629
Tel: (031) 304 5930
Fax: (031) 301 9313

LIMPOPO
89B Biccard Street
Polokwane
0700
Tel: (015) 295 9303
Fax: (015) 295 9301

MPUMALANGA
Streak Office Park
6 Streak Street
Block B, 1st Floor
Nelspruit, 1201
Tel: (087) 352 7108
Fax: (013) 752 2917

NORTHERN CAPE
Montrio Corporate Park
Monument Heights
10 Oliver Road
Kimberly
Tel: (053) 832 0051/ 2
Fax: (053) 832 0047

NORTH WEST
Sparkling Office Park
78 Retief Cnr Peter
Mokaba Street
Potchefstroom, 2531
Tel: (018) 294 5280
Fax: (018) 294 5719

WESTERN CAPE
Sunbel Building
2 Old Paarl Road
Office 205, 2nd Floor
Belville, 7530
Tel: (021) 946 4022
Fax: (021) 946 4043



Education, Training and Development Practices Sector Education and Training Authority

BID NO. SCMU: 08 – 2024/25

REQUEST FOR BIDS

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SUITABLY QUALIFIED SERVICE PROVIDER TO PROVIDE FOR THE EMPLOYEE HEALTH WELLNESS PROGRAMME (EHWP)

1. INTRODUCTION

The Education Training and Development Practices Sector Education and Training Authority (ETDP-SETA) is a public entity established in terms of Section 9(1) of the Skills Development Act, No 97 of 1998 to advance skills levels in accordance with the National Skills Development Strategy III. The Mandate of the ETDP-SETA is to promote and facilitate the development and improvement of the skills profile of the sector's workforce in order to benefit employers, workers and employees in the ETD sector.

Employee Health Wellness Programme (EHWP) is to be used by all ETDP SETA employees and their immediate family members who experience psychological and psychiatric problems either at work or at home.

The troubled employee is an individual whose work related and/or personal problems interfere significantly with job performance. Most employees spend most of their time at work. As a result, the employee brings his/her personal problems to the workplace and problems are not easily compartmentalized and behavior may be affected.

The ETDP SETA will host a ***NON-COMPULSORY*** virtual briefing session for **BID NO: SCMU: 08 - 2024/25** – for the *Appointment of a suitably qualified service provider to provide for the Employee Health wellness programme (EHWP)* on **03 October 2024** at 11h00. Access details will be available on www.etdpseta.org.za as from **02 October 2024**. Kindly note that interested service providers may submit their questions until **04 October 2024**. ***No further questions will be accepted after this date.*** We thank you for your cooperation.

2. PURPOSE AND OBJECTIVES

2.1. OVERVIEW AND BACKGROUND

The ETDP SETA is looking for Service Providers who have the experience and capacity to provide counselling and support for its employees.

The EHWP equips managers and supervisors with the knowledge and skills to know how to respond to problems of troubled employees, thus assisting the employee to improve his/her approach to life.

In addition to poor service delivery, the image of the department could also suffer great harm with an unhappy workforce. EHWP addresses several problems. These problems already manifest themselves in the workplace and they have been identified by Employment Relations Management as follows.

- High staff turnover
- Absenteeism
- Unsatisfactory work performance
- Loss of concentration
- Financial literacy and Debt management
- Lack of motivation and energy
- Anger Management
- Family and household Problems
- Bereavement and Loss
- Anxiety and depression
- Stress levels (family, social, work)
- Medical and Health issues (HIV/AIDS, cancer etc)
- Substance abuse and addiction (drugs, alcohol, prescription medication) and other addictive behaviour (e.g., smoking, gambling)
- Non-work-related legal issues
- Discrimination, victimisation, sexual harassment, suicide/homicidal threat
- Threats of violence and Trauma
- Mental Health Services
- Employee Wellness Events
- Occupational health sicknesses

The EHWP service is coordinated by Human Resource Development Coordinator (HRD).

The ETDP SETA reserves the right not to award the tender.

3. PROJECT SCOPE AND REQUIREMENTS

3.1 PROJECT OUTPUT/ OUTCOMES

- 3.1.1** The EHWP service provider should be a specialist in Clinical Psychology and Psychiatric with hands on experience
- 3.1.2** EHWP service provider must provide a professional service for all employees in all regions. For instance, when counselling is conducted in Head Office and employees in Western Cape or anywhere within ETDP SETA who requires the same service, they should be able to get it

- 3.1.3** Trauma debriefing services must be available if required
- 3.1.4** The EHWP service provider should be available in ETDP SETA head office and in nine (9) regional offices Head Office (Johannesburg CBD)
- 3.1.5** A counselling service must be available in all South African languages/Foreign

3.2 PROJECT DELIVERABLES

- 3.2.1** Access to a 24-hour, 365 day-per-year toll-free helpline
- 3.2.2** Access via SMS and call back service
- 3.2.3** Counselling and consultation (face-to-face and/or telephonic counselling)
- 3.2.4** Trauma management services including on-site management, should the need arise (group or individual)
- 3.2.5** Manage employee wellness events as per the SETA wellness calendar
- 3.2.6** Mental health Services
- 3.2.7** Provision of communication and health promotion information
- 3.2.8** Appropriate referral and managerial services
- 3.2.9** Management and employee orientation
- 3.2.10** Management consultation services
- 3.2.11** Provision of training on health and wellbeing matters
- 3.2.12** Family care advice and resources
- 3.2.13** Provision of e-learning platform for knowledge sharing and skills development
- 3.2.14** Provide staff awareness workshops on health priority issues such as hypertension, diabetes, cancer, and other life-threatening diseases including burning health issues that are global or local
- 3.2.15** Provision of access to dieticians and Fitness Trainers which will focus on nutrition, healthy diet, exercise and weight loss

4. SCOPE OF WORK

4. SCOPE OF WORK AND DELIVERABLES

- 4.1.1.** The EWP will provide psychological counselling to ETDP SETA employees with personal problems affecting job performance or with the potential to effect performance and to correct job performance.
- 4.1.2.** The EWP service provider shall render a 24-hour telephone contact during and after office hours service, available 24/7/365 to ETDP SETA employees and shall always render face to face and electronic wellness services to all employees.
- 4.1.3.** The EWP service provider shall provide onsite clinic services to the 151 employees as reflected on the Organogram at Head Officer and all the Regional Offices.

4.1.4. The service provider should provide monthly, quarterly and annual reports which should include detailed analysis of the use of the Programme (to exclude employee personal information). The reports shall include, but not limited to the following:

- Value add to ETDP SETA employees
- Benchmarking with other similar organizations and private sector industry
- Recommendation of wellness interventions to address concerns

4.1.5. The service provider should also be in position to provide the following to the ETDP SETA employees:

- Telephonic counselling.
- Face to face counselling.
- Life Management Services and referrals; and
- Trauma counselling

5. COSTING MODEL (PRICE SCHEDULE)

- *The service provider will be required to reflect where they have used the prescribed industry rates.*
- *The cost of the projects can be costed as per the bidder's costing model detailing all possible activities that can be applicable including the total cost per year 1, year 2 and year 3.*
- *It should be stated if rates used are fixed over the contract period or if there will be escalations, if the latter, escalations rates should be explicit used for costing under years two (2) and three (3).*
- *Cost will be monitored through monthly reports that will be submitted by the service provider.*
- *NB: The evaluation price will be based on the Average cost per hour (including VAT).*
- **AVERAGE RATE = TOTAL COSTS (INCL VAT)/ NO. OF ITEMS QUOTED ABOVE**

THIS COSTING MODEL MUST NOT BE MODIFIED AT ALL AND IF RETYPED ALL LINE ITEMS IN ORDER AS STATED BELOW TO BE INCLUDED.

	YEAR 1	YEAR 2	YEAR 3
ITEM DESCRIPTION	Rate per hour year 1	Rate per hour year 2	Rate per hour year 3
Absenteeism			
High staff turnover			
Unsatisfactory work performance			
Loss of concentration			
Financial literacy and Debt management			
Lack of motivation and energy			
Anger Management			
Family and household Problems			
Bereavement and Loss			
Anxiety and depression			
Stress levels (family, social, work)			
Medical and Health issues (HIV/AIDS, cancer etc)			
Substance abuse and addiction (drugs, alcohol, prescription medication) and other addictive behaviour (e.g., smoking, gambling)			
Non-work-related legal issues			
Discrimination, victimisation, sexual harassment, suicide/homicidal threat			
Threats of violence and Trauma			
Employee Wellness Events			
Mental Health Services			
Occupational health sicknesses			
Occupational Health Nurse as and when required			
SUB-TOTAL			
VAT @ 15%			
TOTAL COSTS			

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NAME OF BIDDER: _____

POSITION/ ROLE: _____

SIGNATURE: _____

NB: All pricing shall be in South African Rand (ZAR). All project milestones with costing should be listed on the pricing schedule. Services costed above will be used as and when required and, in each case, the above rates will be used.

6. DURATION OF THE PROJECT

It is expected that the duration of the agreement will be for a period of thirty-six (36) months after the signing of the Service Level Agreement (SLA).

7. EVALUATION CRITERIA

THE ETDP SETA applies the provisions of the PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, ACT NO 5 OF 2000 and Preferential Procurement Regulations, 2022. The evaluation will be guided by ETDP SETA procurement policy.

Folder A (USB) must have documents for Stage 1 and Stage 2.

7.1. STAGE 1 [Folder A (USB)]

Bidders will be evaluated on the submission of the requested mandatory documents. Fully completed and signed forms with witnesses' signature must be submitted and all applicable boxes be ticked.

7.1.1. MANDATORY DOCUMENTS TO BE SUBMITTED IN ORDER TO BE ELIGIBLE FOR EVALUATION
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- 1. Proof of qualification for all practitioners to be involved in the project should be submitted.**

NOTE: All EHWP practitioners should be qualified Health Practitioners/Industrial Psychologists/Clinical Psychologists, or any other qualification endorsed by the HPCSA.

NB: Failure to submit any of the above-requested mandatory documents will lead to disqualification.

7.2. STAGE 2 [Folder A (USB)]

The evaluation of this bid shall include functionality whereby the bids will be evaluated in terms of the evaluation criteria embodied in the bid documents.

1. The minimum qualifying score for functionality will be **70 points** and bids that fail to achieve the minimum qualifying score will be disqualified.
2. Only bids that achieved the minimum qualifying score for functionality will be evaluated further in accordance with the 80/20 preference point systems prescribed in Preferential Procurement Regulations **5 and 6**.

The evaluation criteria for functionality will be as below:

NO.	CRITERIA	WEIGHT
1.	1.1 Contactable references and Experience (30) 1.1.1 Reference letters indicating that they have been providing Employee Wellness Programme - (bidder to provide signed proof on referee's company letterhead) (15) • 3 references = 15 • 2 references = 10 • 1 reference = 5 1.1.2 Years of experience in doing a similar Employee Wellness Programme (a detailed company profile must be attached) (15) • 5 years plus = 15 • 3 – 4 years = 10 • 1 – 2 years = 5 Each reference must clearly indicate. • <i>the name of the bidder and the project</i> • <i>objectives of the project (nature of the project)</i> • <i>duration of the project</i> • <i>recommendation and contact details of the referee as well as projects completed on time and</i> • <i>must be signed</i> NB: If any of this information is omitted/missing will lead to the reference letter(s) being disqualified. 1.2 A detailed company profile must be attached (5)	35
2.	Project Manager should be a qualified Health Practitioner/ Industrial Psychology/ Clinical	20

	Psychology / Industrial Psychologist and their experience be endorsed by the HPCSA: 20 2.1. Experience of Project Manager = 10 • 5 years plus = 10 • 3 – 4 years = 5 • 1 – 2 years = 2 2.2. Experienced of a Medical doctor = 10 • 5 years plus = 10 • 3 – 4 years = 5 • 1 – 2 years = 2 NB: SERVICE PROVIDER TO SUBMIT CV(S) OF PROFESSIONALS TO BE USED FOR THIS PROJECT AND MUST BE REGISTERED BY HPCSA NB: Please also note that project personnel will only be changed with the approval of the ETDP SETA	
3.	Bidders should provide proof of footprint presence in all nine provinces and in the form of Affiliates/Associates/Networks Affiliates/Associates/Networks in all 9 provinces = 5	5
4.	Bidders should submit CVs for dietician and fitness trainer/s	5
5.	Bidders should demonstrate the ability to provide marketing and communication materials, education and training or preventative programmes • booklets, • pamphlets, • newsletters etc. Any evidence of material development and sharing by the bidder = 5	5
6.	Methodology and approach Bidders should submit a detailed project plan that includes all aspects as indicated in section 4 (Project Deliverables) = 30 3.1 Access to a 24-hour, 365 day-per-year toll-free helpline 3.2 Access via SMS and call back service. 3.3 Counselling and consultation (face-to-face and/or telephonic counselling) 3.4 Access to a branded online wellness service 3.5 Trauma management services including on-site management, should the need arise (group or individual) 3.6 Employee Wellness events 3.7 Mental Health Services 3.8 Provision of communication and health promotion information 3.9 Appropriate referral and managerial services 3.10 Management and employee orientation	30

	3.11 Management consultation services 3.12 Provision of training on health and wellbeing matters 3.13 Family care advice and resources - Meet all the above-mentioned deliverables out of the plan = 30 points - Does not meet all the above-mentioned deliverables of the plan = 0 points	
TOTAL		100

NOTE: Bidders must provide documents to justify awarding the above points. Points will be awarded on a sliding scale only where indicated.

7.3 STAGE 3 – PRESENTATION

Bidders who score 70 points and more on functionality criteria will be invited to a physical presentation of their proposal. Presentations will be made to the Bid Evaluation Committee, selected individuals from the Human Resource department and SETA Senior Management Team and should include the following:

NO.	PRESENTATION	POINTS
1.	Structure of the Organisation	5
2.	Share example of wellness day that was organized by the bidder and related outcome - Excellent = 10 - Good = 7 - Poor = 2	10
3.	Details of Call Centre structure and number of agents and expertise - Excellent = 15 - Good = 10 - Poor = 5	15
4.	Details of network of doctors, mental health practitioners and or organisation that the bidder is affiliated with which will support the project - Excellent = 15 - Good = 10 - Poor = 5	15
5.	Details of e-learning platform for knowledge sharing and skills development	5
6.	Share technology platforms used to service employees i.e. App's etc.	5
7.	Share value added services that the bidder will implement	5

- Points will be awarded on a sliding scale only where indicated. The final score for the bidder will be calculated based on the average score of all in attendance.**

- ***Only bidders that achieved the minimum average qualifying score of 40 points will be evaluated further in accordance with the 80/20 preference point systems prescribed in Preferential Procurement Regulations 5 and 6.***

7.4 STAGE 4 [Folder B (USB)]

PRICING SCHEDULE DOCUMENTS

- Costing Model (***Price must be final, include VAT and signed***)
- Submit a "Unique security personal identification number (PIN) issued by SARS" ***which the SETA will use to verify the bidder's tax matters prior to the award.***
- Invitation to Bid - **SBD1**
- Declaration of Interest – **SBD 4 (New)**
- Preferential Points Claim Form in terms of the Preferential Procurement Regulations, 2022 -**SBD 6.1 (If claiming preferential points) - this will be used to verify points to be allocated for specific goals.**
- B-BBEE certificate or sworn affidavit (***If claiming preferential points) – this will be used to verify points to be allocated for specific goals.***

80/20 preference point system shall be applicable as follows:

✓ Price	80
✓ Allocation of specific goals	20

In order to facilitate a transparent selection process that allows equal opportunity to all service providers, the ETDP SETA will adhere to its policy on the appointment of service providers.

8. BID CONDITIONS

The ETDP SETA Supply Chain Management Policy will apply:

1. ETDP SETA does not bind itself to appoint a bidder with the highest points.
2. ETDP SETA reserves the right to negotiate the bidder's price.
3. ETDP SETA reserve the right to cancel the bid and not award the bid to any of the bidders.
4. Bids which are late, incomplete, unsigned **will NOT** be accepted.
5. Bidders must submit a valid certified B-BBEE Certificate from SANAS Accredited Verification Agency or issued by Companies and Intellectual Property Commission (CIPC) or a signed Sworn Affidavit for allocation of points for specific goals.
6. Specific goals shall not be allocated where supportive documents as stated in the bid documents are not provided as stated in the bid document.
7. Bids submitted are to hold good for a period of **90 days**.
8. Companies who bid as a joint venture must submit a **consolidated B-BBEE Verification certificate prepared for this bid only**, from **SANAS Accredited Verification Agency** in order to be eligible for empowerment points.
9. Deregistered and blacklisted companies including directors/owners/individuals linked to the company will not be considered. Due diligence will be conducted with successful bidders to validate submitted information.
10. All suppliers must be registered on the Central Supplier Database. No bid shall be awarded to any supplier that is not registered on the Central Supplier Database.
11. Companies that are in the process of de-registration in the CIPC will not be considered.
12. The ETDP SETA remains the sole owner and custodian of all content, material, or any other form of development. No information of or on behalf of the ETDP SETA may be shared, during the duration or after the closing period of the project. It remains the responsibility of the appointed service provider to hand over all material to the ETDP SETA. Should a service provider wish to have the ETDP SETA as a referral, permission for this must be sought.

9. BID DOCUMENTS/ PROPOSAL PACKS

Bid documents for participation **must** be downloaded from the ETDP SETA website, www.etdpseta.org.za
Main Menu > Supply Chain Management > Open BIDs as from **12h00** on **20 September 2024**.

Bidders must submit technical and financial proposals in **one (1) USB** clearly marked **“Folder A-Technical Proposal “and “Folder B- Financial Proposal”**.

Folder B - (Financial Proposal) Costing Model (*Price must be final, include VAT and signed*), Submit a *“Unique security personal identification number (PIN) issued by SARS” which the SETA will use to verify the bidder’s tax matters prior to the award*, Invitation to Bid - **SBD1**, Declaration of Interest – **SBD 4 (New)**, Preferential Points Claim Form in terms of the Preferential Procurement Regulations, 2022 -**SBD 6.1 (If claiming preferential points) - this will be used to verify points to be allocated for specific goals** and B-BBEE certificate or sworn affidavit (*If claiming preferential points*) – *this will be used to verify points to be allocated for specific goals*.

The financial proposal will only be opened when the tender is responsive in Stage 2 or at the discretion of the ETDP SETA.

All Bids/Proposals (completed in [one (1) USB] must be courier or hand delivered to:

The ETDP SETA – Head Office

HOSKEN’S House

45 Mooi Street

Johannesburg South - CBD

2091

Submissions can be delivered into the tender box between **08h00 and 16h30 Monday to Friday BEFORE** the closing date and time of **11h00** on **15 October 2024**.

No late submission will be accepted!

10. CLOSING DATE

All Proposals should reach the ETDP SETA Offices on or before **11h00** on **15 October 2024**.

11. CONTACT PERSON

NO telephonic or any other form of communication relating to this bid will be permitted with any other ETDPSETA member of staff either by Bidders (as collective bidding team or individual of the bidding team), representative of Bidders, associates of Bidders, shareholders of Bidders, other than with the

named individual stated below. ANY MEANS OF ATTEMPTING TO INFLUENCE THE ADJUDICATION PROCESS OR OUTCOMES OF THE ADJUDICATION PROCESS WILL RESULT IN IMMEDIATE DISQUALIFICATION OF THE ENTIRE BID. All enquiries regarding this bid must be in writing only and be directed to:

Supply Chain Management: Email: tenderers@etdpseta.org.za

Note: Blacklisted companies appearing on the National Treasury database and prohibited from conducting business with public entities, will be disqualified.

ANNEXURE A

Bidders are required to provide references for all resources. Failure to provide references will lead to points not being allocated:

1. RELEVANT EXPERIENCE FOR PROJECT MANAGER

Project/Company name	Position/Role	Responsibilities	Start date	End date	Reference (Name & Surname)	Reference (Position)	Reference (Contact details)

2. RELEVANT EXPERIENCE FOR PRACTITIONERS

Practitioner	Position/Role	Responsibilities	Start date	End date	Reference (Name & Surname)	Reference (Position)	Reference (Contact details)

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