



Request for Proposals (RFP)

Provision of an Employee Wellness Programme to the CSIR for a three (03) year period.

RFP No. 3430/15/03/2021

Date of Issue	Friday, 26 February 2021	
Compulsory Briefing Session	Date: 05 March 2021 Venue: Virtual–Microsoft Teams Time: 10H00 – 11H30 Access link: https://teams.microsoft.com/l/meetup-join/19%3ameeting_YTg5NjZhMDctODQ3ZC00YTg0LTk1N2UtODgyNzM_yOGVkZTBm%40thread.v2/0?context=%7b%22id%22%3a%222fd3c5d5-ddb2-4ed3-9803-f89675928df4%22%2c%22Oid%22%3a%221c4f96d0-2ecb-491c-b318-727359f0400a%22%7d	
Closing Date	Monday, 15 March 2021	
Enquiries	Strategic Procurement Unit	E-mail: tender@csir.co.za
CSIR business hours	08h00 – 16h30	
Category	Professional Services	

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SECTION A – TECHNICAL INFORMATION

1 INTRODUCTION

The Council for Scientific and Industrial Research (CSIR) is one of the leading scientific research and technology development organisations in Africa. In partnership with national and international research and technology institutions, CSIR undertakes directed and multidisciplinary research and technology innovation that contributes to the improvement of the quality of life of South Africans. The CSIR's main site is in Pretoria while it is represented in other provinces of South Africa through regional offices.

2 BACKGROUND

The CSIR is committed and dedicated to putting its employees first. As the employer of choice, CSIR continuously provides platforms for employees to receive support to be productive in their personal and professional life. Unsatisfactory job performance, absenteeism, lateness, and accidents, among others, are often early warning signs of deeper personal, professional and environmental problems. CSIR recognises that early detection and appropriate interventions to address personal, professional and environmental stressors can prevent or alleviate poor performance, accidents and absenteeism. To this end, the organisation has put in place an Employee Wellness Programme (EWP) which seeks to empower employees with life skills in order to cope with difficult life and work related issues so that work performance is not affected.

PURPOSE OF THE PROGRAMME

The purpose of the Employee Wellness Programme is to support Wellness Office initiatives and improve the performance of CSIR by assisting its employees to deal with their personal and work-related challenges earlier, and more effectively. It also provides consultancy support and guidance for managers and supervisors to assist them with monitoring their employees' job performance, intervening early, and where necessary, to take appropriate action to correct the situation.

The CSIR appreciates the role and support family members play in employees' life, therefore extends the service to immediate family members. The programme provides extra support for employees in managing the circumstances of domestic life before these begin to impact on work.

3 INVITATION FOR PROPOSAL

Proposals are hereby invited for the Provision of Employee Wellness Programme to the CSIR for a period of three (3) years.

4 PROPOSAL SPECIFICATION

All proposals are to be submitted as specified in this document.

4.1 Technical Proposal

The following must be submitted as part of the **technical** proposal:

- Covering letter;
- Company profile clearly stipulating the number of years rendering similar services;
- Provide a minimum of three (3) contactable references from previous clients for similar work done;
- Provide a sample report of incidence report and usage of the service
- Provide a project methodology that must cover the following aspects as outlined in the scope of service.

4.2 SCOPE OF SERVICE – RETAINER OFFERING

Service offering is for 2 373 employees

Location1	Total
Auckland park	14
Cape Town	10
Cottoesloe	27
Craig Hall	1
Durban	46
Emmerentia	17
Klopperbos	6
Modderfontein	1
Sandton	1
Paardefontein	4
Port Elizabeth	8
Rosebank (CPT)	47
Scientia(PTA)	2079
Stellenbosch	111
University Of Stellenbosch	1
Grand Total	2373

REFERENCE OF SERVICE COMPONENTS	SERVICE DESCRIPTION
SERVICES 1: COUNSELLING SERVICE	
<ul style="list-style-type: none"> • Toll free telephonic supportive counselling (24/7/365) for employees and families. The Service shall be available in 11 official languages, with the national network matching CSIR's geographic map. 	<ul style="list-style-type: none"> • Professional Support Line Service Through a 24/7/365 Call Centre. A 24-hour multilingual psychological counselling service to be available to all eligible employees and immediate family members.
<ul style="list-style-type: none"> • Personal Face to Face Counselling Model of 6-8 counselling sessions per employee per incident per year with additional two sessions at the discretion of the service provider. Face to face counselling for employees and family members 	<ul style="list-style-type: none"> • 6 (six) Personal Counselling (face to face) - sessions per person per year (per condition/incident) close to employee/family member residence or place of work. • Support and counselling relating to sexual harassment incidents • Rehabilitation and counselling relating to sexual harassment • Support and counselling relating to unfair discrimination e.g disabilities, homophobic, xenophobia e.t.c
<ul style="list-style-type: none"> • Critical Incidence Services (Trauma debriefing) 	<ul style="list-style-type: none"> • A Critical Incident service - offering prompt and professional trauma debriefing and counselling services to employees and family members exposed to incidents of trauma.
<ul style="list-style-type: none"> • Electronic advisory services 	<ul style="list-style-type: none"> • Access to a comprehensive Electronic Wellness Programme. The programme includes an integrated suite of email and web-based health management applications including interactive disease management tools; a selection of health and wellness information; a medical encyclopaedia; quizzes, and calculators; as well as personalised information on a range of employee wellbeing related topics such as stress management, substance abuse, and trauma management. Printable resources.

<ul style="list-style-type: none"> • Management consultancy, referral and support program 	<ul style="list-style-type: none"> • Service provider will provide: <ul style="list-style-type: none"> -A managerial consultancy programme. -Employee referral service to CSIR managers in support of their employee management responsibilities.
SERVICE 2: LIFE MANAGEMENT SERVICES	
<ul style="list-style-type: none"> • Life management services: <ul style="list-style-type: none"> • Debt management and advocacy • Money management (Budgeting) • Legal advice and guidance • Family Care 	<ul style="list-style-type: none"> • Life Management Services • A legal wellbeing service that provides CSIR employees with detailed practical information, education, counselling, resources and referrals on a broad range of legal matters, consumer affairs and social benefits. Assistance on labour law matters is excluded from the service. • Financial wellbeing: This component of the service offering will assist employees who have queries relating to finances and debt. • A debt mediation process will be available to all employees who present with a negative cash flow situation in those geographies where such mediation is legislatively available. • Family care support: It will focus on the provision of information and guidance on a broad range of family related issues such as: parental guidance, disability benefits, educational and community resources, special needs placement, dependent care, child support, immigration, expatriate adjustment, alternative work arrangements, residential facilities, vocational guidance, community resources, preschool programmes and care giving guidance. • Wills and Estate planning • Basic contract draft and advise

SERVICE 3: MARKETING AND COMMUNICATION	
<ul style="list-style-type: none"> Marketing and communication 	<ul style="list-style-type: none"> Custom-designed and continuing communication programmes to correctly position the EWP to ensure understanding and encourage all employees to use the service. The service provider must adopt CSIR Employee Wellness Programme branding and design The service provider shall utilise CSIR Employee Assistance Programme telephone number (0800 222 615)
SERVICE 4: PROGRAMME MANAGEMENT	
<ul style="list-style-type: none"> Programme Management: Client services 	<ul style="list-style-type: none"> A dedicated Client Relationship Manager will manage the EWP. The EWP to CSIR includes service promotion and marketing, EWP related training, liaison with CSIR's EWP custodians, reporting, organizational consultancy and complaints resolution.
<ul style="list-style-type: none"> Reporting Services – quarterly reporting 	<ul style="list-style-type: none"> Reporting: <ul style="list-style-type: none"> Statistics and calculations Data Analysis Engagement Rate Themes and trends Value Benchmarking Conclusions & recommendations.
<ul style="list-style-type: none"> Complaints Management 	<ul style="list-style-type: none"> The service provider will address all complaints received from CSIR.
SERVICE 5: UNFAIR DISCRIMINATION AND SEXUAL HARRASMENT SUPPORT PROGRAM	
Sexual harassment Unfair discrimination (Gender, Race, Disability etc.)	<ul style="list-style-type: none"> Provide trauma counselling and victim empowerment Mandatory counselling for perpetrators Diversity training

4.3 SCOPE OF SERVICE – ANNUAL OFFERING

The wellness testing will be done on +/- 1 577 employees (To be reviewed) that will be tested in a period of **15 days, with all assessments completed within 30 days of programme commencement**. The wellness days are scheduled for during the month of August.

The venues and wellness screening schedules are as follows:

Area	Address	Wellness Testing Days	Estimate No. of employees
Durban	359 King George V (5TH) Avenue, Durban 4000	1 day wellness testing: 08:00 – 14:00	46
Pretoria	Meiring Naude Road, Pretoria	10 days wellness testing: 08:00 – 15:00	1320
Johannesburg Cottesloe	Johannesburg Corner Newton and Frost Avenue Cottesloe	1 day wellness testing: 08:00 – 15:00	27
Johannesburg Carlow Road	Carlow-Corner of Rustenburg and Carlow Road	1 day wellness testing: 08:00 – 13:00	17
Stellenbosch	11 Jan Celliers Street, Stellenbosch	1 day wellness testing: 08:00 – 15:00	112
Cape Town Rosebank	15 Lower Hope Road, Rosebank, CapeTown	1 day wellness testing: 08:00 – 15:00	47
Port Elizabeth		Identify a site where people can go for testing	8

REFERENCE OF SERVICE COMPONENTS	SERVICE DESCRIPTION
<p>• SERVICE 1: ANNUAL EMPLOYEE HEALTH SCREENING -</p>	
Wellness Screening	<p>The service offering will include determining the following:</p> <ul style="list-style-type: none"> • Weight • Height • Body Mass Index • Blood Pressure & Pulse readings • Full Lipid Screening • Glucose levels

	<ul style="list-style-type: none"> • Provide appropriate health action recommendation based upon the results of each employee's screening results. <p>The service provider will be responsible to fully manage the following;</p> <ul style="list-style-type: none"> • Employee registration; • Data capturing of each employee's results directly after their assessment; • Wellness assessment activities; • Stock control; • Staff provisioning and comfort breaks; • Storing and transporting of stock after issuing, • Management of any issues that may arise during the assessments and <p>A full report on the wellness results of employees must be provided to CSIR Management to include results per region but not limited to the following:</p> <ul style="list-style-type: none"> • Demographics of the employees tested • Health overview of the employees tested • Breakdown of medical schemes employees belong to per region • Quantum of employees per region not covered by a medical scheme
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Service 2: ANNUAL EXECUTIVE MEDICAL HEALTH ASSESSMENTS – 17 LEADERSHIP MEMBERS (PRETORIA – MEIRING NAUDE)	
<ul style="list-style-type: none"> • Medical Risk Appraisal • Physical Assessment 	<ul style="list-style-type: none"> • Personal and family medical history • Nutritional status • Physical activity • Health habits • Neurological • Cardiovascular • Height, weight, BMI, Waist and hip circumference and ratio • Resting and Effort ECG • Lung function screening • Visual and hearing • Ear, nose and throat <p>Respiratory</p>

<ul style="list-style-type: none"> Laboratory Investigations 	Gastrointestinal Musculoskeletal Lipogram Uric acid Glucose Liver and kidney functions Full blood count and ESR Stool (colon albumin) male and female > 40 years old Prostate Specific Antigen test for male > 40 years old Thyroid female > 30 years old Pap smear for female HIV counselling and testing (upon request and consent)
<ul style="list-style-type: none"> Radiological Investigations 	Chest x ray for > 40 on first visit/ every 5 years/ by referral Mammogram and bone density female > 40 years old

4.4 SCOPE OF SERVICE – OTHER

12 Sessions per annum (60 employees per session)

REFERENCE OF SERVICE COMPONENTS	SERVICE DESCRIPTION
SERVICE 1 AWARENESS EDUCATION AND TRAINING	
<ul style="list-style-type: none"> Awareness Sessions: EWP employee awareness sessions. EWP Managerial awareness sessions. Wellness Interventions and training: Specialists i.e. Dieticians, Biokineticists e.t.c 	<ul style="list-style-type: none"> Awareness presentations for Eligible Employees, managers, supervisors and others who may need to be involved such as HR and Occupation Health personnel and staff committees. 2 Dieticians Per annum(PA) 1 Gynaecologist PA 2 Biokineticist PA 4 Medical Dr PA

4.5 SCOPE OF SERVICE – ADHOC

REFERENCE OF SERVICE COMPONENTS	SERVICE DESCRIPTION
SERVICE 1: CONFLICT MEDIATION – PER INTERVENTION OF 10 PEOPLE	
Conflict management To be conducted by industrial psychologists	<ul style="list-style-type: none"> • Identify and respond to the adverse conflict risks within the organisation prior to such risks impacting negatively on productivity and service excellence • Build capacity for managers to use the service and to identify distressed employees and refer them to appropriate resources • One on One and group support interventions • Referral (Employee to Employee and Employer to Manger)

SERVICE 2: OTHER TESTS PER PERSON	
Other Tests	<ul style="list-style-type: none"> • Breast Cancer • Cervical cancer • Testicular cancer • Eye Tests • Hearing tests • Oral health • VCT-HIV (Price PP per test)
SERVICE 3: DISABILITY MANAGEMENT – TRAINING (PER SESSION OF 10 PEOPLE)	
Awareness and training	<ul style="list-style-type: none"> • Breaking down various stereotypes • Diversity training

GENERAL PROVISIONS

Service providers will be expected to hand-over any employee files and any other relevant information as and when requested by the CSIR as per the Electronic Communications & Transactions Act 25 of 2002.

5 FUNCTIONAL EVALUATION CRITERIA

5.1 The evaluation of the functional / technical detail of the proposal will be based on the following criteria:

Functional Factors	Criteria Description	Weighting (%)
Company Experience	Number of years the tenderer has been rendering the services stipulated in paragraph 4 above	10
Client references	The service provider must have dealt with large organisations of at least 2000 employees. At least three references (3) to be supplied Must have dealt with large organisations (Generic)	20
Sample Feedback Reporting	Provide a sample report of incidence report and usage of the service.	30
Company expertise	The service provider must demonstrate their understanding of the key requirements and expectations of CSIR as outlined in this document, particularly in paragraph 4. A detailed approach, methodology and tools on how they will assist CSIR in achieving the objectives of this request must be provided.	40

5.2 Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of 70% and less than 70% on any of the individual criterion will be eliminated from further evaluation.

5.3 Refer to Annexure "A" for the scoring sheet that will be used to evaluate functionality.

6 ELIMINATION CRITERIA

Proposals will be eliminated under the following conditions:

- Submission after the closing date;
- Proposals not submitted in accordance with this document;
- Failure to submit proof of registration with the Employee Assistance Professionals Association of SA (EAPA-SA). A valid membership certificate must be provided;

- Failure to submit proof of registration of key staff with the Health Professional Council of SA (HPCSA). Valid certificates must be provided;
- Non-attendance of the compulsory briefing session.

7 NATIONAL TREASURY CENTRAL SUPPLIER DATABASE REGISTRATION AND TAX CLEARANCE CERTIFICATE

Before any negotiations will start with the winning bidder it will be required from the winning bidder to:

- be registered on National Treasury's Central Supplier Database (CSD). Registrations can be completed online at: www.csd.gov.za;
- provide the CSIR of their CSD registration number; and
- have its tax affairs in good standing with the South African Revenue Service (SARS).

Failure to register on the National Treasury's Central Supplier Database or resolve tax affairs within a period of 7 (seven) days following request to do so will lead to elimination.

SECTION B – TERMS AND CONDITIONS

8 PROCEDURE FOR SUBMISSION OF PROPOSALS

- 8.1 All proposals must be submitted electronically to tender@csir.co.za
- 8.2 Respondents must use the RFP number as the subject reference number when submitting their bids.
- 8.3 The e-mail and file sizes should not exceed a total of 30MB per e-mail.
- 8.4 The naming/labeling syntax of files or documents must be short and simple
- 8.5 All documents submitted electronically via e-mail must be clear and visible.
- 8.6 All proposals, documents, and late submissions after the due date and time will not be evaluated.
- 8.7 Proposals submitted by companies must be signed by a person or persons duly authorised to do so.

NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED

9 DEADLINE FOR SUBMISSION

Proposals shall be submitted at the address mentioned above no later than the closing date of ***Monday, 15 March 2021*** by 16h30.

Where a proposal is not received by the CSIR by the due date and stipulated place, it will be regarded as a late tender. Late tenders will not be disqualified.

10 TENDER PROGRAMME

The tender program, as currently envisaged, incorporates the following key dates:

- Issue of tender documents: Friday, 26 February 2021
- Compulsory briefing session: Friday, 5 March 2021
- Last date for submission of queries: Thursday, 11 March 2020
- Closing / submission Date: Monday, 15 March 2021

11 AWARDING OF TENDERS

- 11.1 Awarding of tender will be published on the National Treasury e-tender portal or the CSIR's tender website. No regret letters will be sent out.

12 EVALUATION PROCESS

12.1 Evaluation of proposals

All proposals will be evaluated by an evaluation team for functionality, price and B-BBEE. Based on the results of the evaluation process and upon successful negotiations, the CSIR will approve the awarding of contract to the successful tenderer.

A two-phase evaluation process will be followed.

- The first phase includes **elimination** of tenders based on the elimination criteria and evaluation on **functionality requirements**, local production and content, if applicable.
- The second phase includes the evaluation of tenders based on **price** and **B-BBEE** status.

Pricing Proposals will only be considered after functionality phase has been adjudicated and accepted. Only proposals that achieved the specified minimum qualification scores for functionality will be evaluated further using the preference points system.

12.2 Preference points system

The 80/20 preference point system will be used where 80 points will be dedicated to price and 20 points to B-BBEE status.

13 PRICING PROPOSAL

13.1 Pricing proposal must be cross-referenced to the sections in the Technical Proposal.

13.2 Price needs to be provided in South African Rand (excl. VAT), with details on price elements that are subject to escalation and exchange rate fluctuations clearly indicated.

13.3 Price should include additional cost elements such as freight, insurance until acceptance, duty where applicable.

13.4 Only firm prices* will be accepted during the tender validity period. Non-firm prices** (including prices subject to rates of exchange variations) will not be considered.

**Firm price is the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax which, in terms of a law or regulation is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;*

***Non-firm price is all prices other than “firm” prices.*

13.5 Payment will be according to the CSIR Payment Terms and Conditions.

14 VALIDITY PERIOD OF PROPOSAL

Each **proposal** shall be valid for a minimum period of three (3) months calculated from the closing date.

15 APPOINTMENT OF SERVICE PROVIDER

15.1 The contract will be awarded to the tenderer who scores the highest total number of points during the evaluation process, except where the law permits otherwise.

15.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement CSIR reserves the right to appoint an alternative supplier.

15.3 Awarding of contracts will be announced on the National Treasury website and no regret letters will be sent to unsuccessful bidders.

16 ENQUIRIES AND CONTACT WITH THE CSIR

Any enquiry regarding this RFP shall be submitted in writing to CSIR at tender@csir.co.za with **“RFP No 3430/15/03/2021 - The provision of an employee wellness programme”** as the subject.

Any other contact with CSIR personnel involved in this tender is not permitted during the RFP process other than as required through existing service arrangements or as requested by the CSIR as part of the RFP process.

17 MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFP must be in English.

18 COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements and specifications of this RFP before submitting proposals. Each tenderer assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. The CSIR is not responsible directly or indirectly for any costs incurred by tenderers.

19 CORRECTNESS OF RESPONSES

19.1 The tenderer must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.

19.2 The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

20 VERIFICATION OF DOCUMENTS

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

20.2 Pricing schedule and B-BBEE credentials should be submitted with the proposal, but as a separate document and no such information should be available in the technical proposal.

21 SUB-CONTRACTING

21.1 A tenderer will not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than **25%** of the value of the contract to any other enterprise that does not qualify for at least the points that such a

tenderer qualifies for, unless the intended sub-contractor is an exempted micro enterprise that has the capability and ability to execute the sub-contract.

21.2 A tenderer awarded a contract may not sub-contract more than **25%** of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an exempted micro enterprise that has the capability and ability to execute the sub-contract.

21.3 Where the tenderer intends to sub-contract a portion of the contract, the capabilities of the subcontractor will be evaluated in accordance with the criteria defined in the RFP. The tenderer must provide a sub-contract agreement indicating the split of work and must be duly signed by parties thereto.

22 ENGAGEMENT OF CONSULTANTS

The consultants will only be remunerated at the rates:

22.1 Determined in the "Guideline for fees", issued by the South African Institute of Chartered Accountants (SAICA); or

22.2 Set out in the "Guide on Hourly Fee Rates for Consultants", by the Department of Public Service and Administration (DPSA); or

22.3 Prescribed by the body - regulating the profession of the consultant.

23 TRAVEL EXPENSES

23.1 All travel expenses for the CSIR's account, be it directly via the CSIR's travel agent or indirectly via re-imburements, must be in line with the CSIR's travel policy. The following will apply:

23.1.1 Only economy class tickets will be used.

23.1.2 A maximum of R1, 400.00 per night for accommodation, dinner, breakfast and parking will be allowed.

23.1.3 No car rentals of more than a Group B will be accommodated.

24 ADDITIONAL TERMS AND CONDITIONS

- 24.1** A tenderer shall not assume that information and/or documents supplied to CSIR, at any time prior to this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.
- 24.2** Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 24.3** In case of proposal from a joint venture, the following must be submitted together with the proposal:
- Joint venture Agreement including split of work signed by both parties;
 - The original or certified copy of the B-BBEE certificate of the joint venture;
 - The Tax Clearance Certificate of each joint venture member;
 - Proof of ownership/shareholder certificates/copies; and
 - Company registration certificates.
- 24.4** An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.
- 24.5** Failure to comply with any of the terms and conditions as set out in this document will invalidate the Proposal.

25 CSIR RESERVES THE RIGHT TO

- 25.1** Extend the tender validity period;
- 25.2** Verify any information contained in a proposal;
- 25.3** Request documentary proof regarding any tendering issue;
- 25.4** Give preference to locally manufactured goods;
- 25.5** Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal);
- 25.6** Award this RFP as a whole or in part;
- 25.7** Cancel or withdraw this RFP as a whole or in part.

26 DISCLAIMER

This RFP is a request for proposals only and not an offer document. Answers to this RFP must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFP. The CSIR makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the RFP, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the tenderer or any other party in connection therewith.

DECLARATION BY TENDERER

Only tenderers who completed the declaration below will be considered for evaluation.

RFP No: 3430/15/03/2021

I hereby undertake to render services described in the attached tendering documents to CSIR in accordance with the requirements and task directives / proposal specifications stipulated in **RFP No.** at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the CSIR during the validity period indicated and calculated from the closing date of the proposal.

I confirm that I am satisfied with regards to the correctness and validity of my proposal; that the price(s) and rate(s) quoted cover all the services specified in the proposal documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this proposal as the principal liable for the due fulfilment of this proposal.

I declare that I have no participation in any collusive practices with any tenderer or any other person regarding this or any other proposal.

I accept that the CSIR may take appropriate actions, deemed necessary, should there be a conflict of interest or if this declaration proves to be false.

I confirm that I am duly authorised to sign this proposal.

NAME (PRINT)
CAPACITY
SIGNATURE
NAME OF FIRM
DATE

WITNESSES	
1
2
DATE:.....	

27 ANNEXURE A

Functional Factors	Proof Required	Weighting	0	7	10
<p>Company Experience</p> <p>Number of years the company has been rendering conflict resolution services.</p>	<p>Company profile clearly indicating the number of years in business providing employee wellness services</p>	10	Less than 5 years	5 – 8 years	More than 8 years
<p>Client references.</p> <p>The service provider must have dealt with large organisations of at least 2000 employees</p>	<p>At least three references (3) to be supplied Must have dealt with large organisations (Generic)</p>	20	Less than 3 references provided, or references are not for large organisations	3 – 5 positive references provided	More than 5 positive references provided
<p>Sample Feedback Reporting</p>	<p>Provide a sample report of incidence report and usage of the service</p>	30	Did not provide any sample report or did not understand requirements.	Report provided but not relevant to service requirements. Poor content in the reporting	Report provided fully meets the requirements.
<p>Methodology and Approach</p>	<p>The service provider must demonstrate their understanding of the key requirements and expectations of CSIR as outlined in this document. A detailed approach, methodology and tools on how they will assist CSIR in achieving the objectives of this request must be provided.</p>	40	Non-submission or poor methodology and approach submitted.	Approach is specifically tailored to suit the requirements and will meet the needs. The tools that will be used for the project are indicated.	The approach is innovative and well-articulated. The tools that will be used for the project are indicated.

28 ANNEXURE B RETURNABLE CHECKLIST

NOTE: The bidder is required to complete each and every schedule listed below to the best of his ability as the evaluation of tenders and the eventual contract will be based on the information provided by the bidder. Failure of a bidder to complete the schedules and forms to the satisfaction of the CSIR will inevitably prejudice the tender and may lead to rejection on the grounds that the tender is not responsive.

The bidder must complete the following returnable documents:

RETURNABLE DOCUMENTS –		
PART A: TECHNICAL RETURNABLES		
Description	Included	
	Yes	No
Proof of registration with the Employee Assistance Professionals Associations of SA (EAPA-SA) – (Provide certificate)		
Proof of registration with the Health Professional Council of SA (HPCSA) – (Provide certificate)		
Company Experience– (Company Profile) Number of years the company has been rendering Employee Assistance Programs. The company must have not less than 5 years training in medium to large organisations.		
Company References – (Client reference letters) The service provider must provide evidence that they have successfully provided EAP Programs. At least three references (3) to be supplied Must have dealt with large organisations (Generic). No letters from other service providers will be accepted as these do not elaborate on bidder’s workmanship and work ethic. Reference letters must be provided to substantiate such claims. In addition to reference letters, the reference form, Annexure C MUST be completed for each reference provided.		
Methodology and Approach including Work plan/timelines – (Detailed Methodology, Approach and Gantt Chart) The service provider must explain their understanding of the objectives of the assignment, approach to the assignment and the methodology for carrying out the assignment. The main activities of the assignment, their content and duration, phasing and interrelations, milestones, and delivery dates of the reports. The proposed work plan should be consistent with the approach and methodology.		

PART B: PRICING PROPOSAL		
32	Pricing Proposal	
33	B-BBEE Certificate	
34	Completed SBD1 Form	

Any other relevant document may be submitted, to substantiate the bidder's proposal.

29 ANNEXURE C REFERENCE FORM

It is critical for the referee to complete the form fully. CSIR will not give scores for incomplete forms

Referee Company legal Name:

Bid Description (reference provided for):

Describe the service/work done:

.....

.....

Project Start Date: Project End Date:

Contract Amount:

Rate Service Provider (Put a mark to the relevant score)

Indicator	Excellent	Very good	Good	Poor	Unacceptable
Score	5	4	3	2	1

Would you use the service provider again: Yes / No

Referee Contact Person:

Referee Designation:

Referee Contact number:

Referee Email:

I hereby declare that to the best of my knowledge, information completed above is true and correct.

Bidder's referee signature: Date:

IN ADDITION TO REFERENCE LETTERS, THE FORM MUST BE COMPLETED FOR EACH REFERENCE SUBMITTED (FORM TO BE COMPLETED BY REFEREE AND NOT BIDDER)

30 ANNEXURE D – PRICING SCHEDULE

30.1 SCOPE OF SERVICE – RETAINER OFFERING

Service offering is for 2 373 employees

Service Component	Year 1 (Excl. VAT)	Year 2 (Excl. VAT)	Year 3 (Excl. VAT)
Counselling services			
Life Management Services			
Marketing and Communication			
Programme Management			
Sub-Total			
VAT			
Total			

30.2 SCOPE OF SERVICE – ANNUAL OFFERING

Service Component	Year 1 (Excl. VAT)	Year 2 (Excl. VAT)	Year 3 (Excl. VAT)
Annual Employee Health Screening (1 577 employees)			
Annual Executive Medical Health Assessments (17 leadership)			
Sub-Total			
VAT			
Total			

30.3 SCOPE OF SERVICE – OTHER

12 Sessions per annum (60 employees per session)

Service Component	Year 1 (Excl. VAT)	Year 2 (Excl. VAT)	Year 3 (Excl. VAT)
Awareness education and training			
Sub-Total			
VAT			
Total			

30.4 SCOPE OF SERVICE – ADHOC

Service Component	Year 1 (Excl. VAT)	Year 2 (Excl. VAT)	Year 3 (Excl. VAT)
Restructuring and retrenchment and support services (per intervention of 10 people)			
Conflict Mediation (per intervention of 10 people)			
Disability Management training (per training session of 10 people)			
Sub-Total			
VAT			
Total			

30.5 DISABILITY MANAGEMENT CONSULTATION SERVICES – RATE PER HOUR

Service Component	Year 1 (Excl. VAT)	Year 2 (Excl. VAT)	Year 3 (Excl. VAT)
Disability Management Consultation Services			
Sub-Total			
VAT			
Total			

30.6 OTHER TESTS – PER TEST PER PERSON

Service Component	Year 1 (Excl. VAT)	Year 2 (Excl. VAT)	Year 3 (Excl. VAT)
Breast Cancer			
Cervical Cancer			
Testicular Cancer			
Eye Tests			
Hearing Tests			

Oral Health			
VCT – HIV			
Sub-Total			
VAT			
Total			

32 ANNEXURE F INTENTION TO BID FORM