

TERMS OF REFERENCES:

INVITATION OF BID TO RENDER THE SERVICES OF EMPLOYEE HEALTH AND WELLNESS PROGRAM (EHWP) FOR THE DEPARTMENT OF ENERGY FOR A PERIOD OF TWO YEARS.

1. PURPOSE

- 1.1. To provide counseling and support for employees of the Department of Energy. (Hereafter “DOE”).
- 1.2. The Employee Wellness Programme (EWP) is to be used by all DOE employees and their subordinates at Head Office and Regional Offices.

2. BACKGROUND

- 2.1. EWP is to be used by all DOE employees and their immediate family members or relatives who experience psychological and psychiatric problems either at work or at home.
- 2.2. The troubled employee is an individual whose work related and/or personal problems interfere significantly with job performing. Most employees spend the majority 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.
- 2.3. The EWP equip managers and supervisors with the knowledge and skill to know what to look for and how to respond to problems of the troubled employees thus assist the employee to improve his/her approach to life.
- 2.4. In addition to poor service delivery, the image of the department could also suffer great harm with an unhappy workforce. EWP addresses a

number of problems. These problems already manifest themselves in the workplace and they have been identified by section Employment Relations Management.

- 2.4.1. Absenteeism
- 2.4.2. High staff turnover
- 2.4.3. Unsatisfactory work performance
- 2.4.4. Loss of concentration
- 2.4.5. Tardiness, wastage and carelessness
- 2.4.6. Lack of motivation and energy
- 2.4.7. Emotional outbursts and improper conduct

2.5. The EWP service is coordinated by Deputy Director: Employment Relations Management and Wellness (ERM).

3. SCOPE OF THE WORK

- 3.1. The EWP will provide psychological counseling to assist DoE employees with personal problems affecting job performance or with the potential to affect job performance, in order to correct job performance.
- 3.2. The Service provider must also be able to provide spiritual counselling to employees who need it.
- 3.3. The EWP service provider shall render a 24 hour telephonic contact during and after office hours service, available 24/7/365 to DoE employees and shall render an electronic wellness services to all employee at all times.
- 3.4. The EWP service provider shall provide onsite clinic services to all employees at Head Office and all the Regional Offices.
- 3.5. The service provider shall also be in position to provide health, financial and legal advice to DoE employees.

4. PROJECT OUTPUT/OUTCOMES

- 4.1. EWP should have specialist in Clinical Psychology, Psychiatric with hands on experience.
- 4.2. EWP service provider must provide a professional service for all employees in all the regions. For instance when counseling is conducted in Head Office and employees in Western Cape or anywhere within DoE who requires the same service, they should be able to get it.
- 4.3. A counseling service must be available in the language of choice.
- 4.4. Trauma debriefing services must be available if required.
- 4.5. The EWP service provider needs to be available in DOE head office and regional offices mentioned below:
 - 4.5.1. Head Office (Pretoria)
 - 4.5.2. Limpopo Region
 - 4.5.3. Mpumalanga Region
 - 4.5.4. Free State Region
 - 4.5.5. North West Region
 - 4.5.6. Kwa Zulu Natal
 - 4.5.7. Western Cape Region
 - 4.5.8. Northern Cape Region
 - 4.5.9. Eastern Cape Region

5. REPORTING REQUIREMENTS

- 5.1. The service provider shall provide monthly, quarterly and annual reports to management. The report should be comprehensive, accurate analysis, interpretations of trends, problem profiles and possible interventions.

6. COMPULSORY INFORMATION SESSION

- 6.1. Compulsory information session will be held at the Department of Energy offices in Pretoria on the **14 November 2011 at 10h00.**

7. DURATION OF CONTRACT

7.1. The duration of the project is 24 months (2 Years) starting from the date that the contract will be signed with the successful bidder.

8. EVALUATION METHODOLOGY matrix

8.1. Cost

8.1.1. The service provider will be requested to give a quote regarding the work to undertaken for this project. The cost must be VAT inclusive and should be quoted using the South African currency (i.e. Rand)

8.2. HISTORICAL DISADVANTAGED INDIVIDUALS

8.2.1. Provision of the Preferential Procurement Policy Framework Act (PPPFA) and its regulation will apply in terms of awarding points.

8.3. MANAGEMENT EXPERIENCE

8.3.1. Service providers will be expected to provide their management profiles with references and including the case manager assigned to deal with the DoE.

8.4. ACCREDITATION AND RELEVANT QUALIFICATIONS

8.4.1. Service providers are required to provide CV's of their health professional, legal and financial advisers with their relevant tertiary qualifications and proof of registration with the relevant accredited body.

8.5. COMPANY EXPERIENCE

8.5.1. Service providers are required to provide proof that they have facilitated/performed similar project in the previous 5 (five) years accompanied by correspondence from three (3) contactable references.

8.6. PROJECT PLAN

8.6.1. Project plan with intermediate and final outputs and identified timeframes/milestones.

8.6.2. Proposed methodology

8.6.3. Management of the project.

8.7. AVAILABILITY OF INFRASTRUCTURE

8.7.1. The successful service provider must provide infrastructure to all employees at the Head Office, Regional offices and Satellite Offices.

8.7.2. The Department reserves the right to conduct a site visit with the three highest shortlisted service providers

9. TERMS AND CONDITIONS

9.1. The department reserves the right to terminate the appointment or any part thereof; at any stage of completion should the Department decide not to proceed with the project.

9.2. Should the contract between the Department and service provider be terminated by either party due to reasons not attributed to the service

provider, the service provider will be remunerated for the appropriate portion of work completed.

10. EVALUATION OF BIDS

10.1. Bids will be evaluated on a 90/10 point system as outlined in the PPPFA.

10.2. The proposals will be evaluated in three phases:

- **Phase 1:** Bidders will be evaluated based on functionality. The minimum threshold for functionality is 60 out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.
- **Phase 2:** Price and HDI
- **Phase 3:** Site visit will be conducted with the three highest successful bidders.

Phase 1:

Item Number	Criteria	Weights
1	MANAGEMENT EXPERIENCE (service providers are expected to provide their management profiles with references and including the case manager assigned for DoE)	25
2	ACCREDITATION AND RELEVANT QUALIFICATIONS (Proof of accreditation of psychologists' psychiatrics, social workers, legal advisers, financial advisers and registered counselors with the relevant statutory bodies. E.g. HPCSA)	30
3	COMPANY EXPERIENCE (provide at least three (3) contactable references in similar project or experience)	20
4	PROJECT PLAN (Project planning, understanding of TOR clear methodology)	25

	Total	100
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For purpose of evaluating functionality, the following values will be applicable:

0=	Very Poor	Will not be able to fulfill the requirements
1=	Poor	Little fulfillment of the requirements
2=	Below average	Will partially fulfill the requirements
3=	Average	The bidder will be able to fulfill the requirements
4=	Good	The bidder will be able to fulfill better in terms of the requirements
5=	Excellent	Fully fulfill in terms of the requirements

Phase 2:

Price	90
Preference Points	10
Historically Disadvantaged Individual (HDI)	
People with no franchise prior to the 1993 constitution	5
Women Equity	4
Disability	1

11. FORMAT AND CONTENT OF THE PROPOSAL

11.1. Service providers can use any format for the submission of their proposals. All official forms included in the bid document must be completed in all respect by bidders. Failure to comply will invalidate the bid.

12. ENQUIRIES

12.1. Technical Enquires

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12.2. Bid Enquiries

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