



National Empowerment Fund

RFP No: NEF 04/2020/21

**REQUEST FOR PROPOSAL:
PROVISION OF EMPLOYEE ASSISTANCE
PROGRAMME AND EMPLOYEE WELLNESS
PROGRAMME SERVICE PROVIDER**

**CLOSING DATE: 11 November 2021
TIME: 14H00**

1. Proprietary Information:

The National Empowerment Fund (NEF) considers this Tender and all related information, either written or verbal, which is provided to the respondent, to be proprietary to NEF. It shall be kept confidential by the respondent and its officers, employees, agents and representatives. The respondent shall not disclose, publish, or advertise this specification or related information in part or as a whole to any third party without the prior written consent of NEF.

2. Enquiries

All communication and attempts to solicit information of any kind relative to this Tender should be channeled to the officials named below:

Contact persons (all questions should be in writing)

Commercial

Kedibone Mboweni
Supply Chain Management
Tel: +27 11 305 8000
Email: mbowenik@nefcorp.co.za

Technical

Charles Jele
Human Resources Manager
Tel: +27 11 305 8000
jelec@nefcorp.co.za

3. Medium of Communication

All the documentation submitted in response to this tender must be in English.

4. Verification of Documents

Tenderers should check the numbers of pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by the NEF in regard to anything arising from the fact that pages are missing or duplicated.

5. Validity Period

Responses to this tender received from tenderers will be valid for a period of 150 days counted from the closing date of the tender.

6. Submission of Tenders

- 6.1. N.B In view of the levels of lockdown and to comply with the COVID-19 Regulations, particularly on movement and social distancing, only properly filled and signed documents in line with the tender requirements must be submitted on PDF format via email to the email address, **tenders@nefcorp.co.za** on or before **14h00 on 11 November 2021**. No tenders for “**(TENDER RFP NEF 04/2020/21, PROVISION OF EMPLOYEE ASSISTANCE PROGRAMME AND EMPLOYEE WELLNESS PROGRAMME SERVICE)**” will be accepted after cut-off time
- 6.2. All enquiries regarding this RFP should also be directed to the following email addresses, tenders@nefcorp.co.za; jelec@nefcorp.co.za; mbowenik@nefcorp.co.za and tofilex@nefcorp.co.za. All questions will be responded to bidders within seven working (07) days from the date of issue, no questions will be responded after this cut-off time.
- 6.3. No tender received by telegram, telex, facsimile or similar medium will be considered.
- 6.4. Where a tender document is not received at the time of the tender closing, such a tender document will be regarded as a late tender. Late tenders will not be considered.
- 6.5. The tenderer is responsible for all the costs that shall be incurred in relation to the preparation and submission of the tender document.
- 6.6. A list of all references (minimum 3) with contact details must be included in the tender document.
- 6.7. Copies of qualifications, identity documents (IDs) and the curricula vitae (CVs) of persons who will be involved in the execution of this tender should the tenderer be successful must be attached to the proposal.
- 6.8. The following information also needs to be provided with the tender document:
- Names and details of senior management
 - Employment equity details of employees at an operational level

- Percentage of ownership by number of:
 - Black ownership
 - Black women ownership
 - White women ownership
- Percentage of ownership by profit share of:
 - Black ownership
 - Black women ownership
 - White women ownership

6.9. An original valid Tax Clearance certificate must be included in the tender document. Failure to submit a certificate would render your tender invalid.

6.10. Copy/ies of any affiliations that you may have must be attached to the response to this tender.

6.11. Kindly note that the NEF is entitled to amend any tender conditions, validity period, specifications, or extend the closing date of tenders before the closing date. All tenderers, to whom the tender documents have been issued, will be advised in writing of such amendments within reasonable time after they are made.

6.12. The NEF reserves the right not to accept the lowest tender or any tender in part or in whole.

6.13. The NEF reserves the right to award this tender to a black empowered firm.

6.14. The NEF also reserves the right to award this tender to any party whom it decides as a whole or in part without furnishing reasons. The NEF reserves the right to withdraw this tender at any stage with or without giving reasons.

6.15. The tenderer hereby offers to render all or any of the services described in this tender document to the NEF on the terms and conditions and in accordance with the specifications stipulated in this tender document. This tender document and the tenderer's response thereto shall form part of any service level agreement that may be concluded between the NEF and the tenderer. In the event of conflict between such documents, the service level agreement shall take precedence over all other documents.

- 6.16. Tenders submitted by juristic persons or partnerships must be signed by a person or persons duly authorized thereto by a resolution of a board of such juristic person, a copy of which resolution, duly certified be submitted with the tender.
- 6.17. The tenderer shall prepare for a possible presentation should NEF require such and the tenderer shall be notified thereof no later than 4 (four) days before the actual presentation date.
- 6.18. The tenderer hereby agrees that the offer herein shall remain binding upon him/her and will be open for acceptance by the NEF during the validity period indicated herein.
- 6.19. The tenderer furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her tender response, that the price(s) and rate(s) quoted cover all the work/item(s) specified in the tender response documents and that the price(s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accepts that any mistakes regarding price(s) and calculations will be at his/her risk.
- 6.20. The tenderer hereby accepts full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on him/her under this tender as the principal(s) liable for the due fulfillment of this tender and any contract that might be concluded pursuant hereto.
- 6.21. The NEF will treat your personal information as confidential and take all necessary steps to protect your information as required by the Protection of Personal Information Act of 2013. The NEF will only process your information (which involves but is not limited to collecting, collating, organising, disseminating and destroying) in the following circumstances:
- where you have granted the necessary consent;
 - where we are required to do so by law;
 - where processing is necessary to protect our legitimate interests;
 - where it is necessary for the conclusion or performance of a contract to which you are party; or
 - where it is in the public interest to do so.

By signing this tender document (RFP), the bidder hereby consents to the use of their personal information which forms part of the tender process and as may be discovered by the NEF and confirm that the information is supplied voluntarily without undue influence from any party. Tenderers acknowledge that they are aware of their right to access the information at a reasonable time for purposes of rectification or object to the processing of the information.

- 6.22. **Bidders are required to register on the National Treasury Database as per National Treasury Circular No 3 of 2015/2016 – Central Supplier Database (CSD).**

CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER

Name of your Company (in block letters)	
Signature(s) of the Bidders	
Name of person signing (in block letters)	
Capacity	
Are you duly authorized to sign this tender?	
Company Registration Number	
VAT Registration Number	
Postal address (in block letters)	
Physical address (in block letters)	
<i>Domicillium citandi et executandi</i> in RSA	(full) street address) (in block letters)
Contact Person	
Telephone Number	
Fax Number	
Cell Number	
E-mail	

***Failure to comply with any of the terms and conditions as set out above will invalidate the tender.**

7. EVALUATION CRITERIA

PHASE 1: FUNCTIONALITY: Tenderers will need to score a **minimum of 42 points** in their technical assessment to qualify for the next phase.

0 = Did not submit 1 = poor, 2 = below satisfactory, 3 = satisfactory, 4 = good, 5 = excellent

Note that the total maximum score that any prospective service provider can achieve is a 5.

Technical	
Criteria	Weighting
<p>Bidder's experience:</p> <ul style="list-style-type: none"> • The bidder must provide at least ten (10) years demonstrable experience in Public or Private Sector in Employee Wellness services. • 0 to 4 years' experience – 1 points • 5 - 6 years' experience – 2 points • 7 – 9 years' experience – 3 points • Above 10 years 'experience – 5 points 	20
<p>A bidder must provide in-depth record of accomplishment of a similar work done previously with specifics to EWP and its psychological aspects. Provide at least 4 reference letters. (The bidder must provide reference letters or trade client list with contract period and contactable reference).</p> <ul style="list-style-type: none"> • 4 x letters of reference – 5 points • 3 letters of reference – 4 points • 2 x letter of reference – 3 points • 1 x letter of reference - 2 points • No letter of reference – 0 points 	20
<p>Experience and qualifications of the Account Manager:</p> <ul style="list-style-type: none"> • A detailed CV/Profile of the incumbent must be provided for the person that will occupy this position. Account Manager 	10

<p>should at least have a qualification in Psychology or Social Work (with at least 10 years' experience).</p> <ul style="list-style-type: none"> • 0 to 2 years' experience – 1 point • 3 – 4 years' experience- 2 points • 5 – 6 years' experience 3 points • 7 – 9 years' experience – 4 points • Above 10 years 'experience – 5 points 	
Counsellor's registered with HPCSA (with at least 5 years' experience)	10
Online self-help portal: <ul style="list-style-type: none"> • Bidders should provide a methodology demonstrating how the app will work or pictures narrating how the app will work. Provide details of the online self-help portal (smartphone APP/portal and user-friendly tech) 	10
TOTAL	70

Phase 2: Presentation: Bidders will need to score a **minimum of 18 points** in order to be evaluated further.

Presentation 30

CRITERIA	POINTS
<ul style="list-style-type: none"> • Demonstrable experience in Public or Private Sector in EAP and EWP. 	5
<ul style="list-style-type: none"> • Bidders should provide a methodology demonstrating how the app will work or pictures narrating how the app will work. Provide details of the online self-help portal (smartphone APP/portal and user-friendly etc) 	15
<ul style="list-style-type: none"> • Provide turnaround time to assist the employees for professional services (information, advice, support, counselling, etc) and turnaround for emergency services. 	5
<ul style="list-style-type: none"> • Case management 	5
TOTAL	30 points

Phase 3: 80/20 Preference Point System

All tenders that will achieve the minimum qualifying score for technical will be evaluated further in terms of the preference point system as follows:

CRITERIA	POINTS
Price	80
BEE	20
TOTAL	100 points

SECTION: 2

TERMS OF REFERENCE /

SCOPE OF SERVICE

7. PREAMBLE

The National Empowerment Fund Act No.105 of 1998 established the National Empowerment Trust (NEF), for the purposes of promoting and facilitating economic equality and transformation, by providing development finance for Black Economic Empowerment (BEE) empowered South African businesses. The NEF operates under the umbrella of the Department of Trade and Industry (DTI) and is committed to the Broad-Based Black Economic Empowerment Act 55 of 2003 and the Codes of Good Practice on BEE.

8. TECHNICAL REQUIREMENTS

8.1 EXPERIENCE

The bidder must have relevant experience in providing EAP and EWP services for NEF employees and their immediate family members (i.e partner/spouse/children and anyone who live in the same household).

Provide at least top 3 references for clients that you have serviced in the last 18 months.

8.2 QUALIFICATIONS AND SKILLS OF KEY PERSONNEL

The bidder's key personnel of the proposed project team must have relevant qualifications, skills and experience.

The bidders must submit, as part of its proposal, the following:

- Breakdown of the skills, experience and qualifications of the Account manager and the support team that will handle the NEF account.
- The structure and composition of the proposed team, clearly outlining the main disciplines/ specialties of this project and the key personnel responsible for each specialty.

CVs of the key personnel; and the CVs must clearly highlight the areas of experience/ competence relevant to the tasks and objectives of the assignment as outlined above.

8.3 SERVICE OFFERING

The bidder must provide detailed information on how they propose to deliver EAP and EWP services to the NEF.

The information about the bidder's proposal must cover, but not limited to, the following information:

- 1) Provide a 24 hour, 7 days a week call centre counselling service to all SIU employees and their immediate dependents (i.e. partner/ spouse/ children and anyone who live in the same household)
 - Confidential, unlimited access and 24 hour, 7 days a week telephonic service (call centre) which is capable of rendering the necessary assistance in South Africa's eleven (11) official languages
 - Only professionally qualified, registered clinicians and specialists are to render the required services
- 2) Provide a face to face (or alternatively a digital, virtual consultation if applicable under the circumstances) counselling service to all SIU employees and their immediate dependents
 - Provide confidential counselling and referral services for the employee and their immediate family on any of the following areas (this list is not exhaustive);
 - ✓ Bereavement and loss
 - ✓ Family and relationship problems
 - ✓ Marital problems
 - ✓ Divorce
 - ✓ Physical and emotional abuse
 - ✓ Work related issues

- ✓ Anxiety, depression and suicidal tendencies
 - ✓ Financial planning and difficulties
 - ✓ Interpersonal communication
 - ✓ Alcohol, gambling and substance abuse etc
- To provide counselling sessions to employees and their family members
- 3) Provide monthly SIU customized Employee Wellness awareness campaign material e.g. posters, brochures and articles on employee wellness topics that must be promoted for the month
- 4) Conduct induction for new employees
- Conduct induction sessions for employees on service offered under the programme
- 5) Conduct training sessions for managers and EWP champions
- Conduct training sessions for management and EWP champions on the services offered including case referrals
- 6) Wellness days
- Comprehensive Employee wellness day, which include:
 - ✓ Voluntary testing and counselling (HIV/AIDS)
 - ✓ Health screening such as Blood pressure, Sugar levels, Cholesterol etc
 - ✓ Personal health assessments and Personal stress assessments
 - HIV/AIDS awareness day, which includes
 - ✓ HIV/AIDS counselling and testing
 - ✓ Educational workshop / talk

- ✓ HIV/AIDS awareness promotion material
- Conduct four awareness programmes that educate and create awareness on agreed topics arising from reports, surveys and other sources such as the below (this list is not exhaustive):
 - ✓ COVID 19
 - ✓ Financial empowerment
 - ✓ Gender based violence
 - ✓ Abuse
 - ✓ Depression
 - ✓ Stress and fatigue management
 - ✓ Mental health
 - ✓ Wills
 - ✓ Men and women's health

7) Provide an online self-help portal

- Individual and personalised wellness profile that is online based

8) Reporting

- Prepare and provide NEF management with quarterly reports in a format to be agreed upon
- Provide feedback on issues that are of high risk and have potential to impact negatively on the NEF and make appropriate recommendations thereof

9) Maintain strict confidentiality at all times.

SECTION: 3

PRICING

Pricing (Attach price schedule, stating all pricing information including levels of seniority, hourly rates, costs, fees, etc)

SECTION: 4
BLACK ECONOMIC EMPOWERMENT

BBBEE Supplier Assessment Form

Trading name of entity _____
Contact person _____
Physical Address _____

Contact telephone number _____
Fax number _____
Cell phone _____
Email address _____
Percentage black shareholding (where applicable) _____
Percentage black women shareholding _____
Percentage white women shareholding _____
Do you fall within a gazetted industry charter? _____
Are you a Large/Generic Enterprise? _____
Are you a Qualifying Small Enterprise? _____
Are you an Exempt Micro Enterprise? _____

Please attach the BBBEE rating / scorecard certificate.

I, the undersigned, certify that the information contained in this document is accurate and correct. I am fully responsible for any misrepresentation in this document and am aware of the repercussions that may arise as a result of such a misrepresentation.

Name: _____ ID Number/Passport Number: _____

Signed: _____ Date: _____

Position: _____

LIST OF TENDER RETURNABLES

- Original valid Tax Clearance Certificate
- Signed declaration of Interest form
- Declaration of tenderer's past supply chain management practices
- Completed and signed tender document
- BEE credentials / rating certificate
- The following information also needs to be provided with the tender document:
 - Names and details of Senior Management.
 - Shareholders Certificate.
 - Details of employees at an Operational Level.
 - Percentage of ownership by:
 - Black Shareholders
 - Black Women
 - White Women

Failure to submit the required documents will result in the proposal being non-compliant and will be disqualified.

Declaration of tenderer's past supply chain management practices

- 1 This tender may be disregarded if the tenderer, or any of its directors have:
 - Abused the institutions supply chain management systems;
 - Committed fraud or any other improper conduct in relation to such a system; or
 - Failed to perform on any previous contract

- 2 In order to give effect to the above, the following questionnaire may be completed and submitted with the tender

Item	Question	Yes	No
4.1	Is the bidder or any of its directors listed on the National Treasury's database as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the <i>audi alteram partem</i> rule was applied).		
4.1.1	If so, furnish particulars		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? To access this Register enter the National Treasury's website, www.treasuy.gov.za . click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number (012) 326 5445		
4.2.1	If so, furnish particulars		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?		
4.3.1	If so, furnish particulars		
4.4.	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?		
4.4.1	If so, furnish particulars		

I, THE UNDERSIGNED (FULL NAME) CERITFY
THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND
CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE
TAKEN AGAINST ME SHOULD THIS DECLARTION PROVE TO BE FALSE.

Signature Date

Position Name of bidder

DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state*, or persons having a kinship with persons employed by the state/NEF, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state/NEF, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority and/or take an oath declaring his/her interest, where-

- the bidder is employed by the state/NEF; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative:

.....

2.2 Identity Number:

.....

2.3 Position occupied in the Company (director, shareholder etc):

.....

2.4 Company Registration Number:

.....

2.5 Tax Reference Number:

.....

2.6 VAT Registration Number:

.....

* "State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;

- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

2.7 Are you or any person connected with the bidder presently employed by the state/NEF?

2.7.1 If so, furnish the following particulars **YES / NO**

Name of person / director / shareholder/ member:

.....

Name of state institution OR department to which the person is connected:

.....

Position occupied in the state institution/NEF:

.....

Any other particulars:

.....

2.8 Did you or your spouse, or any of the company's directors / shareholders / members or their spouses conduct business with the state/NEF in the previous twelve months?

2.8.1 If so, furnish particulars **YES / NO**

.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state/NEF and who may be involved with the evaluation and or adjudication of this bid?

2.9.1 If so, furnish particulars **YES/NO**

.....

2.10 Are you, or any person connected with the bidder, Aware of any relationship (family, friend, other) between the bidder and any person employed by the state/NEF who may be involved with the evaluation and or adjudication of this bid?

2.10.1 If so, furnish particulars.

YES/NO

.....
.....
.....

2.11 Do you or any of the directors /shareholders/ members of the company have any interest in any other related companies whether or not they are bidding for this contract? **YES/NO**

2.11.1 If so, furnish particulars:

.....
.....
.....

DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT ALL THE INFORMATION FURNISHED IN THIS TENDER SUBMISSION IS CORRECT.

I ACCEPT THAT THE STATE/NEF MAY ACT AGAINST ME IN TERMS OF THE GENERAL CONDITIONS OF CONTRACT ISSUED BY NATIONAL TREASURY OR ANY APPLICABLE LAW SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder