APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF SPECIALISED EMPLOYEE WELLNESS SERVICES FOR A PERIOD OF THREE YEARS

NON COMPULSORY BRIEFING SESSION: SASSA 119-23-EWP-HO

Introductions

- SCM and Business
- Attendees (Company Name, Representative & Contact Details)

Questions and Answers

- Questions will be allowed after the last presentation.
- Bidders are encouraged to write their questions as the presenter is busy presenting. SASSA will respond to the questions after the last presentation or through the email platform.

BID CLOSING DETAILS

Bid Closing Date	11 April 2024
Bid Closing Time	11:00am
Address	SASSA Head Office 501 Prodinsa Building Corner Steve Biko & Pretorius Street Arcadia- Pretoria

STANDARD BIDDING DOCUMENTS

- **SBD 1**: Invitation to bid, Terms and conditions of bidding
- **SBD 3.1**: Pricing Schedule, Firm Prices
- **SBD 4**: Bidders Disclosure
- **SBD 6.1**: Preference Points Claim Form
- General Conditions of Contract

SBD 1:INVITATION TO BID

- Complete supplier information
- Provide tax compliance system pin/CSD MAAA Number
- Accredited representative in SA or are you a foreign based
- SBD 1 must be signed (Read instructions on PART B) by an authorized member of the company and failure may results in such bid being disqualified.

NB: Failure to comply with the above may result in the bid being disqualified

SBD 3.1: PRICING SCHEDULE – FIRM PRICES

- The price offer to be valid for 90 days.
- The price offer to be in RSA currency.
- The price offer is firm

NB : To fully complete the form and failure to comply may result in the bid being disqualified.

SBD 4. BIDDERS DISCLOSURE

- SBD 4 must be read and signed by authorized members of the company.

  NB: To be fully completed and signed failure to comply may result in the bid being disqualified

SBD 6.1 PREFERENCE POINT CLAIM FORM PER PPR 2022

- The point system applicable to this bid is the 80/20 scoring points system.
- 80 points will be awarded for Price
- 20 points will be awarded for Specific Goals
- This form must be completed and signed by an authorized person

GENERAL CONDITIONS OF CONTRACT

- This document draws attention to certain conditions applicable to government bids, contacts and orders.
- Bidders are advised to familiarize themselves with the rights and obligations of all parties involved when doing business with government through the GCC.

EVALUATION CRITERIA

Stage 1: Phase 1: Special Conditions

- Bidders to fully complete and submit required Annexures (B, C and D).

Stage 1: Phase 2: Administrative Compliance

- This stage requires bidders to fully complete and submit all the standard bidding documents

Stage 1: Phase 3: Technical/Functional Evaluation

- This stage requires bidders to achieve a minimum of 70 points to be able to move to Stage 2

Stage 2: Phase 1: Price and Specific Goals

- Bidders to be scored on 80/20 preference point system

PROJECT OBJECTIVE

- To provide a comprehensive professional service to address a full spectrum of emotional and behavioral problems confronting employees, their immediate families and dependents (living in the same household) which may impact negatively on performance (professional telephonic and face-to-face counseling, trauma defusing/debriefing on individual and group basis).

- To enhance the overall well-being, health, and productivity of SASSA employees, taking into consideration the challenges arising from the Business Reengineering Process (BPR) or similar processes.

SCOPE

- The service will be provided to a staff compliment of approximately 8 000 employees and their families at Head Office (HO) and all nine (9) Regions including District and Local Offices. The Agency will award the Tender to one Bidder nationally (Head Office and all nine Regions including Districts and Local Offices).
- The counselling services (telephonic and face-to-face) will also cover the employees' immediate families and dependents (living in the same household). In case of an employee's death the bereaved family will be legible to receive counselling services up to a period of 6 months after employee's death.
- The Programme will encompass a comprehensive range of services and initiatives aimed at addressing the physical, mental, emotional, spiritual, and social well-being of SASSA employees e.g. Health promotion and disease prevention activities, Mental health support and counseling services etc.
- Duration of the contract: 3 years

PROJECT LOCATION

- SASSA's HO Employee Wellness Unit will manage the contract and is based in Pretoria. The Bidder's Account Manager/s must be available /accessible for HO and all Regions as and when required.

DELIVERABLES

Professional Intervention /Support including Exit interviews

- **Face-to-face counselling**: To provide face-to-face counseling services with a maximum of six counseling sessions per problem, per year, per family-member/s or groups. SASSA will provide private rooms for counselling conducted on site where necessary and or applicable.
- **Telephonic counseling:** To provide a comprehensive dedicated 24 hour, 365 days a year Toll-Free service:
  - Life management services i.e. (Legal advice , Financial advice , Family care services)
  - Provide access to information regarding external services / resources that employees / dependents may require throughout the country included but not limited to names of medical providers, NGOs, schools.
  - Managerial consultation and referral service in their existing relationships with employees
  - Exit interviews - conduct exit interviews to employees leaving the Agency and provide a report with recommendations (SASSA will review the exit interview questionnaire in consultation with the Service provider and provide a list of employees exiting the organization as and when needed)

DELIVERABLES CONT..

Group Interventions

- **Trauma debriefing services**: To provide trauma debriefing services to individual and group/s of employees and their families in case of traumatic situations such as bereavement. In the event of onsite work-related trauma, the trauma counselors must be dispatched to render onsite trauma debriefing services according to the professional standards.
- **Emotional impact sessions**: Provide employees affected by common organizational issues, with a forum in which to deal with the range of challenges faced and afford them an opportunity to express their feelings in a contained, safe environment.
- **Mental Health Programs**: Conduct workplace mental wellbeing assessments or screenings & develop a plan for assessing the resultant risk, implement effective risk-control measures.
- **Team Audits** :conduct interviews for teams with relationship and group dynamic concerns (up to a maximum of 25 team members). Twenty (20) Team Audits per year nationally.

DELIVERABLES CONT..

- **Team alignment:** Implement relevant interventions / programmes to enhance team functioning with the affected team & equip management with leadership skills. Twenty (20) Team alignment interventions per year nationally.
- **Assessment Tool (such as Enneagram):** conduct assessments for teams through an assessment tool aimed at providing insight, helping employees better understand their personalities and the impact thereof in the workplace. Assign a professional and registered Coach to conduct assessments through an assessment tool and provide individual and group reports. Twenty (20) Team assessments per year nationally.
- **Organizational Wellness:** Develop and implement EW interventions / strategies to assist employees and their families in preparing and dealing / coping with organizational changes such as BPR.

DELIVERABLES CONT..

- **Employee Wellness survey:**

  Conduct EW related surveys that will assist the Agency in identifying risk behaviors and develop strategies to mitigate the identified risks. One (1) EW related survey per year.

- **Lifestyle / Chronic Disease Management Programme:**

  Develop programmes on disease management including HIV and AIDS including but not limited to HIV and AIDS, Diabetes, TB, Hypertension, Cancer, mental health and other related chronic diseases.

DELIVERABLES CONT..

Health Screening Services

General Health screening**:**

- Conduct on-site health screening by qualified professionals full day (8 hours) for employees to assess the health risks of individuals, i.e. body composition analysis, blood glucose, blood cholesterol, blood pressure, HIV testing, weight, height and body mass index etc.
- Marketing of health screening services to encourage employees to participate in the screening services.
- Develop programmes to promote healthy lifestyles based on the risks identified.
- Health screening to be conducted by qualified professionals in line with the Department of Health's testing protocol
- Conduct fifty five (55) onsite screenings in Head Office and Regions for full day (8 hours) annually.
- SASSA will provide venue for onsite screenings.

DELIVERABLES CONT..

Executive Health screening :

- Conduct a comprehensive assessment for Executives who are at a high risk of developing medical conditions and need a detailed understanding of a wide range of their health metrics. One (1) Executive health screening for eleven (11) Executive Managers per year. The Service Provider will be responsible for providing facilities for Executive screenings.

Cancer screening:

Conduct Cancer screening for employees:

- Prostrate (Finger prick test) – 40 employees per Region & HO annually.
- Pap smear screening – 60 employees per Region & HO annually.

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DELIVERABLES CONT..

Workshops / Training / Dialogues including targeted interventions

- Management: (Executive, senior, middle, junior managers and supervisors). 1 Full day (8 hours) OR 4 x 2 hour workshop / training / information sessions
- Employees: Four (4) full day (8 hours) OR 4 x 2 hour workshop / training / information / dialogue sessions
- EW Teams: Two (2) full day (8 hours) OR 4 x 2 hour EW related workshops per year.
- Wellness Champions (WC): One WC capacity building session full day (8 hours) OR 4 x 2 hours) per year.
- Motivational engagements / talks on wellbeing related issues: Provide professional experts with motivational capabilities to encourage staff through various EW engagements, two (2) motivational engagements/ talks per Region and Head Office annually.

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DELIVERABLES CONT

e-Health Care Services - Provide a comprehensive interactive Online service which will:

- Provide monthly desk drops in line with the National Health and Wellness calendar,
- Allow employees to complete personal wellness assessment & access to online engagement with medical, fitness instructors, nutritionists, etc.
- Provide continuous marketing of the programme to employees as well as a support to EW practitioners, managers, Wellness Champions.
- Allow key stakeholders within the organization immediate and direct access to information and reports might have impact on workplace functioning and or assist in organizational decision making

DELIVERABLES CONT..

Marketing and Promotion

- To integrate and provide marketing and promotion of the EW services to both managers and employees in all nine (9) Regions and HO during launch. The sessions to also include / address the wellbeing challenges related to the BPR process.
- Develop a Marketing Strategy for the launch and continuous marketing and the promotion of the programme in line with SASSA ICT and Internal Communications protocols.
- Provide brochures, pamphlets to employees and posters to Regions & HO on EW services.
- Provide monthly deskdrops and or posters on different wellbeing topics in line with the National Health calendar.

PROJECT MANAGEMENT..

- To provide a project Implementation Plan.
- A dedicated Account Manager or contact person must be made available to coordinate the Programme
- Dedicate knowledgeable personnel who will provide support to the Account Manager in ensuring that SASSA Head Office and Regions are effectively and efficiently serviced
- Conduct monitoring and evaluation of the EWP through regular submission of detailed reports to track the effectiveness and impact of the programme in line with the contract deliverables.
- Provide management information reports including trend and cost benefit analysis (Return on investment) to SASSA.
- Present progress with regards to the implementation of EWP during Management meetings.
- Provide strategic guidance to Management and EWP structures with regards to identified trends analysis, make recommendations as and when required

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ACCESS TO THE SERVICE

- The service must be available through a toll free call center to all employees and their immediate families 24 hours a day, 365 days a year in all South African official languages.
- In the case of face-to-face counseling the service should be provided within a distance not exceeding 30km away from workplace.
- Counseling, legal, medical and financial services/advice must be provided by professionals with qualifications in their respective work-life fields.
- A network of registered Clinical Psychologists and Social Workers must be available to provide employees and their families / dependents with face-to-face counselling in all South African official languages nationally.
- All services should be accessible to People with Disabilities (all forms of disabilities).

MONITORING, EVALUATION AND REPORTING

- To compile and submit monthly, quarterly and annual reports (per Region including HO) and make presentations to Management structures as and when required.
- Provide SASSA's Project Manager access to the transcripts from their recording system for purposes of verifying utilization rate without compromising the callers' confidentiality.
- Provide a client satisfaction report after utilization of EW services by employees
- Report to the SASSA Project Manager or his / her delegate/s.

TEMPLATES

- Annexures
  - A: Cost Schedule (**in a separate envelope)**
  - B: Reference Letters :confirming Employee Wellness services
  - C: Declaration Letter :using qualified and registered staff & ability to render services to Persons with Disabilities in alignment with the Employment Equity (EE) Act 55 of 1998 as amended and its code of Good Practice
  - D: Confirmation of Radius
  - E: SASSA National footprint
- CV of Account Manager
- Company Profile
- Any other Supporting Documents